

**Central Bedfordshire Shadow Executive
17 February 2009**

Item CR5

Creating Central Bedfordshire – Progress Report

Supplementary Report on Shared Services

Additional recommendations:

- 1 That the proposed way forward for service delivery as set out in respect of each service listed in Appendix A of the report now submitted, be approved;**
 - 2 That delegated authority be given to the Chief Executive to change the list dependent upon the outcome of any further negotiations;**
 - 3 That delegated authority be given to the Chief Executive and Directors to “sign off” the final versions of the service level agreements in their respective service areas.**
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- 1 This supplementary report relates to paragraph 10 in item CR5 in the circulated agenda for the meeting of Shadow Executive on 17 February. It provides an update on shared services and it includes **Appendix A** referred to in the main report.
 - 2 Appendix A lists all the services for which Service Level Agreements (SLAs) have been considered, the proposed way forward for each service when the matter was reported to Shadow Executive on 10 June 2008, the current position regarding that service and the stage reached in preparing an SLA. The presentation of the SLAs in Appendix A is alphabetical by directorate. Services that have been considered but where an SLA is not to be prepared are shaded grey.
 - 3 The completion of SLAs is a high priority and the original aim was to complete them by the end of January. The SLA though is a by-product of the more fundamental matters it contains – who is delivering what service, at what standard, at what cost, and are we sure that everything will be in place to deliver the service on 1 April.
 - 4 Considerable progress has been made in the last month but is proving complex and time consuming at a time when officer capacity is already stretched. In summary, officers are now working on 48 SLAs. This is fewer than reported to the last meeting of Shadow Executive. The reasons for the reduction are that some services have been combined; in other cases the service concerned is provided by only one officer and in such cases an SLA is inappropriate. In the latter case a “side letter” will be agreed between relevant Directors of the two councils.

- 5 The starting point for each SLA is a standard template which officers acting for Central Bedfordshire and Bedford Borough have adapted from a version produced by the Cabinet Office. The template includes an overview of each service, performance standards, issue management, compliance rules, how change control will be handled, termination and exit rights, charging and detailed service schedules.
- 6 The steps that are being followed to complete each SLA are:
 1. Confirmation from ICT that they can support the service standard specified by the SLA including the following:
 - a. availability
 - b. reliability
 - c. serviceability
 - d. performance
 - e. data integrity
 - f. recoverability
 - g. service hours
 - h. hours of support
 - i. security and privacy
 - j. special conditions;
 2. Check with Director / Head of Service that staff numbers in the SLA match the agreed staff structure;
 3. Check all costings with finance (consult with finance on what to include);
 4. Each lead officer to submit the information needed to fill in the blanks in the template (subject to the points above);
 5. First draft to be issued back to the lead officer for comments;
 6. Following comments, final draft to be issued
 7. Confirm with the authority that will receive the service (the customer authority) that the SLA has their agreement;
 8. Each SLA to be signed off by the relevant Director;
 9. Copies of each signed SLA lodged centrally by both authorities;
 10. Budget figures in the SLA confirmed with finance;
 11. Confirm accommodation available for all staff covered by the SLA;
 12. Clarify who will be taking part, and with what roles, in future governance arrangements, arrange date of first governance meeting.
 13. Training arrangements put in place;
 14. Testing service delivery to be carried out by 8 March latest;
 15. Any outstanding issues logged centrally.
- 7 A generic service level template is also being prepared to cover any services that are identified for sharing late on. Officers understand that this sort of thing happened during reorganisation in the 1990s. The generic template will include standard provisions on cost recharges and governance that can be applied to any shared service.

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