

# Service Agreement

between

## “Shop” Scout Active Support Unit

and

## Hemel Hempstead Scout District

### Preamble

This Service Agreement outlines the purpose of the “Shop” SASU and the active support it will provide. It covers how the Unit will support the local needs of the District Commissioner and what the Shop SASU members will do over the next twelve months.

*“This will be a living document and subject to change/review. It must also assist with the local development needs” - Scout HQ.*

This document must be completed by the Scout Active Support Manager in consultation with its members and be agreed by the District Commissioner.

This document comprises three sections:

### 1. Introduction and Membership Conditions

### 2. Service Provision by Shop SASU

### 3. Support Provided to Shop SASU

### Agreement on Service Provision

Duration of this agreement	January - December 2011
Signed by Active Support Manager Name: Russ Dyble  Signature: <i>Russ Dyble</i>	Date 30 <sup>th</sup> June 2011
Signed by District Commissioner Name: Stuart Dickens  Signature: <i>Stuart Dickens</i>	Date 30 <sup>th</sup> June 2011

## **1. Introduction and Membership Conditions:**

### **“Shop” Scout Active Support Unit (Hemel Hempstead Scout District)**

This is a District SASU whose remit is to provide, manage and operate a Scout Shop in Hemel Hempstead Scout District.

Membership of this Unit will be as approved by the District Commissioner in consultation with the Active Support Manager and appropriate Coordinators.

For individuals who are not already covered by another Scouting appointment, the Scout membership subscription will be paid by District at Active Support rate.

Members of the Shop Active Support Unit should meet and communicate with the Scout Active Support Unit Manager, who in turn reports to the DC, at times and places appropriate to the timely and effective completion of this Service Agreement.

## 2. Service Provision

The Shop SASU will be expected to provide the following services

Need	Method	Target	Completion date
Run a Scout Shop within Hemel Hempstead Scout District	Shop to be run in accordance with all relevant Scout HQ procedures and guidelines, and to provide local service levels as indicated in this document.		Ongoing
Shop normally to be open to customers for at least 1½ hours on one evening per week during local school term time.			
Shop to stock items agreed by Shop Manager and District Commissioner as being locally useful and commercially viable.			
Normal stock will include routine badges, uniform in common sizes, and selected Scouting publications. Other items may be obtained to order from Scout Shops Ltd.			
Shop to handle cash sales over the counter.			
Shop to handle orders placed by post, email, phone or online for payment and collection during opening time.			
Shop to handle orders using a credit account, for collection during opening time. <i>Note: Credit Facilities to be restricted to individuals or groups approved by the DC and District Treasurer.</i>			
Where possible and practicable, the Shop may be requested to trade at large District events. for example at the AGM.			
Surplus from Shop trading will be transferred to District for District purposes, by agreement with the Executive Cttee.			

Need	Method	Target	Completion date
The Shop SASU Manager will keep the District Commissioner informed of any significant issues or problems.			
The Shop SASU Manager will provide regular reports (at least termly) to the District Executive Cttee			
The Manager of the Shop SASU will provide an annual report for inclusion in the District Annual Report.	The District annual report is prepared in April for publication in May	April	
Etc.			

### 3. Support Provided

The Shop SASU will be supported by District in the following ways

#### 3.1 Support to be provided by Hemel Hempstead District

- The Shop premises, fitting out and equipment will be provided (ie located and paid for) by Hemel Hempstead Scout District.
- The Shop will have access to a Cash float agreed and provided by the District.
- District will ensure that adequate arrangements are in place to ensure safety and security of shop staff and stock.
- District will ensure that Shop trading activities comply with Legal and Scouting requirements.
- Insurance of shop staff, premises and stock will be arranged and paid for by District
- Any necessary assistance in financial accounting will be provided by the District
- District will publicise the Shop address and opening times.
- The Membership Subscriptions of Shop staff (not otherwise covered) are paid for by the District

#### 3.2 Development required by Shop SASU

- District will provide any necessary training requested in:
- Customer service.
- Stock and cash handling procedures, and other record keeping
- Dealing with emergencies.

#### 3.3 Agreement on Support and Development

Signed .....*Russ Dyble*.....Date. 30<sup>th</sup> June 2011

District Shop Scout Active Support Manager

Signed .....*Stuart Dickens*.....Date. 30<sup>th</sup> June 2011

District Commissioner