



Service Level Agreement

Between

**The City of York
Council Communities
and Equalities
West Offices
York, YO1 6GA**

and

**York CVS
Priory Street Centre
15 Priory Street
York, YO1 6ET**

From the period 1st April 2018 to 31st March 2021

A grant of £48,000 plus DRR (subject to assessment)

1. York CVS Services

York CVS is a social action organisation taking steps to make positive change, challenge issues and grow new ideas for the future which strengthen communities. It supports local charities, voluntary organisations and social enterprises in this mission, helping them focus on making a difference for individuals and their communities.

York CVS aims to develop strategic and operational collaborations across the city, with colleagues from all sectors in order to:

- Support the sector to survive and thrive
- Represent the sector and provide a voice
- Sustain its organisational strength

- Deliver services with a social impact

CVS's Values:

Empowerment: we believe that people are best placed to positively influence the decisions which affect their own lives and the communities in which they live.

Learning: we believe all people are capable of growing, learning and developing throughout their lives.

Working together: we believe that people working together have greater potential to achieve their goals.

Diversity: we believe that our society is enriched by diversity.

Sustainability: we believe in living well today without compromising the ability of future generations to do the same.

Interdependence: we believe in the interdependence of voluntary and community organisations.

York CVS represents and advocates for the voluntary, community and social enterprise (VCSE) sector in York. The forums they convene play a key role, transmitting ideas, views and critical challenge to and from the sector and public bodies in York. By convening these forums, York CVS works in partnership with the statutory sector to tackle inequalities of all sorts and to improve the design and delivery of services, working hard to ensure that knowledge and evidence from the VCSE sector is available to positively influence strategic decision making as well as the commissioning of services.

They do this by:

- Developing relationships with commissioners
- Contributing to strategic groups such as the Health and Wellbeing Board
- Ensuring that the voluntary sector is represented in key decision making

Current major projects are:

Ways to Wellbeing: Connecting people to local community support to make them feel better.

Ready for Anything: Supporting volunteers to help keep York safe in the event of an emergency

People Helping People: Based on the Cities of Service model, focussing on impact volunteering to help people to deliver positive change in York by working on a specific local or community need in line with city priorities

Healthwatch York: Providing information about local services, signposting to independent complaints advocacy, making sure views about local services are taken into account when services are planned and delivered

York Human City Rights City Network: CVS hosts the network co-ordinator for this initiative aiming to be a catalyst for York people, organisations and business to champion a vibrant, diverse, fair and safe city

2. FUNDED AREAS

City of York Council wishes to fund the following priority areas and activities to be provided by York CVS:

Objectives	Overarching Aims	Activity Area	Examples of what CVS will deliver	Outputs and outcomes
Support for the sector	To encourage resilient communities that: <ul style="list-style-type: none"> are self managing and less reliant on the council and other agencies for help 	Responsive leadership support	Providing bespoke support in times of challenge / crisis	Increased organisational resilience
		Investing in learning	4 training/learning events per year	Increased sector confidence and skills
		Communications support	Regularly refreshed website content, regular social media activity	Increased awareness and engagement
		Leadership Development	Through training, coaching and peer support	A well led and more sustainable senior workforce
Ensuring the sector has a voice	<ul style="list-style-type: none"> are able to minimise the disruption to everyday life that unforeseen events present enable people to be more resourceful 	Communities of interest	Themed forums around themes/areas of interest	Shared learning, planning and collaboration opportunities
		Representation on boards/partnerships	Supporting boards, groups and partnerships across the city	Strengthened sector engagement with increased leadership opportunities for the sector and a broader pool of leaders representing the sector
		Annual sector leadership event	Collaborative learning event around a relevant theme	Improved sector confidence and strengthened relationships with sector views fed into the city's planning and decision-making processes
Developing resilient communities	<ul style="list-style-type: none"> enable people to have more control of their own lives ensure people are equipped and willing to play a part in community life 	Development of the volunteer strategy	Jointly lead the development and delivery of the strategy	Raised awareness of the value of volunteering and social action with an increase in impact volunteering
		Collaborative delivery of the Joint Health and Wellbeing Board strategy	Undertake the Ageing Well Champion role on behalf of the sector	Increased engagement in the delivery of the strategy
		Development of the Human Rights City Network	Active steering group/board member	Raised awareness of the City of Human Rights project and evidence of mobilising partners around the 5 priorities
		Active demonstration of resilient communities	Coordination of Ready for Anything and self-care programmes of work	Collaborations and joint projects support and mobilise partners to find new solutions to identified needs and to grow social action on both a locality and city-wide basis

3. MONITORING CONDITIONS AND ARRANGEMENTS:

- The Council will monitor the performance of York CVS in carrying out the services outlined above. This will take place through quarterly review meetings.
- York CVS will provide to the Council a monitoring report, before each quarterly meeting, against the above performance framework, to demonstrate that the funding has been used for the activity specified above.
- Failure by the organisation to submit satisfactory monitoring reports as indicated may result in the Council withholding funding or terminating the agreement.

4. SERVICE STANDARDS, STATUTORY AND POLICY CONDITIONS

York CVS will comply with the Charity Commission requirements and any other standards or requirements appropriate to the services provided.

5. FUNDING CONDITIONS:

a) York CVS will:

- submit to the Council its annual report and accounts for each financial year of the contract as soon as these are available.
- inform the Council of any significant changes to its Constitution, Management Committee or contact representative as soon as practicably possible.

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

The Council may require CVS to repay all or part of the funding if:

- the funding is not used for the service or activity specified
- CVS is not able to provide the service or activity specified to the agreed standard
- CVS is wound up or otherwise ceases to exist

The terms of the agreement may be varied or the agreement terminated by mutual consent of York CVS and the Council.

SIGNATURES:

This agreement is accepted on behalf of York CVS by the authorised officers:

Position	Signature	Print name
Date		

This agreement is accepted on behalf of the Council by the authorised officer:

Position	Signature	Print name
Date		