Service Level Agreement

Partnership agreement between: - Nurture Space Limited

And the client: -

Contact details for the client:

Main contact name –

Email address –

Telephone number -

This agreement details the expectations of the services provided by Nurture Space to meet the agreed outcomes for the client.

Commencing on:

Concluding on:

Agreed fee (Please see separate Fee / Rate document):

Agreed Activities:

(Note that the maximum hours of Alternative provision per week, must not exceed 15)

The Client will –

- Provide Nurture Space with the contact details of the Designated Senior Leader and details of how Nurture Space staff should report Safeguarding concerns to the client:

Designated Senior Leaders name:……

DSL contact details: - Email:……

DSL contact telephone number: ……

The Client will provide Nurture Space with a copy of any of the following that applies to the child:

- EHCP – Education Health Care Plan
- IAEP – Individual Alternative Education Plan
- Any IEP's (Individual Education Plans), Provision Maps and or APDR (Assess Plan Do Review) plans that have been in place over the last 12 months.

Nurture Space Limited will:

Prior to sessions starting –

- Meet with client to complete referral form including SDQ and Boxhall assessments.
- Following initial meeting, will compile and agree with client a suggested individualised plan of support for an agreed fee outlined and specific agreed start and end date.
- Agree a progress review date.
- Identify appropriate staff within Nurture Space, to undertake the support plan agreed.
- Provide the client with up-to-date Enhanced DBS details of all Nurture Space staff working with pupil so that client can update their Single Central Record.
- Provide the client with evidence of up-to-date Safeguarding training for all Nurture Space staff working with the pupil.
- Ensure that all participant data is collected and stored in accordance with GDPR guidelines.
- Provide any relevant Risk Assessments requested from the commissioning body.

During agreed period of work –

- **If a child is more than <u>15 minutes late</u> for an arranged session Nurture Space will contact the school to inform them and ensure that a record of absence is taken.**
- Nurture Space staff will work with the school or commissioning body to arrange contact with the child's parents/carers to establish the whereabouts of the child and to ensure they are safe.
- If agreed work is undertaken on school site, Nurture Space staff will adhere to all site Health and Safety policies and procedures, including signing in and out of building, complying with all fire safety procedures.
- If agreed work is undertaken off of the school site, Nurture Space will provide details of exact location, risk assessment details and a contact number for the staff member working with the pupil.
- If a session needs to be cancelled at the last minute due to unforeseen difficulties such as illness of staff member, Nurture Space will contact the client at the very earliest opportunity.
- Nurture Space will do all that it can to ensure consistency with the staff member working with the agreed pupil. If there are extenuating reasons why that staff member needs to be changed, Nurture Space will contact the client and agree this in advance.
- Nurture Space agrees to adhere to all Health and Safety and Safeguarding requirements of the client, following prior discussion and agreement.

- A short session report will be completed after each session the pupil attends.
- Session reports will form a weekly report that will be sent to the school / commissioning body on a weekly basis throughout Nurture Space's work with a child.
- Session reports can be requested at any time by the client, to keep update on 'small step progress'.
- Nurture Space will provide a detailed 'Interim progress report' to the client, at an agreed time and in an agreed way (either written only or written and face to face).
- Nurture Space is committed to ensuring the space used is left clean and tidy, following the session. Any damage or breakages will be reported to the venue/commissioning body immediately.

At the end of the agreed period of work:

- Nurture Space will meet with the client to discuss progress of pupil and to complete further SDQ and Boxhall profiles.
- Agree a reintegration plan for the pupil to ensure that the pupil has the best chance to successfully re engage back into their class.

By signing this agreement, the commissioning body agrees to:

- Advise in advance, Nurture Space Ltd of any further policies and procedures staff are required to follow.
- **Make payment to Nurture Space Ltd within 30 days of receiving invoice.**
- Provide a minimum of 4 weeks' notice of cancelation of contract.
- To pay Nurture Space Ltd, £10,000 finders fee if they wish to hire or use a member of Nurture Space Staff for services outside of this agreement or after their contract with Nurture Space Ltd has expired within 1 year.

On behalf of Nurture Space **On behalf of the commissioning body**

Signed		**Signed**	
Print name		**Print name**	
Position		**Position**	
Date		**Date**	