

Service Standards and Service Level Agreements (SLAs)

This year, we continue to ensure that both the Service and the Schools have a clear understanding of the terms of the SLA.

Each School will sign up to one SLA which will cover all charitable services to School provided by the Council. The SLA will be incorporated in the Annual School budget share letter which is provided by the School Finance Team. Upon return of the signed SLA and the Agreement to Purchase form the relevant Services will provide details of the services to be provided.

THIS SERVICE LEVEL AGREEMENT is made theday of2009

BETWEEN

[Name of School] ("the School"); and

[Name of Service] ("the Service Provider").

1. INTRODUCTION

- 1.1 This service level agreement (SLA) sets out the common standards that will apply to the provision of the Services and the arrangement for payment for the Services
- 1.2 This SLA will run from the above date and will continue until further notice, but may be terminated by either party with one term's notice.

2. SERVICES OR GOODS TO BE PROVIDED

- 2.1.1 The Service Provider will provide any of the Services set out in Appendix 1.

3. OBLIGATIONS OF THE SERVICE PROVIDER

- 3.1 The Service Provider will provide the Services to the standards set out in the Service Specification relating each Service.
- 3.2 The Service Provider will provide the Services at the Locations set out in the Service Specification.

4. OBLIGATIONS OF THE SCHOOL

- 4.1 The School will adhere to any deadlines and other requirements set out in the Service Specification.
- 4.2 The School will provide access to the Locations for the provision of the Services.

5. PRICE AND PAYMENT ARRANGEMENTS

5.1 Prices relating to the Services will be set out in the Service Specification.

5.2 The School will pay for the Services as follows;

5.2.1 Either by one invoice for total amount in October, payable within 30 days; or

5.2.2 Nine equal instalments by deduction from monthly cash flow, July-March

6. COMPLAINTS AND DISPUTE RESOLUTION

6.1 Concerns relating to the Service should be raised in the first instance with the School's link person or person delivering the Service. If this does not resolve the issue the concern should be escalated to the Service Provider's Authorised Officer named in the Service Specification. If this does not resolve the issue it shall be arbitrated by Haringey Council's Deputy Director for Business Support and Development whose decision shall be final.

7. VARIATION

7.1 Any variation of the Service must be agreed in writing by the Authorised Officer and the person nominated by the School to instruct the Service Provider.

IN WITNESS whereof the parties have executed this SLA under hand the day and year first before written

SIGNED ON BEHALF OF
The SCHOOL by

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EXECUTED ON BEHALF OF
THE SERVICE PROVIDER
by

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