**Appendix 3 – Draft Service Level Agreements between Respect and Partners**

***DRAFT* Service Level Agreement between**

**Respect**

**And**

**XXXX**

For delivery of CLEAR in Cardiff and the Vale of Glamorgan

**1. Parties**

1.1 This agreement represents a Service Level Agreement (SLA) between:  
  
Respect, a charitable company with charity registration number 1141636 whose registered address is Hubhub, 20 Farringdon St, London EC4A 4AB (the “Lead Organisation”);

And

SUCCESSFUL DELIVERY PARTNER

**2. Background**

2.1 Change that Lasts is a systems’ change approach developed by Welsh Women’s Aid and Women’s Aid Federation England. The approach supports communities and professionals to provide a needs-led, strengths-based, trauma informed and gender responsive response to women and children who have experienced Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV). The approach builds the skills of individuals to encourage survivors’ help seeking and challenges the conditions that enable abuse to begin in the first place.

2.2 Respect in partnership with Welsh Women’s Aid has developed the Change that Lasts Early Awareness Raising (CLEAR) perpetrator response, a complementary strand of work addressing perpetrators of VAWDASV. The aim is to intervene with perpetrators as early as possible, increasing awareness and increasing accountability with the safety and wellbeing of survivors and children at the heart of the design.

**3. Terms of the Service Level Agreement for Perpetrator interventions.**

3.1 Invoicing dates due 22nd of each month that follows the quarter.

April 22nd 2022

Subject to ongoing funding.

July 22nd 2022

October 22nd 2022

January 22nd 2023

April 22nd 2023

3.2 Reporting Dates: Initially monthly reporting is required and after the first six months will be due on the final day of each quarter with the year running 1st April – 31st March.

3.3 SERVICE DESCRIPTION

A survivor-focussed service that will provide community engagement activities, training, development and specialist support for professionals alongside direct support to perpetrators in Cardiff and the Vale via the following activities:

Specialist Service:

* Direct support to perpetrators and professionals
  + Deliver the CLEAR intervention by providing expert support, working with perpetrators of abuse in a 1:1 and/or group work capacity and providing advice and consultancy to organisations and individuals to support their development.
  + Conduct needs-based assessments
  + Signpost to relevant services
  + Provide advice and consultancy to organisations and individuals to support their development
  + Provide advice and guidance to those working with perpetrators of abuse, ensuring messaging in the training and skills development is embedded in services
  + Discuss the Change that Lasts model of work with partners and other professionals in an accurate and survivor-centred way
  + Provide and ensure robust risk management procedures for perpetrators attending CLEAR
  + Ensure all (ex) partners are referred to the survivor support partners
  + Engage in case management with survivor support partners
* Delivery partners must be accredited, working towards (or intending to with clear time related plans) the [Respect accreditation standard,](https://www.respect.uk.net/pages/20-accreditation) and delivered alongside an integrated – and integral – support service for the partners and ex-partners and children of those who attend.

Trusted Professional:

Training and skill development for organisations including frontline staff

* Identify, engage with and support groups of professionals who may benefit from this approach
* Support the delivery of training and development for organisations, alongside the Respect Manger

Community Engagement (including Friends and Family)

Support Respect and Welsh Women’s Aid with the provision of community engagement

* Engaging with communities and supporting personal and professional development through outreach, advice, seminars, workshops and training

The organisation must deliver the above intervention in line with the following intended outcomes:

**Outcomes for the Perpetrator Response**

The service will aim to:

* Increase the safety of survivors by reducing abusive/ controlling behaviour
* Improve relationships by promoting respectful, equal and co-operative relationships
* Promote positive attitudes by holding CLEAR perpetrators to account and providing opportunities to change their behaviour based on victim safety
* Ensure all survivors associated to CLEAR perpetrators are offered an intervention

Objectives

* Maximising the specialist support services response to both survivors and perpetrators through the delivery of the CLEAR intervention.

Outcomes

Over the period of a year, the service is expected to:

* Manage referrals into the service, ensuring onward signposting and referral where referrals are not appropriate
* Collect data and information on those referred and worked with, including onward referrals
* Provide 50 perpetrators with effective interventions leading to increased safety of survivors, through the delivery of CLEAR
* Conduct robust and timely risk and needs assessment, considering the needs of those referred
* Ensure that details of (ex) partners are passed to the partner support service
* Take a multi-agency approach to the work, ensuring that the work is not conducted in isolation and is part of a wider response to ensure the needs of those seeking support (survivors and children) are met
* Work with evaluation partners and the partnership to assess the effectiveness of the intervention

The grantee must:

1. Be flexible in the development of the approach, feeding into developmental work and trialling approaches.
2. Work to the CLEAR model as required
3. Any changes to the proposed delivery model, business models or substantial changes to ways of working must be agreed by the Partnership
4. Operate in line with the specifications outlined in the service specification
5. Provide Respect and Welsh Women’s Aid with any information and support, within specified time frames, that is required to allow Respect and Welsh Women’s Aid to meet the terms of the funders
6. Respond to requests for information and support in a timely manner
7. Meet with Respect Welsh Women’s Aid on (initially) monthly, then quarterly basis, to discuss performance, agree targets, the content of reports and future developments
8. Deliver services in a non-directive; person centred way that is underpinned by a gendered and intersectional analysis of domestic abuse.
9. Ensure that the CLEAR response is adequately staffed and that members of staff are effectively managed in line with existing service delivery, health and safety, employment and any other relevant procedures, policies and contracts
10. Agree job descriptions and person specifications with Respect
11. Follow Safer Recruitment Principles and unless specifically agreed by the partnership, follow external recruitment in all roles (this exemption will only be in certain circumstances such as when part of redundancy processes or where the role is to be merged with an existing role in the organisation)
12. Ensure that staff are appropriately trained and supported to deliver a high-quality service
13. Be liable for, and pay all costs associated with, the normal day-to-day running and provision of this service including salary payments for staff
14. Submit an invoice and expenditure breakdown to Respect Aid quarterly in arrears for the payment due.
15. Gather and record statistical information in line with the agreed monitoring and evaluation requirements and provide reports to Respect and Welsh Women’s Aid on a quarterly basis at the end of each financial quarter monthly. The statistical information may change depending on the requirements of the funder. Respect will give Delivery Partner reasonable notice of any changes to reporting requirements
16. Deal with any complaint about the service or staff member that may arise during the period of the contract in line with Partner’s policies and procedures. Inform Respect, both verbally and in writing immediately of any such complaint.
17. Inform Respect of any Safeguarding Concerns in quarterly reporting or immediately if serious, remaining unresolved, or pose a reputational risk
18. Inform Respect of any GDPR breaches
19. Must not subcontract any elements of the work without the prior written permission of the Respect and Welsh Women’s Aid
20. Be responsible for the risk management of perpetrators attending CLEAR
21. Be responsible for the TUPE of existing CLEAR staff member/s to run the CLEAR provision

**Respect will**

•   Be the lead point of contact for the provision of CLEAR, supporting overall operations and delivery.

•   Drive local delivery plans forward with local partners.

•   Lead on development and continuous improvements.

•   Offers induction training and ongoing practice development support for local sites.

•   Develop materials and resources to support local implementation.

•   Undertakes quality assurance

•   Deliver the trusted professional strand of work with support from delivery partners in delivery.

•   Collate and shares learning across all areas.

•   Collate data and evidence from the intervention

**3. Review of the Agreement**

This Agreement will be reviewed annually, unless both parties agree that there is a need for an earlier review.

**4. Amendments to this Agreement**

No amendment can be made to this Agreement without the prior consent of both parties, which will not be unreasonably withheld.

**5. Force Majeure**

Respect and Delivery Partner X shall not be liable for any failure or delay in performing their obligations where such failure or delay results from any cause that is beyond the reasonable control of either Party. Such causes include, but are not limited to: power failure, Internet Service Provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the Party in question.

**6. Governing Law**

This contract and the performance under this agreement shall be construed in accordance with and governed, to the exclusion of any other forum, by English Law, without regard to the jurisdiction in which any special proceeding may be instituted.

**7. Signatures**

**Signed by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**on behalf of Respect**

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........./......../.......... **(Date)**

**Signed by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**on behalf of Delivery Partner X**

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........./......../.......... **(Date)**