

SURREY HEATH BOROUGH COUNCIL
SERVICE LEVEL AGREEMENT 2020/21

1	Parties
	<p>“The Council” means Surrey Heath Borough Council.</p> <p>“The Provider” means the Citizens Advice Surrey Heath (Charity Number 1118181).</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 Providers Roles and Responsibilities
	<p>The Provider agrees to deliver the following services:</p> <ul style="list-style-type: none"> • To deliver the changing needs as outlined within your Business Development Plan 2019-22 as attached in Annex A, and any subsequent versions introduced to reflect the changing local trends and priorities: • To continue to develop joint funding bids where appropriate to meet local priorities: • To increase the average daily numbers of clients interacted with to 30: • To acknowledge the support of the Council in all publicity: • To maintain independently examined accounts to be provided as requested by the Council: • To continue with a community fundraising strategy, that builds the organisational financial independence. • To assist where necessary with the Surrey Heath Poverty/Project Initiative. • To work collaboratively when relevant with any agency/voluntary organisations such as Camberley and District Job Club, The Autism Trust and others. • To be fully inclusive from an internal and external perspective.
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 the Provider to achieve its aims as outlined above.

	<ul style="list-style-type: none"> • The council will maximise all networking opportunities to promote and share ideas that support the Provider. • Attend monitoring meetings as appropriate. • The Council is committed to continue to provide car parking without charge should this situation change, a six month notice period will be provided. It may from time to time undertake a review of its parking arrangements which may result in a relocation of the parking facilities offered. • Provide the grant on a quarterly basis in advance as set out in Section 5 below.
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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 = £80,000</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: Nigel Downey

Position: Chairman of Trustees, Citizens Advice Surrey Heath

Signature: _____

Date: _____