

SERVICE LEVEL AGREEMENT

BETWEEN

NHS COVENTRY (UMBRELLA BODY)

AND

(1)..... (UMBRELLA CLIENT)

FOR THE PROVISION OF

ACTING AS THE REGISTERED BODY WITH THE CRB

1. Introduction

This document details the service level agreement (SLA) between NHS Coventry (the “Umbrella Body”) and (2) (the “Umbrella Client”) to provide services as the registered body with the CRB.

2. Parties to the SLA

Umbrella Body	Umbrella Client
COVENTRY PRIMARY CARE TRUST CHRISTCHURCH HOUSE GREYFRIARS LANE COVENTRY CV1 2GQ 02476 553344	(3)

3. Lead Officers

The parties have nominated lead officers for the day-to-day management of this agreement. All communication pertinent to the management of this agreement will, as a minimum, be copied to these lead officers:

Umbrella Body Lead Officer	Umbrella Client Lead Officer
Tim Clewett HR Corporate Lead, Human Resources Tim.clewett@coventrypct.nhs.uk 02476 536813	(4)

4. Period of the Agreement

This agreement will commence from 1st April 2012 and will continue for three years, until 31st March 2015, unless terminated by the either party giving 3 months written notice. The service will be subject to regular review.

5. Description of the service to be provided

The Umbrella Body will act as a registered body of the CRB on behalf of the Umbrella Client. This will include the following services being provided:

- Further to requests to do so issue CRB applications forms to Umbrella Client
- After forms have been completed and returned by the Umbrella Client, check these in accordance with CRB guidance, act as the countersignatory and send to the CRB
- Act as the point of contact between the CRB and the Umbrella Client
- Forward CRB disclosures to the Umbrella Client, maintaining strict confidentiality of the information and at all times adhering to the Security of Information Policy
- Verification of individual applicants identity through checking of necessary documentation as required for CRB checks

6. Responsibilities of the Umbrella Client

The Umbrella Client will hold responsibility for the following:

- All recruitment and employment decisions as a result of information contained in a CRB disclosure
- Full compliance with policies on Information Security, specifically:
 - The receipt of CRB disclosures
 - Transmission of CRB disclosures between organisation and the Umbrella Body
 - The storage of CRB disclosures and any information relating to the CRB disclosure
 - The disposal of CRB disclosures
- Full compliance with the Recruitment of Ex-Offenders Policy
- Ensuring that there is a named contact in the organisation who is appropriate for the management of CRB disclosures

7. Price and Payment

The price for the service will be the basic charge for each CRB check as determined by the CRB at the time of the application. The current charge for an enhanced CRB check is £44.

There will be an administrative charge of £10 per application to reflect the activity and related costs as set out in Section 5.

The Umbrella Client shall pay the fees on a monthly cycle within 30 days of receipt of a valid invoice (the Due Date) submitted by the Umbrella Body.

If payment is not made by the Due Date, the Umbrella Body may cancel and / or suspend the service unless, by agreement, the Umbrella Client makes immediate payment for any services provided, following written notice, or pay in advance for any services ordered but not as yet provided.

8. Termination

Either party shall be entitled to terminate this agreement at any time during the period of the agreement by giving the other party 3 months notice of termination.

Signed by [Tim Clewett] on behalf of the Umbrella Body:



Signature:

Designation: HR Corporate Lead

Address: Wayside House, Wilsons Lane, Coventry CV6 6NY

(5) Signed by [] on behalf of the Umbrella Client:

Signature:

Designation:

Address: