

DERBY HOMES BOARD
29 AUGUST 2002

SERVICE LEVEL AGREEMENTS FOR DERBY HOMES

Report of the Director of Derby Homes

SUMMARY OF REPORT

1. This report sets out a programme for establishing Service Level Agreements between Derby Homes and Derby City Council.

RECOMMENDATIONS

2. That the timetable for the production of Service Level Agreements set out in this report be approved.

MATTER FOR CONSIDERATION

- 3.1 The Services Agreement between Derby City Council and Derby Homes is a contract under which the Council's housing stock is managed and maintained by Derby Homes. It contains a schedule listing a range of support services to be made available to Derby Homes by the Council on such terms and conditions as may be agreed.
- 3.2 It is proposed that Service Level Agreements be agreed covering each support service. These agreements should include
 - a statement of the service to be provided
 - relevant service standards
 - relevant service targets
 - the volume of service required
 - the cost of the service
 - liaison and monitoring arrangements
 - review procedures
 - arrangements to deal with performance failures
 - termination arrangements
 - an expiry date.
- 3.3 The intent is to establish concise but clear frameworks for the provision of these services. The purchase of these services by Derby Homes is a matter for the Board which will need to be reviewed through the application of best value. The report elsewhere on this agenda recommends that a best value review of support services takes place in 2003-4.

- 3.4 The attached timetable shows the number of Service Level Agreements (SLAs) that are under preparation. This task is being carried out by staff from Derby Homes and the City Council.
- 3.5 In addition, there are services provided by the City Council which are not produced by Derby Homes, but have a significant impact on its performance, such as Derby Benefits. Separate SLAs are being prepared in these instances.
- 3.6 There are also a few services that Derby Homes provides to the Council in addition to its management and maintenance service. For example, local housing offices accept cash payments to the Council.
- Separate SLAs will also be prepared for these areas.
- 3.7 It is proposed that Service Level Agreements be in place no later than 31 December 2002. It is proposed that SLAs are agreed to run until 31 March 2004 with future arrangements being subject to the outcome of the best value review.

CONSULTATION IMPLICATIONS

4. The Council has been consulted in preparation of this report.

FINANCIAL IMPLICATIONS

5. The total cost to Derby Homes of service to be covered by the SLAs is £1.6m.

LEGAL IMPLICATIONS

6. None directly arising.

PERSONNEL IMPLICATIONS

7. None directly arising.

ENVIRONMENTAL IMPLICATIONS

8. None directly arising.

EQUALITIES IMPLICATIONS

9. Included in the work programme is a SLA with the Equalities Unit of the Council.

Contact Officer:

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SLA Timetable

Department	Section	Responsible Officer Derby City Council	Responsible Officer Derby Homes
Chief Executive's Finance Directorate	Internal Audit	Richard Boneham	Lorraine Watson
	Financial Projects	Tony Fry	Lorraine Watson
	Financial Systems	Sue Bowling	Lorraine Watson
	Accountancy	Peter Morris	Lorraine Watson
	Payroll	Sue O'Reilly	Lorraine Watson/John Bloxsom
	I T Services	Mike Thompson	David Greatorex
	Strategic Planning & Performance Unit	David Armin	John Bloxsom
	Housing Benefit	Marilyn Osborne	Murray Chapman
	Insurances and car loans	John Cornall	Lorraine Watson
Commerical Services	Technical Services	Chris Edwards	Shaun Bennett
	Communal Cleaning	Mike Bagworth	Derek Bale
	Office Cleaning	Mike Bagworth	Maria Murphy
	Grounds Maintenance	Ian Wheatley	Murray Chapman/ Maureen Davis

SLA Timetable

Department	Section	Responsible Officer Derby City Council	Responsible Officer Derby Homes
Chief Executive's Corporate Services Directorate	Personnel	Sue Scott	John Bloxsom/Christine Briddon
	Legal Services	Andrew Thomas	Murray Chapman
	Management of HRA shops on council estates	Steve Meynell	John Bloxsom
	Procurement and Central Services	Chris Earnshaw	Lorraine Watson
	Telecommunications	Phil O'Brien	Mary Holmes
	Estates	Steve Meynell	John Bloxsom
Chief Executive's Policy Directorate	Advice on Allocations	Lisa Callow	Maria Murphy
	Marketing & Communications	Jonathan Geall	Richard Smail
	Equal Opportunities	Muzhar Syed	Sajda Kausar
	Research and Surveys	Jonathan Geall	Richard Smail
	Advice on Energy Efficiency	Martin Gadsby/Richard Murrell	Shaun Bennett
Development & Cultural Services	Provision of staff car parking	Neil Palfreyman	John Bloxsom