

## Essential Reference Paper “B”

### **DRAFT**

### **SERVICE LEVEL AGREEMENT**

### **BETWEEN**

### **EAST HERTS COUNCIL AND BROXBOURNE AND EAST HERTS COMMUNITY VOLUNTARY SERVICE (CVSBEH)**

1. THE LENGTH OF THE AGREEMENT AND THE DATE OF COMMENCEMENT: The service level agreement is for one year commencing 1 April 2015.
2. EAST HERTS COUNCIL has approved a grant of £15,000 to CVSBEH as a contribution to core services.
3. CVSBEH will undertake a diverse range of activities to develop, enhance and empower voluntary and community groups to effectively serve their communities, covering the whole of the East Herts Council geographical area.
4. These activities will include:
  - Monthly free E-Bulletins
  - Training workshops for volunteers and paid staff
  - Funding and Governance Support service
  - Networking and Consultation events
  - Management of local Resources
  - Representation of local groups on cross sector partnerships and Community Project Development
5. The CVSBEH will also support volunteers in the development and sustainability of small groups, ethnic minority associations and will deliver various projects, for example: a furniture re-use service, community transport initiatives and children summer activities programmes and other support services for which additional project funding may, from time to time, be requested and agreed.
6. The CVSBEH services will be open to all regardless of age, race, gender, sexuality or disability and in accordance with legislation and the council’s equalities policies.
7. The CVSBEH will invite the council to nominate an officer or member to sit on its management board (nomination to be agreed with the council’s head of communication, engagement and culture).

8. For operational purposes the council and the CVSBEH will both identify a lead liaison officer who will meet at least once a quarter.

9. The CVSBEH will be an active member of the East Herts Partnership at both Board and Operation group level.

10. The CVSBEH will submit a written annual report to the council's scrutiny committee, which include the following:

- Number and nature of organisations supported by type and location
- Number and nature of training sessions delivered and nature of recipients
- Number and type of other events
- Details of campaigns
- Summary of organisational make-up, staff and accounts
- Summary of key projects

11. Representative(s) from the CVSBEH may be invited to attend the relevant scrutiny committee meeting to discuss the submitted report.

AGREED BY: ..... EAST HERTS COUNCIL

DATE: .....

AGREED BY: ..... CVSBEH

DATE: .....