

PART TIME YOUTH WORKER FOR MARCHWOOD

SERVICE LEVEL AGREEMENT

Between

THE HANDY TRUST

AND

MARCHWOOD PARISH COUNCIL

For the period 1st April 2013 until 31st March 2016

This is a Service Level Agreement (SLA) between The HANDY Trust (hereinafter referred to as the provider) and Marchwood Parish Council (hereinafter referred to as the client).

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1. Details of parties to the SLA

The Provider:

The HANDY Trust
The Grove
25 St Johns Street
Hythe
Southampton
SO45 6BZ

Contact: David Shimpe
Secretary to The Trust

The Client:

Marchwood Parish Council
Marchwood Village Hall
Marchwood Village Centre
Marchwood
Southampton
SO40 4SX

Contact: Melanie Wathen
Clerk to the Council

2. Statement of Intent

The role of the provider is to employ and manage a part-time youth worker (22.5 hours per week) for the Marchwood area, along with 5 hours per week additional support.

The Youth Worker will provide services as determined in the Specification of Appointment (Item 6).

The provider will ensure that the client receives high quality services which will be carried out as competently, economically and expeditiously as the service provision allows.

3. Terms and Conditions

The agreement will be for a period of three years, to begin within the financial year starting 1st April 2013, with future provision to be reviewed six months prior to the end of the agreement.

The client will contribute the following;

Year 1 commencing 1 April 2013 £8580

Year 2 commencing 1 April 2013 £9485 plus CPI

Year 3 commencing 1 April 2014 increase is CPI increase on the year 2 total

(The CPI will be the CPI announced for the January immediately preceding 1 April each year).

The client agree to underwrite any pension provision due to Hampshire County Council should the provider be unable to make any of the employer's contribution payment during his/her period of employment.

The provider and client will work together to make any necessary grant applications to obtain funding.

The provider will ensure that adequate insurance cover is provided.

The service will meet all legal requirements as specified for the provision of youth workers, for example, Child Protection, Health and Safety, Data Protection Act.

The client will appoint a representative to become a trustee of the HANDY Trust.

The client will liaise on a regular basis with the provider and ensure that full and clear instructions, full collaboration and a prompt response to questions will be provided,

including making use of links with other local organisations and, wherever possible, assisting in securing funding for the project.

The provider will liaise both with the client and with representatives of the Marchwood Youth Development Project and other youth organisations in Marchwood in order to ensure that provision reflects local need.

The client will provide the youth worker with access to office accommodation at the sports pavilion/youth club at Lloyds Recreation Ground, plus use of a computer, internet connection and telephone facilities on site.

4. Dispute Resolution

The Service Level Agreement is not a contract enforceable by law. However, it is expected that all parties will adhere to best practice for negotiation and monitoring of the agreement.

If any dispute arises out of this agreement the parties will attempt to settle it by negotiation.

If such a dispute arises the following approach should be taken in trying to resolve that dispute.

The Secretary to the provider and Clerk to the client and other appropriate representatives from both parties should discuss all options available and recommend a mutually acceptable agreement, to be confirmed by both bodies.

If this action fails, the above process should be used in order to agree a mutually acceptable compromise.

In exceptional circumstances where disputes cannot be resolved locally and which threaten the delivery of services, the parties will take necessary steps to settle by appropriate mediation.

5. Monitoring and Review

Review meetings will take place as part of the regular schedule of meetings of the provider (usually quarterly), and which shall be attended by the client representative.

The provider will circulate a written report to the client representative, the Clerk to the client and the Marchwood Youth Development Project for comment on activity and development.

The report shall include an assessment of the performance of the youth worker, the impact of activities undertaken, and an evaluation of any proposals for change to the programme of works.

More frequent reports may be requested by the client and provider where there are concerns about performance or activity. Both parties may request further detailed 'ad-hoc' information from time to time, with a minimum of one calendar months notice, depending on complexity of information requested.

Other local youth organisations, as recommended by the client, will be consulted on a regular basis.

A full review of service provision will be undertaken after two years of the three year agreement, to determine the conditions under which this may or may not continue.

6. Specification of Appointment

To provide a part-time youth worker for Marchwood, to work a 22.5 hour week in the parish of Marchwood.

The management of and payments to the youth worker to be undertaken by the provider.

Termination of the employment to be subject to a period of notice of one month for both the employer and employee.

The youth worker, under the umbrella of the provider, to provide a service to the client to meet the needs of the youth of Marchwood.

Duties to include as follows:-

- Regular contact with the client.
- Liaison with local community groups.
- Development of positive ways to tackle youth nuisance issues.
- Review of local service provision and recommendations for change.
- Liaison with other appropriate bodies such as local authorities, policy departments, sports providers, social and health services, the Waterside Youth Steering Group, local schools and colleges, voluntary organisations, housing providers and local businesses.
- The preparation of regular activity and development plans and progress reports to input into the monitoring and review process.

7. Signatures to the Agreement

Signed

Position

For and on behalf of the HANDY Trust as provider

Signed

Position

FOR AND ON BEHALF OF Marchwood Parish Council as the client