

SERVICE LEVEL AGREEMENT SEPTEMBER 2024- AUGUST 2025

PRIVATE AND CONFIDENTIAL

ABOUT US

For a number of years, I have provided a Safeguarding Service Offer to over 40 schools and organisations.

This was a one size fits all offer originally. Based on the feedback received, the offer now allows for greater choice. There are 3 options for you to choose from that will best support you. This will allow you to budget effectively and to get exactly what you want and need. The other option available to you is to buy individual services but the packages below will provide you with more for your money, support and reassurance. We can of course also create bespoke packages so all you have to do is ask.

As an NSPCC Accredited Safeguarding Trainer and qualified Person Centred and Gestalt Therapist and having worked within education for over 20 years, I have held positions including; Extended Schools Manager, Children's Services Manager and Director of Safeguarding for the Shireland Collegiate Academy Trust.

I have a passion to work with professionals to support and safeguard vulnerable children and families to achieve more positive outcomes for all. I also have been able to expand my team with wonderfully skilled professionals who support the delivery of the services we offer.

CLIENT TESTIMONIAL

“Having Ella on board means that I have a reliable, knowledgeable professional who is able to advise me correctly with any issues I may have”



Lodge Primary School, Sandwell



MEET THE TEAM

ELLA SAVELL-BOSS

- Independent Safeguarding Consultant
- Regional, National and International Trainer
- Keynote Speaker and Conference Chair
- NSPCC Qualified and Accredited Safeguarding Trainer
- NSPCC Safer Recruitment Trained
- ASK Trained – Assessing Risk of Suicide in Kids
- Qualified Gestalt Therapist
- Qualified Young Person's Counsellor
- Director of Safeguarding
- Extended Schools Manager
- Children's Services Manager
- Behaviour Management
- Mediation and Liaison Work
- Home Office approved Prevent Duty trainer (WRAP)
- Event Organisation and Project Management

BETH DAVIES

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- International Safeguarding Trainer
 - Conference Speaker and Co-Chair
 - PTTLs Level 4 in Educating and Training
 - NVQ 2 in Counselling and Therapeutic Interventions for Working with Women and Girls who have experienced violence.
 - Special interest in working with survivors of CSE
 - CAADA CHISVA – Working with Gang-affected Young People Experiencing Violence.
 - ASIST (Suicide Prevention) trained
 - CEOP Ambassador
 - (VEV) Visual Evidence for Victims trained
 - Barnardos Hidden Sentence trained
 - 15 years experience in safeguarding adults and children

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WHAT SERVICES ARE AVAILABLE?

- ALL STAFF INTRODUCTION TO SAFEGUARDING

All staff need to receive some form of safeguarding training annually. This used to be every 3 years but is now an annual requirement. Sometimes you will not be able to have all staff trained at the same time and will need to have another session in place for a different time.

These sessions will be approximately 1 hour long. In addition to this 1 hour session, we will also provide you with bitesize recordings of specific safeguarding topics. This allows DSLs to disseminate these over a number of weeks. We can also arrange to record sessions for you so you have them available.

- DSL TRAINING

New to Role DSL / DDSL 6 x 2.5 hours = 15 hours £650
Experienced DSL/DDSL 3 x 2 hours = 6 hours £395
Delivered by experienced trainers, via Zoom. Cancellation policy applies.

- ANNUAL SAFEGUARDING POLICY TEMPLATE

Things change! Policies need reviewing in line with changes in legislation and guidance and this service will provide you with the template to ensure everything is up to date and compliant.

- EMOTIONAL HEALTH AND WELLBEING POLICY TEMPLATE

With an ever-increasing concern and focus on emotional health and wellbeing, this allows you to have a template to demonstrate your commitment to this much needed area of support for the school community as a whole.

- YEAR-ROUND TELEPHONE ADVICE AND SUPPORT

Safeguarding decision making should never be made in isolation, but it can sometimes be difficult to speak with your other trained DSL colleagues due to timetables and other commitments. This support allows you to be able to ask the questions and talk things through to provide the reassurance you need and determine the action to be taken.



- CHILD FRIENDLY POLICY TEMPLATE

Policies can be very wordy and sometimes difficult for children and families to understand. A child friendly policy can be really useful to make this accessible to all. A template will be provided to adapt to your own organisation.

- WEEKLY BRIEFING EMAILS AND BESPOKE RESOURCES

Safeguarding education and training should never be just once per year and never spoken of again.

These weekly briefing emails can be shared with staff and families and your governing body. They will provide useful updates, new templates and top tips.

- SUPERVISION SESSIONS

The role of DSL can feel isolating and can evoke some hard to manage emotional responses. Many DSLs feel external supervision to be supportive, not only to talk through case management but also support on a personal level. As a team we can confidently offer this support for individuals or groups, both online or face to face.

CLIENT TESTIMONIAL

“From the initial email enquiring about taking part in a safeguarding audit, to the report being received, the whole process was efficient, personal and user-friendly.

The audit itself was excellent and was bespoke for mine and the school’s needs. It was so useful to have an external safeguarding expert to be able to look through policies and procedures with a fine tooth comb, to provide detailed and constructive feedback.”

Mike Rickner, Deputy Head, Stowe School



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WHAT SERVICES ARE AVAILABLE?

• TRAINING SESSIONS

Training Sessions Per Annum on Safeguarding Topics of Choice.

Example training sessions include:

- Prevent - Anti Radicalisation and Extremism
- Mental Health Awareness
- Online Safety
- Understanding Domestic Violence and Abuse
- Equality and Diversity
- FGM Awareness including breast ironing
- Child Sexual Exploitation Awareness
- Working with Disguised Compliance
- Gender Identity Awareness
- Keeping Yourself Safe
- Understanding Neglect
- Child Criminal Exploitation Awareness Training
- Forced Marriage Awareness
- Understanding So-called 'honour'-based abuse
- Managing Difficult Conversations
- Misogyny and Incel Culture
- Engaging Families in Safeguarding
- Sexual Violence and Sexual Harassment in Schools
- Working with families affected by imprisonment
- Working with families affected by substance misuse
- Low-level Concerns
- Governor Safeguarding Training
- Understanding Affluent Neglect
- Safeguarding Children from Traveller Communities

These sessions will be between 1 - 3 hours long.

In addition to the annual safeguarding training for all staff session, we will also provide you with bitesize recordings of specific safeguarding topics.

This allows DSLs to disseminate these over a number of weeks.

We can also arrange to record sessions for you so you have them available for the future.



• SAFEGUARDING AUDITS AND REPORTS

Safeguarding Audits look at the school's provision and effectiveness of safeguarding. This is a comprehensive report and the audit will comprise the following areas of scrutiny and evaluation working in line with the latest Education Inspection Frameworks:

- Policies and Procedures
- Designated Safeguarding Lead Role
- Staff understanding of safeguarding procedures
- Governance Role and Approach
- Child's Voice and Experience
- Parental Voice and Experience
- Record Keeping
- Off-site Education Provision

• 1 FULL DAY RECORD KEEPING MEETING

This service allows you 1 full day on site support to go through your current record keeping processes and highlight any gaps, make recommendations, look at cases in detail and allow an opportunity to go in depth with a selection of cases.

• ATTENDANCE AT MEETINGS WITH FAMILIES OR WITH PROFESSIONALS

Sometimes conversations with families can be challenging and professional meetings can need additional support. This option allows you to have this support when managing meetings that you feel may pose a challenge.

CLIENT TESTIMONIAL

"Ella has been so valuable to the academy and the trust as a whole and has the personal experience of the front-line safeguarding support as well as the understanding of trust level safeguarding. Her training and support is always varied and up to date and staff feedback on how engaging they find her sessions".



David Irish, Senior Vice President, GEMS Education

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PACKAGES OF SUPPORT

Now you know what we offer, it's time to choose what you want!
Simply choose from one of our packages below and don't forget to include anything from our additional services page.

- Annual All Staff Introduction to Safeguarding Training x 2 sessions
- 2 places on DSL Training (Experienced DSL x 1, New to role DSL x 1)
- 1 x group supervision session
- 3 x individual supervision sessions
- Annual Safeguarding Policy Template
- Emotional Health and Wellbeing Policy Template
- Term time working hours telephone advice and support
- Child-friendly Policy Template
- 1/2 day record keeping meeting
- Weekly briefing emails
- Templates and updates throughout the year
- 1 x twilight session per annum on safeguarding topics of choice

**GOLD:
£3,950
PER
ANNUM***

- Annual All Staff Introduction to Safeguarding Training
- 1 x place on DSL Training
- 1 x group supervision session
- 2 x individual supervision sessions
- Annual Safeguarding Policy Template
- Emotional Health and Wellbeing Policy Template
- Telephone advice and support
- Child Friendly Policy Template
- 1/2 day record keeping meeting
- Templates and updates throughout the year
- Weekly briefing email

**SILVER:
£2,950
PER
ANNUM***

- Annual All Staff Introduction to Safeguarding Training
- 1 place on DSL Training (Experienced DSL only)
- Annual Safeguarding Policy Template
- Child Friendly Policy Template
- Weekly briefing emails
- Templates and updates throughout the year
- Telephone advice and support

**BRONZE:
£1,690
PER
ANNUM***

***PRICES EXCLUSIVE OF VAT**

If you have any questions about the packages or additional services, then please contact us:

ella@savellboss.co.uk

07971 200223



CLIENT TESTIMONIAL

“Ella Savell-Boss’s support for Manor MAT has been instrumental in achieving exceptionally strong safeguarding cultures, systems and processes across all our schools that has been recognised in seven OFSTED inspections over the past year.

She has conducted individual safeguarding audits of all our schools giving incisive feedback and support to each school. She has conducted a MAT safeguarding audit enabling us to ensure the development of safeguarding for our Trust is central to our work.

Throughout all audits she has coached staff and shared excellent practice, models and exemplars that have improved provision and really upskilled staff. She has provided an outstanding range of training to staff across the Trust that has engaged and upskilled all staff groups. Her support for our Trust is invaluable!”

Anita Cliff O.B.E
Chief Executive Advisor (CEA)
Manor Multi Academy Trust



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ADDITIONAL SERVICES

DSL TRAINING

- New to Role DSL/DDSL 6 x 2.5 hours (15 hours) £650
- Experienced DSL/DDSL 3 x 2 hours (6 hours) £395

These courses have been designed to be delivered online, split into manageable chunks to enable busy staff to integrate their learning. These courses are available twice per year to join and allow for networking with other DSL/DDSLs.

- Annual All Staff Introduction to Safeguarding Training – Per Session £600
- Staff Training sessions on a variety of topics £700
- Child Friendly Policy Template - £300
- Emotional Health and Wellbeing Policy Template - £300
- Throughout the year telephone advice and support - £350
- Weekly Briefing Emails (Term time only) - £250
- Attendance at meetings for families or professionals - £300
- Safeguarding supervision - £350 for 1 1/2 hr group sessions and additional individual sessions - £125
- 1 full day Record Keeping meeting - £900
- Inspection planning visit and support - £900
- Safeguarding Audit and Report - £2,500



CLIENT TESTIMONIAL

The breadth and depth of knowledge that Ella has shared at our events has been fantastic. As a consultant, she brings fresh, new ideas to the fore and provides schools with the tools they need to prepare for future challenges. Ella has a clear understanding of what is required from a DSL and has a strong ability to share best practice ideas relevant and realistic to a school's particular context. Optimus Education would highly recommend Ella's services to anyone looking to make an impact in the area of safeguarding.



THE SMALL PRINT

– INTRODUCTION, DEFINITIONS AND REVIEW

- This Service Level Agreement (SLA) describes the levels of service that you ('the client') will receive from Ella Savell-Boss ('the supplier').
- "Data Protection Laws" means the Data Protection Act 1998, together with successor legislation incorporating General Data Protection Regulation.
- "Data" means personal data passed under this agreement, being in particular Student Data and Staff Data.
- "GDPR" means the General Data Protection Regulation.

DATES AND REVIEWS

This agreement begins on the date specified on the acceptance page of this agreement and will run for a period of 12 months or until the agreement is terminated by either the client or the Supplier.

It may be reviewed at any point by the upplier.

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THE SMALL PRINT (CONTD.)

PURPOSE

Effective and compliant Safeguarding is imperative, and the purpose of this SLA is to provide support by the supplier to achieve this.

This Service Level Agreement sets out what levels of availability and support the client is guaranteed to receive from the supplier.

This agreement is to ensure that the correct and proper arrangements relating to personal data are passed from the client to the supplier.

This agreement is compliant with the requirements of Article 28 of the General Data Protection Regulation.

This SLA forms an important part of the contract between the client and the supplier. It aims to enable the two parties to work together effectively.

THE SMALL PRINT - PACKAGES OF SUPPORT & ADDITIONAL SERVICES

ANNUAL STAFF TRAINING

The introduction to safeguarding training will be reviewed and updated annually or in line with changes in legislation.

The presentation template will be shared with the client electronically for the client to disseminate to delegates who attend the training.

This is not to be shared with other unauthorised personnel without permission of the supplier.

Certificates of attendance shall be provided by the supplier to the client within two weeks of the training date.



DESIGNATED SAFEGUARDING LEAD (DSL) TRAINING

The DSL Training that is required for DSLs every 2 years, will be reviewed and updated every 2 years or in line with changes in legislation.

The presentation template will be shared with the client electronically for the client to disseminate to delegates who attend the training.

This is not to be shared with other unauthorised personnel without permission of the supplier.

Certificates of attendance shall be provided by the supplier to the client within two weeks of the training date.

POLICY TEMPLATES

Policy templates will be with the client prior to the commencement of the autumn term and will be reviewed and updated annually in line with changes in legislation.

TELEPHONE ADVICE AND SUPPORT

Advice and support is available either term time only or throughout the year.

Clients can expect the supplier to make every effort to respond as soon as possible and within 24 hours of enquiry via email or telephone.

This support is available during 8am and 5pm Monday to Friday.

The supplier accepts no responsibility for clients choosing not to follow advice provided.

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THE SMALL PRINT - PACKAGES OF SUPPORT & ADDITIONAL SERVICES (CONTD.)

TRAINING SESSIONS OF CHOICE

The supplier will require one month's notice to plan and deliver these sessions.

The training sessions can be expected to be delivered during term time between 8am and 6pm Monday to Friday.

Should the client require training outside of these times, these will be quoted for on an individual basis.

Certificates of attendance shall be provided by the supplier to the client within 2 weeks of the training date.

SAFEGUARDING AUDIT AND REPORT

The audit will take into account current legislation and guidance to ensure maximum effectiveness for the client.

The client is encouraged to request specific areas to be scrutinised and the client will be offered the opportunity to go through the audit face to face with the supplier.

The supplier requires 2 months' advance notice to schedule the audit and report. Once the audit is complete, the client can expect to receive the report within 3 weeks.

ATTENDANCE AT MEETINGS

The supplier requires one-week advance notice of attendance required at a meeting. The supplier will do their best to accommodate the times requested.

The supplier is able to provide support to the client during these meetings and the time on site must not exceed 2 hours.



DSL SUPERVISION SESSIONS

DSL supervision timings and arrangements will be discussed and agreed between the client and supplier.

The supplier will require an annual schedule of supervision sessions.

Should the client need to cancel a scheduled session with less than 3 working days notice, the session will be lost and if required, an additional session be purchased at the cost of £125.

The supervision sessions can take place face to face or via the telephone and during term time Monday to Friday 8am – 5pm.

PRE-OFSTED VISITS

The Pre Ofsted visits are designed to support the client and will comprise of time both on and off site.

The visit will take into account current legislation and guidance.

The supplier requires 2 months advance notice to schedule the visit.

CLIENT TESTIMONIAL

“The engaging and authoritative manner, the diversity of presentation styles and the opportunities to think made it a most successful (training) day”

Wembley High Technology College



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THE SMALL PRINT - EXCLUSIONS

- This SLA is written in a spirit of partnership. The supplier will always do everything possible to respond in a timely manner and provide support as soon as possible.
- This SLA does not apply when the client prevents the supplier from performing the support required.
- This SLA does not apply in circumstances that could be reasonably said to be beyond the supplier's control. Please see section Force Majeure for further details.
- This SLA does not apply if the client is in breach of their contract with the supplier for any reason e.g. late payment of fees.
- The supplier will not be liable for actions taken by the client in relation to safeguarding following any advice or guidance provided.
- Having said all this, the supplier aims to be helpful and accommodating at all times and will do their absolute best to assist the client wherever possible.

SMALL PRINT - DATA PROTECTION

All "personal data", "data subject", "data controller", "data processor", and "personal data breach" shall have the meaning defined in Article 4, EU Regulation 2016/679 General Data Protection Regulation ("GDPR").

The parties hereby agree that they shall both comply with all applicable data protection requirements set out in the Data Protection Legislation.

This agreement shall not relieve either party of any obligations set out in the Data Protection Legislation and does not remove or replace any of those obligations.

THE SMALL PRINT - DATA PROTECTION (CONTD.)

For the purposes of the Data Protection Legislation, the Service Provider is the "Data Processor" and the Client is the "Data Controller".

The type(s) of personal data, the scope, nature and purpose of the processing, and the duration of the processing is for agreed purposes only.

The Data Controller shall ensure that it has in place all necessary consents and notices required to enable the lawful transfer of personal data to the Data Processor for the purposes described in this Agreement.

The Data Processor shall, with respect to any personal data processed by it in relation to its performance of any of its obligations under this Agreement:

- The Data Processor will process the personal data only on the written instructions of the Data Controller unless the Data Processor is otherwise required to process such personal data by law.
- The Data Processor shall promptly notify the Data Controller of such processing unless prohibited from doing so by law.
- The Data Processor will ensure that it has in place suitable technical and organisational measures (as approved by the Data Controller) to protect the personal data from unauthorised or unlawful processing, accidental loss, damage or destruction.

Such measures shall be proportionate to the potential harm resulting from such events, taking into account the current state of the art in technology and the cost of implementing those measures.

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THE SMALL PRINT - DATA PROTECTION (CONTD.)

- Ensure that any and all staff with access to the personal data (whether for processing purposes or otherwise) are contractually obliged to keep that personal data confidential; and
- Not transfer any personal data outside of the European Economic Area without the prior written consent of the Data Controller and only if the following conditions are satisfied:

1. The Data Controller and/or the Data Processor has/have provided suitable safeguards for the transfer of personal data;
 2. Affected data subjects have enforceable rights and effective legal remedies;
 3. The Data Processor complies with its obligations under the Data Protection Legislation, providing an adequate level of protection to any and all personal data so transferred; and
 4. The Data Processor complies with all reasonable instructions given in advance by the Data Controller with respect to the processing of the personal data.
- Assist the Data Controller at the Data Controller's cost, in responding to any and all requests from data subjects in ensuring its compliance with the Data Protection Legislation with respect to security, breach notifications, impact assessments, and consultations with supervisory authorities or regulators (including, but not limited to, the Information Commissioner's Office);
 - Notify the Data Controller without undue delay of a personal data breach;
 - On the Data Controller's written instruction, delete (or otherwise dispose of) or return all personal data and any and all copies thereof to the Data Controller on termination of this agreement unless it is required to retain any of the personal data by law; and



THE SMALL PRINT - DATA PROTECTION (CONTD.)

- Maintain complete and accurate records of all processing activities and technical and organisational measures implemented necessary to demonstrate compliance with this agreement and to allow for audits by the Data Controller and/or any party designated by the Data Controller.
- The Data Processor shall not sub-contract any of its obligations to a sub-processor with respect to the processing of personal data under this agreement without the prior written consent of the Data Controller (such consent not to be unreasonably withheld).
- In the event that the Data Processor appoints a sub-processor, the Data Processor shall:
 1. Enter into a written agreement with the sub-processor, which shall impose upon the sub-processor the same obligations as are imposed upon the Data Processor by this agreement and which shall permit both the Data Processor and the Data Controller to enforce those obligations; and
 2. Ensure that the sub-processor complies fully with its obligations under that agreement and the Data Protection Legislation.
- Either Party may, at any time, and with at least 30 calendar day's notice, alter this agreement, replacing it with any applicable data processing clauses or similar terms that form part of an applicable certification scheme. Such terms shall apply when replaced by attachment to this agreement.

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THE SMALL PRINT - RESPONSIBILITIES

SUPPLIER RESPONSIBILITIES

The supplier will provide the selected services to the client. Additionally, the supplier will:

- Do their very best to accommodate requested dates and times
- Take steps to resolve issues in an appropriate, timely manner
- Maintain good communication with the client at all times
- Have appropriate levels of insurances in relation to the work provided
- Provide guidance to the best of their knowledge with the information provided by the client

CLIENT RESPONSIBILITIES

The client will:

- Provide the supplier with access to technical equipment and internet to deliver training
- Provide the supplier with a space to work if completing an audit, record keeping review or similar
- Provide the supplier with information necessary to carry out required services
- Maintain good communication with the supplier at all times
- Not allow third party access to any documentation without prior written consent from the supplier



THE SMALL PRINT - RESPONSE TIMES

When the client raises a support issue with the supplier, the supplier promises to respond in a timely fashion.

The supplier is deemed to have responded when it has replied to the client's initial request. This may be in the form of an email or telephone call, to either provide a solution or request further information.

THE SMALL PRINT - NON-SOLICITATION

- Neither the client or supplier shall, for the term of this agreement and for the period of twelve (12) months after its termination or expiry employ or contract the services of any person who is or was employed or otherwise engaged by the client or supplier at any time in relation to this agreement.
- Neither the client or the supplier shall, for the term of this agreement and for the period of twelve (12) months after its termination or expiry solicit or entice away from the other party any customer or client where any such solicitation or enticement would cause damage to the business of the supplier or the client.

THE SMALL PRINT - LAW AND JURISDICTION

This agreement (including any non-contractual matters and obligations arising there from or associated there with) shall be governed by and constructed in accordance with the laws of England and Wales.

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THE SMALL PRINT - INVOICES AND PAYMENT

The client shall pay the fees to the supplier in accordance with the provisions of this SLA.

Unless specifically agreed otherwise, invoices submitted by the supplier will be paid by the client with 28 days.

CANCELLATION POLICY

The client shall be responsible for paying the following amounts:

Cancellation with less than 24 hours' notice will result in a full charge of the training fee (or lost place if included in your pre-purchased SLA).

Cancellation with less than 48 hours' notice will result in a 50% charge of the training fee. Cancellation with one week or more notice will not incur any charges.

THE SMALL PRINT - INDEMNITY INSURANCE

The supplier shall ensure that it has in place at all times suitable and valid Indemnity Insurance.

In the event that the supplier fails to perform the services with reasonable care and skill it shall carry out any and all necessary remedial action at no additional cost to the client.

The supplier's total liability for any loss or damage caused as a result of its negligence or breach of this agreement shall be limited to £1,000,000.

The supplier shall not be liable for any loss or damage suffered by the client that results from the client's failure to follow any instructions given by the supplier.

Neither party shall be liable to the other or be deemed to be in breach of this agreement by reason of any delay in performing, or any failure to perform, any of that Party's obligations if the delay or failure is due to any cause beyond that Party's reasonable control.



THE SMALL PRINT - CONFIDENTIALITY

Each party undertakes that the other party, shall, at all times during the continuance of this agreement and for 5 years after its termination:

- keep confidential all confidential Information;
- not disclose any confidential Information to any other party;
- not use any confidential Information for any purpose other than as contemplated by and subject to the terms of this agreement;
- not make any copies of, record in any way or part with possession of any confidential Information; and
- ensure that none of its directors, officers, employees, agents, sub-contractors or advisers does any act which, if done by that party, would be a breach of the provisions of sub-clauses a-e above.

Either party may disclose any confidential information:

- to any sub-contractor or supplier of that party;
- to any governmental or other authority or regulatory body; or
- to any employee or officer of that party or of any of the aforementioned persons, parties or bodies;
- to such extent only as is necessary for the purposes contemplated by this agreement (including, but not limited to, the provision of the services), or as required by law.

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THE SMALL PRINT - CONFIDENTIALITY (CONTD.)

In each case that party shall first inform the person, party or body in question that the confidential Information is confidential and (except where the disclosure is to any such body, any employee or officer of any such body) obtaining and submitting to the other party a written confidentiality undertaking from the party in question.

Such undertaking should be as nearly as practicable in the agreement, to keep the confidential Information confidential and to use it only for the purposes for which the disclosure is made; and use any confidential information for any purpose, or disclose it to any other person, to the extent only that it is at the date of this agreement, or at any time after that date becomes, public knowledge through no fault of that Party.

In making such use or disclosure, that party must not disclose any part of the confidential Information that is not public knowledge.

The provisions of this confidentiality agreement shall continue in force in accordance with their terms, notwithstanding the termination of this agreement for any reason.

THE SMALL PRINT - ENTIRE AGREEMENT

This agreement contains the entire agreement and understanding of the parties relating to the subject matter of this agreement and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between the parties, whether written or oral.



CLIENT TESTIMONIAL

“I would not have anyone else providing supervision for our DSLs, as there is no one better!”

Dr Danny Doyle CEO - Newman Catholic Trust



THE SMALL PRINT - FORCE MAJEURE

If either party to this agreement is prevented or delayed in the performance of any of its respective obligations under this agreement by “force majeure”, then such party shall be excused the performance for so long as such cause of prevention or delay shall continue;

For the purpose of this agreement ‘force majeure’ shall be deemed to be any cause affecting the performance of this agreement arising from or attributable to acts, events, omissions or accidents beyond the reasonable control of such party and inter alia including, but not limited to the following:

- Strikes, lockouts or other industrial action;
- Terrorism, civil commotion, riot, invasion, war threat or preparation for war;
- Fire, explosion, storm, flood, earthquake, subsidence, epidemic, bad weather or other natural physical disaster;
- Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport; and
- Political interference with the normal operations.



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THE SMALL PRINT - TERMINATION

This SLA has a minimum term of twelve (12) months from the date specified on the acceptance page of this agreement.

If the client chooses to terminate the agreement early, the client must provide three (3) months written notice. In this case the client is not entitled to any refund of any sums paid under this agreement.

In addition, the supplier shall have the right to terminate this agreement at any time by summary notice without any payment in lieu in the event of the supplier:

- Being in material or persistent breach of any of the terms of this agreement;
- Dying or becoming by reason of incapacity incapable of managing their affairs;
- Having a bankruptcy order made against him or her or making any arrangement with his or her creditors or having an interim order made against him or her;
- Being convicted of any criminal offence other than a minor driving offence under the Road Traffic Acts;
- Persistently and wilfully neglecting or becoming incapable for any reason of efficiently performing the Supplier's Services; or
- Doing any action manifestly prejudicial to the interests of the client or which in the opinion of the Board may bring the client into disrepute;

and the supplier shall have no claim against the client in respect of the termination of his or her appointment for any of the reasons specified pursuant to clauses a to f.

Either the supplier or the client may terminate this agreement immediately by giving written notice to the other party if:

- Any sum owing to any party under this agreement is not paid within 30 days of the due date for payment.
- Any party makes a voluntary arrangement with its creditors or being a company, becoming subject to an administration order (within the meaning of the Insolvency Act 1986)

THE SMALL PRINT - RELATIONSHIP OF THE PARTIES

Nothing in this agreement shall constitute or be deemed to constitute a partnership, joint venture, agency or other fiduciary relationship between the parties other than the contractual relationship expressly provided for in this agreement.

HOW TO SIGN

ACCEPTANCE

Having reviewed this Service Level Agreement, please proceed to the Microsoft form attached to this document to continue with your selection.

Once completed you will receive confirmation of your new SLA.

Remember, you can call us to discuss any aspect of your ongoing or new SLA on 01253 966 663.

THANK
YOU