

Service Level Agreement – Position Update – 17<sup>th</sup> May 2007To be completed and in place for 1<sup>st</sup> April 2007

Department	Service Area	Current Position	Decision required	Timescale for Review	06/07 Recharge (£)
Chief Executive	Media Relations & Communications (PR)	NCH have confirmed that SLA to cease and service brought in-house. Email to terminate SLA from 01.12.06. Confirmation response from NCC received.	Agree to withdraw from SLA.	2006/07	50,680
	Design & Print Include recharge for Central Reprographics	NCC have agreed to cease this SLA from 31 <sup>st</sup> March 07.	Agree to withdraw from SLA.	2006/07	£35,000  £88,000
City Development	Environmental Works	Review completed. SLA no longer required.	Agree withdrawal from SLAs and apply working protocols where applicable.	2006/07	N/A – invoiced on usage
	Pest Control	Review completed. SLA no longer required.		2006/07	N/A – invoiced on usage
	Dog Wardens	Review completed. SLA no longer required.		2006/07	N/A invoiced on usage
	Drainage	New specification has been put to Technical Procurement for tender. Return date 23 <sup>rd</sup> March 07. Draft evaluation 28 <sup>th</sup> March. Meeting to discuss with NCC arranged.	2006/07	£12,150	
	Drain Testing				
Corporate Services	Design & Property Services  Include other recharge which believe is admin. for DPS	Continuing issues in obtaining cost information. NCC support requested in obtaining an agreed timetable to undertake and complete work.  Late tendering will result in slippage on timescales.  To be escalated in NCC.		2006/07	£283,470  £51,500
	Human Resources includes Counselling & Occ. Heath Excludes Payroll	SLA now in new format and cost savings identified. Director of OD to review vacancy advertising costs before final approval.		2006/07	£127,730
					£9,080 £13,020

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	Legal Services	Agreed ASB to be separated from this SLA.  Draft SLA being prepared excluding ASB. Paper to next Performance & Regulatory Committee		2006/07	£320,480 (city secretary general)
	Insurance	Meeting happened and draft SLA in new format. Currently being reviewed and revised.  SLA is for management of service only. Further work to be undertaken to ensure that NCC has market tested insurance.		2006/07	£46,000
	Customer Service	Customer Focus Strategy out for consultation, new ways of working will determine if SLA/working protocol required.		2006/07	None
	Internal Audit	Market testing to be undertaken. Invitations to tender to be issued. Assessments to be undertaken with Audit Committee members.		2006/07	Costs within financial SLAs
ICT	Phones	Some progress made in identifying requirements but difficulty in obtaining detailed costs from NCC. Follow up meeting arranged May. Undertake full review including some market testing by end Sep 07.		2006/07	£46,110
	IT Admin.			2006/07	£1,001,910
Neighbourhood Services	Building Cleaning	To be split into two parts. 1) Office – plan to agree 1 year SLA followed by a full OJEU process in 07/08. 2) Residential – some scope changes effective 1 <sup>st</sup> April 07. NCC advised of intention to market test. Tenant consultation required.	Agree to new one year SLAs with full market testing by end Sep 07.  Escalate discussions with NCC on withdrawal from part of residential SLA.	2006/07	£192,353  £177,149  +£3,000

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	Fleet Management To include recharge for : Vehicle repair and maintenance Vehicle leasing	Market testing undertaken and feedback being evaluated. Meetings arranged with NCC to review tender figures received.		2006/07	£65,000  £529,870 £775,000
	Garden Assistance	SLA redrafted for 2007/08.	Agree to new one year SLA with full review and market testing if appropriate by end Sep 07.	2006/07	£1,002,970
	Refuse Collection, including Skip Hire	Market testing indicated that NCC provided most competitive rates although NCC are now indicating that these rates cannot be supported. Delays in obtaining latest financial information from NCC. To be escalated in NCC.		2006/07	£8,940  £248,470
New	ASB	'Practical working arrangements' being finalised and meeting to be scheduled with NCC to gain agreement.		To be written 06/07	£60,000
	Non- HRA properties	To be split into two parts. 1) Hanley & Gellestropo charities – details to trustees in March  2) Other non HRA – proposal to take into HRA. Decision awaited.	Agree split into two. Agree to treat Hanley & Gellestropo as contractual arrangement.	2006/07	
	Hounds Gate office	Considered to be a working protocol – EMT paper to be submitted.			

## SLAs for Services Provided by NCH to NCC

Out of Hours work	Need to determine if SLA required. NCC may not require services due to development of own call centre.		To be written	Currently no charges
Other Services e.g. Cash collection	Meeting arranged with NCC to discuss council tax and other cash collections.		07/08	Charges only for council tax

To be completed and in place for 30<sup>th</sup> September 2007

Department	Service Area	Current Position	Timescale for Review	06/07 Recharge (£)
Corporate Services	Financial Services	Support Services & Payments	2007/08	£539,860
		City Treasurers (inc HB)	2007/08	£462,460
		One World	2007/08	£46,257
		Other recharges - believe this to be Treasury	2007/08	£123,930
City Development	Safety Advisors	Revised SLA to access corporate violence project Co-ordination to be prepared.	2007/08	£28,340

### Working Protocols

Service Provided	Date last reviewed	Date of next review
Housing Benefits	April 2005	March 2007
Emergency Accommodation	One in place for Highwood House only. Not formalised.	TBA
ASB	October 06	TBA

### Recharges

Accommodation	06/07	671,380	To be reviewed as part of Accommodation Strategy
Guildhall accommodation (rents recharge)		42,350	To be reviewed as part of Accommodation Strategy
Asset rental (office/equip)		561,420	To be reviewed along with Finance SLAs
Unison	07/08	13,030	To be reviewed by Director of OD
Window Cleaning	07/08	25,430	To be reviewed as part of Accommodation Strategy
Car Park Parking	07/08	39,620	To be reviewed as part of Accommodation Strategy