



Service Level Agreement

1 General Overview

This is a Service Level Agreement effective from 1st April 2024 under the jurisdiction of the law of England between:

Alton Town Council Town Hall, Market Square, Alton, Hampshire GU34 1HD

The King's Arms (KA), a charitable company limited by guarantee and a registered charity at

The Courtyard Buildings, Heath Road, Petersfield, Hampshire, GU314DX, charity number 1087176.

2 Service Description

To continue offering Youth Services in the Community of Alton for young people aged 11-18 (work with young carers may involve children from the age of 8, and those with special needs up to age 25), working together with all those who work with young people in the locality, and to continue providing a base for service provision in the town from which to deliver an organised programme of drop in sessions, mentoring and workshops and other activities to help the development and advancement of young people. This work is funded by the Town Council under its General Power of Competence.

3 Roles and Responsibilities

3.1 King's Arms

- To ensure that the Youth Services Programme is delivered, using appropriately qualified and vetted staff and volunteers.
- To develop and maintain excellent relationships with all relevant stakeholders within the community, ensuring clear communication throughout the area and helping agencies to work together in a variety of ways; delivery of this agreed term is funded through a separate and unrelated grant secured by the King's Arms;
- To attend Full Council meetings at Alton Town Council on a quarterly basis with a written report submitted in advance detailing the current service provision and outcomes.
 - To follow up any actions from Town Council meetings and report back on progress;
- To analyse the benefit and impact of the youth programme to young people;
- To provide access to all information (anonymised when necessary under data protection laws for the protection of young people and their families) required by the Town Council for the purposes of the project;
- To agree any changes to the plan or service description so as to improve the outcomes for the benefit of the project

3.2 Alton Town Council

- To agree any changes to the plan or service description so as to improve the outcomes for the benefit of the project.
- To arrange an annual performance review to assess service level provision and report back to Full Council.

4 Payment Terms

Alton Town Council will provide payment of £20,000 (twenty thousand pounds) per annum for two years for the service, payable in two equal payments on 1st June and 1st December each year. This will be paid within 14 days of receipt of an invoice for services and covers all agreed costs under this Service Level Agreement for work undertaken by the King's Arms.

5 Records and Information

The King's Arms will ensure any relevant forms, agreements, applications and/or other documents which may be required under the project are completed and held by the King's Arms.

6 Partnership

It is expected that both parties will ensure the good reputation of the other is maintained and work towards excellent levels of relationship and communication. In consideration of making available any confidential information for the permitted purpose of the contract, both parties agree not to use or divulge that information in any other way than in connection with the project and agree that all copyright and intellectual property of the King's Arms will remain the exclusive property of the King's Arms. All staff and volunteers representing the King's Arms under this agreement will demonstrate the values and standards of both the Town Council and The King's Arms.

7 Termination or Changes to Contract

This agreement may be cancelled by either party at any time subject to six calendar months' notice being given to the other. Any such notice of cancellation must be made in writing and posted to the address above or sent by email to the persons below with a read receipt. Any changes to this agreement shall require the approval and agreement of those persons signed below or their successors. Without limitation, The King's Arms may terminate this agreement immediately if there is a breach of any conditions of this contract that are not remedied within an agreed period, or if there is incompetence or gross misconduct in respect of the obligations in this contract.

8. Circumstances Beyond the Parties' Control

8.1 Neither party shall be liable to the other for any failure to fulfil its obligations under this Agreement if such a failure is caused by circumstances which are beyond its reasonable control such as adverse weather conditions, natural disasters or civil disturbances.

For and on behalf of The King's Arms

Print Name:

Signed:

Dated:

For and on behalf of Alton Town Council

Print Name:

Signed:

Dated: ;
