

Service Level Agreement

For Consultancy Services Provided by to.....

Date:

1. Services Provided

This Service Level Agreement ("SLA") defines the terms and expectations for the consultancy services provided by the Consultants to The purpose of this agreement is to provide support & guidance in what is required to establish a new company/or service within child and young persons services part of the children's care sector .

2. Scope of Services

The Consultant agrees to provide consultancy services to including:

- Professional support to select a suitable market location and premises for the first supported living / children's home with additional guidance as required, relating to OFSTED regulatory requirements around the planning application.
- Bespoke set of policies, procedures, forms and associated documents required to establish a clear governance infrastructure for the organization.
- All documentation and professional guidance required to register the new supported living homes with OFSTED and local authority commissioning.
- Liaison with contractors to ensure that the pilot service homes are fit for purpose and compliant with OFSTED regulations prior to the registration inspection.
- Professional support and guidance required to select and recruit, suitable management and staff team
- Professional support with training and staff development to ensure safe and competent practice.
- To market the new service with local authorities with a view to achieving occupancy within 3-6 months of opening the new supported living service.
- To provide support and guidance to the management team in placing the first young people.

- To provide additional and ongoing consultancy support (optional) to ensure smooth governance and regulatory compliance.

Clear timelines and strategic development will be documented on a comprehensive workflow that will be supported by regular progress reports and Directors meetings to ensure

3. Service Levels

The Consultants agree to provide services at the following levels of performance:

- **Response Time:** The Consultant will respond to all communications from the Client within e.g., 48 hours by telephone, email or WhatsApp message during normal business hours 9:00 AM – 5:00 PM, Monday to Friday.
- **Resolution Time:** Any issues or queries raised by the Client will be addressed within 72 hours or as specified in the detailed workflow document.
- **Availability:** The Consultants will provide availability as agreed upon in the project plan, including a minimum of 10 hours per week dedicated to the project.

4. Roles and Responsibilities

4.1 Consultant Responsibilities

- Deliver services as outlined in the Scope of Services. ('The Workflow')
- Maintain all necessary insurances required for providing consultancy services.
- Provide weekly progress updates to the Client either online or in person.
- Adhere to all agreed deadlines as specified in the project workflow unless external constraints (such as OFSTED registration) dictate otherwise. In these circumstances the Consultants will make every effort to expedite progress and keep the Client updated accordingly.
- Address any Client concerns or issues in a professional, ethical and timely manner.
- To share all necessary professional insurance policies with the client.
- To advise the client regarding their professional insurance obligations.

4.2 Client Responsibilities

- Provide the Consultant with access to necessary information, resources, and personnel to facilitate the consultancy services.
- Respond to requests for information or approvals from the Consultant within 48 hours.
- Ensure that payment is made by direct debit in a timely manner, as agreed in Section 8 below.

5. Deliverables

The Consultant agrees to provide the following deliverables to the Client:

- The Consultants will complete all of the deliverables in the attached project workflow document:

6. Quality Assurance

The Consultants shall ensure that all deliverables and services meet industry standards and are consistent with OFSTED regulations and best practices for children's regulated services in the UK.

7. Key Performance Indicators (KPIs)

The following KPIs will be used to measure the Consultant's performance:

- **Timeliness of Deliverables:** The Consultants will aim to achieve 80% of deliverables submitted on or before an agreed deadline unless there are external circumstances (such as waiting for OFSTED registration) preventing the timely completion of the deadline
- **Client Satisfaction:** The Consultants will aim to achieve at least an 85% satisfaction rating from the Client, as measured by feedback forms or surveys.
- **Accuracy of Reports:** The Consultant will aim to provide 95 -100% accuracy on all reports and data provided.

8. Payment Terms

- The Client agrees to pay the Consultants a total of £-----for the consultancy services of establishing supported living as an operational business component with support for the

establishment of the first supported living home. This will be paid in one single payment before the work commences by bank transfer into a

specified business account. The ongoing consultancy agreement can then be reviewed and renewed annually as a rolling agreement by mutual agreement.

- Payment shall be made by direct debit or within 5 days of receipt of an invoice.
- Late payments may incur a late fee of 5% per month if not paid by the due date.

Payment Schedule

By -----2025 - £----- Account Details:

Account Name:

Account Number:

Sort Code:

9. Review and Reporting

- The Consultants will provide progress reports in written or verbal format on a weekly basis.
- The Client and Consultants will schedule review meetings monthly, by Microsoft Teams to assess the project's progress and address any issues.

10. Dispute Resolution

In the event of a dispute regarding the performance of services, both parties agree to the following process:

- Initial discussion between the parties within 5 business days of the dispute.
- If necessary, both parties agree to engage in mediation through a mutually agreed-upon third-party mediator.

11. Termination

Either party may terminate this Agreement under the following conditions:

- For Cause: Either party may terminate this Agreement if the other party breaches any material term of this Agreement and fails to correct the breach within 30 days of receiving written notice.
- For Convenience: Either party may terminate this Agreement with 30 days written notice, subject to payment for all services rendered up to the termination date.

12. Confidentiality

Both parties agree to treat all non-public information exchanged as confidential and not disclose it to any third parties without written consent, except as required by law.

13. Amendments

This Agreement may only be amended in writing and signed by both parties.

14. Entire Agreement

This SLA constitutes the entire agreement between the Consultants and Client and supersedes all prior understandings, representations, or agreements, whether written or oral.

Signatures

(Consultant): Name:

Title: Consultant Date:

Signature:

Name:

Title: Date: Signature: