

Schedule of Services

Annex A

Sub-regional partners will provide the following schedule of services:

1.	Engagement with local VCOs	Output
1.1	Partners will establish and maintain a comprehensive local database of voluntary and community organisations (VCOs) engaged in skills, employment and worklessness (SEW) delivery within their sub-region. Databases should suit the needs of the Partner rather than being of a generic format prescribed by SWF.	Evidence of database to SWF.
1.2	Partners should communicate with their local partner organisations, guided by the information contained within the SEW bulletin which will go out to partner organisations from SWF on the 14 th of every month. Partner organisations will be obliged to contextualise this information for local take up.	Minimum of 6 communications/year (combined with 1.5)
1.3	Where important deadline-based information comes to SWF's attention, this will be sent to Partners for onward dissemination to local organisations within 5 working days of receipt.	Logged proof by the Partner of onward dissemination within 5 working days of receipt.
1.4	Partners should log communications with local partner organisations, detailing: <ul style="list-style-type: none"> - Date of communication. - Name of Organisation. - Name/designation of contact point. - Method of communication (phone/email/hardcopy). - Nature of query / Focus of communication. - Follow up action required. 	Maintenance of log, and summary of communications provided in quarterly report to SWF.
1.5	Partners will provide information and guidance to local VCOs engaged or seeking to be engaged in ESF and related programmes.	Minimum of 6 communications/year (combined with 1.2)
1.6	Partners will establish and implement mechanisms for gathering regular information from frontline local VCOs on emerging trends within the fields of SEW.	Receipt of information a <u>total</u> of 6 times/year at minimum.

1.7	Partners will organise at least one annual event for local VCOs on SEW, to broker and facilitate partnerships for delivery, and for the sharing of good local practice.	1 event/year
2.	Engagement at sub-regional and regional level	Output
2.1	Provide a two-page project report to SWF on a quarterly basis identifying the issues, concerns and best-practice of VCOs engaged in SEW delivery.	Receipt of quarterly 2-page report by SWF.
2.2	SWF may request information of a <u>reasonable</u> nature on an ad hoc basis, to which the 5-working day response deadline would apply.	Response to SWF within 5 working days.
2.3	Provide intelligence to SWF on an ad hoc basis on important and urgent issues and concerns of local VCOs.	Mutual satisfaction of both parties.
2.4	Participate in one regional annual public event organised by SWF.	Participation in 1 event/year.
2.5	Agree to meet with SWF at least 4 times per year, either face-to-face or by video-conference.	Meet with SWF 4 times/year.
2.6	Advise SWF on any gaps in regional policy that affect local work on SEW.	Mutual satisfaction of both parties.
2.7	Communicate effectively and appropriately with the relevant sub-regional infrastructure consortia on the delivery of this agreement.	Satisfaction of sub-regional infrastructure consortia.