

# Service Agreements – helping us to serve you

## What is a Service Agreement?

A service agreement, sometimes referred to as a Service Level Agreement (SLA) is a negotiated agreement between two parties where one is the **customer** and the other is the **service provider**. The Agreement is legally binding and records a common understanding about services, priorities, responsibilities and costs.

## Why are Service Agreements important to the way that we work together?

Positive Options uses Service Agreements to specify its commitment to the customer commissioning its products and services ('the commissioner') and to outline to the commissioner **their** responsibilities in the relationship. Despite the obvious 'customer-provider' relationship we like to think that we work in **partnership** with organisations.

Apart from costs, the commissioner is committing to other important things that are necessary for the safe and effective provision of training; for BILD Accredited MAPA® training the commissioner is also confirming that the Organisation has specific policies and practices in place to ensure **both** parties meet the requirements of the BILD Code of Practice for the Use and Reduction of Restrictive Physical Interventions (2010).

## Are things working?

Positive Options is sometimes slow in getting Service Agreements to commissioners; sometimes commissions are short notice and the process gets 'short circuited', and quite often commissioners do not send the Service Agreement back to us before training or other services are provided, and sometimes not at all. We do not interpret non-return of the Agreement as organisations **not** agreeing to terms; sometimes organisations do not appreciate the importance, significance or implications of signing (or not signing).

## How YOU can help...

**You can help us by always reading, checking, signing and returning the Service Agreement.** You should always do this in good time prior to the training or other services being provided; where there is time, **at least 2 weeks** prior.

### Key messages for commissioners

Service Agreements are **legally binding**

The Service Agreement supports the **partnership ethos** that Positive Options promotes

As at March 2010, commissioners returning signed Agreements prior to training taking place averaged 35%

The provision of training and other services is contingent upon Positive Options receiving the signed copy of the Service Agreement