



City of York Council and [insert organisation name]

Service Level Agreement for [insert title of services provided]

[insert dates agreement covers]

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Section One – Summary

Name of organisation	
Type of organisation (eg Community Group, private company, etc.)	
Brief purpose of funding	
Amount	
Period covered by SLA	
Date due for review	
Approved by	
Brief summary of why the grant has been approved	
Date approved	
Date sent to Finance Manager and OCE Partnerships Officer	

Section Two – The Agreement

2.1 The Agreement

This is a Service Level Agreement (SLA) between City of York Council (CYC) (the Client) and [insert organisation name] (the Service Provider) for the provision of [insert brief details of service provided]. The agreement describes the nature of the services, the standards to which they will be delivered and how performance will be monitored and reviewed. The SLA will also specify the terms under which CYC will withhold payments or request reimbursement. The SLA will run from [insert date] until [insert date].

Section Three – Service Provision and Objectives

3.1 Service Objectives

The services to be provided under this agreement are:

- [insert details of service provided]
- [insert details of service provided]
- [insert details of service provided]

Section Four - Service Standards and Performance Indicators, Service Monitoring, Reporting and Review

4.1 Service Standards

[This section should include the minimum standards the organisation is expected to meet. It could include making the service accessible, ensuring all staff are appropriately trained, opening hours, payment of a Living Wage etc.]

4.2 Performance Indicators

It is important the all services are regularly monitored to identify opportunities for performance improvement. [insert organisation name] is expected to provide key performance information to the Council in accordance with the schedule set out below. The Council reserves the right to request data from [insert organisation name] at more frequent intervals. Key performance indicators for this agreement include;

- [Insert details of performance information required and date by when it should be received]
- [Insert details of the individual responsible for providing the performance information]

4.3 Reporting and Review

Review meetings will be held, between CYC and [insert organisation name], at agreed intervals throughout the SLA to review the performance of the services. Other issues will be discussed as and when required.

[insert organisation name] is required to provide a brief report on performance every [insert time period – at least every 6 months]. This must include commentary on the following:

- Progress against the original objectives
- Amount spent and details of spend
- Customer satisfaction / feedback
- [include details of any other key areas here that should be set at the start of the process]

Section Five – Responsibilities of the Service Provider

5.1 [insert organisation name], as the service provider, will undertake specific responsibility for the following areas:

- Carry out a risk assessment of the service at least annually
- Ensure it carries an adequate level of insurance
- Ensure any staff members are adequately trained and equipped for the job
- Ensure health & safety policies are adhered to
- Ensure adequate staff are available to carry out the work contained within this SLA, including holiday and sickness cover arrangements.
- Inform the agreed named officer within CYC at the earliest opportunity of any problems or delays in meeting the requirements set out in this SLA.
- [any other specific requirements]
- [any other specific requirements]
- [any other specific requirements]

Section Six – Responsibilities of the Council

6.1 CYC will manage the SLA and for liaison with [insert organisation name] to ensure its obligations are fulfilled.

CYC will undertake regular reviews of the SLA, as detailed in section 3 and provide feedback regarding performance to senior management and council Members, as appropriate.

The finance and performance monitoring report to Cabinet will include a specific section on grants and, at least every six months, information on newly awarded grants will be provided.

Section Seven - Legal and regulatory compliance

7.1 [insert organisation name] will be responsible for ensuring that the relevant legal obligations have been met for its operations. This should include appropriate insurance. Copies of policies and certificates should be made available for CYC inspection upon request.

Section Eight – Service Costs and Payment Terms

8.1 Service Costs

The payment made through this SLA includes payment for the following in relation to the [insert description of service]:

- [insert areas the funding is intended to support]
- [eg staffing, premises costs, staff training, publicity leaflets etc.]
- [include any payment in kind, eg use of premises or equipment]

CYC will be responsible for payment due under the SLA. Following receipt of relevant monitoring information and, when due, service report from, CYC will make prompt payment. [include specific details here of when payments will be made and amounts]. No funding will be released until this agreement has been signed by both parties.

A purchase order will be raised by the Council on receipt of a signed SLA. Invoices will only be paid when quoting a purchase order number and should be sent to invoices@york.gov.uk or City of York Council, PO Box 999, York, YO1 0EG.

Section Nine- Signatories to the Agreement

9.1 This agreement is made between City of York Council and [insert organisation name].

On behalf of City of York Council:

Signed:

Name in capitals:

Job Title:

Date:

On behalf of [insert organisation name]:

Signed:

Name in capitals:

Job Title:

Date:
