**SERVICE LEVEL AGREEMENT**

**BETWEEN THE BENJAMIN FOUNDATION**

**&**

**Type provider here**

The purpose of this document is to clarify the services provided by ………………....… to The Benjamin Foundation for the delivery of an Independent Strengths Review of Meet Up. You aim to deliver a high quality, independent review focussing on the environment in which Meet Up operates within The Benjamin Foundation measures against the following targets:

* 1. Carry out a review of delivery focusing on the track record of The Benjamin Foundation (TBF) in relation to Meet Up
  2. Investigate how TBF can develop its organisational structure to better support the service after November 2021
  3. Explore how TBF can specifically develop its social enterprise offer (delivered through The Benjamin Foundation’s trading company Ben’s Social Enterprises) to provide an adequate funding stream for Meet Up
  4. Carry out an analysis of the skills TBF has in place to help with the next stage of Meet Up’s development, and those areas that need to be developed
  5. Work will TBF and Meet Up staff/volunteers to explore the above areas in a professional and transparent way

The Review

* 1. The review will take place over the month of Mar 19 and all costs associated with it will be factored in to **the sum of £7,000** (**including VAT** **if applicable)**
  2. While carrying out the Independent Strengths Review all work is of a confidential nature and should not be shared outside of TBF. The completed report will be the property of TBF and will not be shared without their permission.
  3. Any contact with young people should take place in a suitable environment during service delivery hours when Meet Up staff are present and safeguarding should be paramount at all times. This should take place during service delivery hours however there may be instances when this is not feasible. Therefore Meet Up’s manager will arrange a suitable time for contact and feedback to facilitate the review
  4. Any safeguarding issues or concerns should be raised with the Meet Up manager immediately.

Invoicing

1. The amount charged for the review should not exceed £7,000 (Inclusive of VAT) £2,000 will be available upfront for initial expenses once contracts have been agreed. All further costs associated with the review should be discussed with the Meet Up Manager before being incurred. The final sum of £5,000 will be paid via mutual agreement once the Independent Strengths Review has been signed off by both parties.

Timescale

* 1. This contract is to be started via mutual commitment on 1 Mar 19 and to run for one calendar month. If there are sound business reasons for the report to be completed over a period longer than 1 calendar month this is to be discussed with the Manger of Meet Up at the earliest opportunity. **However no additional monies are available outside of the review costs of £7,000 (Inclusive of VAT)**
  2. The contract is subject to an initial one week review period. After this period termination of the contract is not acceptable and all works must be completed within the given time frame unless agreed with the Meet Up Manager as detailed above.
  3. Any discrepancies or queries should be raised with the Manager of Meet Up who can be contacted on 01842 820871 or 07872 407400

Signed ……………………………………………..

…………………………………….…………………Date………………….…………………

Name (Print)……………………………………………………………………………………………

Signed (The Benjamin Foundation)

………………………………………………………..Date……………………………………

Name (Print)……………………………………………………………………………………………