

## Service Level Agreement Academic Year 2025-2026

### Statement of Actions Required/Roles & Responsibilities

This agreement provides both parties with a partnership agreement that sets out the minimum expectation when working together, whilst outlining responsibilities and duties (not in replacement of any existing legal or other obligations for safety and wellbeing), to ensure a sense of shared progress.

In support of [Referrer Organisation Here] students, Best Foot Forward (the Provider) will:

- Lead a commissioned and structured program of learning, with clear aims, objectives and methods as agreed with [Referrer Organisation Here] as being in support of and appropriate to curriculum/individual pupil requirements. Student outcomes will be set as an initial proposal on entry so that progress reviews can be completed throughout the year, in relation to the objectives set.
- Provide [Referrer Organisation Here] (and their parents/carers, as requested, with all relevant program details: i.e. term dates, main contacts, timetables, planned activities...etc
- Provide all tools, equipment and materials required, ensuring that all items used are regularly tested and in good working order.
- Provide a set of personal safety equipment required for all practical work where necessary and provide training in safe and effective use.
- Provide an introduction to Best Foot Forward, to include expectations, boundaries, and the safeguarding disclosure process at the start of the program – building positive relationships and trust.
- Carry out risk assessments on all aspects of programs before commencement of the program and ensure that these are available to [Referrer Organisation Here] for review by the appropriate member of staff, ensuring that moderation and quality assurance systems are robust.
- Provide a clear process for the reporting of accidents, ensuring that all information is passed to [Referrer Organisation Here] by the end of each day, in the event of any accidents or injuries.
- Keep all student/family/school details safe and secure, and in accordance with the Data Protection Act / GDPR

- Employ staff with relevant teaching and vocational qualifications, and who have had experience of, and training to, working with students with SEN/behavioural profiles.
- Collect and supply the necessary data for audit requirements.
- Contact [Referrer Organisation Here] at the earliest opportunity (not outside of 24 hours) regarding any learner whose behaviour, safety, wellbeing or progress is causing concern. Consult with [Referrer Organisation Here]'s DSL over appropriate safeguarding action **unless** the young person is in immediate danger or the referral agent cannot be contacted, in which case Best Foot Forward will act immediately and report back to the school after.
- Supervise learners at all times.
- Monitor progress, well-being and engagement, providing weekly written reports to the school.
- To share individual attendance reports with [Referrer Organisation Here] as the school specifies, ensuring that any absence is reported.
- Notify [Referrer Organisation Here], in writing, of any variation to provision. Wherever possible, staff will be consistently and regularly in place for all sessions, and should there be any enforced change (illness or other), then the family and/or [Referrer Organisation Here] will be informed with the greatest amount of notice possible.
- Comply with, and ensure its staff comply with [Referrer Organisation Here]'s agreed drugs, bullying and disciplinary policies.
- Comply with, and ensure its staff comply with [Referrer Organisation Here]'s trips and visits guidelines, as required.
- Ensure that safeguarding regulations are adhered to by its staff and ensure that all staff working with learners have full and enhanced clearance from the DBS service. Any concerns or matters related to student safety and well-being must be recorded in writing and passed immediately to [Referrer Organisation Here]. For any urgent matters, we will call the school's main switchboard and ask for 'The Safeguarding Lead'. Best Foot Forward will **always** endeavour to consult with [Referrer Organisation Here] in the first instance, as they have overarching responsibility for the child (KCSIE 2025). We will only act immediately if the child is in immediate harm or if the school have not acknowledged our concerns and the action they have taken.
- We will confirm that the following has taken place as part of staff recruitment: photographic ID check; confirmation of right to work in the UK; minimum of two references; verification of any stated qualifications; no more than 3 points on their driving license (if transporting [Referrer Organisation Here] pupils); and a check on the physical and mental ability/aptitude of the staff member to complete the role successfully.

- Provide work placements for learners (where appropriate and agreed), ensuring that any facilitated participation meets all statutory standards, including health & safety.
  - Invoice [Referrer Organisation Here] for the agreed amount on a weekly basis.
  - Provide [Referrer Organisation Here] with at least two weeks' notice of withdrawal of provision, unless agreed otherwise.
  - Follow agreed protocols for the collection and return of learners.
  - Comply with and ensure its staff comply with the provisions of the Health and Safety at Work etc Act 1974, the Data Protection Act 1998, the Human Rights Act 1998 and the Equality Act 2010 in providing these services.
  - Fully indemnify [Referrer Organisation Here] against all actions, claims, costs, including legal costs, expenses and liabilities arising under statute or common law from:-
    - a) Injury to or the death of any person; and/or
    - b) The loss of or damage to any property, including property belonging to [Referrer Organisation Here]
    - ; and/or
    - c) Any breach of the Provider's obligations under this Agreement; and/or
    - d) Any other financial loss;
- insofar as they arise from matters pertaining to this Agreement or as a result of any act, omission, default or negligence by the Provider or its staff.
- In support of Best Foot Forward, and to ensure the best outcomes for their students, [Referrer Organisation Here] will:**
- Nominate an appropriate member of staff to act as the key contact and coordinator.
  - Provide Best Foot Forward with details of the DSL, DDSL and an emergency out-of-hours contact number for all safeguarding matters. (Contact Bethany Russell – 07394950803)
  - Provide Best Foot Forward DSL (Bethany Russell) with all information related to safeguarding around the young person, including historical and current information, and share it while the young person is working with Best Foot Forward, so they have a full understanding of the picture
  - Share and discuss any risk assessments for learners nominated for a program.

- To ensure a partnership approach with parents/carers, gaining permission for their son/daughter to take part in any activity that forms part of their flexible/alternative curriculum package.
- Provide, prior to commencement of the program, relevant reports regarding a student's circumstances, behaviour, educational status, and safeguarding concerns.
- Provide an emergency contact number and information on any known medical condition for each learner.
- For learners who have an Educational Health Care Plan, provide information about their needs. Notify the directors of Best Foot Forward of any significant change of circumstances involving the students or details likely to affect program delivery, on an ongoing basis.
- Support the Providers with concerns that may arise whilst the learner is on the program. Take responsibility for the follow-up of non-attendance after notification by the Provider of absence, and provide support if other problems occur.
- Assist the Provider with carrying out the previously agreed disciplinary procedures, behaviour policies and safeguarding support.
- Arrange, coordinate and finance transport to and from the Provider's location unless an alternative arrangement has been made with the Provider.
- Visit the Provider and view activity in progress generally once per term and at least twice per academic year.
- Ensure the providers are part of any planned reintegration plan so the providers and school can work collaboratively towards this end goal.
- Ensure that all Providers have the necessary health & safety arrangements in place.
- Attend regular progress meetings to monitor all programs.
- Give the Provider two weeks' notice if use of the service is to be terminated, unless agreed otherwise.
- You may cancel by contacting us by contacting: Phone on 07394 950803 / 07538 719783; or by Email [admin@bestfootforward.org.uk](mailto:admin@bestfootforward.org.uk).
- Give the provider a minimum of one full week's notice for cancellation. So please inform us at least 1 week's notice prior to any scheduled session to notify us of any changes or cancellations. We will charge for any cancellations of scheduled sessions that do not fall within the agreed notice period.

- For clarification, if there is no prior notice, or the notice given is not provided within the minimum notice period, you will be charged all sessional fees (excluding travel costs) for the missed sessions.
- Payment will be made by [Referrer Organisation Here] of undisputed sums within a specified period, not exceeding 30 days from the receipt of the valid invoice.

#### **Additional comments relevant to this Agreement**

1. A copy of accident reporting forms and incident forms is to be shared by the Provider promptly with [Referrer Organisation Here], should there be any event which results in an injury to a student or staff member.
2. The provider will telephone/email to advise [Referrer Organisation Here] when an incident has occurred, or a concern is noted.
3. Provider to follow up with a written report to the school in the above cases.
4. A copy of the Safeguarding Policy is to be shared with [Referrer Organisation Here], and all safeguarding information is to be shared between both parties as good working practice.
5. Where a social worker is attached to a young person working with Best Foot Forward, we ask that [Referrer Organisation Here] provide details of the allocated social worker so that, in the event of any issue arising where the school are not contactable, we have the ability and authority to approach the social worker directly. This will only be the case in the most appropriate set of circumstances; otherwise, all communication will, in the first instance, be provided to [Referrer Organisation Here].



### Agreed program details & Cost

This Agreement will be governed by and interpreted in accordance with English law, and the parties submit to the exclusive jurisdiction of the courts of England.

**Acknowledgement of receipt of the listed policies/documents (please make a cross) & Sign for agreement of the terms and conditions of the Service Level Agreement:**

Copy of staff DBS' ☐  
Safeguarding Policy ☐  
Agreed Proposal ☐

Signed for and on behalf of **Best Foot Forward**  
Name: Bethany Russell Position: CEO

Signed

**B. Russell**

Date: Monday, September 22, 2025

for and on behalf of [Referrer  
Organisation Here]

Name.....

Position .....

Date.....

Copies will be retained by each party.

### Best Foot Forward Information

Person(s) with overall accountability:	Bethany Russell / Andrew Russell
Registered Address of Company:	48 Testbourne Road, Southampton, Hampshire, SO40 8FE
Main Contact Numbers/Email:	07538 719783 / 07394 950803 <a href="mailto:admin@bestfootforward.org.uk">admin@bestfootforward.org.uk</a>