



Service Level Agreement

Between

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

and

**York Centre for
Voluntary Service
Priory Street Centre
15 Priory Street
York, YO1 6ET**

From the period 1st April 2015 to 31st March 2018

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

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

1. York CVS Services

York CVS is the principal Local Support and Development Organisation (LSDO) for the City of York. It offers a range of services to voluntary organisations and community groups which help them to work more effectively. It also has an important role in promoting effective communication within the voluntary sector and good partnership working and liaison between the voluntary and community sector and the local statutory sector.

It carries out this work primarily within its own membership of local voluntary, community and social enterprise organisations (VCSEs); although the membership is open to all genuine VCSEs at a very affordable rate. Some services are provided free at the point of delivery, whilst others are charged for services. York CVS seeks to maintain fair and equitable access to its services within the constraints of available resources.

Current services include:

- Information, training and development support on any aspect of running a VCSE Organisation both for new and established groups, including:
 - Developing purpose & values
 - Governance
 - Business planning
 - Legal compliance
 - Developing policies & procedures
 - Funding and enterprise advice
 - Financial management
 - Working with people including HR and volunteers
 - Asset management
 - Communications & marketing
 - Working in partnership
- Direct financial services including payroll and independent examinations
- Volunteer Centre Brokerage services to citizens of York
- Providing links between VCSEs and statutory bodies, in order to ensure that the views of VCSEs are taken into account in the planning and delivery of public services; including through representation on Partnership Groups.
- Promoting good partnership working between VCSEs and public bodies by taking a lead role in implementing, monitoring and developing the York Compact.
- Providing fully accessible office space, conference facilities and meeting rooms for voluntary and community organisations to license or hire.
- Supporting networks and forums of voluntary sector communities of interest.

- Developing the sector’s capacity to respond to identified needs in York particularly as identified the Councils transformation programme.

City of York Council’s funding provides a generic contribution to underpin all of the above areas of work.

2. PERFORMANCE INDICATORS

City of York Council will monitor the activities/services provided by York CVS in 2015-2018 using the following key performance indicators.

Indicators will be review and may be adjusted on an annual basis - as part of the monitoring arrangements.

Key objectives	Actions	Measured by
To respond to the needs of the Voluntary, community and social enterprise sector in York	Work with relevant partners to support and mobilise City partners to find new solutions to identified needs	<p>Involvement in needs-driven partnerships and joint projects</p> <p>Development work with new VCSEs meeting identified needs</p> <p>Support to voluntary sector forums and needs identification as a result</p>
To support new and existing VCSEs to meet challenges, be effective and sustainable	Provide development support to individual VCSEs through information, training and support	Availability of relevant and timely information in a variety of formats

	<p>Enable VCOs to secure external funding through a variety of sources: grants, contracts, social enterprise etc.</p>	<p>Training programme and evaluation. Group support sessions and evaluation</p> <p>Newsletter production</p> <p>Voluntary sector forum</p> <p>Level of external funding through grants and contracts secured by VCOs as a result of York CVS guidance and advice</p>
<p>To work more closely with the private sector for the benefit of VCSEs</p>	<p>Work with York Cares and others to support VCSEs making links with local businesses in providing pro-bono support.</p>	<p>VCSEs/Private sector partnerships established and maintained</p>
<p>To encourage more York citizens to take part in quality volunteering opportunities</p>	<p>To provide a brokerage function to enable those residents interested / wishing to volunteer to be matched with an appropriate volunteer placement.</p>	<p>Increased take up of volunteering opportunities and demand.</p>

	To provide support for organisations wishing to host volunteers; promote good practice in volunteer management, training and advice.	Availability / take up of good practice guidance / training by host organisations. Support to the York Volunteering Partnership Group
To support VCSE involvement in York's partnership groups	VCSEs engaged with the York Health & Wellbeing Board and subgroups VCSEs engaged with the York LSP and subgroups VCSEs engaged with other partnership groups as appropriate and agreed	Attendance by York CVS as representatives of VCSE organisations VCSE representatives supported by York CVS Training and forums held to facilitate VCSE representation Outcomes of VCSE representation

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 a quarterly review meetings, however may also include visits, inspection of records and financial accounts relating to the funding with 14 days notice.
- At the end of each financial year of the contract York CVS will provide an accurate and detailed monitoring report by date 14 April; against the above performance framework to the Council to demonstrate that the funding awarded has been used for service or activity specified above.

- Failure by the organisation to submit satisfactory monitoring reports as indicated and by the dates due may result in the Council withholding funding or terminating the agreement.

4. SERVICE STANDARDS, STATUTORY AND POLICY CONDITIONS

York CVS will comply with the following general and statutory requirements:

- Charity Commission legislation
- Health and Safety legislation: including development and implementation of a Health and Safety policy for the organisation
- Equal Opportunities legislation,
- Arrange Public liability and employers insurance consistent with the range and manner of services provided

The organisation will be guided in relation to this agreement by the principles and good practice set out in the York Compact.

The organisation will additionally comply with the requirements of:

- the Children Act, public entertainment licence, First Aid certificates, Under-eights/OFSTED inspections and Criminal Records Bureau checks.
- Any other standards or requirements appropriate to the services provided.

5. FUNDING CONDITIONS:

a) The organisation will:

- submit 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.
- inform the Council of any significant changes to its charging policy, staffing arrangements or delivery of the service or activity as soon as practicably possible

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

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

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

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

SIGNATURES:

This agreement is accepted on behalf of the Organisation 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		