

## APPENDIX A

### BTLS - LCC ICT Services

#### Performance

The Service Level Agreement (SLA) comprises of **five** performance indicators covering the **ICT Service**. Of these, all **five** are contractual indicators.

#### Contractual Targets:

No.	Detailed Definition of SLA	Target (%)	Performance Quarter One 2014/2015 (%)	Performance Quarter Two 2014/2015 (%)	Performance YTD as at Quarter Two 2014/2015
1	<b>Priority 1:</b> Severe Business Disruption: Business Unit (sub-unit): <ul style="list-style-type: none"> <li>• unable to operate</li> <li>• Service component failed or severely impaired.</li> </ul>	<b>99</b>	100	100	100
2	<b>Priority 2:</b> Major Business Disruption: Critical user or user group: <ul style="list-style-type: none"> <li>• unable to operate</li> <li>• business unit experiencing significant reduction in service performance.</li> </ul>	<b>98</b>	100	100	100
3	<b>Priority 3:</b> Minor Business Disruption: Single user or user group unable to work with no available workaround.	<b>97</b>	98	98	98
4	<b>Priority 4:</b> Minor Disruption: Single user or user group experiencing problems but with ICT defined available workaround.	<b>98</b>	98	99	98
5	<b>Priority 5:</b> Advice and Guidance (offered to users via Service Desk).	<b>98</b>	99	100	99

## BTLS - LCC Payroll & Recruitment Services

### Performance

The Service Level Agreement (SLA) comprises of **three** performance indicators covering payroll and recruitment elements. Of these, **two** are contractual indicators and **one** is a non-contractual indicator.

#### Contractual Targets:

No.	Definition of SLA	Target (%)	Performance Quarter One 2014/2015 (%)	Performance Quarter Two 2014/2015 (%)	Performance YTD as at Quarter Two 2014/2015 (%)
1	% payroll errors attributable to the Partnership.	<0.4	0.1	0.2	0.2
2	% of changes to employees' grade and remuneration, including payment of associated arrears, implemented no later than the month following the month in which the change was authorised.	99	100	100	100

#### Non-Contractual Targets:

No.	Definition of SLA	Target (%)	Performance Quarter One 2014/2015 (%)	Performance Quarter Two 2014/2015 (%)	Performance YTD as at Quarter Two 2014/2015 (%)
1	% DBS checks processed within two working days of receipt of all necessary information.	75	83.2	90	90

## Payroll & Recruitment Services Dashboard

Activity	Target	Performance Quarter One 2014/2015 (%)	Performance Quarter Two 2014/2015 (%)	Performance YTD as at Quarter Two 2014/2015
% of changes to employees' grade and remuneration, including payment of associated arrears, implemented no later than the month following the month in which the change was authorised	<b>99%</b>	100%	100%	100%
Volume of overpayments	<b>n/a</b>	31	243	274
% of DBS forms returned to Recruitment Services from Liverpool DBS with errors	<b>Not greater than 3%</b>	1.3%	1%	1.1%
Employment offer documentation (conditional) issued within 48 hours, following receipt of the necessary approvals to recruit	<b>100%</b>	97%	97%*	96.9%
% of DBS forms returned to Managers (Directorates) with errors/missing information within 48 hours	<b>100%</b>	100%	100%	100%
Change Letters - issued within 10 working days from system change	<b>100%</b>	80%	97%	90.8%
% of nationally and locally agreed pay awards implemented no later than the month following the month in which the award was authorised	<b>100%</b>	100%	100%	100%

\* A new set of controls have been established by the team in September in order to consistently hit this non-contractual target - a team target to issue within 24 hours and each team member reporting on their performance against that.