

Empty Homes Network Policy and Support Services Invitation for Expressions of Interest

Introduction

1. The Empty Homes Network [EHN] wishes to ensure its own sustainability and relevance through satisfactory governance, the delivery of services to its members and the generation of income..
2. This is an invitation to potential service providers to submit an Expression of Interest in delivering the desired service to fulfil the above aims.

Scope of Service

3. The currently proposed scope of the service is spelled out in Annex A, Draft Agreement. This is based on the service level agreement with the current provider.
4. As the contract will be agreed via negotiation, changes to the proposed scope of service might be agreed should the provider offer better alternatives or identify difficulties with the service as currently specified.

Selection criteria

5. The service provider should be familiar with the work of the Empty Homes Network
6. Preference will be given to companies with more than one employee rather than individuals, other things being equal.
7. The selection panel will focus on the capability of candidates to deliver existing services and their vision for providing services that match the priorities of our members as expressed in the last membership survey.

The financial model

8. There is no fixed income for the service. Instead, the provider would receive
 - a) all the commercial income, net of costs
 - b) 75% of all fee income.
9. The service provider is required to pay for most of the routine expenditure associated with running the organisation as detailed in the draft Service Level Agreement.

10. On this model, it is in the interests of the service provider to minimise costs and maximise income, which implies a successful organisation meeting the needs of its members.

Information Pack

11. A confidential Information Pack is available on request to admin@ehnetwork.org.uk that details:
 - a) key historic information about membership and finances
 - b) projected income and expenditure for the current financial year
 - c) the outcome of the last membership survey
 - d) key documents relating to governance.

Process

12. For timings, refer to the Timetable at the foot of this document.
13. We will notify any updates to the draft SLA, or clarifications thereof, to all interested parties as soon as possible.
14. We will award the contract via a negotiated process. We will decide the format of the negotiations in the light of the expressions of interest received.
15. We expect the provider to be appointed by January 1st 2018 at the latest, with a handover period lasting until 31st March 2018 at the latest. We expect the provider to organise the 2018 Annual Conference and to raise and process the 2018-19 membership invoices, which should be sent out during March.
16. The appointed provider will receive their full share of all income invoiced by the Network from 1st January 2018.
17. The existing provider will at the earliest opportunity
 - a) work with the new provider to develop a draft transition plan to be available at the point where the appointment begins
 - b) ensure the handover of relevant materials;
 - c) facilitate transfers of ownership or billing name where appropriate;
 - d) explain relevant processes and procedures.
18. The new provider is not required to adopt the same methods as the existing provider, but must comply with any requirements of the organisation.

19. The current provider is required by EHN to answer truthfully any questions from interested parties about the existing service. See final point for contact details.

Your Expression of Interest

20. Your Expression of Interest should be submitted by email as a PDF file to secretary@ehnetwork.org.uk and should include the following:
 - a) if you are a company, a brief description of the nature of the company, its main business activities, its annual turnover and the number of employees;
 - b) a statement of your capability and capacity for carrying out the service, including any plans to expand, recruit or sub-contract to enable you to carry it out; this should address all the General Obligations of the Provider and the main headings of the services described in Schedule 1;
 - c) your proposals, if any, for improving the way the organisation works, its influence, its net income and/or the range and quality of services to its members;
 - d) a statement of any issues you have with, or of your unwillingness to perform, any aspects of the service as currently specified, with proposals for how those issues might be addressed.
21. Your ability to deliver the service may depend on the involvement of third parties, who you would be responsible for managing. You should provide any details of such third parties and their capability and capacity or describe how you would procure the necessary sub-contractors.
22. The current service provider has indicated a willingness to continue to carry out some aspects of the proposed service. You are not obliged to use him as a sub-contractor, no priority or preference will be given to providers choosing to use him in the selection process, and you would be entirely responsible for the delivery of any services sub-contracted to him.
23. You can contact the current service provider, David Gibbens, via email at admin@p2psrv.com. For informal discussions phone him on 07528 312932. Any interactions with him should not be considered confidential: in principle he is required to report back to EHN on any interactions with potential providers in connection with this invitation. See also Point 13.

Timetable

24. The proposed timetable, which may be extended or shortened as appropriate, is shown below. In all cases, the deadline shall extend to 11.59pm. on the stated date.

1. Deadline for submission of Expressions of Interest by	01-Oct-2017
2. Preliminary screening by Officer Group to identify preferred candidate(s) by	09-Oct-2017
3. Negotiation with preferred candidate(s) completed by	13-Nov-2017
4. Report to Executive of outcome of negotiations with recommendations /option analysis / draft Service Level Agreement distributed by	20-Nov-2017
5. Executive decision on preferred provider and draft SLA by	10-Dec-2017
6. Conclude negotiation and sign SLA by	31-Dec-2017
7. [Commence handover/delivery of service – from 00.01a.m. 1 st January 2018]	
8. Handover/support by current provider completed by	31-Mar-2018

ANNEX A Draft Agreement
EHN Support Functions
Service Level Agreement

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1 Preamble

Whereas

- i. the Empty Homes Network wishes to ensure its own sustainability and relevance through satisfactory governance, the delivery of services to its members and the generation of income; and
- ii. XXX [trading as YYYY] offers to support those aims

the Empty Homes Network wishes to engage YYYY accordingly and this Agreement is intended to specify the terms and conditions under which YYYY supports the Empty Homes Network.

2 Parties to the Agreement

Service Provider (“the Provider”) YYYY
Client (“the Client”): the Empty Homes Network being an unincorporated association governed by the attached Constitution

3 Interpretation

- a) Save where the context otherwise requires the following words and expressions where used in this Agreement shall have the meanings hereby assigned to them, namely

“Additional Services”	activities undertaken by the Provider for the Client at the request of the Client and not forming part of the Core Service
“Additional Expenditure”	expenditure incurred by the Provider in pursuance of this Agreement <ul style="list-style-type: none">• in respect of Additional Services; or• above the specified Core Expenditure Limit in respect of Core Services
“Additional Fees”	fees payable by the Client to the Provider in respect of Additional Services or as reimbursement for Additional Expenditure
“Confidential Information”	information of a confidential nature regarding the Client or the Provider;
“Core Expenditure Limit”	the maximum amount of expenditure associated with any particular activity that forms part of the Core Service that the Provider shall be bound to bear when delivering the Core Service
“Core Fee”	fees paid by the Client to the Provider in respect of the Core Service
“Core Service”	the activities and expenditure of the Provider as listed in Schedule 1 to this Agreement
“Executive”	the Executive Committee of the Organisation
“Member”	any Full Member of the Organisation as defined by the Constitution of the Organisation and excluding Associates and Subscribers
“Membership Year”	A 12 month period running from April 1 st to March 31 st in respect of which fees are due to the Organisation for membership of the Organisation

“Non-Membership Income”	Means any income received by the Client other than membership fees, and from which have been deducted all direct costs incurred by the Client in earning said income including, but not exhaustively: day delegate costs; room and equipment hire costs; speaker, trainer, volunteer and organiser fees and expenses; printing costs; insurance costs
“Officer”	the Chair, Vice-Chair, Secretary, Treasurer or Assistant Treasurer of the Organisation or such other roles as the Client may notify the Provider of
“Organisation”	The Empty Homes Network or such other association or organisation as may reasonably be considered to succeed it
“Party”	the Client and/or the Provider as the context may determine
“Provider Software”	programming code and programming scripts, databases, spreadsheets, html code, style-sheets and other similar electronic materials, where supplied by or commissioned by the Provider and used in the delivery of the Service or in the operation of the Website
“Publication”	any publication produced by or purporting to be produced by the Empty Homes Network distributed via any medium or channel and to include but not exhaustively letters, newsletters, reports, guidance documents, news stories, blogs and the like
“Service”	all the services provided by the Provider to the Client as further described in this Agreement and its Schedules
“Website”	the Organisation’s website at www.ehnetwork.org.uk .
“Website Advertisement”	an advertisement for the work or services provided by or available from the Provider that may contain links to the email address of the Provider or the Provider’s website, that may be placed at the foot of any page of the Website and not to exceed 0.75cm in height when the Website is viewed full-screen at SVGA resolution.

- b) Save where a contrary intention appears or is apparent any reference in this Agreement to a Clause or Schedule or Annex shall be deemed to be a reference to a clause or schedule or annex of this Agreement and any reference to a sub-clause or paragraph shall be deemed to be a reference to a sub-clause or paragraph of the Clause, sub-clause, Schedule or Annex in which such reference appears.

4 Commencement Date

This Agreement shall commence from [Insert Date] except where otherwise noted in Schedule 1.

5 Overall Scope of the Service

- a) This Agreement is made between the Client and the Provider with the intention that the Provider shall
- i) carry out as many as possible of the routine support and administration tasks required to maintain the Organisation and the Website;
 - ii) pay the routine expenses necessarily incurred in running the Organisation except as otherwise specified by this Agreement;
 - iii) facilitate and support the effective governance of the Organisation;

- iv) help the Organisation expand, develop and improve its financial position
- v) represent the Organisation at meetings
- vi) express views on behalf of the Organisation
- vii) manage the day-to-day-financial affairs of the Organisation
- viii) ensure that the Organisation complies with relevant statutory requirements
- ix) minimise financial, legal or other risks that may affect the Organisation
- x) run an annual Conference on behalf of the Organisation.

6 General Obligations of the Provider

- a) To carry out all the duties of the Provider in connection with the Service in a timely manner;
- b) to achieve the performance standards described in Schedule 2;
- c) to carry out the Service as efficiently and economically as reasonably possible;
- d) to keep a record of all time spent by the Provider in pursuance of the Service;
- e) to keep a record of all the expenditure by the Provider incurred directly in delivering the Service;
- f) to make reasonable endeavours to carry out the Service in such a way as to allow the Client to make alternative arrangements for the delivery of the Service should either party to this Agreement wish to terminate it;
- g) to make reasonable endeavours to keep information and materials pertaining to the Organisation secure from damage or theft;
- h) to provide the Client with such information about the operation of the Organisation and the Service in respect of the Organisation as the Client may reasonably require and the Provider may reasonably be able to supply;
- i) to draw to the attention of the Client such issues as the Provider may become aware of that may create risks to the future existence, financial stability, legal liability, relevance or reputation of the Client and to research and propose responses thereto;
- j) subject only to the limitations specified in Section 7 to give the Client the right in perpetuity to use and adapt the Provider Software and to modify the Website;
- k) to accommodate the wishes of the Client in respect of the content and style of any Publication as far as reasonably practicable but without requiring individual Publications to be approved in advance by the Client unless specifically so requested;
- l) so far as it is reasonably within the control of the Provider to do so to ensure that the affairs of the Organisation are managed and conducted in accordance with the Constitution of the Organisation and with any other Procedures that the Organisation may have agreed;
- m) to take the initiative in ensuring that the Organisation complies with any statutory requirements

- n) to help the Organisation respond appropriately to developments in the field of empty homes to include but not exhaustively consultation exercises, actual or proposed legislation, legal cases, incidents and events, opportunities, emerging practice;
- o) to seek and facilitate opportunities to increase the income of the Organisation, e.g. via sponsorship or advertising;
- p) to advise the Client in advance of the likely amount of any Additional Expenditure and to seek approval to incur it.

7 General Obligations of the Client

- a) To give the Provider such information about the operation of the Organisation as the Provider may reasonably require and as the Client may reasonably be able to supply;
- b) to pay the Provider in accordance with this Agreement as soon as reasonably practicable;
- c) to make decisions necessary for the economical, efficient and timely delivery of the Service as soon as reasonably practicable;
- d) to give the Provider sufficient rights of access the Organisation's website as to enable the Provider to deliver the Core Service without further recourse to the Client;
- e) to allow the Provider to hold and use a paying-in book for the Organisation's bank account
- f) to give the Provider or allow the Provider to obtain copies of bank statements as soon as reasonably practicable following receipt by the Organisation
- g) to allow the Provider to retain for so long as the Provider shall deliver the Service such materials, equipment and software as has previously been acquired by the Provider on behalf of the Organisation and is held by the Provider at the Date of this Agreement;
- h) not to reduce Membership fees without making appropriate arrangements to compensate the Provider for loss of income under this Agreement;
- i) to provide to the Provider as soon as reasonably possible minutes of Executive meetings;
- j) to notify the Provider as soon as reasonably possible of the names of the Officers and of any changes thereto;
- k) to permit the Provider to publicise and advertise the Service provided in respect of the Client and the Organisation;
- l) to recognise the moral right of the Provider to be recognised as the designer of the Website to the extent that the Website has been designed by the Provider;
- m) so long as the design of the Website shall be substantially in the form created by the Provider to allow the Provider to advertise this in a Website Advertisement or in other forms of advertising not displaying as part of the Website;
- n) so long as this Agreement shall last, to allow the Provider to advertise the provision of the Service to the Client in a Website Advertisement or in other forms of advertising not displaying as part of the Website;

- o) to recognise the Provider Software as the intellectual property of the Provider;
- p) not to sell or otherwise distribute the Provider Software (other than as necessary to allow the Provider Software to run or for the purpose of backup copies);
- q) to allow the Provider to promote the Organisation to potential members;
- r) to allow the Provider to promote the benefits of the Organisation to its members;
- s) to allow the Provider to initiate such actions as can reasonably be expected to encourage greater participation by Members in the affairs of the Organisation;
- t) to reimburse the Provider for the reasonable expenses incurred for travel and subsistence in the pursuance of the Provider's diverse roles and duties in connection with the Organisation in accordance with Schedule 3.

8 Payment Arrangements

- a) Payment other than reimbursement of expenses shall be made to the Provider against a valid invoice presented by the Provider.
- b) The Client shall pay the Provider as the Core Fee:
 - i) 75% of any membership fees received by the Client
 - ii) 100% of any Non-Membership Income.
- c) The Client shall reimburse the Provider for any previously approved Additional Expenditure on receipt from the Provider of a valid invoice for such Additional Expenditure.
- d) Re-imburement of expenses shall be against a valid expenses claim as described in Schedule 3.
- e) Payments due to the Provider under this Agreement shall be made within 30 days of receipt by the Client of the invoice or claim.
- f) The Core Expenditure Limits shall be reviewed on the request of the Client and shall be increased as necessary to take account of increased costs outside the reasonable control of the Client.
- g) For the avoidance of doubt, the Provider is solely responsible for any expenditure that is less than the specified Core Expenditure Limits.

9 Miscellaneous Provisions

- a) The Provider undertakes not to stand as Chair or Treasurer in any election whilst this Agreement is in force.

10 Attendance of the Provider at Executive Meetings

- a) For the avoidance of doubt, the Provider shall be required and entitled to attend Executive Committee meetings whether in the role of member or Executive or in the role of Provider PROVIDED THAT the Executive Committee may require the Provider not to attend or participate in particular segments of its meeting.

11 Review and Termination of this Agreement

- a) This Agreement and the Service shall be reviewed at the request of either the Provider or the Client.
- b) A request for a review in accordance with paragraph (a) shall specify the aspects of the Service that are to be reviewed, including any particular issues considered to need addressing.
- c) Any review following a request by the Provider or the Client shall be begun
 - i) at least one month after the request for the review has been made
 - ii) no more than three months after the request for the review has been made.
- d) A review shall be completed within one month of being started unless otherwise agreed between the parties.
- e) This Agreement may be terminated by the Provider or the Client on giving 12 months notice or on 3 months notice if notice is issued within one month of the completion date of a review.
- f) Should a review not be initiated within three months of being requested, either party may give notice as though the review had taken place.
- g) This Agreement shall terminate immediately:
 - i) on the death of the Provider
 - ii) on the winding up or dissolution of the Organisation
- h) Either party may terminate the Agreement with shorter notice than that indicated above if the continuation of the Agreement shall reasonably be considered to expose such party to serious financial loss or civil or criminal liability.
- i) Within 30 days of the termination of this Agreement the Provider shall on request return to the Client all such materials, equipment, records etc as may belong to the Organisation or Client including such documents and files held electronically as may have been created for the purpose of delivering the Service. The Client shall reimburse the Provider for any reasonable carriage, travel or subsistence expenses thereby incurred.

12 Communication between the Parties

Communication required in the delivery of the Service

- a) Wherever reasonably possible the Provider and the Client shall communicate with one another via electronic mail and the distribution of such emails shall be as reasonably required or appropriate to the circumstances of the case.
- b) The Provider shall have no obligation to respond to requests for information other than those made by the Officers or by the Executive as duly minuted.
- c) The Provider shall have no obligation to supply information or materials to the Client during the currency of this Agreement other than by electronic mail where supply by electronic mail is reasonably possible. Any expenditure incurred by the Provider in

respect of postage, printing or courier services incurred at the request of the Client shall be Additional Expenditure.

Communication in respect of the operation of this Agreement

- d) Any notice or communication given by one Party to the other Party pursuant to this Agreement (other than as contemplated as part of the routine delivery of the Service) shall be given in writing or by email. Written communications shall be given by delivering the written communication by hand or by sending it by prepaid first class post to the addresses stipulated below.
- e) Hard copy communications from the Client to the Provider shall be sent to the address for the Provider given in this Agreement. Emails from the Client to the Provider shall be sent to admin@ehnetwork.org.uk or failing that to eeeeeee.
- f) Hard copy communications from the Provider to the Client shall be sent to the postal address of an Officer of the Organisation as notified to the Provider. Emails from the Provider to the Client shall be sent to the email address of the Chair of the Organisation or such other person as the Client shall specify..
- g) The Parties shall notify one another as soon as reasonably practical when the postal or email addresses relevant to this section 12 change.

13 Formats of Documents Held Electronically

- a) The Provider shall make reasonable endeavours to ensure that all documents or data held in respect of the Organisation or the Service are stored in formats that are readily accessible using Microsoft Office software.

14 Authorisations

- a) The Provider may treat the minuted decisions of the Executive as definitive regarding the wishes of the Client and may act in accordance with them.
- b) The Provider may treat written communications from the Chair in respect of the Service as representing the duly authorised wishes of the Client and may act in accordance with them except where such communications conflict with any minuted decisions of the Executive.

15 Confidentiality

- a) Both Parties agree that at all times (both during the term of this Agreement and after its termination) they shall keep confidential and shall not use (other than strictly for the purposes of this Agreement) and shall not without the prior written consent of the Council disclose to any third party any Confidential Information, unless the information:
 - i) is public knowledge; or
 - ii) subsequently becomes public knowledge other than by breach of this Agreement;
or
 - iii) subsequently comes lawfully into the possession of either Party from a third party.
- b) For the avoidance of doubt this Agreement shall be considered as Confidential Information that may be freely shared amongst the Members of the Organisation.

16 Miscellaneous

Force Majeure

- a) The obligations of each party under this Agreement shall be suspended during the period and to the extent that that party is prevented or hindered from complying with them by any cause beyond its reasonable control including (insofar as beyond such control but without prejudice to the generality of the foregoing expression) strikes, lock-outs, labour disputes, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, difficulty or increased expense in obtaining workmen, materials, goods or raw materials in connection with the performance of this Agreement.
- b) In the event of either party being so hindered or prevented, the party concerned shall give notice of suspension as soon as reasonably possible to the other party stating the date and extent of the suspension and its cause and the omission to give such notice shall forfeit the rights of that party to claim suspension. Any party whose obligations have been suspended as aforesaid shall resume the performance of those obligations as soon as reasonably possible after the removal of the cause and shall so notify the other party. In the event that the cause continues for more than six months either party may terminate this Agreement by giving the other party 30 days' notice.

Entire Agreement

- c) This Agreement constitutes the entire understanding between the Parties with respect to the subject matter of this Agreement and supersedes all prior agreements, negotiations and discussions between the parties relating to it.

Amendments

- d) Save as expressly provided in this Agreement, no amendment or variation of this Agreement shall be effective unless in writing and signed by a duly authorised representative of each of the Parties to it.

Assignment

- e) Neither Party shall without the prior written consent of the other Party assign, transfer, charge or deal in any other manner with this Agreement or their rights or obligations under it or part of it, or purport to do any of the same.

Freedom To Contract

- f) The Parties declare that they each have the right, power and authority and have taken all action necessary to execute and deliver and to exercise their rights and perform their obligations under this Agreement.

Waiver

- g) The failure of a Party to exercise or enforce any right under this Agreement shall not be deemed to be a waiver of that right nor operate to bar the exercise or enforcement of it at any time or times thereafter.

Severability

- h) If any part of this Agreement becomes invalid, unlawful, illegal or unenforceable the parties shall in such an event negotiate in good faith in order to agree the terms of a mutually satisfactory provision to be substituted for the invalid, unlawful, illegal or unenforceable provision which as nearly as possible gives effect to their intentions as expressed in this Agreement. Failure to agree on such a provision within six months of commencement of those negotiations shall result in automatic termination of this Agreement. The obligations of the parties under any invalid, illegal or unenforceable provision of the Agreement shall be suspended during such a negotiation.

V.A.T.

- i) It is assumed under this Agreement that all sums payable under the Agreement are inclusive of V.A.T.

Governing Law And Jurisdiction

- j) This Agreement shall be governed by and construed in accordance with English law and each party hereby irrevocably submits to the jurisdiction of the English Courts.

Rights Of Third Party

- k) Nothing in this Agreement shall confer any benefit or the right to enforce any term of this Agreement on any third party.

Schedule 1 Detail of Activities and Costs included in the Core Service

- a) The table below lists the activities and items of cash expenditure that fall within the Core Service. The Provider is liable to incur the associated Core Expenditure up to the Core Expenditure Limit if stated within the Core Fee and without further charge to the Client, as described in Section 8 of the main Agreement.

Description of Core Service	Core Expenditure Limit
General	
Fulfil the General Obligations of the Provider as specified in Section 6 where not otherwise specified in this Schedule	
Website-related activities	
Liaise with nominet and register and maintain the Organisation's current and previous domain names	
Liaise with web-host and secure web-hosting facilities	
Identify and engage at an affordable cost professionals of adequate competence for the maintenance and development of the website; building up a long-term relationship with them. Monitor their capability and responsiveness and seek alternative providers as and when necessary	
Ensure the backup of the web site and web-based database(s) at reasonable intervals, being not less than daily for the main database and associated files.	
Add content to website (info items, events)	
Update content on website as necessary	
Make routine improvements to website (structure etc)	
Deal with any inappropriate behaviour on website	
Provide assistance to Members accessing the website including help with forgotten user IDs and passwords	
Monitor website activity	
Store as many key documents of the Organisation on the website as reasonably possible	
Membership-related services	
Process membership applications	
Deal with problematic/borderline membership applications	
Produce membership reports for the Executive	
Update the details of users registered on the website as they join, change status or leave	
Collect membership fees (meaning send out invoices, chase up unpaid invoices, bank cheques)	
Download and supply membership lists to Officers on request	
Represent the Organisation at forums of empty homes practitioners up to five times per annum;	

Description of Core Service	Core Expenditure Limit
Activities in respect of the EHN Executive* and governance	
Source and pay for meeting rooms and refreshments to be served at Executive Meetings	£200 p.a.
Circulate agendas and minutes	
Send out invitations to the Executive meetings, assist with directions and keep members of the Executive aware of the progress of the organisation of meeting	
Organise and facilitate the running of any Executive meeting or Annual General Meeting running at a distance as described in the Constitution of the Organisation	£50
Monitor the appropriateness of the Constitution, internal procedures and governance arrangements and propose and draft changes as necessary	
Activities in respect of the finances of the Organisation	
Maintain the financial records of the Organisation in Excel spreadsheet form: <ul style="list-style-type: none"> • detailing all transactions; • monitoring actual performance against the annual budget; • showing evidence of reconciliation of the financial records with bank statements 	
Prepare Budget updates for each Executive meeting to show expected Year-end outturn	
Liaise with the Organisation's bank and maintain bank accounts	
Transfer money between savings and current accounts as and when appropriate	
Liaise with tax authorities, complete tax returns and pay Corporation Tax (if any) from income received	
Liaise with Treasurer and draft Finance Reports	
Make previously approved disbursements (eg expenses) from the Organisation's bank account within limits set by the Client	Nil
Create mechanisms for advertising via website or emails; establish policies and price points for advertising and publish them on the website; negotiate with advertisers; and vet, format and publish advertisements	
Conference Services	
Carry out the Services described in Schedule 4	£200
Other Services	
Maintain a non-geographic telephone number and deal with incoming calls	£200
If required by the Client, maintain a Royal Mail Post box; otherwise, provide a business address for post	£350
Maintain backup copies of all the documents and data associated with the running of the Organisation via Dropbox	£100

* Based on 2 meetings a year

Description of Core Service	Core Expenditure Limit
Fulfil the role of Policy Lead for the Organisation, including but not exclusively <ul style="list-style-type: none"> • seeking opportunities to promote the policies of the Organisation • seeking opportunities to promote the relevance and importance of the Organisation and its expertise for the development of effective policy • representing the Organisation at meetings with the government and other national agencies; • initiating and managing collective discussion within the Organisation about policy matters; • taking the initiative in drawing up consultation responses; • preparing policy documents up to once a year. 	
Arrange and pay for appropriate insurances for the Organisation to match the cover currently in place	£450
For the avoidance of doubt: other expenditure in connection with the foregoing activities and the need for which is determined by the Provider	No limit
Postage	No limit
Printing and printer running costs	No limit
Photocopying	No limit
Consumables associated with PCs (eg CDs)	No limit
Stationery	No limit
Telephone calls and line costs	No limit
Broadband costs	No limit
Office space	No limit
Upgrades to computer security software such as firewalls and virus-checkers	No limit
Computer hardware	No limit
MS Office and other desktop software and utilities needed for administrative applications	No limit

Schedule 2 Performance Standards

The following standards shall apply to the Provider in delivering the Service:

- a) To respond to 90% of queries from Members within 1 Working Day and 100% within 2 Working Days (except for up to 6 weeks a year when the Provider is on holiday, where the target response time is 3 Working Days).
- b) To respond to 90% of membership applications within 1 Working Day of receipt and 100% within 2 Working Days (barring membership applications that are evidently bogus) (except for up to 6 weeks a year when the Provider is on holiday, where the target response time is 3 Working Days).
- c) To circulate Executive minutes to Executive members within 5 working days of receiving a draft.
- d) To add information items to the website within 2 Working Days of being requested by any Member.
- e) To organise any Annual General Meeting (AGM) called by the Executive in accordance with the Constitution as far as it is reasonably within the power of the Provider to do so, but for the avoidance of doubt, excluding any obligation to organise a Conference solely for the purposes of the AGM.
- f) To bank any cheques or cash received within 5 Working Days.

Schedule 3 Expenses Policy

- a) For the purposes of this Schedule the term “Provider” shall mean any person carrying out the Service or any Additional Services on behalf of the Provider.
- b) Subject to clauses (c), (f), (g), (k) and (l) the Client shall reimburse the reasonable travel, subsistence and accommodation expenses incurred by the Provider in connection with the Service and Additional Services.
- c) Amounts that exceed £125 require advance authorisation by the Officer Sub-Committee; if such authorisation is not received the Client shall be under no obligation to reimburse the Provider for any amount over £125.
- d) In determining what is “reasonable”, the Client shall have regard to the following:
 - i) the Provider is entitled to travel second class by off-peak train and is not obliged to use advance fares that require travel on a specific train;
 - ii) the Provider may have regard to the duration of the journey and time of day of travel when selecting a particular route or time of departure;
 - iii) the Provider shall use such Travel Cards as are available to him or her;
 - iv) the Provider may travel by car but the mileage amount payable will be capped at the amount that would have been payable had the Provider travelled second class by off-peak train between the stations most appropriate to the business in hand;
 - v) subject to (iv) mileage rates shall be those allowable by hmrc as allowable business expenses;
 - vi) when travelling in London, the Provider shall be entitled to use an Oyster card and is not required to itemise the costs of different legs of the journeys involved on a given day;
 - vii) on any day that the Provider makes one or more journeys within London over and above any journey between London termini and the Provider’s Home Station, the Provider may claim a single amount equivalent to the **zone nnnn** daily Oyster pay-as-you-go cap but in such a case shall not be entitled to claim any further amount for travel within London on that day;
 - viii) the Provider may incur and reclaim overnight accommodation and additional subsistence costs where this would reduce travel costs so as to make the overall cost to the Client less;
 - ix) where the Provider secures accommodation via non-commercial routes, e.g. by staying with family or friends, the Provider may reclaim the reasonable costs associated with returning the hospitality received (for example by paying for food or drink for the hosts);
 - x) the Provider is entitled to reimbursement of any booking fee incurred when booking travel or accommodation up to £nnn per booking.
- e) When speaking at or chairing an event organised by a third party organisation, the Provider shall be entitled to seek a speaker fee from that organisation. However, the

Provider shall not be entitled to refuse to attend such an event on the grounds that such a fee is not available.

- f) When attending a meeting organised by a third party organisation, the Provider shall make reasonable efforts to recover expenses from that third party organisation.
- g) Where a third-party organisation is able to offer the Provider either a speaker fee or expenses but not both, the Provider shall be entitled to seek a speaker fee, in which case the Client shall reimburse the Provider's expenses in accordance with this Schedule.
- h) In exceptional circumstances, the Provider may seek to recover additional amounts outside of this policy by application to the Officer Sub-Committee.
- i) The Provider shall reclaim expenses by completing and submitting to the Treasurer for approval an Expenses Claim Form in a format determined by the Provider; should the Treasurer not be available, the Form may be submitted to and approved by one of the other Officers.
- j) The Provider shall retain all receipts associated with the expense claim and make them available for inspection on request.
- k) In the event that the Provider shall lose a receipt, this must be noted on the Expense Claim Form and the Client may at the Client's sole discretion accept and reimburse the associated expense or reject it.
- l) The Provider shall make reasonable efforts to submit all expense claims in good time and during the same financial year in which the expenses have been incurred. If an expense claim is submitted outside of the financial year in which the expenses have been incurred the Client may at the Client's sole discretion accept and reimburse or reject the claim.

Schedule 4: The Conference Service

- a) Consult with members and Executive (as appropriate) about possible topics and speakers
- b) Secure speakers and liaise with them about conference arrangements, their biographical details/photos and the content of their sessions.
- c) Prepare conference brochures
- d) Prepare sales material for potential sponsors and display stand holders.
- e) Seek and book suitable venue, negotiating on price, minimum numbers, room sizes, food and refreshments etc
- f) Ensure adequate equipment available – AV, laptops etc
- g) Prepare adverts (assuming sponsorship available – not otherwise), negotiate with advertising channels and arrange publication.
- h) Prepare designs for sponsored materials such as bags and liaise with suppliers to have them produced and delivered.
- i) Take conference bookings and invoice for attendance, keeping accurate records.
- j) Negotiate with awards sponsors.
- k) Manage processes for making awards – judging panels, voting, liaison with winners and losers.
- l) Prepare Conference packs for attendees.
- m) Find some helpful volunteers on the day!
- n) Monitor events on the day and intervene as necessary and possible!
- o) Prepare awards certificates, organise awards ceremony, securing and liaising with presenters
- p) Take photos. Distribute photos to awards winners after the event.
- q) Prepare feedback form, solicit feedback, process completed feedback forms.
- r) Feed back to speakers and Exec after event.
- s) Write up news stories about Conference and awards for website.

Signature Page

Signed by the Provider

Date

Name

Signed on behalf of the Client

Date

Name
