

# Template Service Level Agreements for partnerships

An agreement made between

**Lead agency**

and

**The Provider** (add name and contact details)

## **The service to be delivered**

Delivery of xxx as specified in the attached **Annexe**.

1. The parties agree that the Provider shall carry out the services on the terms set out in this agreement.
2. For the purposes of this agreement  
The 'effective date' is  
The 'termination date' is

Provider representative:

Contractor representative is:

Signed on behalf of **Lead agency**

Signature:

Name:

Position:

Date:

Signed on behalf of **Provider**

Signature:

Name:

Position:

Date:

**1. Service Delivery**

How you expect services to be delivered.

**2. Equal Opportunities**

You should require the provider to have a policy in place.

**3. Payment**

How and when the provider will be paid, and on what terms and conditions (e.g, monitoring evidence).

**4. Liability and Insurance**

What type and level of insurance you expect a provider to have in place.

**5. Contract Management and reporting**

How the lead agency will manage the contract and what reports they expect to receive.

**6. Prohibited Activities**

Set out any activities which should not be delivered as part of the contract.

**7. Criminal Records and Suitability**

Set out any requirements because of child protection and vulnerable adults.

**8. Confidentiality**

What needs to be kept confidential, subject to legal duties that may require the release of information under the Freedom of Information Act 2000.

**9. Breach of Agreement and Dispute Resolution**

How breaches of contract will be identified and dealt with.

**10. Termination and Suspension**

How the contract can be terminated, including the notice period required.

**11. Marketing and Publicity**

How services delivered as part of the contract should be branded including any logos required.

**12. Intellectual Property Rights and copyright**

Who owns the rights for any materials or content produced.

**13. Data Protection**

A requirement to shall comply with all relevant requirements of the Data Protection Act 1998.

**14. Special Conditions**

Any special clauses.

## Annexe A: Service Specification

### 1. Brief Description of Programme to be provided

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### 2. Time Table for Project

Date	Key milestones

### 3. Outputs

Code	Description	Total outputs funded by the London Borough of Hackney				

### 4. Evidence of outputs will be provided by:


### 5. Costs

	Total
Staff costs	
Cost of premises	0
Overheads	0
Beneficiary costs	
Other costs	
<b>TOTAL ALL COSTS</b>	