

SURREY HEATH BOROUGH COUNCIL
SERVICE LEVEL AGREEMENT 2021/22

1	Parties
	<p>“The Council” means Surrey Heath Borough Council.</p> <p>“The Provider” means Voluntary Support North Surrey (Charity Number 1141587).</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 2021 to 31 March 2022.</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 outcomes and outputs specified within the 2021/22 Partnership Funding Agreement with SCC/the CCGs/Runnymede BC/Spelthorne BC. • To continue in working in partnership to support the community and community organisations during and post COVID, i.e. the Surrey Heath Show when operational, the volunteers for the vaccination centres, promote the Surrey Heath Lottery. • For VSNS to implement a good working practice that considers the climate change impact of the organisation, and how this can be reasonably addressed by 30th September 21. • To extend the lease for the office space at the IGC until 01.04.22. • To continue to promote awareness of the umbrella services offered by VSNS, via social media or if possible attending community events.. • Acknowledge the support of the Council in all its publicity. • To continue the ongoing review of the umbrella services, to prepare for COVID recovery, to ensure of the financial sustainability of VSNS.
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. • Attend meetings of the Committee and offer support to the trustees when possible. • Provide the grant on a quarterly basis in advance as set out in Section 5 Below • Where possible ensure that The Council promote within Heathscene
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 2021 – 31 March 2022 = £30,000</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 2021 payment will be made on receipt of the performance report for January - March 2020).</p>
6	<p>Resolution of Issues</p> <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>