

SURREY HEATH BOROUGH COUNCIL

SERVICE LEVEL AGREEMENT 2021/22

VSNS/ Time to Talk Project

1	Parties
	<p>“The Council” means Surrey Heath Borough Council.</p> <p>“The Provider” means Voluntary Support North Surrey (Charity Number 1141587). Time To Talk Project.</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 retain all existing service standards within Surrey Heath, pending any alteration and/or expansion of provision and/or area. • Retain the service provision for a further 12 months. • Work collaboratively with Surrey Heath Age Concern by maximising the impact to recruit and retain volunteers. • Increase volunteer numbers to 55 (42 at present). • It is noted that the clients can include those with mental health amongst other disabilities, should the timescale of two months from the time of referral to be offered a service not be achieved then this will be notified to the Council. It is confirmed there is no waiting time at present. • <i>Retain a maximum waiting time of 2 months from the time of referral to be offered a service. No waiting list at present.</i>
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 = £10,000</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 2021).</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>