

## Financial Planning Support for Wirral Companies 2009/10

### Service Level Agreement for the provision of specialist business support between Invest Wirral and Wirral Biz

The Service Level Agreement is between:

Invest Wirral  
Egerton House  
2 Tower Road  
Birkenhead  
Wirral  
CH41 1FN

And

Wirral Biz  
Egerton House  
2 Tower Road  
Birkenhead  
Wirral  
CH41 1FN  
(Referred to as the Service Provider)

#### 1. Purpose of the Agreement

The purpose of this agreement is to specify the services to be provided by Wirral Biz, how the services will be monitored, the frequency and the level of funding for the service and any dispute resolution arrangements.

#### 2. Need for the Service

To provide short term specialist consultancy to businesses referred by invest Wirral.

#### 3. Scope for the Service

3.1 The service will include, though not exclusively, providing advice and assistance on:

- Business Plans
- Wirral Council Grant Applications
- Financial Planning
- Strategic Business Planning
- Marketing Plans

Referrals will be made directly to Wirral Biz advisers by a representative of the Invest Wirral team. Wirral Biz will work alongside referred businesses offering support under one of the headings listed above for a maximum three days per company (£300 per day).

4. Monitoring Arrangements

4.1 Wirral Biz will provide monitoring information on a regular basis as and when a support package has taken place. This information will consist of:

- Company details
- Time spent with the company
- Outcome of the support
- Signature or evidence from the company that this support has taken place

Invest Wirral and Wirral Biz will have quarterly meetings to discuss progress of the scheme and the information provided in 4.1 above.

5. Financial Arrangements

5.1 Invest Wirral has agreed to pay Wirral Biz quarterly based on the time spent with businesses according to the monitoring information listed in 4.1 above.

5.2 The payments shall be made upon receipt of a valid invoice.

5.3 All payments to be made under this agreement are exclusive of VAT.

6. Disputes

6.1 In the event of a dispute over the provision of service, a meeting will be arranged within 14 days, to attempt to agree a resolution. If a resolution satisfactory to both parties cannot be agreed, the matter will be referred to Wirral Councils Director of Corporate Services to determine. His determination will be final and binding on both parties.

7. Duration and Termination

7.1 This agreement shall expire on 31st March 2010, unless extended by Invest Wirral.

7.2 If Wirral Biz fail to provide the service or breaches the conditions of the agreement, Invest Wirral may terminate the agreement by giving one month's formal notice in writing to the service provider.

For and on behalf of Invest Wirral

Name (please print).....

Position Held.....

Signature.....

Date.....

I the undersigned for and on behalf of Wirral Biz hereby accept the offer of funding on the terms and conditions set out in this document and hereby agree and undertake with Invest Wirral to be bound by and to observe and perform these terms and conditions.

Name (please print).....

Position Held.....

Signature.....

Date.....

