



Date of meeting	Monday 16 th February 2009
Title of paper	Draft Service Level Agreement
Agenda item no	10
Paper number	C1
Action required	For Discussion To consider level of staff support from Host
Paper prepared by	Host

DRAFT

SERVICE LEVEL AGREEMENT BETWEEN WANDSWORTH CARE ALLIANCE (HOST) and LINK EXECUTIVE

Introduction

Wandsworth Care Alliance staff provide executive and professional support to Wandsworth LINK – the Executive Committee, Sub-Groups, and members. The proportion of time and level of support will vary according to each individual role.

WCA aims to give an efficient and timely service in the following key area. However, competing pressures on time and resources have to be recognised. This means that it is vital to have agreed procedures in place in order for a satisfactory service to be maintained.

Key areas identified:

- **Preparation for Meetings**

Definition:

Preparation comprises practical arrangements to be made, and preparation of papers for meetings.

Meetings may be formal, or informal. Similar principal activities apply for sub-groups.

Practical	Hiring venues Arranging transport requested Providing refreshments Supplying AV equipment
Paperwork	Finalise and circulate – Agendas Reports Briefing papers E-mail to web designer Mail to LINK members as requested

Timeliness:

All papers will be distributed at least one week prior to the next meeting in accordance with the critical path template. (See Appendix)

- **Facilitating Meetings**

Definition:

Ensuring the accessibility of meetings.

We will provide as part of the host function, facility for:

Taking minutes

Ensuring room arrangements are in place

Under direction of Chair, ensure Executive members are able to contribute

Respond to questions directed to the host

Provide information as required

Access needs:

The host will also organise, if specifically requested by the LINK, and as a disbursement budget cost, audio visual support such as palantypists, BSL signers, loop system, language interpreters.

The host will provide these services in response to direction from the Executive via the Chair.

Timeliness:

A minimum of two weeks notice – i.e. M2 – 2/3 weeks (see meeting process template)

- **Co-ordination**

Definition:

Being the first point of contact and ensuring flow of information – involves staff intensive activity.

The programme of work is identified and directed by the LINK Executive. However, a degree of staff proactivity is required in order for the Executive to make informed decisions.

The direction of activities in terms of strategy, priorities and sustainability has to come from the LINK Executive. Feasibility to be agreed with host, using SMART objectives, with possibility of setting up task group or interest group.

Executive Assistant role is primary source of contact for all LINK matters – (whether direct contact or copied in).

- **Follow Up**

Definition: Achievable and practicable response times.

It is recognised that response times, and ability to deal conclusively with matters, will not necessarily be immediate.

Acknowledgement of contact will be within 2 working days of receipt with information about where matters have been dealt with or directed, i.e. referred to another member of staff or LINK member. An audit trail of communication will be kept.

WCA will establish and obtain specific clarity about the nature of the enquiry.

The host will co-ordinate follow up responses from questions asked, and will refer them to appropriate sub-groups for action.

The host will co-ordinate responses from LINK members as appropriate and refer to commissioners or others.

- **Research**

Definition:

Any matter that is beyond the Host function of reporting becomes LINK work which needs to be commissioned in its own right.

When a piece of work falls within the support function, and can be proceeded with in-house, the research will be carried out by WCA staff.

Larger pieces of work will be commissioned – the host will be responsible for co-ordination, monitoring and follow up.

LINK Executive may request setting up of consultation meetings. In such instances, process questions will apply:

- Is the work achievable by the host?
- If so, what is the time frame?
- If not, how will it be commissioned?

- **Conflict Resolution**

If there are conflicts between LINK and its membership which come via the host, a complaints log will be kept by the host.

WCA, as part of its support function, will act as a conduit, and will keep a note of outcomes. Resolution of such conflict will lie with the Executive.

If conflict is between host and LINK, we will make a specific effort to come to an agreed resolution between ourselves.

Should conflict arise in relation to contractual obligations, the policy department of WBC in their role as commissioners and contract managers, will be involved in arbitration and clarifying contractual points.

- **Time Expectations**

Definition:

There will be a two-way expectation regarding timeliness.

Both the host and Executive members will be mutually responsible for agreeing and adhering to time boundaries. However, when considering timeliness, clarity will take precedence over speed of response.

- **MAC**

The host reserves the right to manage its resources. How the host uses and manages its resources is for WCA to determine. The use of MAC is strictly the decision of WCA.

Any other use of MAC or other third parties by the Executive – will be facilitated by WCA. LINK will need a template agreement, covering parties to the commissioning process, and audit trail, and signing off process by the relevant Chair.

**EXECUTIVE MEETINGS PROCESS TEMPLATE
(NB 2 months between each Executive meeting)**

M = Meeting

2 Months

