

**SERVICE LEVEL AGREEMENT BETWEEN**

**GLASGOW & CLYDE RAPE CRISIS AND THE**

**UNIVERSITY OF STRATHCLYDE**

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**Introduction**

This document details the Service Level Agreement between Glasgow & Clyde Rape Crisis and the University of Strathclyde, to support the On Campus Support Service for the period of a 12 month pilot. The content of the agreement will be reviewed on completion of this pilot period (September 2018).

**Background**

In November 2016, the University of Strathclyde announced a partnership with Glasgow & Clyde Rape Crisis at GCRC’s 40th anniversary event. The partnership was established so that the university’s Equally Safe in Higher Education (ESHE) project and rape crisis could work together on issues of gender based violence on campus, develop training for staff and a programme of workshops for students on consent, the law, and respect. Glasgow & Clyde Rape Crisis also sit on the university’s strategy group to develop a gender based violence policy and protocol for staff, and ultimately for students.

As part of this work, the University committed funds for On Campus Support in the form of a pilot service for students who are survivors of any form of sexual violence, abuse and/or exploitation. The service opened in September 2017.

**Service to be provided**

Glasgow & Clyde Rape Crisis will provide a support service on campus, based within the university’s Disability and Wellbeing Service. The GCRC service will be provided two days per week/13 hours, which will be regularly reviewed to ensure that the best level of service is being provided.

Support records will be held by Glasgow & Clyde Rape Crisis support worker and notes kept on the GCRC service user database. A list of the students accessing support from the On Campus service will be provided to the university as well statistical information, notwithstanding any concerns related to child protection or adult protection whereupon child protection procedures for both GCRC and the University of Strathclyde will be triggered.

**University of Strathclyde Responsibility**

The University will be responsible for ensuring that space is available each week for the On Campus Support Service, that the space will be accessible and confidential and that if there are any difficulties or emergencies which arise regarding the premises, that GCRC are advised timeously so that alternative support arrangements can be made.

**Glasgow & Clyde Rape Crisis Responsibility**

Glasgow & Clyde Rape Crisis will be responsible for ensuring that the On Campus Support Service is staffed each week and for ensuring that appropriate records are maintained and passed on to the University in statistical form.

Glasgow & Clyde Rape Crisis will be responsible for day to day management of the support worker, for ensuring that she regularly attends internal support and supervision sessions with GCRC’s Centre Manager or Deputy Manager and that she also regular external/clinical supervision.

**Evaluation**

Support workers at the On Campus Support Service will evaluate the service and share anonymised evaluations with the university.

**Finance**

The University of Strathclyde will meet staff costs for provision of On Campus Support for survivors of sexual violence, abuse or exploitation. Glasgow & Clyde Rape Crisis will invoice the University for project costs and will submit reports six monthly.

**Signatures:**

The signatories on this document will be xxx on behalf of the University of Strathclyde and Isabelle Kerr, on behalf of Glasgow & Clyde Rape Crisis

**Authorisations:**

**Name:**

**Rank or Job Title:**

**Date:**

Signed on behalf of the University of Strathclyde

**Name:**

**Rank or Job Title:**

**Date:**

Signed on behalf of Glasgow & Clyde Rape Crisis