



## SERVICE LEVEL AGREEMENT

Between

Allenton Big Local / LTO

and

Guidemark Publishing

**Allenton Big Local**

**Allenton Big Local - Locally Trusted Organisation  
(LTO)**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Position: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Guidemark Publishing**

Signature: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

## INTRODUCTION

The purpose of this Service Level Agreement (SLA) is to describe the key services to be provided and the quality standards we have agreed in terms of service delivery.

This Agreement sets out

- the services to be provided
- the overall standard to achieve in the provision of services

Please refer to Schedule 1 for a breakdown of the services.

## FUTURE REVIEWS AND AMENDMENTS TO THIS SERVICE LEVEL AGREEMENT

The SLA remains valid until superseded by a revised agreement, which has been endorsed by relevant signatories from both parties.

Changes made to this agreement will be signed off by all parties. This agreement is subject to funding being received from Local Trust. Local Trust is the corporate trustee of the Big Local Trust – the independent trust that funds Big Local.

## REPORTING REQUIREMENTS

The service provider is required to report back to Allenton Big Local / LTO on how the funding has been spent. The report must include details of those who have benefitted and include details such as:

Number

Age

Gender

Ethnicity

Disability

Evidence that participants are resident in the Allenton Big Local area

The report will need to clearly show which priority/priorities are being addressed and the outcomes achieved. Allenton Big Local especially would like photographic evidence that can be uploaded onto our website or used on newsletters or other such publicity (please ensure permissions are obtained). Where possible, please include quotations from those involved.

The Service Provider shall provide management reports at the intervals set out in the Funding Plan.

## OPERATIVE PROVISIONS

### 1. Definitions and Interpretation

1.1 In this Agreement the following words and expressions shall have the following meanings:

"**Service User**" means Allenton Big Local / LTO

"**Fee**" has the meaning given to it in Schedule 1.

"**Invoice**" shall have the meaning given to it in clause titled 'payment'.

"**Services**" means the services to be carried out by the Service Provider under the terms of this Agreement as are more particularly described in Schedule 1.

"**Specification**" means the document attached at Schedule 1 of this Agreement.

"**Term**" means timescale stated in Schedule 1.

"**Working Day**" means any day (other than a Saturday or Sunday) upon which clearing banks in the City of London are open to the public for the transaction of business during ordinary banking hours.

"**Contract**" means this Agreement.

"**Contract Manager**" shall be the person appointed by each party responsible for contract management and with delegated authority for the purpose of this Contract.

- 1.2 References in this Agreement to clause numbers and to parts of Schedules shall be construed as references to clauses of this Agreement and parts of Schedules to this Agreement as the case may be.
- 1.3 The headings to clauses are for convenience only and do not form part of and shall not affect the interpretation of this Agreement.
- 1.4 Where two or more persons are included in the expression Service Provider, the term Service Provider shall include the plural numbers and any obligation expressed to be made by or with such party shall be deemed to be made and undertaken by such persons jointly and severally.
- 1.5 An obligation on a party to this contract to do an act includes an obligation to procure that it is done.
- 1.6 Words denoting the masculine gender shall include the feminine and neuter genders and words denoting natural persons shall include corporations and firms and all such words shall be construed interchangeably in that manner.
- 1.7 Words importing the singular meaning shall include, where the context so admits, the plural meaning and vice versa.

## **2. Specification**

- 2.1 The Service Provider shall fully comply with the terms of this Agreement and, is subject to the Specification in Schedule 1.
- 2.2 Where there is any inconsistency between this Agreement and the Specification, this Agreement shall prevail unless decided otherwise by the Contract Manager and/or the Service user and notified to the Service Provider in writing.

## **3. No variations to this Agreement**

Notwithstanding any other term of this Agreement no deletion from, addition to or variation of the Conditions shall be valid or of any effect unless agreed in writing and signed and/or initialled by the parties.

## **4. Term**

- 4.1 This Agreement shall take effect on between the dates stated in Schedule 1.
- 4.2 If the Service user wishes to extend this Agreement beyond the Term, it shall be entitled to do so by giving the Service Provider at least three months' written notice prior to the expiry of the agreement. If the Service user gives such notice and the Service Provider gives such consent, the duration of the Agreement and the Term shall be extended by such period as is specified in such notice.

## **5. Duty of Care**

- 5.1 The Service Provider shall carry out and complete the Services with due efficiency, diligence, in a good and professional manner, and to a high standard.
- 5.2 If the Service Provider is unable or fails to provide the Services in whole or in part in compliance with the Contract, the Service User may, without prejudice to its rights and remedies under this Agreement and at law, itself provide, directly or through third parties, the Services in whole or in part. All costs incurred in doing so may be deducted from any sums due to the Service Provider under this Agreement or, at the Service User's option, shall be immediately recoverable from the Service Provider on demand being made by the Service user.

In such circumstances, the Service Provider will be given the opportunity to rectify the services over a period of 28 days before the step in right is exercised.

- 5.3 The Service Provider's personnel employed in and about the provision of the Services shall be properly and sufficiently qualified, trained, competent, skilled, honest and experienced and the Service Provider shall ensure that at all times they each exercise care in the execution of their duties and tasks.
- 5.4 The Service user reserves the right to recover elements of the Funding if the Service Provider fails to deliver the Services in accordance with the provisions of this agreement.

## **6. Non-discrimination**

The Service Provider must not unlawfully discriminate within the meaning and scope of any law, enactment, order or regulation relating to discrimination and avoid committing any act of unlawful discrimination, harassment or victimisation prohibited by the Equality Act 2010.

- 7. Health & Safety**  
The Service Provider shall comply with the requirements of any other acts, orders, regulations and codes of practice relating to health and safety in the performance of the agreement.
- 8. Safeguarding children and vulnerable adults**
- 8.1 The Service Provider will have ultimate responsibility for the management and control of any Regulated Activity provided under this agreement and for the purposes of the Safeguarding Vulnerable Groups Act 2006.
- 8.2 The Service Provider shall ensure that all individuals engaged in the provision of those elements of the Services that are Regulated Activities are subject to relevant checks and the Service User shall monitor the level and validity of the checks for each member of staff.
- 8.3 The Service Provider shall not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that they would not be suitable to carry out Regulated Activity or who may otherwise present a risk to service users.
- 9. Confidentiality**  
You shall not use or disclose to any person either during or at any time after your engagement any confidential information about Allenton Big Local or Local Trust.
- 10. Data Protection**  
As part of this agreement, you consent to Allenton Big Local and their Locally Trusted Organisation (LTO) holding and processing data relating to the service being provided for legal, personnel, administrative and management purposes. Data will be managed in line with the requirements of the Data Protection Act 1998.
- 11. Intellectual property**  
If the Service User offers or makes available to you any of its copyright protected works they will be licensed to you under a Creative Commons License (Attribution-NonCommercial-ShareAlike 2.0 England and Wales - see <http://www.creativecommons.org/licenses/by-nc-sa/3.0>).
- 11.1 Logo - Service Providers are requested to use the Allenton Big Local logo to acknowledge, celebrate, publicise and promote funded work. There are also Local Trust and Lottery logos that can be used but there are strict rules regarding their use so please seek advice. Please take care not to stretch the logos. Allenton Big Local has the right to end your permission to use the logo if the service agreement is terminated.
- 11.2 Publicity - Service Providers are asked to promote the Allenton Big Local funding on relevant literature and promotions.
- 12. Carrying out the Services**
- 12.1 The Service Provider shall upon and subject to this Agreement fully carry out and complete the Services with reasonable care and in accordance with all applicable laws.
- 12.2 The Service Provider shall provide the Services in a manner which preserves, promotes and enhances the reputation and interests of the Service user.
- 13. Assignment**
- 13.1 The Service Provider shall not, under any circumstances assign or transfer this Agreement, or any part, share or interest in this Agreement.
- 13.2 The Service Provider shall not without the written consent of the Contract Manager subcontract any portion of the Contract. The Service Provider shall only be allowed to subcontract such portions of the Services that he does not undertake in the course of his normal business operations and subject to the same equality and diversity requirements. Provided that, it shall be a condition precedent to any subcontracting which may occur that the employment of any sub-Service Provider under their subcontract shall determine immediately and automatically upon the termination (for any reason) of the Service Provider's employment under this Agreement.
- 14. Payment**
- 14.1 The Service User shall pay to the Service Provider the Fee in full and final satisfaction of its obligations under this Agreement, in the instalments and at the intervals set out in Schedule 1. Payment shall be on submission of a valid Invoice.
- 14.2 Subject to the Service user being satisfied with all parts of the Invoice, the Service user shall make payment against the Invoice within 30 (thirty) days (the "Due Date for Payment").

- 14.3 In the event of the Service User failing to pay the Service Provider any sum due under the Agreement by the Final Date for Payment or the Service Provider failing to pay the Service user any sum due under the Contract, the entitlement to simple interest on the debt under the terms of the Late Payment of Commercial Debts (Interest) Act 1998 as amended by the Late Payment of Commercial Debts Regulations 2002 will accrue at the rate of 1% above Bank of England base rate. The provision under the Act and the Regulations for the payment of a fixed sum of compensation in addition to interest is waived by both parties to the Contract.
- 14.4 In consideration of the provision of the Services by the Service Provider in accordance with the terms and conditions of this agreement, the Service User shall pay the Funding to the Service Provider.
- 14.5 The Funding shall be paid subject to the achievement of the Outcomes which will be monitored on a quarterly basis (where indicated in Schedule 1). Payment of the Funding will be subject to the submission of an invoice along with a report in line with the timetable set out in Schedule 1.
- 14.6 The Service Provider shall maintain complete and accurate records of, and supporting documentation for, all amounts which may be chargeable to the Service User pursuant to this agreement. Such records shall be retained for inspection by the Service User for six (6) year(s) from the end of the Agreement Year to which the records relate.

## **15. Insurance and Indemnities**

- 15.1 The Service Provider shall maintain the following insurances for the duration of the contract:

- 15.1.1 Public Liability Insurance – minimum level of £2 million
- 15.1.2 Service users Liability Insurance – minimum level of £2 million

- 15.2 The Service Provider shall hold and maintain the Required Insurances for a minimum of six (6) years following the expiration or earlier termination of the agreement.

## **16. Audit**

- 16.1 During the Term and for a period of six (6) year(s) after the Termination Date, the Service User may conduct or be subject to an audit to verify the use of the Funding.

## **17. Termination by Allenton Big Local/LTO**

If the Service Provider:

- 17.1 without reasonable cause fails to proceed diligently with the Services or wholly suspends the carrying out of the Services before completion; and/or
- 17.2 fails to observe and perform the Agreement and the covenants, stipulations and conditions contained within; and/or
- 17.3 his servants, agents, employees or sub-contractors abuse (verbal or otherwise) the Service user's members or staff; and/or
- 17.4 fails to perform to the standards required by the Contract; and/or
- 17.5 makes application for payment for Services not carried out or not carried out in accordance with the Contract; and/or
- 17.6 becomes bankrupt or makes a composition or arrangement with his creditors or has a proposal in respect of his company for the voluntary arrangements for a composition of debts or scheme or arrangement approved in accordance with the Insolvency Act 1986; and/or
- 17.7 has an application made under the Insolvency Act 1986 in respect of his company to the Court for the appointment of an administrative receiver; and/or
- 17.8 has a winding-up order made or (except for the purposes of amalgamation or reconstruction) a resolution for voluntary winding-up passed; and/or
- 17.9 has a provisional liquidator receiver or manager of his business or undertaking duly appointed; and/or
- 17.10 has an administrative receiver as defined in the Insolvency Act 1986 appointed; and/or

- 17.11 has possession taken by or on behalf of the holders of any debentures secured by a floating charge of any property comprised in or subject to the floating charge; and/or
- 17.12 is in circumstances which entitle the court or a creditor to appoint or have appointed a receiver a manager or administrative receiver or which entitle the court to make a winding-up order; and/or
- 17.13 commits any other material breach of its obligations under the Contract;

The Service User may without prejudice to any accrued rights or remedies under the Agreement terminate the Service Provider's employment under the Agreement by notice in writing having immediate effect. However it is acknowledged that should the Service Provider default on a contractual term within the agreement they will be given 28 days to rectify the situation before notice is enacted. And provided that, irrespective of whether any of the events set out in clauses above has occurred, the Service user may at any time terminate this Agreement by not less than three months written notice to the Service Provider.

**18. Consequences of termination**

If the Service Provider's employment is determined as provided in clause 'Termination by the Service User', then Allenton Big Local/LTO shall:

- 18.1 cease to be under any obligation to make further payment until after completion of the Services and until the costs, loss and/or damage resulting from or arising out of the termination of the Service Provider's employment shall have been calculated and provided such calculation shows a sum or sums due to the Service Provider; and
- 18.2 be entitled to repossess any of its materials, equipment, or other goods loaned or hired to the Service Provider if applicable and to exercise a lien over any of the materials, equipment, or other goods belonging to the Service Provider for any sum due hereunder or otherwise from the Service Provider to the Service user; and
- 18.3 be entitled to employ and pay other persons to provide and complete the undertaking of the Services; and
- 18.4 be entitled to deduct from any sum or sums which would have been due from the Service User to the Service Provider under this Agreement or any other contract or be entitled to recover the same from the Service Provider as a debt and any loss or damage to the Service user resulting from or arising out of the termination of the Service Provider's employment. Such loss or damage shall include the reasonable cost to the Service user of the time spent by its officers in terminating the Service Provider's employment and in making alternative arrangements for the undertaking of the Services; and
- 18.5 when the total costs, loss and/or damage resulting from or arising out of the termination of the Service Provider's employment has been calculated and deducted so far as practicable from any sum or sums which have been due to the Service Provider any balance shown as due to the Service user shall be recoverable as a debt or alternatively the Service user shall pay to the Service Provider any balance shown as due to the Service Provider after the exercise of this right of set off.

**19. Termination by the Service Provider**

- 19.1 The Service Provider may by notice determine the employment of the Service Provider under this Agreement if the Service user is in default in respect of any one or more of the following:
  - 16.1.1 suspends the carrying out of the Services for a continuous period of at least three months, unless such suspension arises from a breach or a suspected beach of the Conditions by the Service Provider and notified by the Service user to the Service Provider; and/or
  - 16.1.2 becomes bankrupt or makes a composition or arrangement with his creditors, or has a winding up order passed or a receiver or manager of his business is appointed or possession is taken by or on behalf of any creditor of any property the subject of a charge,
 

provided that the employment of the Service Provider shall not be determined unless the Service user has continued the default for twenty-eight days after receipt by registered post or recorded delivery of a notice from the Service Provider specifying such default.
- 19.2 In the event of the Service Provider determining the contract the Service user shall pay to the Service Provider, after taking into account amounts previously paid, such sum as shall be fair and reasonable for the value of work begun and executed.

**20. Notices**

- 20.1 Any demand notice or other communication required to be given in accordance with this Agreement shall, unless expressly stated to the contrary, be sufficiently served if served personally on the addressee or if sent by prepaid first class recorded delivery post by electronic mail or facsimile transmission to the registered office or last known address of the party to be served and if so sent shall, subject to proof to the contrary, be deemed to have been received by the addressee on the third business day after the date of posting or on successful transmission as the case may be.
- 20.2 Any notice to the Service user shall, unless expressly stated to the contrary, be addressed to the Contract Manager and delivered or sent to the Service user's offices at the address in the parties' details within this contract.
- 21. Severance**  
If any provision of the Agreement shall become or shall be declared by any court of competent jurisdiction or by an Adjudicator or Arbitrator appointed pursuant to the Agreement to be invalid or unenforceable in any way such invalidity or unenforceability shall in no way impair or affect any other provision all of which shall remain in full force and effect.
- 22. Liability Provision**  
The liability provision for the Service Provider to compensate for any proven damages is limited to the agreement value.
- 23. Governing Law**  
English law shall govern this Agreement and the English courts shall have non-exclusive jurisdiction in relation to any disputes.
- 24. Contracts Rights of Third Parties**  
A person who is not a Party to this Agreement shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms.
- 25. Survival of this Agreement**
- 25.1 In so far as any of the rights and powers of the Service user provided for in this Agreement shall or may be exercised or exercisable after the termination or expiry of this Agreement, then the provisions of this Agreement that confer such rights and powers shall survive and remain in full force and effect notwithstanding the termination or expiry of the Agreement.
- 25.2 In so far as any of the obligations on the Service Provider referred to in this Agreement remain to be discharged after the termination or expiry of this Agreement, then the provisions of this Agreement that impose such obligations shall survive and remain in full force and effect notwithstanding the termination or expiry of the Contract.

# SCHEDULE 1

## AIMS OF SERVICE

Guidemark Publishing to deliver the communications and marketing strategy for Allenton Big Local, working with young people (where possible) to involve them in the reporting of stories for Allenton Big Local. The aim will be to promote good news stories using the full range of communication channels available to celebrate success and encourage local participation and engagement with the project. Jane Bettany from Guidemark Publishing will work with young people at Enthusiasm’s youth club to help and facilitate the production of quarterly video reports that will help to improve the young people’s communication skills.

## DESCRIPTION OF SERVICE

Guidemark Publishing will ensure that good news stories and updates are shared with the local community and other stakeholders in line with Section 4 of the Allenton Big Local Plan. The communication channels used will include:

- electronic communications and social media - website, Facebook, Twitter, email updates
- design and creation of printed materials such as a newsletter, posters and flyers
- local media
- events and local meetings.

Additionally, Jane Bettany will work with young people to produce a quarterly video to report on the Young People’s activity delivered by Enthusiasm. This will involve two or three sessions each quarter at the youth club, with Jane editing the film into a short website video.

### Sessions with the young people will include:

- Discussing what they want to report, such as activities completed, how they have benefited, their feedback on what has been delivered, and their views on Allenton.
- Identifying interviewers and interviewees and agreeing questions.
- Overseeing the young people as they film each other for the video report.
- Recruit ‘roving reporters’ who are interested in interviewing and filming other ABL activities.

Jane Bettany from Guidemark Publishing will work with youth workers from Enthusiasm to oversee the production of the Enthusiasm quarterly reports in video format.

## TIMESCALES

The proposed start date is April 2016 for a period of 12 months. Subject to an annual review, this activity may continue for a further period of 24 months.

## FEES

The agreed fee is £6,275+VAT (total £7,530) for the period of the agreement - any variation such as additional printing costs will be agreed separately.

Payments due by Instalments:

- £1,882.50 April 2016
- £1,882.50 July 2016
- £1,882.50 October 2016
- £1,882.50 January 2017

What?	When/how often?
Writing up and sharing stories of success and lessons learnt	Newsletter twice a year. Update mailing list regularly to ensure all interested parties are kept informed (including key partners). Create website and social media content
Building community interest through events to achieve the following aims: <ul style="list-style-type: none"> <li>• Letting people know what’s been agreed in the ABL Plan.</li> <li>• Encouraging people to take part and get involved in Big Local.</li> <li>• Encouraging people to volunteer in other ways across Allenton.</li> </ul>	Being part of communication, celebration and consultation events with local residents at events throughout the year, including events organised by Allenton Big Local and by attending other events and meetings within the community.  Using feedback from annual surveys conducted at events to create a report and infographics outlining perceptions of the area.



Maintaining and adding to the Allenton Big Local website. Updates to include: <ul style="list-style-type: none"> <li>• Meeting dates and minutes.</li> <li>• SLAs and Quarterly Reports.</li> <li>• 'What's changed' and other news items.</li> <li>• New activities or funding opportunities.</li> </ul>	As required (usually weekly).
Social media activity	Facebook post at least twice a month. Tweets at least twice a month.
Wider Resident Group - emailing updates out to the wider resident interest group to ensure that they stay up to date	Newsletter updates sent via MailChimp account to key partners and those who have signed up through the ABL website.

## OUTCOMES

Elements of this project will work towards Priority 3 - Creating opportunities for training and employment

- By providing the young people involved with an opportunity to develop their reporting talents, improve their verbal communication skills and build their self-confidence. The young people will also get an appreciation of what the Allenton Big Local project is all about.
- The young people taking part would learn useful skills and gain experience that they could use to enhance their CV and potentially increase their chances of gaining access to apprenticeship and other employment opportunities.
- To promote good news stories using the full range of communication channels available to celebrate success and encourage local participation and engagement with the project.

## MONITORING & REPORTING

Brief quarterly report to advise progress towards outcomes.

Report dates - June 2016, September 2016, December 2016 and March 2017.