

SERVICE LEVEL AGREEMENT

The Service Level Agreement (SLA) is agreed between **National Youth Federation Ltd. trading as Youth Work Ireland** and its Member Youth Services.

1. INTRODUCTION

The National Youth Federation trading as **Youth Work Ireland [hereinafter referred to as Youth Work Ireland]** is a membership led organisation. Each year the National Board is elected from within the Member Youth Services (Membership) and the Board has responsibility for the governance of the Federation. From time to time the Membership of Youth Work Ireland agrees policy positions, procedures and protocols which are binding on the membership. These can only be agreed at an Annual General Meeting or Extraordinary General Meeting. The Youth Work Ireland model of governance endeavours to:

- Ensure that Youth Work Ireland adheres to the highest standards of corporate governance.
- Develop and implement a model of governance which respects the autonomy of its membership and yet strengthens the ability of members to work both effectively and collectively.
- Ensure that stakeholders in the Federation have the opportunity to engage and participate in decision making appropriate to their respective roles and remits.
- Have clarity about the role of individual Member Youth Services and the collective.
- Provide a mechanism and governance structure which facilitates an exchange of learning among Member Youth Services.
- Ensure that there is a strong relationship between Member Youth Services and *Youth Work Ireland*.

Youth Work Ireland is a company limited by Guarantee and not having a Share Capital. In accordance with *The Companies Acts 2014*, it is governed by a *Company Constitution* which sets out the legal statute of the company and the purposes for which it was established. Member Youth Services of Youth Work Ireland share a similar legal structure or are legally constituted as a Trust.

As a federal organisation it is a core value of Youth Work Ireland that Quality Youth Services are best designed and delivered by local services in local communities. All Members of Youth Work Ireland are independent autonomous organisations in their own right governed by a Board of Directors in accordance with Company Law and Charity Law.

The *Membership Charter* sets out the context and standards to which Youth Work Ireland and its affiliated Member Youth Services subscribe and pledge to work together in a spirit of partnership. This is in order to achieve our common objective of supporting local communities to provide quality and *Integrated Youth Services* and supports to young people. The Membership Charter maps the governance structure of the Federation, the decision making mechanisms, the benefits and requirements of membership and the broad role of National Office. It also contains a dispute resolution

mechanism for used in the event of internal stakeholders to the Federation requiring formal resolution of issues.

This Service Level Agreement is the final in the suite of three key governance documents of the organisation and should be read in conjunction with the *Constitution* and the *Membership Charter*.

1.1 Purpose and Objectives

Youth Work Ireland receives significant Exchequer Funding annually in order to support the implementation of national public policy objectives in the area of Youth Development and Youth Support identified in the **Youth Services Grant**. In accordance with the *Grants Dispersal Policy* (available at www.youthworkireland.ie) the Board of *Youth Work Ireland* disperses a portion of the Youth Services Grant to Member Youth Services and retains a portion in order to fund the supports and services provided by the Youth Work Ireland to Member Youth Services.

This Service Level Agreement (SLA) outlines the terms and conditions under which *Youth Work Ireland* will provide specified Services (collectively referred to as “the Services”) to its Member Youth Service or its affiliates through the support of the Youth Services Grant. The objective is to provide a basis and framework for the delivery of high quality services that meet the needs of the Member Youth Service. These services are detailed in Schedules A to G.

Youth Work Ireland requires and expects the highest possible standards in Youth Services Provision, Finance, Governance and Compliance. This SLA holds Member Youth Services accountable as recipients of the Youth Services Grant. Should problems be identified through the monitoring measures (Schedule E) an immediate process of performance management will commence. Failure to engage satisfactorily with performance management could lead to sanctions up to and including the withdrawal of funding and the withdrawal of membership of the Federation.

The Youth Services Grant received from the Department of Children and Youth Affairs will be paid by *Youth Work Ireland* to the Member Youth Services in monthly instalments. Member Youth Services are eligible for payment from Youth Work Ireland upon signing for this SLA and continued satisfactory compliance with the provisions herein.

1.2 Parties to the agreement

This Agreement is made between *Youth Work Ireland* of 20 Lower Dominick Street, Dublin 1, and Member Youth Service (hereinafter referred to as “the Member Youth Service” of...

1.3 Commencement Date

This Agreement will commence on January 1st 2016.

1.4 Duration of Agreement

This Agreement is for ONE year and is subject to review and renewal annually.

1.5 Definitions

- “*Affiliate*” means a full member or associate member organisation, sister organisation who has signed up to the Youth Work Ireland Membership Charter and who has paid the yearly membership fee set by the Board of Directors in accordance with the Articles of Association and Memorandum of Association.
- “*Benchmarks, targets and metrics*” means the agreed criteria against which performance under this Agreement is to be measured.

- *“Change control procedures”* means the agreed process to be followed when changes are required either to this Agreement or to the Services.
- *“Commencement date”* means the date that the Agreement is considered to be effective.
- *“Defective or inadequate performance”* means the delivery of services where the performance levels do not meet an agreed minimum criteria.
- *“Disclosing party”* means the party who has disclosed confidential information to the other party.
- *“Group Internal Audit (GIA)”* is an independent and objective function that supports both the Federation in achieving its defined strategic, operational, financial, and compliance objectives, and the Board of directors, supported by its committees in discharging their governance responsibilities. GIA performs the Internal auditing function for the entire Group.
- *“Initial period”* means the Agreement period from the commencement date to the first renewal date.
- *“Intellectual property rights”* mean the registered or non-registered ownership of research, data, youth work practice, know-how or copyright.
- *“Link personnel”* means those persons employed by the Youth Work Ireland who have a key role in the delivery of the services to the Member Youth Service.
- *“Member Youth Service”* These are Regional Youth Services who fulfil the necessary conditions of membership outlined in the Youth Work Ireland Constitution available at www.youthworkireland.ie, They have also subscribed to our Membership Charter.
- *“National Office” among other duties provides shared services to the Membership, co-ordinates activity, develops and delivers national programmes, develops policy, acts as a national voice, administers the Youth Services Grand and Garda Youth Diversion Funding and represents Member Youth Services Nationally and Internationally.*
- *“Non-standard services”* means those services, which are customised to meet the requirements of the Member Youth Service.
- *“Place of service delivery”* means the address or addresses of the Member Youth Service’s or Youth Work Ireland’s premises where the Service delivery is deemed to take place.
- *“Problem escalation”* means the agreed procedure for alerting and notifying increasingly senior members of the Youth Work Ireland’s management of the non-resolution of problems.
- *“Problem management”* means the agreed procedures for providing support and problem resolution services to the Member Youth Services.
- *“Membership Fee”* means the remuneration or compensation, other than reimbursable expenses, due to the *Youth Work Ireland* for membership of the Federation including the supply of the Services provided by National Office to its Member Youth Services.
- *“Receiving party”* means the party who has received confidential information from the other party.
- *“Service availability”* means the times and periods that the Youth Work Ireland will make the Services available to the Member Youth Service.
- *“Service component”* means a divisible and identifiable part of the overall Services to be delivered.
- *“Service review meetings”* mean regular meetings that are held between representatives of the *Youth Work Ireland* and the Member Youth Service specifically to discuss issues arising from the delivery of the Services including the performance of the Service delivery

- “*Local Board Network*” is a network of representatives from Boards of Directors of Member Youth Services and that National Board of *the National Youth Federation trading as Youth Work Ireland*.
- “*Specified services*” means those Services that are specified in Schedule A and Schedule B of this Agreement.
- “*Standard services*” mean those Services that the *Youth Work Ireland* delivers to its Member Youth Services without significant customisation.
- “*Support and Service desk services*” mean the specified support services provided by the *Youth Work Ireland* to the Member Youth Service to assist the Member Youth Service’s personnel to understand, operate and execute the delivered Services.
- “*The Implementation Team in National Office*” is comprised of the CEO, the Assistant CEO, Head of Practice, Head of Finance, Head of Development and Head of Advocacy and Communication.
- “*Personnel*” is an inclusive term to include, staff, volunteers, placement, trainees and subcontractors.

2. SCOPE OF WORK

2.1 Standard services

Standard services to be delivered under this Agreement are as listed, described and specified in Schedule A to this Agreement.

2.2 Non-standard services

Non-standard services to be delivered under this Agreement are as listed, described and specified in Schedule B to this Agreement.

2.3 Service Availability

The availability, operational reliability and response times of the Services to be delivered under this Agreement are as specified in Schedule C to this Agreement.

2.4 Place of Service delivery

The Services covered by this Agreement are to be delivered at the address, or addresses, given in Schedule D to this Agreement.

2.5 Changes to Services

Either party may propose changes to the scope, nature or time schedule of the Services being performed under this Service Level Agreement. The parties will mutually agree to any proposed changes. All changes must be in conformity with the policy objectives of the Youth Services Grant and must be approved by the Department of Children and Youth Affairs.

PERFORMANCE, TRACKING AND REPORTING

3.1 Link personnel Changes

Link personnel are specifically named in Schedule F within this Agreement but the *Youth Work Ireland* will notify the Member Youth Services in advance of changes to any Link personnel that could affect the delivery of the services to the Member Youth Service. Reference Schedule F.

3.2 How each service will be monitored

The performance of each individual Member Youth Service will be monitored. The methodology to be used is outlined in Schedule E to this Agreement.

3.3 Benchmarks, targets and metrics to be utilised

The sources of evidence measurement of performance levels are detailed in Schedule E to this Agreement.

3.4 Service Level Reporting

Member Youth Services submit their applications for Youth Services Grant funding to the Youth Work Ireland in November. An Annual Progress Report is required in the 1st Quarter. National Office audits the Progress Reports in the context of the Applications previously submitted as outlined in Schedule E. A report on these audits will be submitted to the Board of Youth Work Ireland. Member Youth Services Boards' must take responsibility for the veracity and accuracy of all data provided. Data provided will be subject to verification and audit.

4. PROBLEM MANAGEMENT

4.1 Support and Service

Youth Work Ireland will provide ongoing assistance to the Member Youth Service to support the services provided. This will include comprehensive service desk facilities from each of the departments mentioned in Schedule A.

4.2 Problem Definition

The following standard problem definitions will apply to the services provided under the terms of this agreement by National Office to Member Youth Services.

Priority Problem	Status	Impact
Priority 1	Mission critical	Serious service and/or financial impact
Priority 2	Extremely urgent	Significant service and/or financial impact
Priority 3	Urgent	Medium service and/or financial impact
Priority 4	Medium priority	Minimal service and/or financial impact
Priority 5	Low Priority	No service and/or financial impact

The following standard problem definitions will apply to the performance of Member Youth Services under this Service Level Agreement.

Priority Problem	Status	Impact
Priority 1	Mission critical	Serious service and/or financial impact
Priority 2	Extremely urgent	Significant service and/or financial impact
Priority 3	Urgent	Medium service and/or financial impact
Priority 4	Medium priority	Minimal service and/or financial impact
Priority 5	Low Priority	No service and/or financial impact

4.3 Problem Escalation

To ensure that the Member Youth Service receives attention on unresolved issues, *Youth Work Ireland* operates a problem escalation procedure. See Schedule E. Any staff member or the Link Person will inform the Implementation Team in National Office of problems which have come to their attention. The Implementation Team is required to report to the Board on Priority Problems 1, 2 and 3.

MEMBERSHIP FEE

5.1 Membership Fee

The Membership Fee is payable on the submission of an invoice by *Youth Work Ireland* and will be in accordance with the Fee Structure Document as agreed at the Annual General Meeting 2015.

6. MEMBER YOUTH SERVICES DUTIES AND RESPONSIBILITIES

6.1 Compliance

The Member Youth Service undertakes to:

Implement in full and comply with all their commitments under all Service Level Agreements issued to the Member Youth Services including but not exclusively by Department of Children and Youth Affairs, City of Dublin Youth Services Board, Education and Training Boards, TUSLA, Health Service Executive, Local Authorities, Local Development Companies and Leader Companies, Leargas, Irish Youth Justice Services and any other appropriate body.

Comply in full with all relevant and applicable legislation to include but not limited to legislation applicable to; Safeguarding, Health and Safety, Charity Law, Employment Law, Data Protection and Company law.

Comply with the requirements of the Services Level Agreement including the timely provision of Documentary Evidence as outlined in Schedule E, any audits required and any corrective actions which may be requested from time to time.

Member Youth Services will ensure a Board Member or Members engage with the Local Board Network and participate in two meetings per year.

6.2 Member Youth Service personnel, facilities and resources

The Member Youth Service will ensure *Youth Work Ireland* has timely access to appropriate Member Youth Service personnel and will arrange for the *Youth Work Ireland* personnel to have suitable and safe access to the Member Youth Service's facilities. When and if appropriate the Member Youth Service will also provide suitable office space and associated resources for Youth Work Ireland personnel working on-site including all necessary computing and office support resources.

6.3 Approvals and Information

The Member Youth Service will respond promptly or at least within ten working days to *any Youth Work Ireland* requests to provide reports, updates, direction, information, approvals, authorisations or decisions that are reasonably necessary for the *Youth Work Ireland* to perform the services. *Youth Work Ireland* may interpret a lack of response from a Member Youth Services as non-engagement which may lead to the commencement of Warranties and Remedies as detailed in Section 7.

7. WARRANTIES AND REMEDIES

7.1 Remedies for breaches

In the event of any defective performance from a Member Youth Service a mutually agreed strategy by both parties to this SLA is to be developed and implemented. Priority Problem 1, 2 & 3 may require more immediate or radical responses up to and including the cessation of payment (partial or full) until the problem has been fully resolved. Failure to address the problem will result in the complete cessation of payments and the initiation of proceedings for the expulsion of the Member Youth Service under the terms of the Membership Charter.

7.2 Quality of Service

Youth Work Ireland requires that the Member Youth Service will deliver all of its services in a professional manner consistent with all relevant quality management systems including the National Quality Standards Framework (NQSF). *Youth Work Ireland* through its personnel is required to deliver its services in a manner consistent with the NQSF and work to its own *Continuous Improvement Plan*. In addition to Member Youth Services participating in the NQSF, the National Office provide a range supports and services to ensure quality youth work provision.

7.3 Force majeure

Except in respect of payment liabilities, neither party will be liable for any failure or delay in its performance under this Agreement due to reasons beyond its reasonable control, including acts of war, acts of God, earthquake, flood, riot, embargo, sabotage, governmental act or failure of the Internet, provided the delayed party gives the other party prompt notice of the reasons for such cause.

8. SECURITY

8.1 Information and data security measures

Youth Work Ireland will manage information and data security with reasonable efforts to restrict unauthorised access. *Youth Work Ireland* will ensure that its personnel are fully aware of the risks associated with information and data security issues in compliance with Data Protection Legislation.

9. INTELLECTUAL PROPERTY RIGHTS AND CONFIDENTIAL INFORMATION

9.1 Intellectual property rights

Both parties acknowledge the intellectual property rights of the other party whether registered or not.

9.2 Confidentiality

Both parties agree to keep confidential all information concerning the other party's business or its ideas, products, clients or services that could be considered to be "confidential information". "Confidential information" is any information belonging to or in the possession or control of a party that is of a confidential, proprietary nature and that is furnished or disclosed to the other party. Confidential information will remain the property of the disclosing party and the receiving party will not acquire any rights to that confidential information. There are however exceptions to this rule of confidentiality in cases of safeguarding, whistleblowing and knowledge of criminal and terrorist activity and either party must disclose any information whether confidential or not as required by law.

10. LEGAL COMPLIANCE & RESOLUTION OF DISPUTES

10.1 Formal Resolution

In the event of a Priority Problem escalating to a dispute, the parties will attempt to resolve any such disputes through negotiation and discussion.

Formal proceedings will not be commenced until such negotiations and discussions are concluded without resolution.

10.2 Arbitration

Any unresolved dispute will be referred to the dispute resolution mechanism outlined in the Membership Charter.

11. GENERAL

11.1 Notices

Formal notices required under this SLA are to be sent to the address and persons specified in Schedule F to this Agreement. Notices are to be sent in writing by either registered post, regular post, or be delivered personally.

11.2 Standard of care

Each party will act in good faith in the performance of its respective duties and responsibilities and will not unreasonably delay or withhold the giving of consent or approval required for the other party under this Agreement. Each party will provide an acceptable standard of care in its dealings with the other party and its employees.

11.3 Changes to the Agreement

All changes to this Agreement must be approved in writing by authorised officials of both parties.

11.4 Exhibits

The Schedules referred to in, and attached to, this document are to be considered an integral part of this Agreement.

SIGNATURES

The following authorised representatives of each party execute this Agreement at the Commencement Date:

For Youth Work Ireland

Signature:	President and Chairperson of the Board of Youth Work Ireland
Name:	Date of signing:
Signature:	Chief Executive of Youth Work Ireland
Name:	Date of signing:

For the Member Youth Service

Signature:	Chair of the Board of Member Youth Service
Name:	Date of Signing:
Signature:	Regional Director:
Name:	Date of Signing:

Schedule A provides a detailed list of the Standard Services that are to be delivered to the Member Youth Service under the terms of this Agreement.

SCHEDULE A - STANDARD SERVICES

DEPARTMENT 1 FINANCE AND ADMINISTRATION

- Processing and payment of the Youth Services Grant on a monthly basis.
- Processing and payment of Garda Youth Diversion project funding (pay and non pay) in accordance with the Irish Youth Justice Service instructions.
- Application to the Department of Children and Youth Affairs for the Youth Services Grant on an annual basis or as dictated by the Department.
- Answering queries of the Department of Children and Youth Affairs on the Financial Affairs of member youth services grant on an ad hoc basis.
- Quality Control and checking of Finance Data in Department of Children and Youth Affairs YSG, SPY and YIC grant applications and progress reports on an annual basis.
- Provision of club insurances on a cost effective basis. Annual renewal date and tendering from competing Insurance Brokers.
- Day to day queries, letters of indemnity etc. for Youth Clubs.
- Provision of the mini grant scheme for youth clubs on an annual basis (funding dependent).
- Answering phone calls (landline and mobile) and emails on financial queries for member youth services.
- Liaising with grant administering bodies such as DCYA, CDYSB, IYJS, Leargas etc.
- Compiling a list of youth clubs with incomes under 10,000 Euro for the Charities Regulatory Authority.
- Compiling of data from the Youth Services Grant application forms, IYJS report forms, club affiliation insurance forms, statutory accounts, CDYSB reports and other data to assist in the reporting on a national basis of statistics, trends and figures for Youth Work Ireland. To assist in:
 - Advocacy and campaigns
 - Annual reports and communications
 - Fundraising

SCHEDULE A - STANDARD SERVICES

DEPARTMENT 2 DEVELOPMENT AND INCOME GENERATION

- Development of National income generating campaigns and opportunities.
- Creating opportunities and supports which enable and support Member Youth Services to participate in national income generation campaigns.
- Development of training opportunities for appointed contact person for income generation and development in each Member Youth Service.
- Developing campaigns and opportunities for supporter database to be grown and developed.
- Developing campaigns which promote the growth of regional supporter databases.
- Managing of regional supporter databases on behalf of member youth services for agreed time periods.
- Managing of direct mail and marketing campaigns on behalf of member youth services for agreed time periods.
- Identifying examples of good practice across member youth services with the aim of securing funding support for further development, or scaling of the model / programme / practice.
- Identifying opportunities for funding support.
- Identifying opportunities for philanthropic support for local, regional, national and international programmes and projects.
- Developing opportunities for Member Youth Services to participate in European funded projects and programmes.
- Development of tools and engagement supports which assist Member Youth Services with Income Generation, marketing, branding, communications, PR and public engagement.
- Supporting Member Youth Services to identify and engage with local and regional corporate and business support opportunities.
- Day to day queries related to income generation and development.
- Developing opportunities for Member Youth Services to develop and influence and actively participate in national income generation campaigns.
- Developing networking opportunities for Member Youth Services and appointed contacts for income generation and development.
- Supporting Member Youth Services to scale up local and regional events into national ones.

SCHEDULE A - STANDARD SERVICES

DEPARTMENT 3: ADVOCACY AND COMMUNICATION

- Supplying information on relevant policy developments particularly through a quarterly policy brief in all areas relevant to work with children and young people
- Supplying timely briefing material on specific policy, governance and funding issues as they arise with a particular emphasis on speedy turnaround
- Providing a comprehensive programme of media relations, assistance and monitoring
- Providing compliance advice in relevant areas particularly where there is regulatory or legislative change
- Supporting Youth advocacy through campaigns, press, media and group facilitation at the national level
- Engaging with the development and oversight of the ERASMUS+ Programme through representation on the Board of Leargas
- Providing Communications services and Communications training where required
- Supporting work on design, brand and imagery where required
- Engaging with a range of national agencies and NGOs to ensure the interests of young people and the organisation are heard
- Monitoring and supporting EU and international developments in the field of youth and related areas such as social policy, education, employment refugees etc. particularly through membership of the European Economic and Social Committee
- Acting as a national voice for young people in the media particularly as a timely and relevant spokesperson
- Assisting local media work by supplying templates and sample materials
- Engage with national policy makers and decision makers such as civil servants, politicians, think tanks, academics and agencies.
- Providing ongoing advice and assistance in relation to governance particularly linked to forthcoming policy and legislative change
- Representing the organisation nationally on external boards, seminars, organisations and conferences
- Developing, designing and publishing an Annual Report that showcases the work of the organisation nationally and locally simultaneously
- Organising campaigns and events in the fields of advocacy, policy and communications
- Providing relevant advice on policy, legislation, campaigning and communications to the Board, Board Sub Groups, the Regional Director's Network and any other relevant internal *ad hoc* groups established from time to time.
- Supporting the political and policy dimensions of the annual YWI Week political briefing
- Supporting the development of employment programmes for young people throughout the organisation

SCHEDULE A - STANDARD SERVICES

DEPARTMENT 4: VOLUNTARY CLUBS AND NATIONAL PROGRAMMES

Voluntary Clubs

- Develop strategies and plans to promote the development and sustainability of voluntary youth clubs nationally.
- Develop, review and maintain materials to support the work of volunteers in clubs and to ensure that they are available in an accessible format
- Track, document and disseminate best practice internationally in the support of volunteers and voluntary youth clubs.
- Identify income sources to support the work of volunteers and voluntary youth clubs within YWI.
- Support MYS to have a common and agreed understanding of the distinct nature of YWI voluntary youth clubs which is practiced and delivered in YWI and to seek to achieve a collective agreement (not necessarily uniformity) on the context, contents, inputs, outputs, outcomes, costs, quality standards etc. of this work.
- Provision of the Volunteer Achievement Awards annually.

National Quality Standards Framework for Volunteer Led Youth Groups

- Support MYS to engage with the NQSFVLYG in relation to voluntary youth clubs.
- Answer queries on NQSFVLYG.
- Ensure relevant information has been distributed to club development officers within the MYS

National Programmes

- Answer day to day queries from clubs and volunteers.
- Manage, organise and administer current National Programmes (Games, Variety and Nollaig and Irish Youth Music Awards) to a standard of excellence.
- Evaluate all national programmes on a yearly basis.
- Distribute Rulebooks
- Distribute Entry Forms
- Provision of Bursary for IYMAS Programme.
- Ensure that Child Safeguarding, Health and Safety and all other relevant policies are adhered to in the delivery of National Programmes.

SCHEDULE A - STANDARD SERVICES

DEPARTMENT 5 YOUTH WORK PRACTICE AND PROMOTION

Provision of Support for Member Practice Development

- Provision of quality control, review, facilitation of external review of member's practice statements, programme manuals and policies on request.
- Provision of access to Irish Youth Work Centre's training, library, and resources.
- Provision of access to MYS and their affiliate clubs to Youth Work Ireland's facilities (Seminar rooms, meeting rooms etc.,) in Lower Dominick St.
- Provision of Scene Magazine and E-Zine as practice tools.
- Provision of networking, development and joint working opportunities to MYS.
- Provision of manualised procedures (A-Z) in relation to core areas of youth work practice, e.g.
 - Equality/Traveller Support - the STATIS Toolkit
 - Club Support/NQSFVLYG
 - Intel Digital Engagement Programme
- Provision of National Policies and Policy Statements;
- Provision of Manualised Programmes in the areas of Youth Information, Employment, Mental Wellbeing, etc.

Provision of Opportunities for National Policy and Practice Development

- Provision of representation, voice and autonomy in national policy and practice developments through engagement with:
 - Quality Standards Training and Resources Group
 - Quality Standards Implementation Group
 - National Policy Initiatives as they arise
- Provision of opportunities to direct the development of Sub-group on Integrated Youth Services.
- Provision of lobbying and networking opportunities with politicians through the Political Briefing.

Provision of opportunities to promote practice

- Provision of supported opportunities to contribute to youth work practice Symposia and Scene Magazine
- Provision of opportunities to profile Member youth work practice through social media and the YWI website
- Provision of Youth Work Ireland Week campaign including materials and events coordination which promote MYS's practice
- Provision of online promotion of services work and events through social media
- Provision of supports to members with their own online and social media work
- Provision of support for MYS's ethos through positive portrayal of young people through visual representation on web and online platforms
- Provision of branding/logo/marketing support to members

Provision of Data Collection, Storage and Analysis

- Provision of online outcomes measurement tools and validated scales, i.e. Rosenberg self-esteem scale.
- Provision of data collection tools.

Provision of thought leadership, liaison and linkages to policy makers

- Answering queries of the Department of Children and Youth Affairs on practice, NQSF, NQSFVLYG in relation to member practice, outcomes, evidence based practice, and data generation
- Liaising with practice development agencies e.g Centre for Effective Services, University College Cork and other third level institutions;
- Provision of Symposia
- Provision of Round Table Events (e.g. Professional Development and Youth Work)
- Provision of the Irish Youth Studies journal
- Liaising with policy making bodies e.g. DCYA, CDYSB, IYJS, FSA.

Provision of Opportunities to Participate in the Consensus Process

- Provision of a National Consensus Process to provide policies, practice and promotion on a theme identified by MYS. The outputs to members include:
 - Programme of communications to inform and update membership of development of the Consensus Process theme
 - Promotional products i.e. videos, social media products, publications, workshops featuring MYS Practice
 - Training workshops
 - Federal Policies and policy templates in relation to youth work practice, i.e. Youth Participation, Guidelines for Mental Health

SCHEDULE A - STANDARD SERVICES

DEPARTMENT 6 CHILD SAFEGUARDING

- Maintaining and updating the National Child Safeguarding Policy
- Supporting the Child Safe Guarding Youth Work Ireland Board Sub-Group
- Supporting the national Safeguarding Implementation Group (External)
- Provision of Child Safeguarding training (CPAP Trainer and DLP training only)
- Maintaining the register of CPAP trainers and running the Trainer Moderation scheme
- Processing Garda Vetting on behalf of Member Youth Services
- Communicating changes and developments regarding Child Safeguarding and Garda Vetting
- Preparing the organisation for E-Vetting

SCHEDULE A - STANDARD SERVICES

DEPARTMENT 7 MANAGEMENT AND GOVERNANCE

- Supports to MYS on management and governance issues
- Investigation of complaints as directed by the National Board
- Planning and Strategic Planning support
- Funding Application supports including SPY, Youth Information etc.
- Support to Regional Directors
- Support to MYS in the recruitment, induction and on-going support of Regional Directors/CEOs
- Annual Training to Local Boars
- Irish Youth Justice Services Fund Administration
- Supporting working groups and sub groups of the board
- Liaising with statutory bodies on behalf of MYS

SCHEDULE B - NON-STANDARD SERVICES

DEPARTMENT 1 FINANCE

- Financial Advice on issues such as setting up cost centres, accounting packages to use.
- Payroll advice.
- HR advice.
- Negotiating national supplier deals such as the current Vodafone package.

SECHEDUL C - SERVICE AVAILABILITY

The National Office is open from Monday to Friday from 9.00am to 5.00pm. However, National Office staff work evenings, nights and weekends as a regular part of service availability.

SCHEDULE D - PLACE OF DELIVERY

Services are normally delivered either in the National Youth Federation trading as Youth Work Irelands, 20 Lower Dominick St. Dublin 1, in any of the buildings managed/owned by our Member Youth Services throughout the country or in other locations agreed between the Member Youth Services and the National Office.

SCHEDULE E - SERVICE MONITORING AND PERFORMANCE MEASUREMENT

Schedule E. A - Requirement to Produce Documentary Evidence of Performance. Member Youth Services provided evidence that the following Policies and Procedures are in place?

No	Item	Evidence forwarded Yes / No
1	Strategic Plan	
2	Operational Plan	
3	Safeguarding Policy Document	
	Safeguarding Procedures Document	

4	Copy of Special Project for Youth (SPY) and Youth Information Applications	
5	Copy of Special Project for Youth (SPY) and Youth Information Progress Reports regardless of the Intermediary Body	
6	National Quality Standards Framework Assessment, Report, Continues Improvement Plan and the quarterly reports	
7	Copy of Certificate of Compliance with Voluntary Code of Governance for Voluntary Bodies or evidence of your progression through the process.	
8	Signed Copy of Audited Accounts for Previous Year compliant with DPE. 022/05/2013	
9	Evidence of filing of Activities Report with the CRA before the 31 st October	
10	Copy of all CDYSB Audits Reports, Annual Reports and Quarterly Report	
11	Annual Application for Youth Services Grant	
12	Annual Progress Report for Youth Services Grant	
13	Copy of MYS Finance Policy	
14	Copy of MYS complaints Log	
15	Copy of documents demonstrating that all necessary insurances are in place	
16	Copy of Board Approved Budget for current financial year	
17	Copy of Lobbying Register	
18	Copy of any Audits carried out by Funders	
19	Copy of the Services Risk Register	
20	Current Training Register for Staff, Board and Volunteers	
21	Current Tax Clearance Certificate or TCAN	
22	Contact details of Board Members, Sub-Group Members and	
23	Organisational Breakdown Structure	
24	Copies of Management Letter from the External Auditor	

The above documents are reviewed by the National Office Staff Compliance and Audit Team. Any lack of engagement, compliance or omissions of evidence will be addressed through the *Warranties and Remedies* outlined in Section 7 above.

Schedule E. B provides for the compliance of all internal stakeholders within the Irish Youth Federation trading as Youth Work Ireland with the Group Internal Audit.

Group Internal Audit (GIA) is an independent and objective function that supports both the Federation, in achieving its defined strategic, operational, financial and compliance objectives, and the Board of Directors, supported by its committees, in discharging their governance responsibilities. GIA performs the internal auditing function for the entire Federation.

Effective risk management, control and governance processes are the responsibility of the respective business management and risk control functions, i.e. the first two "lines of defense". As the "third line of defense", GIA independently assesses whether risk management, control and governance processes are designed and operate sustainably and effectively. GIA also evaluates the independence of the risk control functions. Remediating issues is the responsibility of management. GIA assures whether management has sustainably addressed relevant issues raised from all sources (i.e. issues rated 3 and above from GIA, external audit, regulators, or self-identified by management). The existence of internal audit does not relieve management of its responsibility regarding the risk management and control processes.

GIA is independent in determining its activities (e.g. when defining audit scope and executing audit engagements) and GIA reports are not subject to any instructions or restrictions. GIA's authority to audit is unrestricted. To maintain objectivity, GIA has no operational responsibility or authority over any business activities, day-to-day risk management or control process. GIA reports to the Chair of the Board of Directors who, in conjunction with the Finance and General Purposes Sub-Group, monitors GIA's performance in accordance with the terms of the Organization Regulations.

To support the achievement of objectives, GIA independently, objectively and systematically assesses at Group, divisional and regional levels:

- effectiveness of processes to define strategy and risk appetite as well as the overall adherence to the approved strategy;
- effectiveness of governance processes;
- effectiveness of risk management, including whether risks are appropriately identified and managed;
- effectiveness of internal controls, specifically whether they are commensurate with the risks taken;
- soundness of the risk and control culture;
- effectiveness and sustainability of remediation activities, originating from any source;
- reliability and integrity of financial and operational information, i.e. whether activities are properly, accurately and completely recorded, and the quality of underlying data and models; and
- effectiveness of processes to comply with legal, regulatory and statutory requirements (such as the provisions of the Articles of Associations) as well as with internal policies (including the Organization Regulations), and contracts.

The Finance and General Purposes Sub-Group may order special audits to be conducted. Separately, other Board members, Committees or the Group CEO may also request such audits with the approval of the Finance and General Purposes Sub-Group.

SCHEDULE F - NOTICES

Regional Director:		Contact Details:
Address:		
National Office Link Person:		Contact Details:
Address:	Youth Work Ireland 20 Lower Dominick Street Dublin D01YP97	