



Helping Youth & Community from Start to Finish

2025-2026

SERVICE LEVEL AGREEMENT

BETWEEN ONTRAK COMMUNITY INITIATIVE and

NAME OF ORGANISATION

1. Parties to the agreement

This partnership Memorandum of Agreement is made on _____ 20__ between **ONTRAK** and

NAME OF ORGANISATION.

Registered addresses of the organisation and partnership organisation:

OnTrak Community Initiative St Enoch's Road Wibsey Bradford West Yorkshire BD6 3BU 01274 678272 admin@ontrakcommunity.org.uk	Organisation Address
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2. Terms and Conditions

The terms and conditions of the partnership agreement are:

2.1 The partnership between **OnTrak** and **NAME OF ORGANISATION** exists solely to successfully deliver the OnTrak educational programme.

2.2 The programme duration will be from **1ST September 2025** to ongoing.

2.3 The partners to this agreement agree to respect confidentiality on formal matters relating to each other. In cases of a Safeguarding concern the necessary Disclosure process will be followed. Progress and performance is a legitimate area for discussion and for reporting in summary terms to each of the partners' boards.

3. Purpose of the agreement and summary of project

This agreement exists to deliver the OnTrak Educational Programme. The working day is 9am until 3pm. Students must arrive promptly and be ready with their working PPE gear on (doors open from 8.30am).

4. Roles and Responsibilities

4.1 **OnTrak** will provide a location in its premises and at Tockwith Motor Sports Centre to hold sessions and workshops as part of the OnTrak Education Programme.

These locations will provide and fulfil requirements for safe interactions and learning, and for parents/carers/staff to hold reviews/meetings/observations.

4.2 OnTrak will work with the school/organisation to ensure adequate provisions are in place during the delivery of the OnTrak Education Programme and abide by **NAME OF ORGANISATION'S** safeguarding policies should they be different to OnTrak's and include any specific requirements for their students.

4.3 Prior to the delivery of programme the start date and end date, a timetable, student placement needs analysis and schedule of sessions will be agreed by both parties.

4.4 **NAME OF ORGANISATION** will allocate a member of staff to be a first point of contact (SPOC) to OnTrak for the duration of the programme. A second point of contact will also be assigned in the instance the first contact is absent from the school. These contacts are **NAME OF STAFF MEMBER** and **NAME OF STAFF MEMBER**

4.5 The identified SPOC will regularly communicate with OnTrak about student placements, progress and QA for the duration of the OnTrak Education Programme.

- 4.6 A copy of OnTrak's risk assessments, policies and any other documents will be sent to the organisation prior to the start of the OnTrak Education Programme and will be available on the website for download.
- 4.7 A member of staff from **NAME OF ORGANISATION** who is in charge of safeguarding will be identified prior to the start date of the OnTrak Education Programme. That contact is **NAME OF STAFF MEMBER**.

5. Communication and Project Development

- 5.1 The main communication relating to the project will take place between OnTrak's Natalie Kershaw, Allison Woods and Adrian Woods and the identified SPOC at regular meetings either face to face, online, email or via telephone.
- 5.2 OnTrak will communicate directly with the first point of contact throughout the duration of the OnTrak Education Programme delivery. This will include any queries relating to the service, reports and other incidents arising.
- 5.3 OnTrak will be responsible for generating reports about student progress throughout the OnTrak Education Programme at regular intervals. Any other matters arising will be queried/communicated through the first point of contact.
- 5.4 Co-operation from the organisation and the SPOC around this reporting and the expedient handling of any queries will be prevalent in the successful delivery of the OnTrak Education Programme.

6. Costs 2025-2026

The cost of delivering the OnTrak Education Programme is **£100 / day, £33 / hour English and Maths (or £16.50 / 30 min session) and £3.50 / lunch**. Please note they get a free breakfast every morning.

This amount will be paid within **14 days** of receiving the invoice to the following account:

Name of Bank: Lloyds Bank, Commercial Street, Halifax, HX1

Sort code: 77-71-30

Account Number: 44410468

Reference will be on the invoice. The finance contact will be **FINANCE CONTACT /**
EMAIL _____ **[email / name]**

If a student has an unauthorised absence, OnTrak has put appropriate staffing and resources in place for that student and the organisation will still be charged. Agreed authorised absences such as appointments and exams, will still be charged. If a student leaves before the agreed date, the organisation may be charged up to 2 weeks (or up to the end of the month). We **MUST** have written / email confirmation that the student has left their placement. We do have waiting lists and without written confirmation, OnTrak will assume that the placement is being held for that student and will charge accordingly.

7. Timescale

The duration of this partnership agreement is equal to the duration of the OnTrak Education Programme running from agreed placement start date until the agreed end.

Should this timescale change due to any matters arising, this will be discussed/reported to the first point of contact. A review of the student's placement and needs will take place.

8. Outputs

The following outputs have been agreed as part of the OnTrak Education Programme

- Regular termly reports and updates
- Education programmes designed to enhance healthier attitudes towards progression

9. Declaration

Signed by, and on behalf of OnTrak by:

Name:

Signature:

Date from:

Adrian Woods MBE

Adrian Woods

1st Sept 2025

Signed by, and on behalf of **NAME OF ORGANISATION:**

Name: _____

Signature: _____

Date: _____