

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
TITLE:	Service Level Agreements		
MEETING DATE:	26 February 2023		
REPORT AUTHOR:	Monitoring Officer		
OPEN/EXEMPT		WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes/No

BRIEFING NOTE ON SERVICE LEVEL AGREEMENTS

<p>SUMMARY:</p> <p>An information report was sought by CPP on Service Level Agreements.</p> <p>The brief as captured in the work programme was as follows:</p> <p><i>Service Level Agreements - Number, examples, administration, creation, legal standing etc</i></p> <p>This was considered by CPP on 21 June 2023, where it was resolved as follows:</p> <p><i>RESOLVED: 1) The Monitoring Officer to draft an overarching report detailing the categories SLA's held by the Council and also setting out the definition of an SLA to be considered at a future sifting meeting.</i></p> <p>A Briefing Note is attached as Appendix 1 for Members' consideration.</p>
<p>KEY ISSUES:</p> <p>Members are referred to the attached Briefing Note.</p>
<p>OPTIONS CONSIDERED:</p> <p>Not relevant to the Briefing Note but Members are referred to CPP's own terms of reference for the remit of any recommendations they wish to take following the consideration of the Briefing Note at CPP.</p>
<p>RECOMMENDATIONS:</p> <p>That the Briefing Note is noted and that the Panel considers whether it wishes to make any recommendations within its remit.</p>
<p>REASONS FOR RECOMMENDATIONS:</p> <p>To fulfil the Panel's remit.</p>

REPORT DETAIL

1. Introduction

An information report was sought by CPP on Service Level Agreements.

The brief as captured in the work programme was as follows:

Service Level Agreements - Number, examples, administration, creation, legal standing etc

This was considered by CPP on 21 June 2023, where it was resolved as follows:

RESOLVED: 1) The Monitoring Officer to draft an overarching report detailing the categories SLA's held by the Council and also setting out the definition of an SLA to be considered at a future sifting meeting.

A Briefing Note is attached as Appendix 1 for Members' consideration.

2. Issues for the Panel to Consider

Members are referred to CPP's terms of reference for the remit of any recommendations it may wish to propose following consideration of the Briefing Note as Appendix 1, which includes making reports and/or recommendations to Full Council and/or the Cabinet (which includes individual Cabinet Members) in connection with the discharge of any of their functions.

3. Financial Implications

Not applicable as this is an information paper.

4. Any other Implications/Risks

Not applicable as this is an information paper.

5. Equal Opportunity Considerations

Not applicable as this is an information paper.

6. Environmental Considerations

Not applicable as this is an information paper.

7. Consultation

None.

8. Conclusion

An information paper was sought by CPP which is attached as a Briefing Note and Members are invited to consider CPP's terms of reference for any onward recommendations they may wish to make.

9. Background Papers

None