

#### Appendix 4 - Contract Management - Tab 1 - SLA

Reporting period - Annually or by

Performance	Action	Measurement	Target	Dates to be agreed
Contract Reviews	Review Meetings to be held monthly	Number of meetings carried out	12 pa	
	Quarterly Reviews		4 pa	
	Annual Business Review		1 pa	
	Agenda items to include statistical and performance review			
Management information	Provided accurately at agreed monthly dates	Provided to deadline	100%	
Information Management	Assignment information to be retained for length of contract .	Access when requested	100%	
	Right of access to database/accounts system and paper records at	Access when requested	100%	
Customer satisfaction	Conduct manager satisfaction questionnaires at agreed intervals	All customer users to be surveyed each time	2 pa	
	Complaint form should be directed to Hackney's Contract Manager	Effective resolution provided to HR Contract	Ongoing	
Invoicing	Produce accurate invoices - this excluded purchase orders	Accurate invoices as a% of total number	100%	
Pay rate and agency margin review	Present proposal and market rate information	Proposal at Review meetings	4 pa	
Improvement and innovation	Proposed improvement and implementation plan	Quarterly Review Meetings	4 pa	
Hours of Service	Accessibility of the dedicated team 8.00am -6.00pm Monday to	Number of instances reported by Hackney	None	
Agency response time	Latest response time for CV submission	Number of instances reported by Hackney customer of failure to meet response time. System reports	90%	
	Same day start - 30 minutes			
	Next day start/same week start - 2 hours			
	48 hours after request - 4 hours			
	7 or more days after request - 2 days			
Previous Hackney experience including Hackney Homes and HLT	Agencies must check if worker has previously been engaged by the Workers must not be submitted if they have been dismissed or	System report	100%	
Temp to Perm	References to be supplied within 5 working days after request or as	Number of instances reported by Hackney	None	
		Number of instances reported by Hackney	100%	
<b>Temporary Staff On-Boarding</b>				
Induction	Vendors provide full and accurate briefing to each new candidate	Number of complaints of inaccurate briefings	None	
		Supplier audits		
<b>Temporary staff performance</b>				
Monitor quality of each temporary	1st tier managing agency to call department on first day	Number of calls logged as a % of new	95%	
Analysis provided		Minimum graded satisfactory and above on all	90%	
Unacceptable performance of	Corrective action report and escalation to complaint procedure	Number of complaints and details of solution	100%	
<b>Candidate Assessment</b>				
Eligibility	All workers to provide eligibility to work. Al agencies must record	Bi-annual audits	2 pa	
	Must ensure all workers comply with the provisions of the asylum	Bi-annual audits		
DBS checks	DBS must be up to date and relevant for the duration of assignment	Bi-annual audits	None	
Equal Ops	Agencies to provide reporting equal ops	Number of Reports	2 pa	
<b>Vendor Management</b>				
Audits	Bi Annual audits completed for all contract suppliers	Results published to Hackney	2 pa	
<b>Hackney Commitments</b>				
Payment	Hackney to make payment of correct invoices within terms of the	Number of payments within terms as a	100%	
Response time	Latest response times for candidate shortlist and CV feedback		90%	
	Same day start - 1 hour from CV submission			
	Next date/same week start - 1 hour from CV submission			
	48 hours start - 8 hours from CV submission			
	7 or more days after request - 1 day from CV submission			
Ordering	Hackney users to provide detailed job information in accordance	Hackney to provide detailed information on the	100%	
Appraisals	Appraisal completed at end end of each assignment	Number of completed requests as a % of	100%	