
SERVICE LEVEL AGREEMENT

The following constitutes a service level agreement dated 28 March 2024 between

The Door Youth Project ('The Door') of 44-45 High Street, Stroud, GL5 1AN, and

Fairford Town Council ('FTC') of Fairford Community Centre, High Street, Fairford, GL7 4AF, the lead client, and

Lechlade Town Council ('LTC') of Lechlade Memorial Hall, Oak Street, Lechlade, GL7 3AY

for the provision of youthwork services in Fairford and Lechlade from 1 April 2024.

1. GENERAL TERMS AND CONDITIONS

- 1.1. The Door, FTC and LTC recognize the value in working in partnership to meet the needs of young people in Fairford and Lechlade.
- 1.2. This agreement will commence on **1 April 2024** and terminate on **31 March 2027**.
- 1.3. During this period The Door will provide 46 sessions of 'open access' youthwork per year at Fairford Community Centre ('FCC') and 46 sessions per year at Lechlade Memorial Hall ('LMH') (together 'the centres').
- 1.4. Sessions will be open to all young people of appropriate age for the session.
- 1.5. Session days and times will be mutually agreed between the parties, taking into account feedback from young people resident in the towns. Sessions may also be altered to become detached street work, or hosted at an alternative venue, by mutual agreement.
- 1.6. All sessions will be run by a minimum of three youthworkers.
- 1.7. The Door will provide a named Community Youthworker to manage the provision and be the main point of day-to-day contact for FTC and LTC.
- 1.8. The officers responsible for this agreement will be the Youthwork Manager for The Door, and the respective Town Clerks for FTC and LTC.
- 1.9. Changes to the agreement may be made by mutual consent between the parties. Suggested changes should be notified in writing to the other parties, and an ad-hoc review meeting scheduled to reach a mutual agreement.
- 1.10. Neither The Door nor FTC nor LTC shall be liable to the other for any failure to fulfil its obligations under this agreement caused by circumstances beyond its reasonable control, such as adverse weather conditions, natural disasters or civil disturbances.
- 1.11. This agreement can be terminated by either FTC or The Door giving 3 months' notice in writing.
- 1.12. If any party considers another to be in breach of their duties under this agreement or has a grievance about some aspect of the agreement's operation, the responsible officers shall make every effort to resolve the issue through joint discussions. Where this fails, the party wishing to make the complaint should provide the other with written details, including proposals for resolving it, and a written response should be sent within 14 days. If the response does not provide a satisfactory resolution, on written request the issue should be considered by the Board of Trustees in the case of The Door, or the relevant committee in

the case of FTC/LTC, as a confidential item. Any submissions should be sent in advance to the other party, and representation is permitted at the relevant meeting. If the breach still cannot be rectified, this agreement may be terminated by either FTC or The Door by giving 1 month's notice in writing.

2. THE DOOR:

- 2.1. will provide the services of a Community Youthworker serving the communities of Fairford and Lechlade for 14 hours per week for 46 weeks per year
- 2.2. will ensure that a Senior Youthworker is present at all sessions.
- 2.3. will provide additional Sessional Youthworker(s) to staff each session.
- 2.4. will be responsible for the spiritual and professional development of delivery staff throughout the contract.
- 2.5. will ensure that all sessions are run in accordance with The Door's Health and Safety and Safeguarding policies and procedures.
- 2.6. will maintain employer's liability insurance cover of £5,000,000 and public liability cover of £5,000,000 for its activities.
- 2.7. will engage volunteers in training and development opportunities as a part of the wider youthwork team at The Door.
- 2.8. will notify the relevant Town Clerk as soon as possible of any health and safety issues pertaining to the centres, and any safeguarding incidents.
- 2.9. will notify the relevant Town Clerk on the next working day of any damage to or around the centres sustained during a youthwork session, and will liaise with them regarding the process for rectification of the damage.
- 2.10. will, if it proves necessary to cancel a session, provide a substitute session at a time to be agreed between The Door and the relevant party.
- 2.11. will work within current data protection legislation and adhere to the operational policies regarding the use of CCTV equipment at the centres.
- 2.12. will on a termly basis provide a detailed report to FTC & LTC of the outcomes of the provision, and convene a review meeting to discuss the provision of the service and the performance of the operation of this agreement with reference to the required outcomes and next steps.

3. FAIRFORD TOWN COUNCIL:

- 3.1. will retain responsibility for all aspects of the FCC, including waste management and the rectification of any damage.
- 3.2. will respect the confidentiality of youthwork being carried out by The Door.
- 3.3. will ensure that all equipment in the centre is in full working order, and that all on-site safety equipment, including fire equipment and first aid kits, is regularly checked and certified, with all consumable supplies in date.
- 3.4. will provide The Door with some usable storage space at the centre

- 3.5. will make reasonable additional provision for youthwork resources at the centre requested by the Community Youthworker throughout the period of this agreement. These resources will remain the property of FTC.
- 3.6. will promote The Door and all of its services.

4. LECHLADE TOWN COUNCIL:

- 4.1. will provide The Door with risk assessments for the use of the LMH prior to youthwork commencing
- 4.2. will retain responsibility for all aspects of the LMH, including waste management and the rectification of any damage.
- 4.3. will respect the confidentiality of youthwork being carried out by The Door.
- 4.4. will ensure that all equipment in the centre is in full working order, and that all on-site safety equipment, including fire equipment and first aid kits, is regularly checked and certified, with all consumable supplies in date.
- 4.5. will provide The Door with some usable storage space at the centre
- 4.6. will make reasonable additional provision for youthwork resources at the centre requested by the Community Youthworker throughout the period of this agreement. These resources will remain the property of LTC.
- 4.7. will promote The Door and all of its services.

5. PAYMENTS

- 5.1. In consideration of the service provision detailed above, FTC will pay The Door the sum of **£47,688** in the first year of the agreement, invoiced as £11,922 quarterly in advance (in April, July, October 2024 and January 2025) with payment due within 30 days of invoice.
- 5.2. In Year 2 (from April 2025) the annual cost of service provision will increase to £50,072, invoiced as £12,518 per quarter, and in Year 3 (from April 2026) it will be £52,576, invoiced as £13,144 per quarter.
- 5.3. The consideration may only be adjusted as a result of an agreement between The Door and FTC to amend the level of service provision.
- 5.4. The Door reserves the right to charge interest on balances still unpaid after 30 days.
- 5.5. If The Door should cease to operate or go into receivership or administration, then subject to Charities and Insolvency Law and when other liabilities have been met, any outstanding balances will be repaid to FTC.

Signed on behalf of The Door Youth Project by

Signed

Name Christopher Scolah

Position Youthwork Manager

Date

Signed on behalf of Fairford Town Council by

Signed _____

Name _____

Position _____

Date _____

Signed on behalf of Lechlade Town Council by

Signed _____

Name _____

Position _____

Date _____