

# Service Level Agreement – Invitation to Tender

This will be a service level agreement (SLA) between

Maghull Town Council (MTC) Maghull Town Hall Hall Lane Maghull L31 7BB	and	The Service Provider (SP)
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For the period 1st January 2024 to 31st December 2024 a payment of £X per annum.

The payment is subject to the organisation continuing to provide the activities summarised below.

## 1. SERVICE / ACTIVITY TO BE PROVIDED

- A comprehensive General Advice Service providing information, advice and guidance from the Maghull Hub in Central Square, Maghull.
- Specialist casework interviews covering welfare benefits, debt advice and fuel poverty advice.

The areas of advice and information will include: welfare benefits, debt and fuel poverty.

The office is open to the public Wednesday to Friday 10 am – 4 pm excluding Public Holidays. A drop-in generalist advice service is available within these three days a week where no appointment is necessary. This will be from 10 am – 12 noon. The Hub will be closed on Bank Holidays and over the working days in between Christmas and New Year bank holidays.

Clients accessing advice by this route will be given a brief initial check to establish their needs and the best way they can be dealt with. Where it is established that a client needs specialist support (i.e. casework) then a referral can be made to an appropriate provider either within (by appointment) or outside of the Hub.

Outside of the 'drop-in' hours, advisors see clients by appointment and undertake casework as necessary. All advice is written up in case notes by volunteers and staff.

The SP will provide training for new volunteers to assist in expanding capacity within the Hub. The number of volunteers to be trained will be agreed with MTC.

The work of the Service Provider will contribute to the Health and Wellbeing element of the Council's business plan.

## **2. SERVICE STANDARDS, STATUTORY AND POLICY CONDITIONS**

a. The SP will comply with the following statutory requirements and provide evidence as and when required by MTC:

- Charity Commission
- Companies House
- Financial Conduct Authority
- Health and Safety Legislation
- Equalities Legislation
- All necessary insurances including PI, PL and EL
- Formal and publicised Complaints procedure.

b. The SP should hold the AQS quality mark or any other relevant qualifying standard/criteria.

d. The SP will comply with GDPR/DPA requirements. All staff and volunteers receive GDPR Training; policies are annually reviewed by Trustees/Board

## **3. MONITORING & REVIEW CONDITIONS AND ARRANGEMENTS:**

The SP will provide:

- Key statistical information as outlined in appendix 2 within 3 weeks of the quarter end (31st March, 30th June, 30th Sept and 31st Dec)
- Details of any changes in paid personnel especially where this may have impacted on service delivery.
- Details of any new funding received or funding applied for
- Any service developments started or planned including new partnerships and efficiencies.
- Number of volunteers and estimated nominal value

MTC will:

a) Provide 2 x 6 monthly payments in advance for each financial year of the agreement. The first payment will be made on receipt of the signed service agreement. The second will be made in June of the relevant financial year following a satisfactory 2nd Quarter monitoring report.

b) Provide a reasonable level of information, advice and support to the organisation in connection with this agreement. This will also include:

- engaging with other partners in assisting SP in creating capacity to achieve mutual objectives
- advice and support in developing future SP business plans.

c) Through the authorised signatory, MTC will meet with representatives of the organisation each quarter to monitor and discuss the agreement. Further meetings may be arranged on request; this may include visits, review meetings, inspection of records and financial accounts relating to the funding with 14 days' notice.

d) Provide SP with a record of the quarterly meeting within 14 days.

## **5. FUNDING CONDITIONS:**

a) The SP will:

- submit its annual report and accounts as soon as these are available;
- inform the council of any changes to its Constitution, Management Board or contact representative as soon as practicably possible;
- inform the council of any changes to its charging policy, staffing arrangements or delivery of the service or activity as soon as practicably possible;
- notify the council in advance of any draft reports, marketing or media releases that mention the council or its services;
- meet the national requirements for Quality of Advice Audit.

b) The agreement may be terminated immediately if there is a material failure by the SP to fulfil the terms of this agreement.

c) The council may require the SP to repay all or part of the funding if:

- the funding is not used for the service or activity specified and by SP only;
- SP is not able to provide the service or activity specified to the agreed standard;
- SP is wound up or otherwise ceases to exist.

d) The terms of the agreement may be varied, or the agreement terminated by mutual consent of SP and the council but with 3 months' notice as per MTC's procurement rules.

**6. SIGNATURES:**

a) This agreement is accepted on behalf of SP by the authorised officers:

Position

Date

Signature

Print name

DRAFT

**Statistical information to be provided to Maghull Town Council by SP on a quarterly basis:**

- Total Drop-in hours
- New Clients seen and number of issues
- Clients not seen at Drop-in i.e. Turned away/could not wait
- Enquiry by Channel; i.e. f2f, telephone, web-chat etc
- Breakdown of problems by enquiry
- Breakdown of top 3 issues (top 10 types of issue)
- Financial Outcomes
- Income gains
- Debts managed or written off
- Volunteers trained to give advice

**Profile of Clients**

- Gender
- Age
- Disability
- Ethnic Origin
- Income status
- Breakdown of Clients by Ward