

Three year service level agreements for schools with the Education Leeds and Leeds City Council providers of traded services

There are several structural and procedural improvements in the service level agreements that will be offered to your school by the traded service providers of Education Leeds and Leeds City Council from April 2007.

Over the coming months service providers will be developing three year plans to offer a strategic approach to service improvement. The resulting SLAs will cover the three year period from April 2007 to March 2010. The final drafts will be in schools by 28 February 2007.

Pricing of 3 year service level agreements

Clearly, while service development can be largely defined, most services will not be able to accurately define costs past year one. Providers will be using the following agreed formula:

“The charges shall be reviewed annually and shall be increased only by the agreement of both parties. Any such increases shall in any event be linked to increases in line with:

- 1. national pay awards***
- 2. the retail price index***
- 3. agreed service development plans***
- 4. the requirement of external budgetary pressures”***

Schools may well request indicative prices for years two and three in the initial pricing schedule. Some services may well be able to offer a fairly accurate estimate.

Acceptance of the 3 year service level agreements by the school

Schools should sign and return the **Response Form by 30 April 2007**

Acceptance of price increases in years 2 and 3

Actual price increases for years two and three will be explained to schools before 28 February each year. To accept the increase schools will merely be required to e-authorise by accepting the traded service provider's internal recharge.

Termination notice periods

Should you wish to terminate your SLA, in order to secure an alternative provider or provide the service yourself, you will find the termination clause is now more robust.

Either party may terminate the agreement by offering ***3 months notice (or 6 months notice if termination would have TUPE implications) in writing. The notice period also applies 3/6 months prior to the end date of the SLA as appropriate.*** Should you intend not to renew your service level agreement in April 2010 then the same period of notice applies.

Disputes

In the event of any disputes the Traded Services Forum will generate an arbitration panel composed of strategic managers, representing traded services and school representatives.

If you have any questions or concerns then do please get in touch.

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