

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 Hope Hub, charity number: 1176452</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"> • £10,000 to be used specifically to contribute to salary costs to employ a part-time Case Worker to include Outreach and covering the whole of Surrey Heath for the full period of the grant. Confirmation the post is filled and the work pattern: to provide client numbers seen, the referral method if applicable, the location and outcome. Outreach may be carried out by any competent frontline member of staff and accompanied by a key Volunteer at times. • To fund the crisis provision gap for the remainder of Surrey Heath that is not covered by the grant payments from by Frimley Fuel Allotments. To provide client numbers, locations, and costs. • To provide quarterly statistics on the service and user numbers of the Hope Hub services. • To assist where necessary on any other relevant projects throughout the year.
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. • The council will maximise all networking opportunities to promote and share ideas that support the organisation. • Provide the grant on a quarterly basis in advance as set out in Section 5 below.
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 = £17,000</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 - 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: Karen Kendall

Position: Chair The Hope Hub

Signature: _____

Date: _____