



Alternative Provision Service Level Agreement

Last updated March 2026 - next review date March 2027

Parties:-

Commissioning party: The school or other commissioning party who are placing a student.

Alternative provision provider: Edfords Care Farm, Upper Wood Farm South, Browns Lane, Mautby, Great Yarmouth, Norfolk, NR29 3JQ

Agreement:-

This agreement details the service level agreement between Edfords Care Farm as an Alternative Provision provider and the commissioning party. It is not specific to any student but instead pertains to all students placed at Edfords.

- Work Skills sessions at Edfords Care Farm are 10am until 2:30pm.
- Desired outcomes for the young person are outlined in the Edfords referral form.
- Attendance will be reported daily to the commissioning party via email from Edfords.
- Progress monitoring will be conducted at regular intervals and reports conveyed to the commissioning party.

Communication:-

Edfords Care Farm will maintain open communication with the commissioning party to discuss student progress or any concerns which may arise. The commissioning party should provide the following:

- Name an appropriate person as key contact and coordinator.
- Carry out individual risk assessments for their learners.
- Provide Edfords Care Farm with relevant information including contact details and educational, social and health needs.
- Provide copies of any relevant plans such as EHCPs or Individual Health Care Plans
- Notify Edfords Care Farm of any significant change to the individual's circumstances that might affect their engagement, behaviour, or wellbeing.

Rates/ Invoicing:-

This agreement is offered by The Service Provider at the following rates:

Prices commencing 1st April (after Easter break) in line with our annual price increase:

Standard Session Cost: £150

Nurture Support Session Cost: £215

1:1 Supported Session Cost: £330

Payments fall due prior to beginning provision.

The Client shall provide appropriate invoicing details.

Session Cancellation:-

- Should Edfords Care Farm cancel a session, the daily rate will be credited to the commissioning party's account, or full sessional rate refund will be provided upon written request.
- Should the commissioning party cancel a session within the agreed Time of Attendance this will remain charged at the full daily rate.
- Sessions are based on provision, not learner attendance.
- Edfords requires a 6-week notice period to end a student placement.

Payment of Charges and Invoicing:-

Our fees are payable immediately and will attract interest after 28 days at the rate of 8% per annum or 8% above the Bank of England base rate under the Late Payment of Commercial Debts (Interest) Act 1998, whichever is greater, from the date of this invoice.

An admin fee of £50 will be applicable to any payment made after the start of the provision. In the event of our invoice not being paid we reserve the right to all statutory remedies for recovery of outstanding sums and the following specific actions.

- To exercise a lien on any documents, deeds and any credit held on your account.
- To decline any future arrangements for Edfords Care Farm.

An initial invoice [covering the remainder of a term if a student starts part way through a term] will be sent when placement has been agreed, referral form [and other relevant paperwork] has been completed and returned to Edfords, the Service Level Agreement has been issued and signed by the commissioning party. Subsequently, invoices will be issued on or before 30 days ahead of the next term, so that payment can be made before the new term begins.

Health & Safety:-

Edfords Care Farm will conduct a Health & Safety Induction on the first day of each term.

Each activity will be risk assessed and specific and appropriate safety talks conducted as appropriate.

Individual Risk Assessments:-

We ask for the input of the commissioning party with the Individual Risk Assessment. A template will be sent alongside the student referral form.

Risk assessments are working documents and will be amended when appropriate by Edfords Care Farm staff. Amendments will be dated and initialled and any changes to them deemed necessary will be shared with the commissioning party.

Safeguarding arrangements:-

If there is a change in the Learner's circumstances or The Service Provider is made aware of circumstances that may affect the safety or welfare of the Learner during the SLA period, then a further Learner Risk Assessment may be undertaken in line with Edford Care Farms Safeguarding and Child Protection Policy and Practice or subsequent updated documentation.

Edfords Care Farm will support the Learner by:

- Ensuring that all Learners are given information on keeping safe and who to go to with any concern.
- Promoting a caring, safe and positive environment.
- Informing the named DSL at the commissioning party/school as soon as there is significant concern.
- Being aware of its duty to raise concerns about attitudes or actions that may be abusive.
- Encouraging self-esteem and self-assertiveness whilst not condoning aggression or bullying.

DSL:-

Chris Howes (Director), Lou Howes (Director) and Emma Cruickshank (Office manager) are the Designated Safeguarding Leads at Edfords Care Farm

Supervision:-

While on site, Edfords Care Farm will be responsible for the behaviour and safety of the identified learner and they will be supported by our fully trained staff.

GDPR:-

The Client and The Service Provider agree to always work within their respective GDPR compliance statements.

Signed by the duly authorised representative of Edfords Care Farm

Signatures:

Name:		Signature:	
Position:		Date:	

Signed by the duly authorised representative at commissioning party/school:

Name:		Signature:	
Position:		Date:	