

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 Quarter Three 2014/2015 (%)	Performance Quarter Four 2014/2015 (%)	Performance YTD 2014/2015 (%)
1	<p>Priority 1: Severe Business Disruption: Business Unit (sub-unit):</p> <ul style="list-style-type: none"> • unable to operate • Service component failed or severely impaired. <p>% of Priority 1 Incidents resolved within 4 working hours.</p>	99	100	100	100	100	100

2	<p>Priority 2: Major Business Disruption: Critical user or user group:</p> <ul style="list-style-type: none"> • unable to operate • business unit experiencing significant reduction in service performance. <p>% of Priority 2 Incidents resolved within 1 Business Day</p>	98	100	100	100	100	100
3	<p>Priority 3: Minor Business Disruption: Single user or user group unable to work with no available workaround.</p> <p>% of Priority 3 Incidents resolved within 2 Business Days.</p>	97	98	98	98	99	99
4	<p>Priority 4: Minor Disruption: Single user or user group experiencing problems but with ICT defined available workaround.</p> <p>% of Priority 4 Incidents resolved within 1 working week.</p>	98	98	99	99	99	99
5	<p>Priority 5: Advice and Guidance (offered to users via Service Desk).</p> <p>% of Priority 5 Incidents resolved within 4 working weeks.</p>	98	99	100	100	99	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 Quarter Three 2014/2015 (%)	Performance Quarter Four 2014/2015 (%)	Performance YTD 2014/2015 (%)
1	% payroll errors attributable to the Partnership.	<0.4	0.1	0.3 ^[1]	0.8	0.1	0.3
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	100	100

Non-Contractual Targets:

No.	Definition of SLA	Target (%)	Performance Quarter One 2014/2015 (%)	Performance Quarter Two 2014/2015 (%)	Performance Quarter Three 2014/2015 (%)	Performance Quarter Four 2014/2015 (%)	Performance YTD 2014/2015 (%)
1	% DBS checks processed within two working days of receipt of all necessary information.	75	83.2	90	98.4	100	95

Payroll & Recruitment Services Dashboard

Activity	Target (%)	Performance Quarter One 2014/2015 (%)	Performance Quarter Two 2014/2015 (%)	Performance Quarter Three 2014/2015 (%)	Performance Quarter Four 2014/2015 (%)	Performance YTD 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	99	100	100	100	100	100
Volume of overpayments	n/a	31	243	15	24	313
% of DBS forms returned to Recruitment Services from Liverpool DBS with errors	Not greater than 3%	1.3	1.0	1.8	1.7	1.4
Employment offer documentation (conditional) issued within 48 hours, following receipt of the necessary approvals to recruit	100	97	97*	99.5	100	98.5
% of DBS forms returned to Managers (Directorates) with errors/missing information within 48 hours	100	100	100	100	100	100
Change Letters - issued within 10 working days from system change	100	80	97	99.5	97.5	94.3
% of nationally and locally agreed pay awards implemented no later than the month following the month in which the award was authorised	100	100	100	100	100	100

* A new set of controls was 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.

[1] Corrected figure