

Introduction to the Service Level Agreement

SECTION ONE

INTRODUCTION

- 1.1 This is a Service Level Agreement (SLA) between the Directorates of City Strategy and Neighbourhood Services for the provision of a City Walls Maintenance and Restoration service for the client department, Planning & Sustainability. It describes the services to be delivered, the standards to which they shall be delivered, the mechanism of payment and the measurement of the quality of output. In line with the Service Improvement Plan, the SLA will be mutually reviewed and amended as required, but as a minimum on an annual basis, to ensure that it continues to match the internal and external demands and expectations of the service. The SLA provides formal dispute avoidance and resolution and termination procedures. This SLA will form the foundation of a Partnership between the two parties that includes a mutual responsibility for the success of the Partnership.
- 1.2 The SLA replaces the previous Compulsory Competitive Tendering and subsequent variations that existed between City Strategy (formerly Directorate of Environmental and Development Services) and Neighbourhood Services (formerly Commercial Services). The SLA is based on the 'Rollo' principles that were adopted by Members in March 2003 to replace the previous CCT regime and meet the requirements of Best Value. The report to the Executive dated 7 March 2003 'Procurement of Services' required the agreement of SLAs as substitutes for more formal 'internal contracts' for any service which, when considered within the procedure defined in the report, as established by Rollo, would continue to be carried out by Commercial Services.
- 1.3 A detailed assessment of the City Walls Maintenance and Restoration service was undertaken and reported to the Executive on 11 March 2008. This resulted in a Member decision that:
 - City Strategy and Neighbourhood Services deliver the maintenance and restoration of the City Walls through a partnering agreement.
 - A Service Level Agreement be agreed which will detail the framework and performance standards of the partnership, ensuring that this approach will improve the quality, productivity and cost of the service to the Council.
 - That this agreement commences on 1 April 2008, and will be reviewed and monitored as detailed in the Service Level Agreement.

SCOPE

- 1.4 The City Walls are 3.4 km long and have the status of Ancient Monument. All works carried out are subject to Scheduled Monument Consent (SMC) granted by the Secretary of State for Culture, Media and Sport which

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discharges its duties through English Heritage. The conditions to SMCs are binding on the Council and their Contractor. For Restoration Works the Client obtains a Scheduled Monument Consent specific to the proposed works. For Maintenance Works the Client has a generic Management Agreement with English Heritage for routine work. The Management Agreement and an example of a project specific SMC and are included in Appendix 1.

1.5 The main services included in this SLA are;

- Maintenance Works: General repairs and maintenance, including cutting out joints, tamp, grout and point joints, lifting and relaying flags, copings and steps, removing graffiti, repairs and repainting of railings, gates and other ironwork, repairs to locks, weeding and removal of drug litter.
- Restoration Works: As for maintenance works, plus erection of working scaffold and temporary walkway, installation of tie bars, underpinning piers and buttresses, as required in the Council's long term restoration programme for the City Walls. Under The Construction (Design and Management) Regulations 2007 a separate Health And Safety Information Pack will be issued specific to each restoration project.

1.6 All works are carried out in accordance with the specification included in Appendix 2.

SECTION TWO

OBJECTIVES FOR THE SERVICE

2.1 The services provided by this SLA contributes to the following objectives:

- improve and maintain the City Walls for its users to promote quality of life;
- through co-operative working reduce waste in the service to increase efficiency and quality of the service output;
- maintain the City Walls to a standard above those currently achieved within the constraints of available funding;
- maintain the safety of the City Walls and protect all users from health and safety risks;
- continuous service improvement through various scrutiny and review processes resulting in SLA variation to the benefit of the service;

LINKS TO STRATEGIC AND CORPORATE OBJECTIVES

2.2 The City Walls Maintenance And Restoration Partnership links to the following key strategic and corporate objectives for the City:

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- Improve the actual & perceived condition and appearance of city's streets, housing estates & publicly accessible spaces
- Improve efficiency