

Meeting:	Board
Date:	16 th May 2008
Contact:	Jonathan Dunk
Board Action:	For decision
Sensitivity:	Open

Subject: Item 8 – Service Level Agreement (SLA)

Link to BNG Vision and Objectives:

This paper specifies the functions to be carried out by each of the partners for the continued partnership working of Bridging Newcastle Gateshead (BNG and its partner Local Authorities – Newcastle City Council and Gateshead Council).

Recommendation:

That the Board considers the proposals for BNG's Service Level Agreement.

Executive Summary:

The purpose of a Service Level Agreement is:

- To specify the functions to be carried out by each of the partners for the continued partnership working of Bridging Newcastle Gateshead (BNG and its partner Local Authorities – Newcastle City Council and Gateshead Council).
- To specify the amount of revenue funding available to each partner for these three years.
- To allow delivery partners greater flexibility to manage staffing resources provided through BNG to deliver the outcomes identified in this document.
- To ensure a clearer understanding of the delivery of key outcomes by all partners that are central to the continued operation of the partnership.
- To establish a formal process for reviewing and improving the way in which the partnership operates.

Implications	
Financial:	This document will specify the amount of revenue funding available to partners to deliver agreed outcomes.
Equality:	This approach will ensure the continued access to the benefits of public investment to all parts of the community affected by BNG activity.
Sustainability:	This approach will assist in ensuring that outcomes identified as a priority continue to be supported.
Freedom of Information:	This report is open under the Freedom of Information Act.
Report Status:	Open

Risk:

Risk Map Element	Brief description of any material risks, including of not proceeding.	Impact	Probability
Strategic:	Not proceeding would mean that the clarity of functions undertaken each partner would not be formally agreed and monitored.	High	Low
Financial:	Not proceeding would mean that partners would not have the flexibility to manage resources to deliver the outcomes identified within the SLA.	High	Medium
Development:	NA		
Operational:	Not proceeding would mean that there would be no formal method of reviewing and improving the way in which the partnership operates.	High	Medium
Reputational:	NA		

Report to:

BNG Board

Subject:

Service Level Agreement

1. **INTRODUCTION**

The SLA sets out agreed output and financial targets for each financial year. It states the amount of revenue funding available to each partner to deliver on ten areas of work that are fundamental to the continued operation of the partnership. Within each of these ten themes the role of each of the partners is set out along with a method of monitoring performance.

These themes are:

- Leadership
- Research
- Strategy
- Development and Design
- Communications
- Engagement
- Programme and delivery
- Finance
- Performance Management and Risk
- Accountable Body/Corporate

The performance of each of the ten themes will be reported through a partnership based workstream this should ensure a shared understanding of progress and challenges across the partnership rather than a number of conflicting views.

2. **BODY OF REPORT**

See Appendix 1.

3. **REVIEW AND IMPROVEMENT**

The SLA will be reviewed bi-annually by the Partnership Improvement Team through detailed theme reports prepared by the reporting officer from which a summary report will then be prepared for the Executive Management Team and BNG Board. Where performance issues arise that cannot wait for the timetabled six-monthly review for a response, these will be considered by a specific report tabled at the closest Partnership Improvement Team meeting.

Responsibility for monitoring and reporting against that performance management criteria set out in this document rests with the officers identified. The officer will table the report with their respective workstream to ensure a cohesive approach across the partnership.

The document will be formally reviewed on an annual basis by the Partnership Improvement Team. Deficiencies identified sooner than this will be reviewed by a paper to the Partnership Improvement Team and then and variations being endorsed by BNG Board.

4. **RECOMMENDATIONS**

That the Board considers the proposals for BNG's Service Level Agreement.