

Impact Assessment of:	3 Year Service Level Agreement
Service/ Directorate:	Business Support Centre - Resources
Date Completed:	Not Fully Completed
Lead Officer:	Mike Stead

Members of the assessment team:

Name	Organisation	Role on assessment team
Mike Stead	Business Support Centre	Impact Assessment Team
Bev McPherson	Business Support Centre	Impact Assessment Team
Dawn Cameron	Business Support Centre	Impact Assessment Team
John Hodgeson	Business Support Centre	Impact Assessment Team
Sheila Wilkinson	Business Support Centre	Impact Assessment Team

Brief description of policy/ service:

The Service Level Agreement is an agreement between the Leeds Shared Services Centre (LSSC) and any bodies who are considered external to Leeds City Council. It emphasises a broad overview of the services that the LSSC will provide to any client who signs up to the agreement and it includes the levels of customer service that should be expected by the customer. It clearly states the levels of service that should be provided if the Employee either physically visits the Leeds Shared Services Centre or contact by telephone or E-mail.

The Service Level Agreement also describes the price that is to be paid for the service in the first year and sets out the dates of review for the second and third year.

The Service Level Agreement should be considered the Service Standard for all other functions the LSSC provide a service to, in particular the EAS Customer Service Standard.

Brief account of how the impact assessment was carried out:

The document states the level of service that the BSC provide.
We need to ensure through review by the Impact Assessment Team that the promises made are achievable and that the building can deliver on all objectives.
We reviewed services we provide and physical environments.

Brief description of any adverse affects found:

All adverse effects are contained in the Equality and Diversity Action Plan Appendix.

Summary of Actions arising from Assessment

Actions	Responsibility	Timescale
All Actions are contained in the Equality & Diversity Action Plan (an appendix to the Service Plan for the Business Support Centre). It includes timescales		
And benchmarking points to achieve results.		

Contacts for further information:

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