

## **Service Level Agreement for (Name of Department)**

### **Objective of the Agreement**

The purpose of this Service Level Agreement is to describe the key services we provide and the quality standards we have agreed with our service users in terms of service delivery.

This Agreement sets out

- the services we provide to the students, Schools, other internal departments and external partners
- the overall standard which we aim to achieve in the provision of our services
- a mechanism for resolving any problems relating to the delivery of the service

### **Future reviews and amendments to this Service Level Agreement**

This agreement will be reviewed annually as part of the annual planning process and any changes will be agreed with service users. Changes made to this agreement will be signed off by all parties annually.

### **Objectives of the Service**

- (Insert an overall description of the **principal** services you provide)

### **Service Users**

- (Insert the names of the other parties to this agreement i.e. schools/central administrative teams/committees/students/other organisations?)

### **Responsibilities – who we are, what we do**

- (Insert a brief outline of roles/responsibilities within the team and relevant contact information.)

### **Service Availability**

- (Insert how and when can people access your service?)

### **Description of key services**

- (Insert key service/quality standards for delivery – this needs to link into the monitoring process and measures for success – key performance indicators. Include any statutory requirements. These should be key deliverables rather than detailed processes. Highlight which services are generic, applying to all service users and those that are specific to a service user or a group of service users.

### **What we need from Service Users**

- (Describe what information you need, by when, from your service users to enable you to deliver an effective service)

**Service Levels/Standards**

- (Describe how you will measure, monitor and evaluate service performance – quantitatively and qualitatively.)

**Monitoring success**

- (Report on performance – what will be your key performance indicators/outcomes or impacts)

**Complaints**

- (Describe how complaints or conflicts will be dealt with and resolved. The complaint mechanisms should apply to core, departmental and school services and will be developed as part of the core service standards)

**Date of Agreement (insert date)****Signatories to Agreement**

- (Include details of all parties to the agreement - all parties should sign this agreement)