

# **SERVICE LEVEL AGREEMENT**

Between

**Marchwood Parish Council as Trustee for the Lloyd Recreation Ground**

And

**Marchwood Youth Group**

For the period ?? until ??

This is a Service Level Agreement (SLA) between Marchwood Parish Council and Marchwood Youth Club.

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**1. Details of parties to the SLA**

Marchwood Parish Council  
Marchwood Village Hall  
Marchwood  
SO40 4SX

Marchwood Youth Club  
c/o 9 Plantation Drive  
Marchwood  
SO40 4YL

Contact: Melanie Wathen  
Clerk to the Council

Contact: Derek Hawkins  
Secretary to the Youth Club

**2. Statement of Intent**

That Marchwood Youth Club provides a safe and educational facility for all of the youth of Marchwood under the direction of the Marchwood funded HANDY Trust Youth Worker.

**3. Terms and Conditions**

Marchwood Youth Club and The HANDY Trust Youth Worker will work together to make any necessary grant applications to obtain funding.

Marchwood Youth Club 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 & Safety, Data Protection etc.

Marchwood Parish Council will appoint two representatives to become members of the Management Committee as well as The HANDY Trust Youth Worker.

Marchwood Parish Council will liaise on a regular basis with Marchwood Youth Club 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 Marchwood Youth Club will liaise with the Marchwood Parish Council and other youth organisations in Marchwood in order to ensure that provision reflects local need.

Marchwood Youth Club will provide The HANDY Trust Youth Worker with access to the Youth Club for the purpose of hosting meetings; courses and general use i.e. School holiday clubs.

#### **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 of the Youth Club and the Clerk to the Council 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 at a regular interval (usually quarterly).

Marchwood Youth Club will circulate a written report on the activity and development of the club.

The HANDY TRUST Youth Worker will give a regular report on the impact of the activities undertaken, and an evaluation of any proposals for change to the programme of works.

#### **6. Signatures to the Agreement**

Signed \_\_\_\_\_

Position \_\_\_\_\_

For and on behalf of Marchwood Youth Club

Signed \_\_\_\_\_

Position \_\_\_\_\_

For and on behalf of Marchwood Parish Council