

ANNEX 1
FINANCE SERVICE LEVELS

<u>Service Group</u> <u>Service Stream</u>	<u>Measure</u>	<u>Service Level</u>	<u>Report</u>
<u>Accountancy</u>	Any potential to exceed the VAT partial exemption limit identified through the quarterly review will be notified immediately to the Director of Resources. This is an annual measure.	100%	Annually
<u>Accountancy</u>	VAT return to be issued within 4 working days of the month end	100%	Monthly
<u>Accountancy</u>	Monthly VAT returns will contain no errors that result in VAT penalties	100%	Monthly
<u>Accountancy</u>	Grant claims and statutory returns to be submitted within deadlines subject to LCC providing the required information in time.	95%	Monthly
<u>Accountancy</u>	Full bank reconciliations will be provided monthly for LCCs main bank account	100%	Monthly
<u>Accountancy</u>	Clean journals and recharges will be processed without any errors at least once a month	100%	Monthly
<u>Accountancy</u>	Budget monitoring reports will be available in accordance with the timetable agreed with the County Council	100%	Monthly (save for April and May)
<u>Accountancy</u>	The closure of accounts and preparation of the financial statements will be in accordance with the agreed timetable and shall be accurate in the opinion of the external auditor. This is an annual measure.	100%	Annually
<u>Accountancy</u>	Mouchel will make no material errors or omissions (errors over £100,000) in the preparation and input of the LCC revenue budget and capital programme and the calculation of the school budget shares subject to the information provided by LCC being accurate and in accordance with the agreed timetable. This is an annual measure.	100%	Annually
<u>Payments</u>	Production of a payment proposal in accordance with the agreed frequency for all payments due at that date including agreed payment interfaces	98%	Monthly
<u>Debt Recovery</u>	Dunning letters to be produced and despatched on the due date in accordance with agreed timescales for all debts released by LCC for dunning	97%	Monthly
<u>Cashiers, Income Recording, Cheque Printing and Despatch</u>	(Income collection) All remittances will be banked on the day of receipt (This is a PI)	100%	Monthly
<u>Social Care for Adults</u>	All new Residential, Nursing Care and Adult Placement assessments will be completed within 2 days of receipt of a fully completed financial assessment form.	95%	Monthly
<u>Social Care for Adults</u>	Domiciliary Care Assessments to be completed within 5 days of receipt of a fully completed financial assessment form.	95%	Monthly
<u>Pensions Administration</u>	To ensure Pension Recharges relating to early retirements and additional unfunded elements paid out of the Lincolnshire County Council Pension Fund are recovered correctly and according to agreed timetable	100%	Monthly

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HR SERVICE LEVELS

Service Group Service Stream	Measure	Service Level	Report
Employee Counselling, Medical Advice and Screening, and Long Service.	Following employee contact or referral a response and where appropriate an appointment time shall be made within 3 days of contact	99%	Monthly
Employee Counselling, Medical Advice and Screening and Long Service.	Percentage of users responding to surveys recording satisfaction levels of Level 4 or above Annual measure	90%	Quarterly
Professional Advice	Managers informed of job grade within 10 days of the request for evaluation being submitted	95%	Monthly
Professional Advice	Percentage of users responding to survey recording satisfaction level of Level 4 or above Annual measure	85%	Quarterly
Health and Safety	Reports of inspections including oral reports to be completed within 10 working days following inspection	95%	Monthly
Health and Safety	All services to be completed within the timescales within the Plans including any revisions made to the Plans	100%	Monthly
Health and Safety	On all occasions following a site visit Mouchel shall warn the Council of any identified risk in a timely manner reflecting the level of risk but in all cases within one day	100%	Monthly
Health and Safety	Percentage of users responding to survey recording satisfaction level of Level 4 or above Annual measure	85%	Quarterly
Training, Training Advice and Admin	Issue joining instructions to delegates 15 working days before the start of a course provided the individual has booked onto the course by that time	95%	Monthly

HR Administration	Employment documentation sent out to new starters within 6 weeks from receipt of completed paperwork from the Council and changes to employment documentation sent out within 2 weeks of receipt of completed paperwork	90%	Monthly
HR Administration	New starters, leavers and changes (where complete information is received from the Council not less than 24 hours prior to the Payroll deadline) processed on the next payroll	90%	Monthly
HR Administration	Correctly completed and authorised CRB disclosure application forms processed within 3 working days	99%	Monthly
HR Administration	CRB disclosure forms recorded and distributed within 3 working days of return	99%	Monthly
HR Administration	CRB “cause for concern” letters sent within 24 hours of receipt of disclosure	99%	Monthly
Advertising and Application Form Despatch	Job applications shall be dispatched to the appointing officer by the end of the day following the closing date	95%	Monthly
Advertising and Application Form Despatch	Despatch interview instructions to candidates for posts in social care at least 8 days before the date of the interview	95%	Monthly
Employee Counselling, Professional Advice, Health and Safety, Training and Application Form Despatch	To keep the number of written complaints recorded on the issues log to a minimum. The agreed level of 20 shall be the maximum number of complaints received in the year. This is an annual measure	20	Annually
Payroll	Complete all pay runs by the due date	100%	Monthly
Payroll	Process within the pay run all payroll variations received by the specified payroll deadline	100%	Monthly
Payroll	In the case of overpayments resulting from an error by Mouchel Mouchel shall refund the Council the amount of the overpayment by the time of the next pay	100%	Monthly

	run following discovery of the overpayment		
Payroll	Process late notifications in time for the next available pay run	100%	Monthly
Payroll	Ensure that all properly authorised statutory, voluntary and court ordered deductions are made correctly accounted for and paid over by due dates	99%	Monthly
Payroll	No failure to issue P60s within specified timescale. This is an annual measure.	100%	Annually
Payroll	No failure to complete and return P11D and P35 within specified timescale. This is an annual measure.	100%	Annually

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IT SERVICE LEVELS

Service Group Service Stream	Measure	Service Level	Report
Corporate Applications Delivery	Internet servers/services will be available during normal working hours. This will be measured quarterly but will be reported monthly	95%	M
Corporate Applications Delivery	Email servers/post offices will be available during normal working hours. This will be measured quarterly but will be reported monthly	96%	M
Corporate Applications Delivery	Intranet servers will be available during normal working hours. This will be measured quarterly but will be reported monthly	96%	M
Delivery of Service Directorate Systems	Deliver the systems in the schedule attached to the Service Directorate Systems service stream so that any system shall not be unavailable for more than 2.5 working days subject to planned down time agreed by the Council.	100%	M
Library System	The infrastructure of the library system will be available to enable the Galaxy server/service (provided by DS Ltd software/hardware) to access the network during normal working. This will be measured quarterly but will be reported monthly	95%	M
HelpDesk	Hardware incidents will be resolved or an agreed workaround in place within 16 hours	85%	M
HelpDesk	Software / usability incidents will be responded to within 4 working hrs and resolution, agreed work around or timescale for resolution provided within 2 working days	85%	M
HelpDesk	Requests for advice will be responded to within 4 working hours	85%	M
HelpDesk	User accounts (network/e-mail/internet) will be created/amended/deleted within 5 working days	95%	M
Help Desk	The average fix time or agreed work around for faults shall be	52%	M

	8 working hours. This shall be measured quarterly.		
Provision of Carrier Service	Provision of a contract with an approved telecommunications carrier to carry all call traffic	100%	M
Data Network	Network incidents will be resolved within the standard contained within the external contract where the fault falls to be corrected under such arrangements or otherwise in accordance with Support of the Network paragraph 3.1 of the Provision and Support of the Data Network service stream	96%	M
Voice Network	Additional network connections, moves & changes will be completed within 5 days	95%	M
Voice Network	Network incidents will be resolved within the contracted response times of external network suppliers where the fault falls to be corrected under such arrangements or otherwise within 8 working hours of the incident occurring	90%	M
Voice Network	Subject to the above Service Level access to the core Council network shall not be unavailable for more than 4 hours at a time	100%	M
Desktop Support & Installation	Work will be completed within 28 working days of receipt of ordered goods (unless otherwise agreed)	90%	M
Content Management Scanning	Carried out in accordance with the turnaround times in paragraph 2.2 Bureau Services of the Content Management Service Stream	100%	M
Content Management	The system to comply with the response times set out in paragraph 2.7 Record Management Services of the Content Management Service Stream	98%	M
Content Management	The system will be available during normal working hours	98%	M

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