SURREY HEATH BOROUGH COUNCIL

SERVICE LEVEL AGREEMENT 2020/21

1	Parties
	"The Council" means Surrey Heath Borough Council. "The Provider" means Camberley and District Job Club.
2	Appointment and Duration
	The Council agrees to grant the Provider funds to deliver the services set out in Section 3 below. The Service will run for 12 months from 1 April 2020 to 31 March 2021.
3	The Providers Roles and Responsibilities
	The Provider agrees to deliver the following: • To provide employment training for those in high need within Surrey Heath, and to work with partners such as JCP to prioritise the support for those who have been unemployed for the longest periods, 6 months and longer, with a progress report to be provided at the end of each quarter. • To provide accurate information on the outcomes of the services provided: numbers of those who have found work, numbers of clients seen, referral information, who, and numbers, with a progress report to be provided at the end of each quarter. • Over the period of this SLA for 70 to find work through this service with CJC providing evidence of this achievement. • For those who represent the organisation to retain a professional standard at all times when working with partners. • Acknowledge the support of the Council in all its publicity. • To work collaboratively with the Hope Hub and CASH and other local groups where work areas overlap. • To complete the newly introduced, monthly annual plan on time. • Maintain accounts, to be reviewed by a qualified auditor as requested by the Council. • To further develop a community fundraising strategy that reduces the financial dependence from the council, specifically this year to source separately the costs to meet the cost of the replacement ICT equipment and the Carers or any other Work Fayre event. • To increase the numbers attending the weekly drop-in sessions on a Monday morning to an average of 22.

	• To be fully inclusive in your service and delivery approach.
4	The Council's Roles and Responsibilities
	The Council agrees to supply the Provider with the following. • Attend meetings of the management group and offer support and guidance when possible. • Provide the grant on a quarterly basis in advance as set out in Section 5 on the next page. • To help promote the services when possible.
5	Cost and Funding Arrangements
	The Council has agreed to grant the Provider the following amount for the provision of the services. For the period 1 April 2019 – 31 March 2020 = £6,000 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).
6	Resolution of Issues
	Either party has a right to terminate this agreement, subject to providing at least six month's written notice. 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.

Council Sign Off:

Name: Louise Livingston

Position: Executive Head Transformation

Signature: _____

Date: _____

Provider Sign Off:

Name: Murray Rowlands

Position: Chairman, Camberley and District Job Club

Signature: _____

Date: _____