



Professional Clerking for Schools and Trusts

Service Level Agreement

2017-2018

SYZYG CLERKING

SERVICE LEVEL AGREEMENT 2017-18

This Service Level Agreement (SLA) describes an agreement between Syzygy Clerking and the School or Trust named on page 6. Syzygy Clerking is owned by Syzygy Leisure Ltd.

This SLA carries a charge, which can be paid termly or annually, based on the number of meetings per year for which your School or Trust governing body employs us to provide a clerk. We will forward a copy of this SLA for signature by your Chair of Governors on behalf of the School or Trust. Please retain a copy and return the signed copy to us.

We also require certain information for invoicing purposes and we ask you to submit this on our website by following this link [Sign up to our services](#).

Please note we will not confirm our provision of clerking services until we receive a signed SLA and the accompanying web submission.

For the purposes of this SLA, a meeting is defined as a meeting of the governing body or of a committee. In this instance, a committee means a committee established by the governing body to which the governing body has delegated any of its functions.

Syzygy Clerking agrees to provide:

- an independent, trained substantive clerk, appointed specifically to your governing body (referred to hereafter as “your clerk”)
- quality assurance measures to ensure your clerk maintains acceptable standards
- clerking for additional unscheduled meetings by your clerk, if adequate notice is given.
- a replacement clerk at no extra cost if your clerk cannot attend or continue for any reason
- a specialist clerk, if necessary, for disciplinary, grievance or exclusion hearings
- a minimum of a term’s notice of cessation of clerking services for whatever reason specified
- a named contact (other than your clerk) in case of query or complaint

Your clerk will

- have the skills and expertise to provide high-quality delivery of the board’s clerking requirements, including advice on regulatory and procedural governance matters
- have undertaken training to prepare them for the role, will undertake training to maintain and update their knowledge and expertise, and will be encouraged to undertake The National Clerks’ Development Programme or similar
- be subject to Syzygy Clerking’ quality assurance procedures
- arrive in good time for meetings and remain present until the end of the meeting, unless it goes over 3 hours after which they may use their discretion as to whether they remain.
- wear an identifying badge when on your premises
- have signed Syzygy Clerking’ Code of Conduct, will conduct themselves professionally and with propriety and will not divulge any information deemed to be confidential by your governing body
- inform you should there be any delay in administration or clerking provision for any reason
- inform you if they are unable to take a meeting and arrange for Syzygy Clerking to find you a substitute clerk for the meeting where possible

Your clerk will carry out the following tasks:

- convene meetings according to your schedule, or as agreed, and invite participants
- liaise with your Chair of Governors and Head Teacher to prepare and circulate meeting agendas within 7 working days of the meeting, including electronic collation and circulation of supporting papers
- prepare for the meeting, including taking and offering advice and gathering information as required
- provide draft minutes in your preferred format within ten working days of the meeting
- manage any follow-up correspondence/ information gathering related to the meeting as required
- prepare and circulate minutes and supporting papers after the Governing Body meetings
- act as a point of contact for governors and head teachers between meetings as required
- any other work related to the efficient management of your governance within the scope of the job

Your clerk will offer advice on:

- appropriate procedures required by the statutory frameworks within which governing bodies operate
- committee structures and terms of reference
- termly and annual timetables relevant to your governing body
- legal documents relating to school governance or those issued by the DfE

On behalf of the School or Trust named on page 6, you agree to:

- sign this SLA and to submit the required details via our website at [Sign up to our services](#)
- ensure payment is made for the number of meetings specified on your submission to Syzygy Leisure's website
- ensure payment of all invoices within 30 days of receipt, and that we reserve the right to levy a late payment charge should payment not be received within 30 days of the receipt of our invoice
- give at least 48 hours' notice of cancellation of any meeting, and that we reserve the right to levy an administrative fee of £75.00 should less than 48 hours' notice be given
- give a minimum of a term's notice for cessation of clerking services for whatever reason specified
- ensure your meetings are conducted in an orderly manner
- ensure your meetings last a maximum of 3 hours, and to pay an additional charge if a meeting lasts longer than 3 hours

You further agree to provide the following for your clerk:

- professional courtesy, and regard to their advice as to the nature of the governing body's functions
- a schedule of meetings to be agreed in advance and sufficient notice of all meetings
- at least 48 hours' notice of cancellation of any meeting
- up to date governor information
- a regular point of contact for all clerking matters
- a reply from your Chair and/or Head Teacher to draft minutes in time to ensure that distribution of the minutes meets statutory obligations
- a reserved parking place (within the grounds of the meeting place if possible)
- guaranteed, accompanied access to and egress from the premises of the meeting and accompaniment whilst on school premises
- an adult-sized chair and table at meetings, preferably next to your Chair of Governors
- a short break if a meeting goes over 2 hours, to be taken at your clerk's discretion
- an acknowledgement that they may exercise discretion whether they remain should a meeting exceed 3 hours without prior agreement
- a glass of water, if no other refreshment is provided, and access to toilet facilities

PAYMENT TERMS AND PRICES

Payment Terms

- 1) All FGB and committee meetings are charged at the same rate within the price band selected, and additional standard meetings are charged at this rate.
- 2) FGBs and all committee meetings are deemed to be separate meetings.
- 3) Meetings run back-to-back are deemed to be separate meetings and will be charged accordingly.
- 4) Payment must be received within 30 days of the receipt of our invoice. We reserve the right to levy a late payment charge should payment not be received within 30 days of the receipt of our invoice.
- 5) We reserve the right to make an additional charge if a meeting lasts longer than 3 hours.
- 6) We reserve the right to make an administrative charge of £75.00 if you give your clerk less than 48 hours' notice of cancellation.

Syzygy Clerking Prices 2017-2018

Our prices are fixed to July 2018. We offer termly or annual payment options. Please note the prices below are shown excluding VAT and will be subject to VAT at the current standard rate.

For payment purposes, we use the term "meeting" to include all the actions and provision of advice undertaken by your clerk as detailed on page 3 of this document.

Number of meetings per annum	Cost per meeting	Additional scheduled meetings
2-6	£195.00	£195.00
7-12	£185.00	£185.00
13-18	£175.00	£175.00
19- 24	£165.00	£165.00
25+	£160.00	£160.00

Charges for non-standard services

The following are viewed as non-standard services and are charged at £250.00 per meeting:

- Unscheduled meetings convened at extremely short notice
- One-off meetings, for example EGMs or Grievance/Disciplinary Hearings
- Emergency cover for schools who are not Syzygy clients
- Pay-as-you-use: if, for any reason, you choose not to sign our SLA we will invoice you on a pay-as-you-use basis

Please complete the following and email a copy of this SLA to rosie@syzygyleisure.co.uk and submit your details for invoicing purposes at [Sign up to our services](#)

SERVICE LEVEL AGREEMENT

This SLA is between Syzygy Clerking and the School or Trust named below.

Name of School or Trust:

Signed on behalf of the above:

Name of signatory:

Role:

Email:

Date:

Signed on behalf of Syzygy Clerking: 

Name of signatory: ROSAMUND WELLS Role: Business Development Manager

Email: rosie@syzygyleisure.co.uk Date:

Thank you very much, we look forward to working with you.

Syzygy Leisure Ltd
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