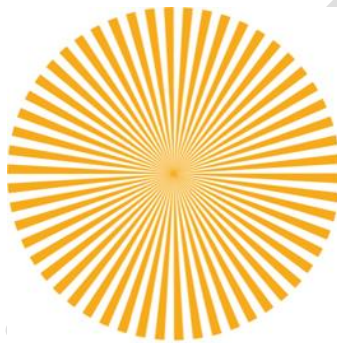


Service Level Agreement (SLA)

4 All Foundation



4 All
FOUNDATION

Between: 4 All Foundation
And: Shrewsbury Town Council

Date: July 2024
Version: V1

Service Level Agreement relating to Hub Leadership.

Effective Date: Proposed 1 October 2024

Document Owner: 4 All Foundation

Version

Version	Date	Description	Author(s)
0.1	04/07/2024	SLA – Initial Draft	4 All Foundation
0.2			
0.3			
0.4			
0.5			

Approval

(By signing below, all Approvers agree to the terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
4 All Foundation Approvers			
George Hounsell	Foundation Lead		
Dean Harris	Chair of TruHBees		
Shrewsbury Town Council Approvers			
Helen Ball	Town Clerk		
Alan Mosley	Councillor		
Rob Wilson	Councillor		

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1) Terms & Abbreviations

4ALL	4 All Foundation
Ditherington CC	Ditherington Community Centre
GH	George Hounsell (Foundation Lead)
DH	Dean Harris (4 All Foundation - Chair of Trustees)
HB	Helen Ball (Town Clerk Clerk – Shrewsbury Town Council)
STC	Shrewsbury Town Council
SLA	Service Level Agreement

2) Agreement Overview

This Agreement represents a Service Level Agreement (SLA) between **4 All** and **STC** relating to the leadership of the Ditherington CC Community Hub based in Shrewsbury.

This SLA outlines the leadership responsibilities to be undertaken by 4ALL and is understood by the approving STC staff members and councillors. This agreement explains the support STC will provide to 4 All.

For a summary of the responsibilities of all of the parties involved, see Section 7 of this SLA.

3) Stakeholders

The list below contains the stakeholders who must be engaged with regarding any proposed changes to this SLA. Following the signing of this Agreement, the Document Owner will be responsible for communications with the individuals below:

4 All Foundation

- George Hounsell, Foundation Lead
- Dean Harris, Chair of Trustees

Shrewsbury Town Council

- Helen Ball, Town Clerk
- Alan Mosley, Councillor

These individuals will then be responsible for communicating any relevant changes within their respective organisations.

4) Purpose, Goals & Objectives

4.1 Agreement Purpose and Objective

The purpose of this SLA is to ensure that the proper elements and commitments are in place to provide a consistent SLA service, from 4 All to STC. It is also for the organisations to establish that 4 All is able and agreed both parties to take the Ditherington CC over to support the growth of the Hub. At this time, there is no obligation from both parties to move ahead with this agreement.

The goal of this SLA is to obtain mutual agreement between 4 All and STC as to how the Ditherington CC Hub will operate, be managed and report on its activity moving forward.

The primary objective of this SLA is to provide a clear reference to leadership, accountability, roles, and responsibilities, during the course of the agreed audit process.

4.2 Leadership

The structure of Ditherington CC Hub will continue to run as it is present. The diagram shows the line management of the Ditherington CC posts. Solid black lines show direct line management responsibility, dashed black lines show communication/reporting links and solid red lines are notes which include the responsibilities and accountabilities for decision making.

Note: This structure diagram is still in draft, the Document Owner will be responsible for including the final and updated versions as they are created.

The day-to-day management of the Ditherington CC will ensure that there is an appropriate level of resilience to cover matters such as sickness / absence / leave.

5) Statutory Requirements

Every charity must prepare annual accounts and make them available to the public on request. Unincorporated charities with income under £25,000 do not usually need to file their accounts with the Charity Commission (although must provide them if asked to). Unincorporated charities with income over £25,000, and all CIOs, must file their accounts with the Charity Commission within 10 months of the end of their financial year.

Non-company charities with income under £250,000 can prepare their accounts on a receipts and payments basis. (Non-company charities are charities which are not also limited companies. This includes unincorporated charities and CIOs.) Receipts and payments accounting is simpler than accruals accounting, which is required for larger

charities and companies. For guidance on how to prepare receipts and payments accounts see Charity Commission pack CC16.

“Restricted” and “unrestricted” funds must be clearly separated in charity accounts. This means that any grant funding you get for specific costs (restricted funding) has to be spent on those costs, and your records must show that. Any money you raise yourselves – for example from membership fees or general donations – is unrestricted, and you can spend it as the group decides.

6) Review

This SLA will be valid from 1 October 2024 and will be agreed on a 10-year SLA. This means the 4 All leadership team can plan and prepare for a long-term plan for the Ditherington CC Hub. This SLA will then be reviewed by 4 All & STC in September 2034. Following this process, and providing both parties are happy, the agreement will be officially agreed.

The Document Owner is responsible for facilitating annual reviews and updates of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from both parties.

In addition to the core content of the SLA, the Document Owner is also responsible for ensuring any appendices, links and references are kept up to date.

Document Owner: 4 All Foundation

Review Period: Ongoing

Previous Review Date: N/A

Next Review Date: TBC

7) SLA Specification

7.1 Leadership Provision

During the SLA period, the 4ALL current leadership model will replace the existing Ditherington CC Hub leadership/control. George Hounsell will be the day-to-day staff contact for the current STC staff and councillors.

Note: This process is still in draft, the Document Owner will be responsible for including the final and updated versions as they are created.

7.2 Reporting

During the SLA period, the 4ALL staffing will provide **6 monthly** reporting updates to staff and councillors from STC. The reporting document will include finances, participation numbers, programme updates and other key bits of information.

7.3 Equipment & Buildings

All equipment and buildings of Ditherington CC Hub will be under the control of 4 All during this agreement. Signage will see 'In collaboration with the 4 All Foundation' added to the current Ditherington CC signage. Any major building work needed to the Ditherington CC Community Hub will be funded by STC. Any day to day building work will be maintained by the 4 All. The annual health and safety checks of the Ditherington CC Hub such as PAT testing and water checks are covered by STC.

7.4 Finances

During the SLA period, STC will pay an agreed amount of XXX per year (VAT not payable) towards the activities delivered by 4ALL. This will be invoiced between the two organisations at the start of each SLA year (September). This payment will continue to be made until the end of the SLA.

7.5 Timeline

July 2024	Service Level Agreement (SLA) is agreed between both parties.
1 October 2024	Service Level Agreement (SLA) starts. 4 All receive 6 months payments from STC.
April 2025 to April 2034	4 All receive payments from STC. STC receives update reports from 4 All.
April 2034	4 All receive 6 months payment from STC.

7.6 Future

Following the 10 year service level agreement (SLA), the 4 All staff and trustees will meet with the STC staff and councillors to agree another SLA to continue the partnership between both parties. This will take place in July 2034.

8) Reference List

1. 4 All Foundation website

[4 All Foundation - Shropshire](#)

2. Shrewsbury Town Council website

[Shrewsbury Town Council](#)

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