

## Appendix 3 – Draft Service Level Agreements between Respect and Make a Change Delivery Partners

***DRAFT* Service Level Agreement between**  
**Respect Ltd**  
**And**  
**[Partner Name]**

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**For delivery of the Make a Change in Lincolnshire**

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## 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 The Green House, 244-254 Cambridge Heath Road, London E2 9DA

(the “Lead Organisation”);

And

[full company name] incorporated and registered in England and Wales with company number [number] whose registered office is at [registered office address] (the “Delivery Partner”).

## 2. Background

2.1 Women’s Aid England and Respect have been working together to develop a whole system, community-based, early response to working with perpetrators of domestic abuse called Make a Change. Make a Change meets the gap in service provision for those who would not otherwise be offered a domestic abuse intervention programme, or know where to find one’

2.2 Make a Change will continue to be delivered in Lincolnshire and has secured funding to roll out the approach in three new areas as outlined in the service specifications.

## 3. Terms of the Service Level Agreement for Service/Perpetrator \* interventions (\*to be deleted as needed)

3.1 From 1<sup>st</sup> October 2020 to 31 March 2023 Respect will contract Delivery Partner X to deliver the following in Lincolnshire:

a survivor-focussed service that will provide community engagement activities, training, development and expert support for professionals alongside direct support to perpetrators in Lincolnshire via the following activities:

- **Community Engagement (including Friends and Family)**  
Engaging with and support communities, including the friends and family of those who are perpetrating domestic abuse. This strand is delivered via targeted campaigns, face-to face-support and a developing model, which is designed to address the safety and support needs of those close to people using abusive behaviour in their relationships. The Friends and Family work is new and is under development to be piloted as part of this approach.
- **Workforce Development**

Providing training, guidance and ongoing support to professionals, as well as agencies who are not specialist domestic abuse services. We enhance professional practice and improve agency processes, to help them identify and respond safely and effectively to people who use abusive behaviours in their relationships.

- **Expert Support**  
Offering an intervention for people who want to change their abusive behaviour and learn respectful partnering and parenting techniques. Delivery partners must be accredited, working towards (or intending to with clear time related plans) the [Respect accreditation standard](#), and delivered alongside an integrated – and integral – support service for the partners and ex-partners and children of those who attend.

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

### **Outcomes for the Perpetrator Response**

Community engagement:

- Communities are aware that help is available, and that access is voluntary
- Friends and family are offered support that is implemented and tested in collaboration with Respect and Women's Aid England

Workforce Development and Training/Expert Support:

- Professionals are helped to develop and practice skills recognising, responding and referring to interventions
- Improved organisational and multi-agency responses to domestic abuse

Expert Support for Perpetrators, and Integrated Support Services for Survivors

- Increased safety for survivors and their children via improved and expanded space for action (Mirabal<sup>1</sup>)
- Increased access and support for survivors who otherwise would not access a specialist service
  - Reduced opportunities for perpetrators to abuse without consequences
  - Increased accountability of perpetrators of domestic abuse
  - Changed behaviour for perpetrators of domestic abuse

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<sup>1</sup> <https://www.dur.ac.uk/criva/projectmirabal/>

The grantee must:

- a. Be flexible in the development of the approach, feeding into developmental work and trialling approaches. The work will be led by the Respect National Head of Delivery and Development for Make a Change, supported by Practice Advisors.
- b. Work to the Make a Change model as set out in the Quality Assurance Policy and work with the National Head of Delivery and Development for Make a Change and Practice Advisors to demonstrate adherence.
- c. Operate in line with the specifications outlined in the service specification
- d. Provide Respect with any information and support, within specified time frames, that is required to allow Respect to meet the terms of the National Lottery Community Fund Grant Agreement
- e. Respond to requests for information and support in a timely manner
- f. Meet with Respect on (initially) monthly, then quarterly basis, to discuss performance, agree targets, the content of reports and future developments
- g. Deliver services in a non-directive; person centred way and underpinned by a gendered and intersectional analysis of domestic abuse.
- h. Ensure that the Make a Change 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
- i. Ensure that staff are appropriately trained and supported to deliver a high-quality service
- j. 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
- k. Submit an invoice to Respect quarterly in arrears for the payment due.
- l. Gather and record statistical information in line with the agreed monitoring and evaluation requirements and provide reports to Respect 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 X reasonable notice of any changes.
- m. 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 Ltd, both verbally and in writing immediately of any such complaint.
- n. Must not sub contract any elements of the work without the prior written permission of the Project Board (led by Respect and Women's Aid)

### **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 Ltd 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

\_\_\_\_\_

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

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

on behalf of Delivery Partner X

\_\_\_\_\_

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