

SERVICE LEVEL AGREEMENT

WORKING WITH PARTNERS

1 This Agreement establishes the roles and responsibilities of the School and its Partners in delivering Extended Services.

School: _____
Address: _____
Point of contact at the school: _____
Telephone number: _____ Fax number: _____
Email: _____
Email address for invoices to be sent to: _____

Date: _____

**2 For the purposes of this agreement, _____
(Service Provider) will deliver the following service:**

Description: _____
Dates and times: _____
Start date: _____ End date: _____
Target group (age phase): _____
Minimum and maximum numbers: _____

Service Provider: _____
Address: _____
Point of contact: _____
Telephone number: _____ Fax number: _____
Email: _____
Title: _____

Date: _____



3 THE SCHOOL IS RESPONSIBLE FOR:

- 3.1 Identifying an appropriate room, ensuring that it is open and ready for use at the beginning of the session;
- 3.2 Publicising the activity among pupils;
- 3.3 Making available to the provider a “pigeon-hole” or similar to facilitate communication with school staff;
- 3.4 Providing information about fire and emergency procedures;
- 3.5 Providing access to all appropriate whole-school policies (including confidentiality regarding pupil information and the behaviour policy within the school);
- 3.6 Reporting to Governors and others about the activities to ensure that the work of the partner organisation is recognised and acknowledged;
- 3.7 Completing an evaluation report where required;
- 3.8 Informing the Service Provider of any changes (including relevant exclusions (school or site exclusions) or change of adult collecting a child/young person after a session);
- 3.9 Ensuring that there is at least one member of school staff onsite until all the children and/or young people have left the activity listed in Paragraph 2.

4 THE SERVICE PROVIDER IS RESPONSIBLE FOR:

4.1 Staffing:

Criminal Records Bureau checks. No adult without an enhanced CRB check can be involved in any work with pupils;

The Service Provider will endeavour to ensure that adequate cover is provided in the case of any member of staff’s authorised absence and will notify the school immediately;

The Service Provider shall ensure that their employees, or agents, engaged for the performance of the services carry, at all times, appropriate identification and that they are sufficiently trained and instructed with regards to performance of the service, in particular in relation to:-

- 4.1.1 the task or tasks they will perform;
- 4.1.2 the rules, procedures, and standards of the service, and
- 4.1.3 all relevant Regulations, Orders and Acts, and also in relation to relevant Health and Safety at Work issues.

4.2 Activities:

The services as described in Paragraph 2 must be appropriately planned and delivered, and a programme of activities provided well in advance;

Appropriate resources must be provided. Where school resources are to be used, adequate notice must be given, and the responsibility for any cleaning or damage of school property remains with the provider;

Suitable and sufficient risk assessments must be undertaken for each activity;

There must be suitable First Aid provision in place ensuring that a qualified First Aider is on site, that the Provider has access to a complete First Aid kit at all times and holds contact telephone numbers as well as any necessary medical information;

Young people must be adequately supervised during the session, ensuring that they attend promptly, remain for the duration and leave the building promptly at the end. Young people must never be left unattended;

Relevant records are to be maintained and made available to the school including a record of activities per session, and referral details as appropriate;

Registers must be kept and a copy given to the school secretary at the beginning of every school term in case a cancellation is necessary. If it is necessary to cancel a session, the Service Provider will need to ensure that the school knows as early as possible so that parents/carers can be informed or contingency plans made.

5 CONFIDENTIALITY

- 5.1 All partners are required to adhere to the school's confidentiality procedure. Staff must be aware that they cannot offer pupils guaranteed or unconditional confidentiality. If a child reveals any information relating to their own safety or that of any other young person, the relevant school staff (_____) must be informed within 24 hours.

6 SAFEGUARDING CHILDREN

- 6.1 All partners are expected to have their own Safeguarding Children and confidentiality procedures. Policies and procedures will be shared and consultation undertaken to ensure consistency with school policies. If the Service Provider does not have a procedure in place, they should work with the school to produce one or comply with the school's policy;

- 6.2 In any situation where a service provider becomes aware of an issue, which concerns a pupil's safety or well-being, particularly in relation to child protection issues, the partner organisation is required to inform the relevant school staff (as named above) promptly;
- 6.3 Where service providers become aware of significant issues concerning the child's experience at school, the school should be promptly informed, with the agreement of the pupil concerned;
- 6.4 Where service providers become aware of significant issues concerning the child's experience at home, the school needs to be informed within 24 hours, and if appropriate the provider should follow their own organisation's procedures.

7 TRIPS

- 7.1 Partners are required to adhere to school policies and procedures for any trips or activities taking place outside the school. In practice this will mean informing the school in writing at least 4 weeks in advance of a trip lasting a day or less, and at least a term in advance of a trip involving overnight stay.

8 EQUAL OPPORTUNITIES

- 8.1 The Service provider shall comply with the provisions of the Equality Act 2010.

9 INCLUSION

- 9.1 The Service Provider should take all reasonable steps to ensure that the provision is inclusive in accordance with the school's policies and procedures.

10 HEALTH AND SAFETY

- 10.1 The Service Provider shall carry out a suitable and sufficient assessment of the risks to the health and safety of persons not in his/her employment arising out of, or in connection with, the conduct by him of his/her undertaking;
- 10.2 The Service Provider should also comply with the school's Health and Safety policy (including First Aid – see Paragraph 4.4).

11 QUALITY ASSURANCE

- 11.1 The service provider will work to achieve an appropriate level of quality assurance to ensure that children are enjoying and achieving.

12 USE OF ORGANISATIONS

- 12.1 The Service Provider shall only engage any individual specialists, in the provision of the agreed service, who have been previously approved by the Service Purchaser in writing.

13 INSURANCE

- 13.1 The Service Provider must have appropriate Public Liability insurance (at least £5million – with a copy given to the school) for any claims relating to the school against injury to staff and pupils and loss and damage to any property occurring as a result of these activities.

14 FINANCIAL ARRANGEMENTS

- 14.1 Any financial arrangements will be part of a separate lease/letting agreement (attached if necessary).

15 TERMINATIONS

- 15.1 Either party may terminate the Agreement by giving _____ months notice in writing to the other party.

16 DISAGREEMENT AND DISPUTE PROCESS

- 16.1 Both parties shall use their reasonable endeavours to resolve any disagreements between them in relation to the operation of this Agreement in the course of the day-to-day liaison or regular review meetings. If appropriate, assistance may be sought from the relevant Local Authority department.

17 MONITORING AND REVIEW PROCEDURES

- 17.1 Review meetings should take place between the Service Purchaser and Provider on a regular basis (every _____ months);
- 17.2 The Agreement shall be monitored and reviewed in terms of service objectives, resource allocations, activity levels, performance and quality assurance arrangements.

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18 **Any notes:**

Policies to be attached:

- Fire;
- Accident Reporting;
- Confidentiality;
- Behaviour;
- Inclusion;
- First Aid.

Copies to:

19 **AGREEMENT**

Signed by and on behalf of the
school:

Position: _____

Dated: _____

Signed by and on behalf of the
Service provider:

Position: _____

Dated: _____

