

Service Level Agreement

This document details the agreement between Solihull Metropolitan Borough Council / Coventry City Council / Warwickshire County Council (the Customers) and Pertemps Recruitment Partnership Ltd (the Supplier). This Service Level Agreement (SLA) is intended to provide a framework for the way in which the Customer and the Supplier will work together to maximise the benefits of using the Supplier's services for their temporary agency resources. Both parties agree to deliver the services in accordance with the contents of this agreement.

Service availability:

- 24/7. The local branch is open between 8.30am and 5.30pm Monday to Friday or an out of hours telephone service is available via 01926 316400.

The service can be contacted via:

- Tel: 01926 316400
- Email: Warwickshire@pertemps.co.uk or Coventry@pertemps.co.uk or Solihull@pertemps.co.uk

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1. Services Covered

- 1.1. This Service Level Agreement sets out the agreed Service Levels to be provided by the Supplier to the Customer under the Contract entered into between the Customer and the Supplier under ESPO Framework reference number 653F/11.
- 1.2. The managed service for temporary agency resources includes but is not limited to provision of suitably experienced and qualified Temporary Agency Workers in a timely manner to fulfil Assignments as required by the Customer, provision of all supporting management information as well as all related services, including but not limited to implementation and training.
- 1.3. This Service Level Agreement (SLA) covers the core level of service applicable to all Services provided as defined in the Specification (see Section 12 of the Invitation to Tender document)

2. Duration

- 2.1. This Service Level Agreement (SLA) will be valid for as long as there are Services still in use by the Customer which have been supplied in accordance with the Contract let under the ESPO Framework reference 653F/11. But will be reviewed by the Customer and Supplier on an annual basis.

3. Services required

- 3.1. The Services shall be delivered in accordance with the Supplier's Tender submitted and accepted by the Customer

4. Ordering of Temporary Agency Workers

- 4.1. The Customer shall ensure that requests for Temporary Agency Workers are made in accordance with the Framework Agreement and that;

- 4.1.1. Hiring Managers provide the Supplier with sufficient detail to enable the Supplier to fill the Assignment with a suitably qualified and experienced Temporary Agency Worker, supplying or referring to a relevant job description and/or person specification when placing the order
- 4.1.2. Requests for Temporary Agency Workers are authorised promptly (where applicable)
- 4.2. The Supplier shall ensure that;
 - 4.2.1. The Hiring Manager can request an Temporary Agency Worker via a variety of channels
 - 4.2.2. All Assignments are filled quickly with a suitably qualified and experienced Temporary Agency Worker within the following set timeframes
 - 4.2.3. If the Hiring Manager wants to see CVs and conduct interviews, the Hiring Manager shall stipulate this in requesting the Temporary Agency Worker. Any specific format or technique required for any such interview will be confirmed to the Managed Service Provider by the Customer.
 - 4.2.4. All detail regarding the Assignment is shared with all tiered Agencies to enable the Agencies to promptly respond to the Assignment request where appropriate.

5. Customer Expectations (for contract and hiring managers)

<ul style="list-style-type: none"> • Address Pertemps staff with the courtesy and respect that hiring managers would expect themselves.
<ul style="list-style-type: none"> • Utilise guidance, forms and other material provided and provide complete, accurate and timely information.
<ul style="list-style-type: none"> • Provide feedback in relation to the suitability/quality of CV's within 48 hours of submission by Pertemps
<ul style="list-style-type: none"> • Provide candidate feedback via Pertemps within 48 hours of interviews (if applicable)
<ul style="list-style-type: none"> • Acknowledge and meet all deadlines provided, where this relates to the requests being made.
<ul style="list-style-type: none"> • The Customer shall notify the Supplier of the requirement for any change or cancellation of the assignment at least 90 minutes prior to the agreed Assignment start time.
<ul style="list-style-type: none"> • Timesheets approved by Monday at 12.00pm.
<ul style="list-style-type: none"> • Raise any performance issues with Pertemps in a timely manner.

6. Response times

6.1 The required vacancy response times are based on the urgency of the Customer's request and are categorised below.

Category (Urgency of assignment)	Category Description	Suitable candidate name confirmed or maximum of 3 CV's provided for review (from Pertemps Talent Pool or 2 nd tier) within:	Fulfilment rates (Quantity)
One (Unplanned/emergency cover)	Required the same day (received before 10.30am)	1 hour	90%
Two (Unplanned/emergency cover)	Required the next day (received by 12.00pm on the previous day)	2 hours	95%
Three (Planned cover)	Required within two to five working days	24 hours	98%
Four (Planned cover)	Required within five to ten working days	72 hours	100%

7. Customer Service Standards

Description	Completed within:	Measure
Phone Calls	Answered within 7 rings and voicemail kept to a minimum.	To be reviewed at service review meetings.
Emails	Acknowledged within 1 working day and respond fully to written contact within 5 working days (where required) or confirm how enquiry will be handled and how long it will take if the full answer is not possible within five working days.	
Check in calls	Will be made within 1 hour of an agreed booking start time to check the temporary worker has arrived or following day depending on booking start time eg PM shifts.	

Progress Calls	Will be made every day until an assignment is filled unless different arrangements agreed with hiring manager.	
Hiring Manager Service Evaluation	Hiring managers will be sent an online survey at the end of each assignment to monitor the quality of temporary workers and the service provided by Pertemps.	
Temporary Worker Service Evaluation	Temporary Workers will be sent an online survey at the end of their assignment or at 12 weeks to evaluate their experience of working at the council and Pertemps.	
Create and delete users from PAWS	1 working day.	
Respond to online requests to arrange interviews	1 working day.	
Create new job profiles on PAWS	1 working day.	

8. Communications and Account Management

8.1 The Customer's Contract Managers are;

Jayne Loach, Solihull MBC, 0121 704 6376, jloach@solihull.gov.uk;

Jane Crawley, Coventry CC, 02476 832145, jane.crawley@coventry.gov.uk

Natasha Meadows, Warwickshire CC, 01926 738563, natashameadows@warwickshire.gov.uk
who can be contacted for further Information or any issues or to give feedback.

8.1.2 The Contract Manager or an alternative representative shall be available for queries during normal working hours.

8.1.3. The Supplier has nominated an Account Manager for the Customer. Any contact the Customer makes with the Supplier, should, in the first instance be made through the National Account Manager Corinne Sheasby, Tel No: 07771 820573, Email: corinne.sheasby@pertemps.co.uk

8.1.4. The Account Manager shall be available for queries during Normal Working Hours.

9. Web Services

9.1. High up-time of web service are critical to all Customers, and represent the amount of time the Service is available.

Uptime	Level
Average level	98%
Minimum level	96%

10. Monitoring and Review

10.1. The Customer requires regular contact from their Account Manager with additional attendance by the Account Manager at ad-hoc internal review meetings. Initially for the first six months, monthly meetings should be diarised, with quarterly meetings thereafter. The Customer and the Supplier may agree to move this to less frequently, if this proves appropriate for the circumstances.

10.2. ESPO established the framework on behalf of the Customer, and ESPO will also conduct quarterly review meetings with the Supplier addressing any strategic issues arising across all Customers. If the Customer need to raise any issues with ESPO, please advise the Customer's Contract manager who will make contact with ESPO accordingly.

11. Complaints Resolution

11.1. In the first instance, refer any issues to the Pertemps Coordinator:

Name: Corinne Sheasby

Tel No: 07771 820573

Email: corinne.sheasby@pertemps.co.uk

The issue will be added to the central issues tracker which is discussed at service review meetings. Feedback will be provided within 24 hours of receipt of the issue being recorded and ensure resolution within 48 hours.

11.2. If the issue remains unresolved refer the issue to the Account Director for Pertemps:

Name: Lisa Duncan

Mobile: 07710 982509

Email: lisa.duncan@pertemps.co.uk

The issue will be added to the central issues tracker which is discussed at monthly service review meetings. Feedback will be provided within 24 hours of receipt of the issue being recorded and ensure resolution within 48 hours.

11.3. If the issue remains unresolved after 48 hours of raising to the Account Manager level, the issue must be referred to the Contract Manager.

11.4 Safeguarding Complaints

11.4.1 The Suppliers safeguarding policies and procedures will be aligned to the Customer's local arrangements.

11.4.2 The Contract Manager will be informed of all formal allegations and reviews will be completed at service review meetings.