

APPENDIX 1

Service Level Agreement	Summary of Service	Proposed change (if any)
1. Facilities Management Catering	Monitoring catering services, management of contracts, nutritional standards and catering staff development & training.	Schedule revised March 2003. No changes proposed.
Grounds Maintenance	Monitoring services, management of contracts, technical specifications, plans and use of materials.	Schedule revised March 2003. No changes proposed.
Building Cleaning	Monitoring services, management of contracts or deployment of staff, technical advice and specifications, appropriate cleaning standards, staff development.	Schedule revised March 2003. No changes proposed.
2. Education Personnel	Advice and support for staffing issues and assisting schools to meet their legal obligations	No changes proposed.
3. Education Staffing and Appointments Service	Advice on contracts, conditions of service, variations in employment arrangements, costs, pension and severance entitlement.	Adjustment of services being drawn up, see text below.
4. Herefordshire Payroll Service	To provide a payroll service with market standards, relevant support, advice and statistics	Schedule and prices revised April 2002. No further changes proposed.
5. Legal Services	Specialist legal advice and indemnity for costs arising from courts and tribunals.	Schedule revised April 2001. No further changes proposed.
6. LMS Budget Support Services	Helpline for budget and accounts queries, budget planning services, training.	Schedule revised April 2002. No further changes proposed
7. Occupational Health	A range of medical referral and counselling services, first aid training.	Range of services on offer needs to be re-considered. See text below.
8. Property Maintenance	Advice and guidance on property issues, condition surveys, contract monitoring.	Schedule revised April 2002. No further changes proposed.
9. Schools Library Services	Provides library services to schools including books and museum items	Service reviewed in April 2002. No further changes proposed.