

SURREY HEATH BOROUGH COUNCIL
SERVICE LEVEL AGREEMENT 2020/21

1	Parties
	<p>“The Council” means Surrey Heath Borough Council.</p> <p>“The Provider” means Surrey Heath Age Concern CIO (Charity Number 1175933).</p>
2	Appointment and Duration
	<p>The Council agrees to grant the Provider funds to deliver the services set out in Section 3 below.</p> <p>The Service will run for 12 months from 1 April 2020 to 31 March 2021.</p>
3	The Provider’s Roles and Responsibilities
	<p>The Provider agrees to deliver the following services:</p> <ul style="list-style-type: none"> • Work collaboratively with VSNS on V& B service in maximising the impact to recruit and retain volunteers. • Introduce a maximum waiting time of 2 months from the time of referral with 85% of clients receiving a service to reduce isolation. • To recruit new volunteers as necessary to achieve the above. • Acknowledge the support of the Council in all its publicity. • Maintain audited accounts to be provided as requested by the Council, To retain your community fundraising strategy, building your financial independence. • To introduce an accurate system to monitor the user numbers at the Rainbow Café (and if possible where they come from).
4	The Council’s Roles and Responsibilities
	<p>The Council agrees to supply the Provider with the following:</p> <ul style="list-style-type: none"> • Support to achieve its aims as outlined above. • To consider, and co-ordinate the request to extend the Rainbow Café lease for a further 5 year period from November 2022 to 2027. • Attendance at meetings of the Committee when available. • Payment of the grant as set out in Section 5 over. • The Council may review of its existing subsidised parking arrangements.

5	Cost and Funding Arrangements
	<p>The Council has agreed to grant the Provider the following amount for the provision of the services.</p> <p>For the period 1 April 2020 – 31 March 2021 = £10,000.</p> <p>The grant shall be paid quarterly in advance and on submission of quarterly performance reports by the Provider (e.g. the July-September 2019 payment will be made on receipt of the performance report for January to March 2019).</p>
6	Resolution of Issues
	<p>Either party has a right to terminate this agreement, subject to providing at least six month's written notice.</p> <p>The Council has the right to refuse further payment or request an appropriate amount be returned by the Provider should the Provider fail to deliver the service in a satisfactory manner and/or fails to submit a completed quarterly performance report.</p>

Council Sign Off:

Name: Louise Livingston

Position: Executive Head, Transformation

Signature: _____

Date: _____

Provider Sign Off:

Name: Gwen McClafferty

Position: Chairman, Surrey Heath Age Concern

Signature: _____

Date: _____