

SURREY HEATH BOROUGH COUNCIL
SERVICE LEVEL AGREEMENT 2020/21

1	<p>Parties</p> <p>“The Council” means Surrey Heath Borough Council.</p> <p>“The Provider” means Catalyst Support Ltd, charity number: 1075892</p>
2	<p>Appointment and Duration</p> <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	<p>The Providers Roles and Responsibilities</p> <p>The Provider agrees to deliver the following services:</p> <ul style="list-style-type: none"> • To deliver the Welcome Wizard football sessions, for males and females for 48 weeks at the all-weather court in Frimley Lodge Park. • To organise and deliver an annual football tournament. • To promote the availability of this service, share information with the Hope Hub amongst other Surrey Heath not for profit groups. • To actively search for alternative funding streams. • To confirm/review new referral methods to ensure that an inclusive approach is adopted to improve accessibility. • To achieve an average of 25 clients per session. • To provide quarterly statistics on the service developments, which include details of: user numbers, their location, and referral routes and gender.
4	<p>The Council’s Roles and Responsibilities</p> <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	<p>Cost and Funding Arrangements</p> <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 = £4,000</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: Jane Delarosa

Position: Catalyst Support

Signature: _____

Date: _____