

Unique Ref	Service Level Agreements (SLAs) Version 13	Description	Host	CBC Responsible Officer	Start Date	End Date
Childrens' Services						
CBC 001 AF	Adoption and Fostering	<p>The Adoption Agency The Adoption Service has two sections: Adoption Preparation and Adoption and Permanence Support; together they form the Adoption and Permanence Support Team.</p> <p>The Fostering Service The Fostering Service, together with the Adoption Service, forms the Adoption and Fostering Service. Within the Fostering Service there are five fostering sections: Recruitment and Assessment; Supervision and Support; Recruitment and Retention; Youth Care; Family Link</p>	CBC	AD - Mark Wheeler HOS - Fiona Mackirdy	01.04.09	31.03.13
CBC 004 LSCB	Local Safeguarding Children's Board	<p>Every local authority in England is required to establish and maintain a Local Safeguarding Children Board (LSCB). The overall purpose of the LSCB is to oversee the arrangements for the protection and safeguarding of children in the area of the Authority. It is a multi-disciplinary partnership, bringing together all the relevant agencies, and should be integrated with, but distinct from the Children's Trust arrangements. There is currently no one blueprint for the establishment of each LSCB but early learning emphasises the importance of local clear local arrangements.</p> <p>On the 1 April 2010 Bedford Borough and Central Bedfordshire Councils established their own LSCB's each accountable to the respective Director of Children Services.</p> <p>The SLA was reviewed and Agreement now in place until 31st March 2013 to govern the function of the Business Support Team for the two new LSCB's. Central Bedfordshire Council shall provide, host and manage on behalf of Bedford Borough Council a joint LSCB Business Support Team as follows:</p> <ul style="list-style-type: none"> • LSCB Business Manager • LSCB Training Commissioning and Development Manager • LSCB Training Officer • LSCB Administrator 	CBC	AD - Mark Wheeler HOS - Sue Ioannau	01.04.09	31.03.13
BBC 014 SA	School Admissions	<p>Tasks related to Sept 2010 and 2011 admissions: determine and implement the implications of the new codes on Admissions and Appeals for CBC; finalise admission arrangements by 15 April 2009 and 15 April 2010; publish admission arrangements; where necessary, alert the home authority of proposed admission arrangements which should be referred to the Adjudicator; advise on the disaggregation of data, update database and load data for online applications; Prepare booklets for first admissions and for transfer to middle and upper schools; prepare posters for lower school admissions, and advise on information to go onto the web-site etc.; liaise with the PCT over data on children due to start school; Prepare and present the Authority's case at appeals for community and VC schools and support Foundation and VA schools and any academies; prepare and present appropriate reports to CBC Admissions Forum, provide training to staff in the Customer Engagement Centre.</p>	BBC	AD - Sylvia Gibson HOS - Alison Bray	01.04.09	31.07.12

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CBC 027	Asylum Team	<p>The Secretary of state has a duty to support most asylum seekers through the National Asylum Support service. However, in some cases the duty falls on the Local authority to provide support instead. The Local authority also has a duty to support some other groups of people who cannot claim state benefits and who have no other means of support. This includes people who are subject to immigration control. The Secretary of state has no duty to assist these people unless they are asylum seekers or, in some cases, failed asylum seekers.</p> <p>The community based asylum service currently provides a service that meets the needs of children and families subject to immigration control and currently offers a comprehensive advice service to adults within the community.</p> <p>The current policy and procedures are revised to reflect recent changes in the law and to provide opportunities and expectation for joint assessment and planning between Adult Community Services and Children's Services when there are children and adults within the same family needing services.</p>	CBC	AD Catherine Parry HOS Sarah Scholey	01.04.09	31.03.13
Letter	Family Group Meetings	<p>A Joint Working Arrangement is agreed between the two unitary authorities. The agreement is for Central Bedfordshire Council to provide Family Group Meetings for Bedford Borough. This agreement commenced 1st April 2009 initially for one year and has since been extended for a further year to the 31st March 2011. The Family Group Meeting Service consists of the following:-</p> <ul style="list-style-type: none"> • Family Group Meeting Manager • Senior Coordinator (Part Time) • Administrator (Part Time, this post is with the Borough) 	CBC	AD Catherine Parry HOS Sarah Scholey	01.04.09	31.03.12
BBC 001	Youth Offending Service	<p>The Crime and Disorder Act 1998 required all Local Authorities to put in place a multi-agency Youth Offending Service (YOS), comprising a core of representatives from Children's Social Services, Health, Education, Probation and Police. The legislation also created the Youth Justice Board (YJB), which sets the national performance framework and oversees the activities of each YOS through national and regional arrangements.</p> <p>The aim of the Youth Justice system and the function of Youth Offending Teams as specified by the YJB, is 'to prevent offending by children and young people'.</p>	BBC	AD Sylvia Gibson HOS Ben Pearson	01.04.09	31.03.12
Social Care, Health & Housing						
CBC 005 EDT	County Wide Social Work - Emergency Duty Team	<p>The Emergency Duty Team is a team of social workers who provide an emergency social work service outside office hours for Adult Services including mental health, Children's Services and the Youth Offending Service. This team receives emergency social care referrals outside office hours and Emergency Duty Team social workers can commission new or additional services outside office hours, sometimes after seeking the agreement of a manager. The main function of the Emergency Duty Team is to reduce risk and stabilise emergencies. The minimum intervention necessary to ensure the safety and well being of a service user will be provided until the next working day when more detailed assessment can be considered and the provision of services reviewed.</p>	CBC	AD Adult Social Care - Ed Thompson	01.04.09	31.03.12

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CBC 008	Bedfordshire Drug & Alcohol Action Team (BDAAT)	Bedfordshire Drug and Alcohol Action Team is a multi-disciplinary partnership which is tasked to ensure the local delivery in Bedfordshire of the National 10 Years Drugs Strategy Drugs: Protecting families and Communities. It is also responsible for the delivery of the local treatment theme of the Bedfordshire Alcohol Strategy.	CBC	AD Adult Social Care - Ed Thompson		
CBC 003	Supported Employment	Workbase Employment Service is a specialist supported employment service for adults with a learning disability. The Service objectives include:- (1) to enable access to employment opportunities; (2) to support people in a wide range of employment settings; (3) to raise awareness among employers of the employment needs of people with learning disabilities and the positive contributions they can make to the workplace; (4) to create the right opportunities for personal development and career progression; (5) to provide vocational guidance and advice to help you identify your preferred vocational choice; (5) to contact and negotiate with employers on your behalf; (6) to establish paid work opportunities and work experience/ volunteering in response to your individual needs and aspiration; (7) to provide training and job coach support for you as necessary; (8) to monitor placements- gathering and sharing feedback from you and your employer; (9) to support your career progression by shared evaluation and career development planning; and (10) to ensure that you get the correct advice about the impact of paid work on your benefits.				
BBC 002 BHSW	Bedford Hospital Social Work Team	The Hospital Social Work team provides an assessment and care management service to in-patients of Bedford Hospital aged 18 and over. This service is also extended to their families and carers. All patients in need of support are referred for an assessment to assist facilitate a timely hospital discharge. The Hospital Team contribute to the development of joint policies within the hospital, e.g. The Choice Directive, and assist in times of crisis, e.g. Winter Pressures, ensuring that patients experience an integrated health and social care approach to discharge planning. This service is offered to patients discharged to both the Bedford Borough Council and Central Bedfordshire areas.	BBC	AD Adult Social Care - Ed Thompson	01.04.09	31.03.12
BBC 007 SCBS	Social Care Business Support	Business Support is an integral component of social care providing administrative and financial management support to social workers and managers within Adult and Childrens Services. In addition, staff provide the first point of contact for customers at reception points in three area offices: Ampthill (Houghton Lodge), Dunstable (Vernon Place), Biggleswade The Support and Supplies section is to provide assistance with purchase and acquisition of equipment and services required by establishments belonging to Central Bedfordshire council and to liaise with other departments over building and refurbishment within Central Bedfordshire. It should be noted that reception and administration staff who are delivering services under this agreement will be employees of CBC. Their day-to-day line management will be delivered by the manager of the shared service but the manager will need to liaise closely with CBC in matters relating to employment and recruitment.	BBC	Tim Hoyle		
BBC001 DHIT	Deaf and Hearing Impairment Team	The Deaf and Hearing Impairment Team works with Deaf and hearing impaired people of all ages, including those with dual sensory loss, throughout Bedfordshire (excluding Luton). Clients are offered an assessment of their hearing and/or communication difficulties and, if they meet the Council's eligibility criteria, can be provided with services to enable them to live as independently as possible in the community.	BBC	AD Adult Social Care - Ed Thompson	01.04.09	31.03.12
BBC 001 VIT	Visual Impairment Team	The Visual Impairment Team works with people of all ages, along with their families and carers, throughout Bedfordshire (excluding Luton). It operates an "open door" approach to anyone experiencing a visual impairment that cannot be treated by medical intervention or glasses. Joint working is done with the Deaf and Hearing Impairment Team with people who have a dual sensory loss.	BBC	AD Adult Social Care - Ed Thompson	01..04.09	31.03.12

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No code	Macmillan - welfare rights	In November 2004 Macmillan Cancer Relief began a campaign for a Better Deal, now known as the Cost of cancer, for people affected by cancer and their carers in terms of improving access to rights, benefits and information about money matters and how to claim entitlements. Bedfordshire County Council's Welfare Rights Service made a pro-active approach to Macmillan in response to the campaign and meetings took place between January 2005 to formalise a proposal. The bid was successfully identified in Macmillan's budget planning cycle for 4 year's funding from 2006. The Service is funded until January 2011.	CBC	AD Business & Performance - Nick Murley	01.04.09	31.03.13
No code	Adult Placement Scheme	The Adult placement Scheme offers people with a learning disability an alternative and highly flexible form of accommodation and/or care or support inside or outside of the home which is provided by ordinary individuals or families in the local community. The scheme enables a person to share in the life and activities of the Adult Placement Carer	BBC	AD Adult Social Care - Ed Thompson		
Sustainable Communities						
CBC 002 MW	Minerals and Waste	To lead and co-ordinate the statutory duties and responsibilities of Bedford Borough Council acting in its role as Minerals and Waste Planning Authority by developing, recommending and implementing effective policies and practices.	CBC	Roy Romans	01.04.09	
CBC 003 DA	Domestic Violence Partnership	The National Domestic Violence Delivery Plan (2005) instigated the development of a co-ordinated response to tackling domestic abuse. Govt pump primed the delivery of the National Plan by funding Domestic Abuse Co-ordinator posts for 2 years. In 2006, the first multi-agency domestic abuse strategy & action plan was launched in Bedfordshire bringing together all statutory & key voluntary providers to deliver on national targets for improving service provision for victims & perpetrators of domestic abuse. Since 2006, significant developments have been achieved with all targets being met. Most significantly, the introduction of MARACs to focus interventions and share information on the most high risk cases has seen partnership working improve. CBC & BBC have both adopted National Indicator 32 in their respective LAAs & it is anticipated that within 2 years, this will be a statutory requirement. The domestic abuse team provide a strategic level co-ordinated approach to responding to domestic abuse & in delivering the agreed strategy & action plan in the most effective & appropriate way possible through high level partnership working with key partners & stakeholders.	CBC	Jane Moakes	01.04.09	31.03.12
CBC 015 FIU	Financial Investigation Unit	The Proceeds of Crime Act 2002 (POCA) came into force in March 2003 as a result of the governments desire "to introduce confiscation proceedings as an integral part of all acquisitive crime proceedings with the objective that the criminal justice process will not be concluded until confiscation proceedings have been considered." (Prime Minister – June 2000). The purpose of POCA is: to deprive offenders of the proceeds of their crimes through the recovery of criminal assets. The legislation also provided for non-police officers to become accredited financial investigators (AFIs). Undertaking POCA financial investigations can also contribute to crime reduction in local crime and disorder strategies by tackling more effectively those criminals who deal in illegal goods, participate in door step crime or otherwise prey on the most vulnerable members of society. Removing all of their illegal gains is often a greater deterrent than the fear of potential prosecution. It also raises the profile of the local authority, contributes to the message that crime does not pay whilst also helping meet the expectations of legitimate businesses, consumers and residents. Under the current scheme half of any confiscation order goes directly to the government. The remaining half is then split three ways, with a third going to the body financial investigation, that is a sixth of that total.	CBC	Jane Moakes		
BBC 012 LS	Trading Standards Lab	The Trading Standards Laboratory Service at Gadsby Street, Bedford contributes to the investigation and enforcement of food safety, animal health, and fair trading by testing food, animal feed, electrical appliances, toys, and many other items to ensure compliance with legal requirements. In food analysis, most of the Laboratory's work involves testing food to check for compliance with the Food Labelling Regulations. The main compositional components of interest are fat, protein, carbohydrate and energy. Other tests relate to food safety issues – microbiological quality of food and the level of mycotoxins such as aflatoxins in food. The Laboratory has a full range of electrical safety testing instruments to test electrical tools and appliances to the relevant British and International standards. Toys are tested for compliance with the European Standard BS EN 71 and the Toy Safety Regulations. The Laboratory is accredited by the United Kingdom Accreditation Service to the International Standard ISO17025 and works closely with Trading Standards Enforcement Officers to ensure the people of Bedfordshire can be confident in the knowledge that what they are buying is safe and aptly described. The Laboratory also has the technical capabilities of undertaking Food Safety & Hygiene Food Standards Environmental	BBC	Jane Moakes		
BBC 008 WDELS	Waste Disposal - Elstow MRF / Transfer Station	This document provides a framework for the operation of waste services at Elstow Materials Recycling Facility and Waste Transfer Station and enables the authorities to meet their statutory obligations and targets in respect of the management and treatment of Municipal Waste. It involves the bulking of residual waste and onward transportation to landfill. It also includes the sorting and bulking of kerbside collected recycling and onward transportation for further treatment.	BBC	Tracey Harris	01.04.09	31.12.21

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CBC 007 ESF	European Social Fund Co-Financing Management	The European Social Fund (ESF) is set up to improve employment opportunities and so help reduce differences in living standards between the regions of the European Union (EU). It is distributed in England through Co- Financing Organisations (CFO's) who use the European Social Fund to support organisations delivering to disadvantaged individuals in deprived areas. The European Social Co-Financing team looks to support a number of activities as identified in the ESF Co-Financing Plan (October 2007 – March 2011). In Priority 1, the broad target group are those who are disadvantaged or excluded from both the labour market and society in general. This includes activities specifically focussed on 14-19 year olds who fall in the NEET (Not in Employment, Education or Training) category or who are at risk of becoming NEET; homeless, black and minority ethnic groups including the Gypsy and Traveller population; lone and other disadvantaged parents. The team consists of a full time ESF Co-Financing Manager and two part time Project Officers (1.46 FTE) whose full operating costs are funded by the ESF.	CBC	Mike Colsell	01.04.09	
BBC 004 LP	Libraries Procurement	The Libraries Hub provides the following services to support the authority's responsibilities under the Public Libraries and Museums Act to "provide a comprehensive and efficient library service for all persons desiring to make use thereof". Library Stock Acquisition, Classification and cataloguing of library stock, inter library loans, Reserve store, Library Management and other IT systems, The Virtual Library, Schools Library Service, Bookstart, Library deliveries.	BBC	Nicola Avery		
BBC 005 AR	Archives and Records	Archives and records offer a wealth of material about people and places in the administrative areas of the three Unitaries.. They help to strengthen family and community identity but also support business activity and citizen's rights, a functional role linked to the democratic process, accountability and active citizenship. They are used by residents but also by people nationally and internationally with roots and interests in these areas. The service collects and preserves a comprehensive archive for the historic county of Bedfordshire, including Luton, and continually adds contemporary records of archival value to its holdings, many from the records of its funding authorities.	BBC	Paul Cook	01.04.09	31.03.12
CBC 018 ACL	Adult and Community Learning	Bedfordshire Adult & Community Learning (BACL) provides learning opportunities for adults and families in a variety of settings and locations in Bedfordshire. The majority of the funding received to deliver the service is from external sources, mainly through the Skills Funding gency (SFA). For the year August 20010 - July 11 programme delivery is already underway to ensure that the service is able to meet the agreed targets and provide appropriate learning opportunities for those living and working in Bedfordshire. As specified within the SFA contracts.	CBC	Frances Darlow		
BBC 013 OEA	Outdoor Education and Adventure Activities	The OEAA Service consists of the following:- <ul style="list-style-type: none"> • The Duke Of Edinburgh's Award Scheme • Blue Peris Mountain Centre • Kempston Outdoor Centre 	BBC	Jill Dickinson	01.04.09	31.03.12
Customer & Shared Services						