Service Level Agreement Annual Plan - 2019/20

Herefordshire Council Working with Hoople Limited

Hoople Ltd

Version 1 V0.00

The Annual Plan, detailing the services Hoople Ltd will provide to Herefordshire Council in the 2019/20 Financial year.

Version Control			
Version	*Date*	*Author*	*Details of change*
V1	30/01/2019	Nick Mather	First draft
V1 CWH Review V0.00	11/02/2019	Clive Hall	First Contract Manager Review – All Changes as Tracked Changes
V1 CWH Review V0.10	20/05/2019	Clive Hall	Second Contract Manager Review – Incorporating Client's correct ICT SLA requirements and finances for Reablement Service – All Changes as Tracked Changes
V1 CWH Review V0.20	21/05/2019	Clive Hall	Third Contract Manager Review – Incorporating adjustments to ICT SLA requirements to reflect core spend with Hoople and Hoople's role in managing the Council's ICT contracts with third parties.

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1.1 Budget

- The Budget for this Annual Plan is £5,669,000. The table below includes an indicative profile of the allocation to deliver the services outline in the service catalogue. This is based on actual costs plus agreed overheads.

	£000s
Revenues and Benefits	1,730
Finance	1,134
Human Resources	404
ICT	1,911
Training and Education	88
Reablement Services	394
Business Costs	8
Total	**5,669**

- In addition to the above, Hoople have a role in the management of the following for the Council:

	£000s
ICT Managed Applications	915
Total	**915**

1.2 Duration of this Annual Plan

- 1st April 2019 to 31st March 2020.

- The Annual Plan is agreed on an annual basis to adjust services in line with Herefordshire Council's requirements. The review will be carried out in good time to ensure that a new agreement is available by 1 April in each year.

1.3 How will the agreement operate

- Hoople delivers the services detailed in this plan to the council. Herefordshire Council monitors performance through quarterly KPI's, formal meetings.

- Key interactions – roles and responsibilities:

Service	Officer that has direct line management of Hoople staff	The Council's Commissioning officer
Revenues & Benefits	Josie Rushgrove, Head of Corporate Finance, Herefordshire Council	Andrew Lovegrove, Chief Finance Officer, Herefordshire Council

Finance	Audrey Clements, Head of Management Accounting, Herefordshire Council	Andrew Lovegrove, Chief Finance Officer, Herefordshire Council
Human Resources	Tracey Sampson, Head of HR & OD, Herefordshire Council	Tracey Sampson, Head of HR & OD, Herefordshire Council
ICT	Nick Mather, Chief Operating Officer, Hoople Ltd.	Natalia Silver, Assistant Director Corporate Support, Herefordshire Council
Training & Education	Roger Clarke, Training & Education Service Manager, Hoople Ltd.	Tracey Sampson, Head of HR & OD, Herefordshire Council
Reablement Services	Roger Clarke, Training & Education Service Manager, Hoople Ltd.	Mandy Appleby, Head of Operations, Adults & Communities, Herefordshire Council

Schedule of Meetings

1. The Hoople Board meets bi-monthly; the council is represented by the Acting Director for Economy & Place and by a cabinet member, these roles have equal voting rights on board decisions and the council holds a majority of directorships.
2. The Operation Board meets Quarterly for the purposes of reviewing performance against this Annual Plan.
3. The Acting Assistant Director for Transport and Highways and the Commercial and Contract Manager of Herefordshire Council attend Hoople Board as observers.
4. Monthly one to one meetings occur between the employees named in the table above, reviewing service performance.

Governance

1. All expenditure is approved by a Herefordshire Council employee following the scheme of delegation. This all in accord with the Hopple Services Contract.
2. Decisions made by Hoople Ltd on behalf of Herefordshire Council follow the Council delegations and governance procedures and are undertaken in accord with the Hoople Services Contract.
3. Discretionary decisions are made in accordance with the Council approved policies, this is audited by SWAP or external bodies.
4. The Council scheme of delegation sets out when decisions should be referred back to Council staff.

How are changes to the agreement managed?

All changes are managed in accordance with the Hoople Services Contract.

2. Services

2.1 What is included in the Annual Plan:

The Service catalogue in Appendix A describes the services included for delivery in the 2019/20 financila year. The description below outlines the key services included:

2.1.1 ICT

Hoople Ltd provide a number of key services to Herefordshire Council, including ICT. Hoople deliver these services based on the strategy of Herefordshire Council and agreed service plan(s) ensuring only those services where are necessary are commissioned.

The ICT service is driven by the Digital Strategy adopted by the Herefordshire Council. The Digital Strategy defines the objectives and key work streams which Hoople are required to support and deliver as part of this SLA.

This document includes details of the ICT services that are to be supplied by Hoople Ltd to Herefordshire Council in the period April 2019 to March 2020.

Herefordshire Council will commission Hoople Ltd to provide a number of key services, manage them on behalf of Herefordshire Council and deliver to them to an agreed standard.

The value of the IT SLA is: £2,825,938 and comprises of £1,911,000 of Core ICT services that are supplied by Hoople and the contract management of an anticipated £914,938 of ICT services that are procured by the Council through contracts with other suppliers, these are detailed in ICT Appendix 3 – Managed Applications.

This document sets out what those services are, how they are delivered, to what agreed standards and how performance is measured.

There are several service areas within Herefordshire Council that consume ICT services from Hoople Ltd. Each of these service areas have distinct requirements in addition to any basic ICT needs (for example printing, network access etc.) This section identifies the core ICT services which are supplied under this services agreement.

Core ICT services provided to Herefordshire Council

Hoople Ltd provide a number of services which can be identified as core, in so far as they support the general day to day operation of all members of staff of Herefordshire Council. These services are:

- LAN

- WAN

- Internet Access

- File and Print

- Email

- Storage

- Core Application support (i.e. Windows, Office)

- Database services

- Helpdesk / Incident Management

- Out of hours support

- Disaster Recovery and Business Continuity in relation to council recovery

- Information Governance

- Security services

- Device management (i.e. Laptops, Desktops, Servers, Network infrastructure)

- Mobile device management

  - ICT contract management

2.1.2 Finance

Financial Services provides a full range of customer tailored and value added accounting and financial services including:

- Financial Accounting
- Management Accounting
- Creditors
- Direct Payments
- Deputy and Appointee Service.

2.1.3 Revenues and Benefits

Revenues and Benefit Services are defined as the provision of efficient management of Revenues and Benefit Services to include:

- Council Tax
- Council Tax Support
- Business Rates
- Housing and Council Tax Benefit including Free School Meals
- Sundry Debtors and Parking Penalty Enforcement
- Adult Social Care debt recovery

- Revenues and Benefits software and Systems
- General Service requirements.

2.1.4 Human Resources, Payroll and Recruitment

Completion of all transactional processes for payroll, recruitment and DBS including:

- Update of HR information, which cannot (currently) be done electronically by managers
- Expert Advice
- Recruitment services
- Schools Statutory services
- Casework and case management
- Consultancy
- HR transactional process and data management and reporting.

2.1.5 Training & Education

Management, maintenance and reporting of the CPD Online learning management system including:

- User support
- Development of CPD online
- Oversee placements of social work students in adults and children's
- Management of Herefordshire Council's programme of apprenticeships.

2.1.6 Reablement

Reablement capacity is maintained by offering improved terms and conditions and having the flexibility to transfer staff to the area of highest need. Quality improvements will also be made and a redesigned delivery model will be piloted and streamlined with the council's rapid response service.

2.1.7 Trusted Assessors

Hoople will employ two staff to provide independent Trusted Assessors. These posts will produce a 'statement of need' to facilitate smoother discharges from hospital which will then be used by health and social care partners to facilitate future care plans. As these posts will be grant funded this facility will be provided outside of the core SLA at additional cost.

2.2 What is excluded from the Plan

Services outside of those defined within this Annual Plan plan can be delivered but are likely to be provided at additional cost. ICT development projects are normally delivered at additional cost.

3.   Performance

3.1   How is performance measured

- Hoople operates as an 'in-house' company with Herefordshire Council exercising control over Hoople similar to that which it exercises over its own departments
- This control is implemented via performance measurement that includes:
- Direct reporting to Council service leads:
    1. Quarterly KPI monitoring volumes, performance and quality – Appendix B
    2. Value adding and continuous improvement plans and initiatives to improve performance and/or lower cost
- Regular Hoople Board agenda items:
    1. Budget and financial performance
    2. Service updates and improvements, including security incidents.
    3. Risk register and actions
- The Operation Board

Appendix A - Service Catalogue

1. Finance

SERVICE	SERVICE DESCRIPTION
1, Management Accounts	Support budget mangers with monthly forecasting and quarterly monitoring of savings plans for Revenue, Grant and Capital finance. Annual base budget setting with budget managers. Preparing and supporting Budget managers with Year-end processes. Finance support for costing for service delivery, new business cases and project work. Developing financial use of Business World. Audit personnel support and liaison with SWAP.

2, Transactional Finance	Pay suppliers, in compliance with Herefordshire Councils terms, including "No PO no pay".
	Maintaining supplier file, dealing with customer queries.
	HMRC and IR35 compliance.
	Dispute resolution for social care
	Payment of fostering allowances and other children's finance.
	Transactional journals.
	HMRC, grant and other returns.
	Routine insurance administration and annual charging process.
	Appointee service for service users who don't pay for the support.
	Direct payment and recoupment service.
	Freedom of information requests.
	High Needs, arrangement orders
	Cashier related tasks
	Administration of Salary Sacrifice Cycle Scheme
3, Corporate Finance	Plan and deliver the year end.
	Support and liaison with the external audit, Grant Thornton.
	Technical support for revenue, grant and capital finance.
	Treasury management in accordance with Herefordshire Council policies.
	Management of cash collection systems, import / export and daily maintenance.

Hoople Finance staff work to the financial procedure rules set by Herefordshire Council and refer to the Medium Term Financial strategy.

SERVICE	SLA	EXTRA	RISK
Council Tax Administration	Issue annual and ad-hoc bills Determine entitlement to discounts, exemptions, liability of dwellings & hardship applications Liaise with customers including payment arrangements, queries Issuing recovery notices (reminders, final notice and summons) and take follow up action Represent the Council at Magistrates' court to obtain Liability Orders and Valuation Tribunals Completion notices for new properties and liaise with the Valuation of Agency to maintain an accurate banding list and ensure it is reconciled monthly Referring cases and supporting fraud Investigation where potential fraud is identified. Monthly reconciliations and year end balancing that include monthly reports of significant variances to the plan Provide information for responses to customer complaints Provide tax base information on request changes Statistical returns Carrying out quality and controls checks Authorise write-offs below £500 and information for write offs over £500		Even with a restructure and flexible working more staff removed the increased risk in service delivery Time taken to process new and revised billing will get longer CT collection is 98.5% target if resources reduce collection rates will go down affecting c.£80m cash flow and likely bad debt levels Less resource to investigate fraud Will have to pay extra for expertise and quality controls, lose level of audit compliance Increase in new properties and businesses leads to increased workload Increase in digital contact takes away traffic from customer services but increases email traffic to revenues and benefits

	Drawing up new CTR scheme , changing schemes, writing Board reports		
Business Rate Administration	Prepare Annual Business Rates briefing for consultation with local businesses Issue annual and ad-hoc bill Determine entitlement to reliefs and exemptions Agree payment arrangements with ratepayers Approval notices (reminders, final notice and summons) and take follow up action Represent the Customer at Magistrates' court Responding to Customer enquiries Issuing completion notices for new properties Providing Audit staff with information for audit. Agreeing and implementing Audit report outcomes Monthly reconciliations and year end balancing that include monthly reports of significant variances to the plan Authorise write-offs below £500 and provide details of accounts written off Statistical returns	Assist with maximising rating income by identifying properties requiring assessment and those meeting the renewable energy criteria. Liaise with the Valuation of Agency to maintain and accurate banding list and ensure it is reconciled Commissioning functions	Even with a restructure and flexible working more staff removed the increased risk in service delivery Business rate collection is running at 98.8% of £47m less resources will see deterioration in collection rate affecting cash flow and possible bad debt levels
Housing / CT Benefit Administration	Process Housing benefit and council tax support claims and changes and retrospective changes, determinations and appeals Carry out Housing benefit Interventions Identify and categorise overpayments	Commissioning functions, for example:	Even with a restructure and flexible working more staff removed the increased risk in service delivery

	Administer the Discretionary Housing Payments scheme (DHP) Council tax reduction hardship payments Referring cases and supporting fraud Investigation Responding to complex customer enquiries Recovery of benefit overpayments from on-going benefit Managing access to, and use of, DWP Customer information system. and monitoring compliance with DWP Memorandum of Understanding Determine entitlement to Free School Meals Complete the DWP data matching requirements within agreed timescales Carrying out quality and controls checks (5%) on the accuracy of processing of local authority error cases	• Advise on and implement legislative changes within agreed timescales	Time taken to deal with new claims and change of circumstances may get longer – the customer will see deterioration in service and possible homelessness Reclaiming of overpayment on benefits will deteriorate, currently collect c£200k Less resource to support fraud , may result in fines from DWP from level of service change
Adult Social Care Debt Recovery	Recover overpayments from the adult social care team Referrals back to the adult social care team as appropriate Referral of outstanding debts to external enforcement officers Referral of debt onto committal proceedings as appropriate.		Service is new and will develop and agree processes with the Adult Social Care team in Herefordshire Council. Hoople will operate within the constraints of the Herefordshire Council scheme of delegation.

Other	Ensure software upgrades are tested and implemented on time and they reflect legislative changes and operational requirements	Draft complaint responses	Increase in digital traffic reduces physical contact to customer services but increases digital contact via emails and feedback notifications so increase in workload
	Providing specialist advice on Revenues and Benefits issues	Update the revenues and benefits information on the internet/intranet	
	Freedom of Information requests		
	Provide information for audits and agreeing and implementing Audit action plans	Implementation of digital transformation	
	Systems and software maintenance		
	Submit organisational data to Government departments (SHBE etc)		
	Provide agreed data sharing informational reports		
	Data downloads from Government departments (UC, PDP, Atlas etc)		

ICT

ICT Service Details

Hoople Ltd can supply a range of ICT services. Herefordshire Council only consumes those services deemed to be necessary for the smooth delivery of their functions; it is these that are included within this SLA.

Each service supplied by Hoople Ltd has distinct characteristics and therefore will have differing outputs, associated volumes and performance measures. This section describes each service in turn that is considered part of this agreement.

Core ICT services included in the SLA

	Code	Service	Service Notes / Service Constraints
Support End Users and Maintain Their Assets		**SE 1. Support End**	
	SE1.1	Service Desk	Users will make full use of self-service tools where available.
	SE1.2	End User Support	Support is provided on corporate premises only. Users will make full use of self-service tools where available.
	SE1.3	Domain Authentication and Identity Management	Password reset software Starters and leavers File / Folder access requests Mailbox access requests Out-of-Office management Password reset software for the Anycomms Plus Secure Data Transfer System
Management Assets		**AM 2. Asset Management**	
	AM 2.1	Asset Installs and Moves	Large scale (>20 simultaneously) and out of hours staff moves will incur additional charges required to fund additional staff. 10 working days' notice is required for small moves and 30 working days' notice is required for large scale moves.
	AM 2.2	Printer Installation, Triage and Contract management	Management of the print contract. Personal printers are not supported except in corporate locations where central 'pull print' services are not available.
	AM 2.3	Hardware Disposal	Disposal within Herefordshire Council policy Disposal of retired or failed assets Maintain records of assets disposed of Reconciliation of disposal records from 3rd party supplier
Out of Hours Support		**OOH 3. Out of Hours Support**	
	OOH 3.1	Services Desk Out of hours	Provided out of hours for business critical incidents only. Availability: OOH (Monday to Friday – 7.00am - 8.00am and 5.30pm until 10.00pm and on weekdays / bank holidays and 8am to 6pm Saturday and Sundays)
	OOH 3.2	Desk top and Infrastructure Out of Hours	Provided out of hours for business critical incidents only. Availability: OOH (Monday to Friday – 5:30pm - 10.00pm and weekends/bank holidays 8am-6pm)
Maintaining Application Availability, databases and interfaces		**AS 4. Maintaining Application Availability, databases and interfaces**	
	AS 4.1	Database Monitoring	Database monitoring to achieve early warning of problems and to perform tuning to optimise performance Engagement of 3rd parties to resolve database problems Security updates and recommended patches from suppliers
	AS 4.2	Managed Application Support 1	See Managed applications (ICT ICT Appendix 3 – Managed ApplicationsAppendix 3 – Managed Applications) for details
	AS 4.4	Network Applications Support	Support all applications listed including updates. (ICT ICT Appendix 4 - Network ApplicationsAppendix 4 - Network Applications)

	Code	Service	Service Notes / Service Constraints
	AS 4.5	Hosted Applications Support	Support applications including updates.
	AS 4.7	Interface support	Support applications including updates.
	AS 4.8	Maintaining Reference Data	Changes to local reference data, including corrections for data quality, amendments to existing reference data and additions to reference data
	AS 4.14	Geographic Information Services 1	This service includes: Maintenance of the Street and Property Gazetteers Management and maintenance of statutory third party datasets to ensure compliance with data licence obligations
	AS 4.16	Web content	Driven by services providing content.
	AD 11.1	Interfaces	The interface development service provides expert support across the development lifecycle from requirements, design, build, test and transition into service.
Maintaining Network Connectivity	**MN 5. Maintain Network**		
	MN 5.1	Local Area and Wide Area Network support and management	Proactively monitor site connectivity, capacity, performance and usage; create fixes working with the supplier; report on capacity and usage.
	MN 5.2	Internet connectivity support and management	Maintain break/fix connectivity to the internet from all agreed sites Engage suppliers as required for break/fix Proactively monitor site connectivity, capacity, performance and usage Report on capacity and usage Management of internet gateway and internet traffic / content.
	MN 5.3	Wireless network connectivity support	Maintain break/fix wireless connectivity at agreed sites Proactively monitor site connectivity, capacity, performance and usage Report on capacity and usage
	MN 5.4	N3/HSCN connectivity support	Maintain N3 compliance Engage suppliers as required for break/fix. Manage N3 portal. N3 billing enquiries. Provision of N3 services quotations and managing with N3 services provision and installation.
	MN 5.5	PSN/GCSx connectivity support	Maintain GCSX compliance Engage suppliers as required for break/fix
	MN 5.6	Network security services	Maintain and monitor network periphery security Maintain and monitor firewall security, rules and activity Manage 3rd party access in to services as per customer policies Manage security certificates Management of external web services network security including penetration testing
	MN 5.7	Remote Access Service	Support and maintenance of Remote access services via terminal services for non-managed devices Support and maintenance of remote access services via VPN for managed devices
	MN 5.11	Video Conferencing	Provide support for the Customer's video conferencing system.
Telecommunication services	**TS 6. Telecommunications Services**		
	T6.2	IP Telephony	IP telephony system which delivers voice communications over data networks

	Code	Service	Service Notes / Service Constraints
	T6.3	Mobile phone telephony	Manage the contracts that support the Customer's mobile devices within their fleet

	Code	Service	Service Notes / Service Constraints
Mail Services	MS 7. Mail Service		
	MS 7.1	Email Administration	Support for user, shared and service mailboxes including storage, backup and restore, licensing and databases
	MS 7.2	Email Platform	Support and maintenance of Exchange platform for email. Monitoring performance, availability and security.
	MS 7.3	Email archive	Support and maintenance for email archive product
	MS 7.4	Email Security	Management of the email gateway, traffic flow and email anti-spam
Back End Infrastructure Services	BIS 8. Back End Infrastructure Services		
	BIS 8.1	Infrastructure Monitoring	Monitoring of servers hardware. Identification and replacement of failed hardware components.
	BIS 8,2	Infrastructure Support & Maintenance	Hoople can optionally support upgrades to server, storage and network devices. Requests for this work, which is not included in the core SLA, should be made via a Service Request where they will be assessed and costed and a plan of work agreed with the Customer.
	BIS 8.4	Storage	Administration and m maintenance of storage systems. Monitoring and reporting on capacity and performance as requested. Escalation storage capacity issues.
Information Security Management	IS 9. Information Security Management		
	IS 9.1	Information Security Advice, Guidance & Reporting	Information security advice and relay important events to client information governance/information security leads and senior managers. Electronic prompts to staff to agree the staff confidentiality agreement Represent Information Security at client forums and meetings. Provide Customers with the necessary evidence to deliver their Information Governance agenda and compliance requirements.
	IS 9.2	Incident Response & Management	Detection and management of information security events and where required provide the escalation and management of information security incidents.
	IS 9.5	Automated Vulnerability and Security Assessment	This service is limited to 15 days of consultancy to conduct assessments
	IS 9.9	Digital Forensics/File Analysis	This service is limited to 10 days of consultancy to conduct assessments
Architecture	A 12. Architecture		
	A 12.1	Strategic Services	Give advice; technical design authority through matching architectural compliance with services.

	Code	Service	Service Notes / Service Constraints
Procurement and Contract Management			
	C 13 Procurement & Contract Management		
	C 13.1	IT Procurement Assistance	This service is limited to 1000 quotations for IT Procurement. Requests made over the volumetric will attract a charge to be agreed at the time of request. This service is limited to the asset tagging of 1000 new assets received by Hoople. Requests made over the volumetric will attract a charge to be agreed at the time of request.
	C 13.2	Supplier Contract Management	Management of Microsoft Enterprise Agreements Management of software registers to ensure compliance with software licencing obligations for centrally held contracts Monitoring of the status of maintenance agreements to ensure effective and timely renewals Monitoring and managing supplier contract performance including compliance, relationships and optimizing efficiency Resolving disputes
	C 13.3	ICT Contract Procurement	1. This service is limited to an agreed list of centrally held ICT contracts.
Continuity and Security			
	C 14. Continuity and Security		
	C 14.1	Produce Continuity Plans	Continuous review of continuity plan to ensure up to date
	C 14.2	Respond to major incidences	Response to IT emergencies and incidences for the council that impact IT service or where IT service can provide support and solutions.
	BIS 8.5	Back Up Recovery Testing	Monthly test of the validity of a nominated system back up Monthly test of the validity of a restore of a nominated system back up
	BIS 8.6	Data centre shut down	Co-ordinate the relevant teams and Third Parties to assist with planning of large scale Data Centre hardware and systems shutdown without data loss and within agreed timeframes. Additional backups or verification of backups for business critical systems before planned shutdowns.
Information Security Management			
	C 14. Information Security Management		
	IS 9.3	Project Risk Assessment & Implementation	Support information security risk assessment for new technology projects: Conduct risk assessment and control section Manage the preparation, plan, design and implementation of new security technologies. Assistance with technical elements of Privacy impact assessments
	IS 9.4	Security Improvements	Hoople will define, plan, implement and report on security improvements identified through Customer compliance requirements, security incidents, security testing and IT Health Checks.
	IS 9.6	Penetration Testing	Provide test (not including cost to external supplier).
	IS 14.1	Support internal and external audit, assurance and controls	Participate, co-operate and provide information required to complete audits and assurance.

Table 1 Service Included In this SLA

Are any services are not provided?

Hoople Ltd can supply services which Herefordshire Council has chosen not to adopt as part of this service level agreement. Hoople Ltd wish to make clear that the following services have not been chosen by Herefordshire Council and are therefore not considered part of this agreement, any subsequent requirement to consume any of these services would need to be mutually agreed, funding allocated and documentation updated as necessary. This particularly relates to the following:

	PS 15	Professional Services	
Professional Services	PS 15.1	Project Management	Project management services will be provided on a bespoke basis. Requests for this work should be made via a Service Request where they will be assessed and costed and a plan of work agreed with the Customer.
	PS 15.2	Business Analysis	Business analysis services will be provided on a bespoke basis. Requests for this work should be made via a Service Request where they will be assessed and costed and a plan of work agreed with the Customer.

Table 2 Services NOT included in this SLA

Core Service Hours

Services are provided to Herefordshire Council on the basis of an agreed set of core service hours. During core service hours all services are expected to be available, performing within their expected parameters and error free. Outside it can reasonable be assumed that services remain available for use though no guarantee if based on service failure. Where a specific service differs from the core service hours it will be detailed in the service definition (see ICT ICT Appendix 1 – Hoople ICT Service Catalogue 2019/20Appendix 1 – Hoople ICT Service Catalogue 2019/20).

Core service hours are set out in the table below.

Day	Service Start	Service End
Monday	08:00	17:30
Tuesday	08:00	17:30
Wednesday	08:00	17:30
Thursday	08:00	17:30
Friday	08:00	17:30

Table 3 Core Support Hours

Service Maintenance Periods

In order to provide a quality service provision to Herefordshire Council it is necessary for Hoople Ltd to undertake service changes, maintenance and break fix activities. These will always be scheduled to minimise disruption to Herefordshire Council services and therefore it is a requirement of this

agreement that a maintenance is out of core hours unless otherwise agreed between Hoople Ltd and Herefordshire Council's relevant service or with the IT client generally (for this agreement to be documented).

Incident Management / Service Desk

Hoople Ltd provide support for incident management (departure from normal service, service requests etc.) via a service desk. The service desk is the preferred mechanism via which end users can interact with Hoople Ltd. All incidents are logged and assigned a priority. Incidents are investigated and worked on in priority order until they are closed.

The service desk can be contacted via online form (intranet), telephone or email as detailed in the table below.

Method	Detail
Phone	01432 260160
Email	support@hoopleltd.co.uk
E-Form	http://intranet/eform

Table 4 Service Desk Contact Methods

Out of House service times

Out of Hours support for **Desktops and Infrastructure** addresses issues (e.g. hardware and applications):

Day	Service Start	Service End
Monday	17:30	22:00
Tuesday	17:30	22:00
Wednesday	17:30	22:00
Thursday	17:30	22:00
Friday	17:30	22:00
Weekends/ Bank Holidays	08:00	18:00

Table 5 Out of Hours Desktops and Infrastructure

Out of Hours support for **Service Desk** (covering all other issues) is available:

Day	Service Start	Service End

Monday	07:00	08:00
	17:30	22:00
Tuesday	07:00	08:00
	17:30	22:00
Wednesday	07:00	08:00
	17:30	22:00
Thursday	07:00	08:00
	17:30	22:00
Friday	07:00	08:00
	17:30	22:00
Weekends/ Bank Holidays	08:00	18:00

Table 46 Out of House Service Desk

The out of hours coverage first contact is via external provider and two workflows will be followed:

1. To register this issue to resolve in core hours
2. To escalate on on-call Hoople IT officer if considered critical to immediate service delivery

The Councils resilience team or a Senior Leader (member of the management board) may also escalate to the Hoople IT on-call senior leader where:

- It is viewed that the incident has major impact on the Council and requires escalation
- The incident has a major, serious impact on the Council and does not appear to be being resolved as expected

Incidents logged with the service desk are prioritised according to two factors, impact and urgency. The table below describes these two factors and how incidents are assessed. Following prioritisation, incidents have an expected resolution time which reflects the significance of the incident, this is described in the second table.

Impact	Urgency
Business Critical This is a fault that causes major impact upon the use of the system or the work of the whole department e.g. system down.	High Critically impairs the ability of the department of service area to provide citizen or patient care or service
High Impact This is a fault where a key individual or item of equipment or system is inoperable such as to impact upon a number of individual's work	High Severely impairs the ability of key users or group of users to provide citizen or patient care or service
Medium Impact This is a fault where an individual item of equipment or system is inoperable such as to impact upon a single individual's work. It refers to a problem that causes a department or service to function less efficiently but does not affect that areas overall ability to deliver NHS	Medium Severely impairs the ability of single user to provide citizen or patient care/service. User/department is able to work with the use of workarounds but workaround is not sustainable
Low Impact This is a fault which does not necessarily result in any down time but may be of a recurring nature or a problem such that it causes minor or irritating delay in normal working practice. Routine maintenance or installation of non-standard hardware or software.	Low User/department is able to work with the use of workarounds over sustained period
None Project work or requests for change with no agreed delivery or due date	None Project work

Table 5.7 Incident Impact/Urgency Matrix

Impact	Urgency	Priority	Response Time	Resolution time
Business Critical	High	1	15 minutes	8 hours
High	High	2	4 Hours	3 days
Medium	High	2	4 Hours	3 days
High	Medium	3	1 day	5 days
Medium	Medium	3	1 day	5 days
Low	Medium	3	1 day	5 days

Impact	Urgency	Priority	Response Time	Resolution time
Medium	Low	4	2 days	10 days
Low	Low	4	2 days	10 days
None	None	5	2 days	90 days

Table 68 Incident Priority and Resolution Times

Service desk incidents are proactively managed until they are successfully closed in agreement with the user or users who raised the incident.

Service Performance

Hoople Ltd will ensure that all services supplied to Herefordshire Council are of sufficient quality to perform their intended function, are available and responsive to the service user. In order to provide assurance to Herefordshire Council that services are meeting their quality thresholds a series of performance measures are taken and reported to Herefordshire Council as a set of Key Performance Indicators (KPIs).

Hoople Ltd will monitor and manage all services proactively to ensure smooth service delivery and to try and pre-empt service interruption through preventative maintenance. Service quality will be reported and reviewed with Herefordshire Council through the following mechanisms:

1. Monthly reporting on key activity via Herefordshire Council performance management tool
2. Monthly budget forecast
3. Quarterly SLA review meetings based on:
   a. Report on KPI
   b. Detail of spend
   c. Progress report on actions
   d. Progress on key projects
4. Annual review of the delivery of the Digital Strategy
5. Ad-hoc request for performance (e.g. audits, committee reports, decision reports)
6. Twice yearly report to Herefordshire Council management board

Performance measures vary by the type of service being provided. Key Performance Indicators are described below for each service.

ICT KPIs

The following KPIs will be reported to Herefordshire Council as described. Where individual measures are complex they can be further detailed in ICT ICT Appendix 2 – Detailed performance measuresAppendix 2 – Detailed performance measures.

KPI Name	Description	Performance Measures	Period	Calculation	Target	Pass	Fail
Service Desk Activity	Measures the volume of service requests to measure trend	Number of new incidents logged by priority	Previous calendar month	Sum of incidents logged per priority group	Baseline (per group)	N/A	N/A
Service Desk Quality	Measures how well the service desk performs	Number of incidents reopened	Previous calendar month	Sum Number of incidents reopened	Pass	<=10	> 10
Service Desk Response	Measures Service Time to resolve	Number of incidents resolved by priority	Previous calendar month	Mean average (Count/Total) of incidents per group	Pass all groups	100% (per group)	< 100% (per group)
Critical Incidents	Measures critical incident count	Number of P1 incidents	Previous calendar month	Sum Number of P1 incidents raised	Pass	<=20	>20
Core Application Availability	Measures core business applications are available	% of time application available for: Email Business World Mosaic including reporting Internet – Staff access to internet Phone system Website Availability tests to be documented	Previous calendar month	MIN % availability for each monitored application. Depending on test – availability is Successful Test/Total Tests in period	Pass	>= 99.5%	< 99.5%
WAN performance	Inter site latency measure	Latency measured between WAN sites	Previous calendar month	For each WAN link monitor latency Report MAX latency for all links	PASS`	<=50ms	>50ms
WAN availability	Inter site connectivity	Aggregated % for key devices	Previous Calendar Month	Poll associated network devices every 120 seconds on Solarwinds. After 10 polls and 1200 seconds (10 minutes) the first availability figure is presented. (*Example; So if 2 polls were missed and 8 responded you would have a figure of 80% availability*). Over the hours, days, week, month these 10 minute results are all rolled up into an overall figure and this figure is presented to	PASS	100%	<100%
Preserving our data	Backup success rate for each backup application/routine/process	% success for scheduled backups per	Previous calendar month	Total Successful backups/Total Number of backup	100%	100%	<100%

KPI Name	Description	Performance Measures	Period	Calculation	Target	Pass	Fail
		backup application		jobs per backup application (See Appendix 2)			
Infrastructure Patching	Measures success of patching infrastructure devices	% of devices needing patching successfully patched	Previous calendar month	Successful patches/Total required	100%	100%	<100%
Client Patching	Measures success of patching client devices	% of devices needing patching connected to the network successfully patched	Previous calendar month	Successful patches/Total required NB: not all devices may connect to the network	100%	>=90%	<90%
Security of data	Measures the number of incidents which caused harm	Number of information security incidents deemed to have caused harm	Previous calendar month	Number of incidents deeded harmful by IG	0	0	>=1

Continuous improvement

Hoople Ltd will monitor the ongoing performance of their services and seek to improve them at every opportunity where it is practicable and reasonable to do so. Any suggestions for service improvement will be documented in a service improvement register which will be reviewed quarterly with Herefordshire Council to determine if there are improvements which are both desirable and beneficial to implement.

ICT Appendix 1 – Hoople ICT Service Catalogue 2019/20

Code	Service Component Service Owner	Service Definition
SE1	Support End Users	
SE 1.1	Service Desk	Hoople will provide a Service Desk function so that the Customer's users have a single point of contact when there is a service disruption and for service requests. This service includes: - The recording, managing and resolving of incidents where possible - The recording, managing and resolving of service requests; - The recording, managing and resolving of standard change requests; This service excludes: - Reset of passwords where self-service has not been attempted The Service Desk aims to resolve Incidents at the first point of contact. Where this is not possible, the call will be referred to more specialised functions such as other IT technical support staff, a vendor or designated 3rd parties.
SE 1.2	End User Support	Hoople will provide support and maintenance of standard build desktop, laptop and tablet devices at their physical Customer location and maintain those devices in good working order with up to date hardware and software. This service includes: - Hardware support and maintenance of standard build desktop, laptop, tablet and devices - Standard build operating system, productivity suite (Microsoft Office) and utilities, application support and maintenance of standard build desktop, laptop and tablet devices - Patching of operating system and productivity suite - MDM support of standard tablet and smartphone devices Where possible, Hoople will fix or replace failed devices that are within warranty from the Customer's redeployment pool. All user devices remain the property of the Customer. This service excludes: -Support for approved(Whitelisted)MDM Applications -Support for hardware not contained on the approved standard list of devices

Code	Service Component Service Owner	Service Definition
		-Support for hardware not on corporate sites -Bring Your Own Device 'BYOD'
SE 1.3	Domain Authentication and Identity Management	Hoople provides a secure authentication service for users and devices, providing a secure method of accessing the Customer's network and applications. This service includes: - Support for adding, moving, and changing users, devices, services, and groups. - Support for user account maintenance, including password resets, encryption password reset, file folder access, and mailbox management. -Maintenance of the asset register
SE 1.4	Registration Authority	Hoople can provide an RA Management service for Customer's users to facilitate access to NHS Smartcard controlled systems. This service includes: - The provision of a Smartcard Management service for all Smartcard and RA related service requests - The provision of an RA Agent service - The creation, amendment and disabling of User and Smartcard Access Rights - Issue Smartcards on presentation of a line manager authorised form - To reset user passwords or Smartcard PIN Numbers on validation of user identity - Smartcard Assurance for users and Clinical System new live units - Smartcard Certificate Renewals - Testing of all new upgrade releases
AM 2	Asset Management	

Code	Service Component Service Owner	Service Definition
AM 2.1	Asset Installs and Moves	Hoople can support Customers with their accommodation changes and new requirements. This service includes: - The installation of additional end user device asset(s) - The moving or decommissioning of existing end user device asset(s) - Initial deployment (corporate set up, connectivity to corporate information and issuing) of standard mobile devices (see Device List for list of supported tablets, smartphones and phones) - Maintenance of the asset register
AM 2.2	Printer Installation and Triage	This service provides installation and triage support for compatible printers that are under warranty. This service includes: - Management of the print contract - installation of the printing device, - installation/deployment of printer drivers and printer software deployment - network and local printers. This service excludes: - The installation and management of printer consumables i.e. toner, cartridges and paper. - Support of non-'Pull Print' devices.
AM 2.3	Hardware Disposal	Hoople will safely and securely dispose of redundant corporate hardware assets and equipment in accordance with the Customer's disposal procedure. This services ensures that: -All equipment is securely disposed of in accordance with WEEE regulations. -Electronic storage media e.g. hard disks, USB memory sticks etc. are physically destroyed -That all other equipment is recycled or disposed of in accordance with current legislation -The records of the equipment being disposed of is maintained and reconciled throughout the disposals process to provide assurance to the Customer. -Maintenance of the asset register
OOH 3	Out of Hours Support	

Code	Service Component Service Owner	Service Definition
Out of hours 3.1	Desktop Out of Hours	Hoople can provide an enhanced level of support out of normal operating hours to Customer's to support their end users with business critical incidents affecting their standard build end user devices on a reasonable endeavours basis. This service includes: - Issue resolution for hardware, operating system and software - Is available to users working on their corporate sites This service excludes: - Out of Hours support to Council Members
Out of hours 3.2	Infrastructure Out of Hours	Hoople can provide an enhanced level of support out of normal operating hours to Customer's to support their core infrastructure to manage and resolve business critical incidents. This service includes: - Critical infrastructure issue resolution

Code	Service Component Service Owner	Service Definition
AS 4	Managed Application Support	
AS 4.1	Database Monitoring	Hoople provides its Customers with a database monitoring service to ensure that their key business database applications are available during core business hours. This service includes: - Real-time status monitoring of database health - Liaison with supported line of business database and application vendors to support issue resolution should an issue arise - Monitoring of application interfaces
AS 4.2	Managed Application Support 1	Hoople can support the Customer's key managed line of business applications, listed in Supported Products list. This service includes: - Real time monitoring of applications to ensure they are available - Issue resolution - Small configuration changes - Liaison with 3rd party system vendors to ensure the resolution of issues and incidents maintenance, and problem resolution - The testing and application of critical patches and updates to ensure the application is in line with the vendors recommendations and/or legislative requirements. Major version upgrades are excluded (see below).
AS 4.3	Managed Application Support 2	Hoople can further support the Customer's key managed line of business applications, listed in Supported Products list, to ensure that the Customer is able to make use of the latest functionality. This service includes: - The testing and application of non-critical patches, updates and upgrades In order to undertake this service, there will be a requirement to agree maintenance windows with customers for system downtime where required.

Code	Service Component Service Owner	Service Definition
AS 4.4	Supported Applications	Applications where the relationship with the supplier is usually maintained by the business users with ICT Services being commissioned to carry out work on an 'as and when' basis. Support is provided by various teams within Hoople, with no dedicated support team. For these applications, Hoople support the software application, database and server environment but not the application itself. This service includes: - The application of non-critical patches, updates and upgrades - 2nd line issue investigation after the Customer's support arrangement have attempted resolution - Liaison with 3rd party application vendors - Advice and guidance - Create and maintain support documentation as required - Large scale configuration changes. This service excludes: - 1st line user support In order to undertake this service, there will be a requirement to agree maintenance windows with customers for system downtime where required.
AS 4.5	Hosted Applications Support	Hoople can host business/departmental applications within a fully managed data centre environment. These applications are listed in the Supported Products list. This service includes: - The provision of power and cooling
AS 4.6	Externally Hosted Application Support	Hoople can provide a single point of contact for application provisioned directly by vendors. These applications are listed in the Supported Products list. This service includes: - Liaison with 3rd party vendors to escalate issues

Code	Service Component Service Owner	Service Definition
AS 4.7	Interface support	Hoople provides its Customers with an interface monitoring service to ensure that the key interfaces that support their business applications are available during core business hours. This service includes: - On-going status monitoring of the Customer's interfaces - Issue resolution should an issue arise - Proactive monitoring
AS 4.8	Maintaining Reference Data	By providing governance and process control, Hoople can ensure that the Customer managed applications remain current with any changes to their reference data.
AS 4.9	Database Design & Change	Hoople can undertake the design, testing and deployment of new database applications, as well as ensuring that existing database applications, to support the Customer's needs. This service includes: - The specification, design, testing and deployment of new database applications - Significant database application upgrades or changes
AS 4.10	Data Management	Hoople is able to provide a range of specialist data management services to ensure that the Customer's data assets are managed and maintained. This service includes: - Data cleansing and reconciliation: comparing of and identifying discrepancies between data from disparate source systems against a defined standard dataset - The migration of data from one application into another. This service includes the development of the migration and testing of data schema to map values to enable meaningful migration. - The managed archiving of data from decommissioned systems and solutions and the development of methods to access and retrieve it (store, access, read)

Code	Service Component Service Owner	Service Definition
AS 4.11	Reporting services	Hoople is able to provide data in a report format to address a specified business need. This service includes: - The provision of standard reports via Microsoft SQL Server Reporting Services 2008 R2 and supplied through a report catalogue - The development and provision of ad-hoc reports to meet one-off report requests via Microsoft SQL Server Reporting Services 2008 R2.
AS 4.12	Interface design and change	Hoople can undertake the design, testing and deployment of new interfaces, as well as ensuring that existing interfaces, to support the Customer's needs. This service includes: - The specification, design, testing and deployment of new interfaces - Significant interface upgrades or changes
AS 4.13	Geographic Information Services 1	Hoople provide a geographical information subject matter expertise to support the Customer's maintenance compliance with the BS7666 national standard for the representation of address information. This service includes: - Maintenance of the Street and Property Gazetteers -Management and maintenance of statutory third party datasets to ensure compliance with data licence obligations
AS 4.14	Geographic Information Services 2	Hoople can provide a geographical information system (GIS) service for the management and maintenance of PSMA and OS open geographic datasets. - The provision and management of a geographic information data to Customer's included in managed systems and internet mapping.

Code	Service Component Service Owner	Service Definition
AS 4.15	Geographic Information Services 3	Hoople can provide a geographical information system (GIS) analytical, reporting and mapping service. The service includes: - The management and maintenance of geographic base mapping datasets - Maintenance and management of relevant datasets to support the production of statistical mapping - Surveying service to capture and represent real world objects in a GIS - Production of maps as required within an agreed timescale - Production of plan as required within an agreed timescale - The provision and management of a geographic information data to Customer's for inclusion in downstream systems - Out of Hours support for Emergency Response -Provide advice and guidance for best practice when using GIS, mapping copyright issues, and manipulation of existing data. -Provide general technical support for GIS Customers -Provide training for GIS Customers - Support for OpenLayers RMX 4
AS 4.16	Web content	Hoople can provide a web content service for the management and maintenance of the intranet and herefordshire.gov.uk (and related) internet sites. - Content is maintained within the Jadu CMS - Content is maintained within existing design templates - User experience is managed - Search Engine Optimisation is managed - Website statistics (Google Analytics) are provided - A responsive website design is provided (the website displays appropriately on screens of all sizes, including mobile devices) - Websites are monitored for availability This service excludes: - Support for the WISH website

Code	Service Component Service Owner	Service Definition
MN 5	Maintain Network	
MN 5.1	Local Area and Wide Area Network support	Hoople can establish and manage secure and resilient data networks between and within key customer sites. This service includes: - The administration of LAN/WAN - The management activities required to ensure that the local area network (LAN) and wide area network (WAN) infrastructures are operating efficiently, reliably and securely - Monitoring the communication links between and within the Customer's corporate premises - Issue resolution on issues affecting connectivity - Issue resolution on issues affecting the Quality of Service (QoS) - Physical data patching - Management of the routing of data traffic - Liaison with 3rd party vendors for issue resolution
MN 5.2	Internet connectivity support	Hoople can provide support to maintain internet access availability for Customers. This service includes: - Real time monitoring of connectivity - Initial issue resolution to maintain access - Liaison with 3rd parties - Manage and maintain barrier security policies at the internet Gateway - Manage and maintain a web filtering service based on the Customer's requirements
MN 5.3	Wireless network connectivity support	Hoople can provide and support a shared, secure and resilient wireless network and ensure that Customers' client devices can connect to the network. NB: Wireless systems are designed to be resilient and used out of SLA hours, however core operating hours for the service are 8:30 to 17:30 Monday to Friday excluding weekends and public holidays.

Code	Service Component Service Owner	Service Definition
MN 5.4	HSCN connectivity support	Hoople will provide customer organisations with the appropriate support to ensure a secure and resilient data network between key customer sites and HSCN. This service includes: - Liaison between the 3rd party for any errors, downtime and planned improvements of the HSCN network. - Provision of compliance support for the technical components - Manage HSCN billing enquiries and produce any billing based on the Customer's requirements - Support for the commissioning of new HSCN circuits
MN 5.5	GCSx connectivity support	Hoople will provide customer organisations with the appropriate support to ensure a secure and resilient data network between key customer sites and GCSx. This service includes: - Liaison between the 3rd party for any errors, downtime and planned improvements of the GCSx network provisioned through the Government Connect programme. - Provision of compliance support for the technical components for existing configuration of the service Excluded: Configuration changes as a result of changes in compliance from Cabinet Office or other government standard.
MN 5.6	Network security services	Hoople can ensure that the integrity of Customer networks are maintained and ensure that network security complies with the Customer's standards. This service includes: - The development of IT security policies and processes - The application of these policies to the network infrastructure - Management and maintenance of a web filtering service - The provision of evidence to support any audit procedure the Customer wishes to undertake (see IS 1.4 Reporting)
MN 5.7	Remote Access Service	The Remote Access Service provide methods for customers to connect to their corporate network and associated resources from remote locations, including small sites, home locations and mobile workers via VPN or Terminal Services including authentication method. This service provides:

Code	Service Component Service Owner	Service Definition
		- A secure and resilient service to allow users to access applications and services within the network from external locations E.g. Home. - Remote access is designed to be resilient and used out of SLA hours.
MN 5.8	Site provisioning	Hoople can provide support in the design of ICT provision in new builds and refurbished buildings. This service includes: -Technical feasibility of the requests made in the design phase -Provide the Customer with quotes for the work requested in the design phase -Check plans and approve them to accept as a work package -Work with the Customer to ensure installation is completed to agreed timescales - Provisioning new circuits - Network patching
MN 5.9	Site decommissioning	Hoople is able to provide a complete site decommissioning service. This service includes: - The ceasing of network circuits at the specified site - The collection and disposal of equipment - Updating the relevant system documentation and asset registers to reflect the changes
MN 5.10	Network changes	Hoople can provide support to any changes to the Customer's network(s). This service includes: - Data patching as a result of changes - Changes to web filtering policies or configuration - Changes to LAN/WAN and Wireless networks as a result of changing customer requirements
MN 5.11	Video conferencing	Hoople will provide support for the Customer's video conferencing system. This service includes: - Initial setup of the user on the system

Code	Service Component Service Owner	Service Definition
		- Information, advice and guidance on the use of the system - Initial fault resolution
TS 6	Telecommunications Support	
T6.1	Analogue DX Support	Hoople will provide: - Fault reporting: Hoople will report faults on behalf of the Customer with the telecoms provider and track these faults through to resolution. - Adds, moves and changes: Changes to existing telephone installations including installing additional handsets and relocating. - Billing: Hoople will produce billing reports for the Customer. - Provision of support of standard hand sets
T6.2	IP Telephony	Hoople will provide a IP telephony system which delivers voice communications over data networks. This service comprises: - Fault reporting: Hoople will report faults on behalf of the Customer with the telecoms provider and track these faults through to resolution. - Adds, moves and changes: Changes to existing telephone installations including installing additional handsets and relocating. - Billing: Hoople will produce billing reports for the Customer. - Unified communications: Provide an IP voice service that is integrated with a unified communications system including voicemail, presence, and chat. - IVR: Manage and maintain the IVR scripting. - Contact centre: Manage and maintain Contact Centre functionality. - Voicemail: Manage and maintain voicemail functionality - Management of contract for ISDN lines and gateway

Code	Service Component Service Owner	Service Definition
T6.3	Mobile phone telephony	Hoople will manage the contracts that support the Customer's mobile devices within their fleet. This service includes: - Maintain the mobile Contract database to ensure the Customer's records are up to date and current - Liaison with the mobile phone network provider - Maintain and manage customer billing - Maintenance of the asset register This service excludes: - Mobile Device hardware support as this is covered by the Mobile Phone supplier
MS 7	**Mail Services**	
MS 7.1	Mail Administration	Hoople provides a shared mail service to its Customers. This administration service includes: -User account administration -Group account administration -Quota management -Maintenance of global address lists -Creation and management of email distribution lists and additional mailboxes - Archiving service for users email
MS 7.2	Email Platform	Hoople provides a shared mail service to its Customers. This service includes: -Maintenance and support of the Exchange 2010 email platform environment with critical updates (patches, hotfixes) -Provision and maintenance of an anti-spam filtering system -Provision and maintenance of an anti-virus system to identify and isolate where possible, any inbound viruses embedded in emails sent to Customer accounts on the system.

Code	Service Component Service Owner	Service Definition
MS 7.3	Email Archive	Email archive service provides Customers with the capability to archive user email in line with their organisational data retention policy. This service includes: - Support for the email archive application - Maintenance and monitoring of email archive application and storage
MS 7.4	Email Security	Hoople provides full management of the email Gateway and traffic flow to provide Customers with an optimal level of service. This service includes: - The provision and maintenance of an email anti-spam service - The provision and maintenance of anti-virus service
BIS 8	Infrastructure Services	
BIS 8.1	Infrastructure Monitoring	Hoople is able to support Customers by monitoring their infrastructure environment which underpins IT service deliver to prevent service failure and/or provide early warning of issues. This service includes: - Real-time monitoring of Customer's servers, storage and network devices and connectivity in their infrastructure environment

Code	Service Component Service Owner	Service Definition
BIS 8.2	Infrastructure Support & Maintenance	Hoople will, with agreement with the Customer, provide critical maintenance (hotfixes and patching) of the server, storage and network devices in their infrastructure environment where the devices are supported by the vendor. This service includes: - Issue resolution of infrastructure server, storage and network devices - Critical maintenance of infrastructure server, storage and network devices - Liaison with third party suppliers This service excludes: - Infrastructure devices that are out of support by the vendor or without an extended support and maintenance contract - Hoople can optionally support upgrades to server, storage and network devices. Requests for this work should be made via a Service Request where they will be assessed and costed and a plan of work agreed with the Customer. NB: The Customer is responsible for any replacements of defective devices or storage medium that has to be replaced under warranty. NB: The service can only be provided where the Customer has agreed to and funds a sufficient refresh strategy. In order to undertake this service, there will be a requirement to agree maintenance windows with customers for system downtime where required.
BIS 8.3	Backup and Recovery	Hoople will provide back up and recovery services to recover data from applications and systems in the event of a problem. This service is limited to the individual system retention policies agreed with the Customer when commissioned. The service includes: - Recovers data to a usable point and does so as quickly as possible for the services and applications maintained by Hoople. - Ensures that backup and recovery schedules are implemented as requested during their commission. - Provides reporting on required backup statistics. - This excludes for instance any data stored on local hard drives in desktop PC's, laptops or external portable

Code	Service Component Service Owner	Service Definition
		hard drives - Provides secure storage and retention of backup media
BIS 8.4	Storage	Hoople maintains a secure and managed enterprise storage solution to meet Customer's data storage requirements. This service includes: - Provides critical maintenance only (patching and hotfixes) - On-going management of the capacity of the storage devices This service excludes: - Storage operating system upgrades The service can only be provided where the Customer has funded the provision of sufficient enterprise storage capacity.
BIS 8.5	Back Up Recovery Testing	The regular or at least annual restore of data is considered good practice. Hoople can provide this service, on a monthly basis, to provide assurance on the back up procedures and schedules designed for the Customer. This service includes: - Monthly test of the validity of a nominated system back up - Monthly test of the validity of a restore of a nominated system back up
BIS 8.6	Data centre shut down	Hoople with co-ordinate the relevant teams and Third Parties to assist with planning of large scale Data Centre hardware and systems shutdown without data loss and within agreed timeframes. This service proceeds: Additional backups or verification of backups for business critical systems before planned shutdowns. This is service is not covered by existing out of hours services.

Code	Service Component Service Owner	Service Definition
BIS 8.7	Commissioning of new services	Hoople is able to provide a service to ensure that new systems are commissioned and tested prior to their operational use.

Code	Service Component Service Owner	Service Definition
IS 9	Information Security Management	
IS 9.1	Information Security Advice, Guidance & Reporting	Hoople can provide the Customer with the necessary advice and guidance to make informed decisions on their Information Governance agenda and compliance requirements. This service includes: - Provision of information security advice and relay important events to client information governance/information security leads and senior managers. - Electronic prompts to staff to agree the staff confidentiality agreement - Represent Information Security at client forums and meetings. Provide Customers with the necessary evidence to deliver their Information Governance agenda and compliance requirements.
IS 9.2	Incident Response & Management	Hoople can support the detection and management of information security events and where required provide the escalation and management of information security incidents.
IS 9.3	Project Risk Assessment & Implementation	Hoople will support Customers in their information security risk assessment for new technology projects: - Conduct risk assessment and control section - Manage the preparation, plan, design and implementation of new security technologies. - Assistance with technical elements of Privacy impact assessments
IS 9.4	Security Improvements	Hoople will define, plan, implement and report on security improvements identified through Customer compliance requirements, security incidents, security testing and IT Health Checks.
IS 9.5	Automated Vulnerability and Security Assessment	Hoople will conducted information security vulnerability assessments. This service includes: - Scheduled and on-demand information security vulnerability assessments - Report on detected weakness in security including remediation plans.

Code	Service Component Service Owner	Service Definition
IS 9.6	Penetration Testing	Hoople can provide dedicated penetration testing services to provide the Customer with information on any potential security weaknesses prior to the deployment of advanced custom infrastructure and web applications. This service includes: - Carrying out penetration testing to detect and management of information security events - Where required, provides the escalation and management of information security incidents.
IS 9.7	IT Health Check	Hoople can support the Customer by conducting IT health checks. This service includes: - The scoping and management of an annual PSN IT Health Check to CESG guidelines. - The commissioning of a certified third party to conduct the IT Health Check. - Reporting on the results including proposed remediation of vulnerabilities.
IS 9.8	ICT Audit, Assurance and Controls	Hoople can support the Customer through the provision of internal policies, processes and procedures will be in place to provide them with assurances that all Information Management and ICT systems and services provided by the Service are duly maintained and controlled. This service includes: - Information in support of formal Customer ICT audits (such as internal audit programmes etc.) ISO27001:2013 will be used as the management framework for information security.
IS 9.9	Digital Forensics/File Analysis 1	Hoople can provide skilled processing and analysis of computer equipment and electronic files to support an investigation, security incident or attempt recovery of encrypted information. This service includes: - Supporting the collection and storage of digital evidence to Chain of Custody best practice. NB: The core service is for investigations which are unlikely to need to withstand the scrutiny of a court of law.

Code	Service Component Service Owner	Service Definition
IS 9.10	Digital Forensics/File Analysis 1	Hoople can provide skilled processing and analysis of computer equipment and electronic files to support an investigation, security incident or attempt recovery of encrypted information. This service includes: - Supporting the collection and storage of digital evidence to Chain of Custody best practice. NB: The core service is for investigations which are likely to need to withstand the scrutiny of a court of law.
BC 10	Business Continuity Planning	
BC 10.1.	Business Continuity Planning	Hoople is able to contribute to and support the development and on-going maintenance of the Customer's business continuity planning to ensure that user and business requirements are understood and defined. This service excludes: - Customer business continuity planning. The Customer remains accountable and responsible for their own business continuity plans.
AD 11	Application Development	
AD 11.1	Interfaces	This service provides development of bespoke interface solutions based on requirements set by the Customer. The interface development service provides expert support across the development lifecycle from requirements, design, build, test and transition into service.
AD 11.2	Web development	This service provides development of bespoke web solutions based on requirements set by the Customer. The web development service provides expert support across the development lifecycle from requirements, design, build, test and transition into operational service. This service includes: - Web development within the ASP.NET, Jadu CMS, Sharepoint (2007, 2010, 2013) and Microsoft Web Services frameworks

Code	Service Component Service Owner	Service Definition
AD 11.3	Application development	Application Development services are available to provide the Customer with bespoke software solutions, using Microsoft technologies, and provides support across the development lifecycle. This service includes: - Requirements analysis to defines the Customer requirements and provides a high-level system specification/approach - Software Design, including functional specification, data models and prototyping - Systems development, including system documentation; compliance with security and usability standards - Development of the associated documentation: including user manuals if required - Testing, incorporating formal testing scripts for larger developments - Implementation, including data migration from legacy systems, training, handover and support - Application development within the Microsoft development stack (.NET) and Java
A 12	Architecture	
A 12.1	Strategic Services	In order to support Customers, Hoople can work pro-actively on their behalf to architect and design an effective technology environment that meets their business needs. This service includes: - Engagement with the Customer to understand business needs - Interpreting and reviewing requirements, the analysis of the existing technology IT environment and the emerging technology landscape - Development and defining of strategy, technology blueprint and associated architecture standards - The planning of any product and system lifecycle - Developing of Project Mandate(s) to initiate the evaluation of any solution design and implementation

Code	Service Component Service Owner	Service Definition
A 12.2	Solution Services	Hoople can provide Customers with the technical expertise to ensure that any specified solutions are capable of meeting with the Customer's business need. This service includes: - Assessment of any potential/selected product(s) - Research and development of available solutions - Support the design of products and solutions through business analysis - Support the development of any Customer Business Cases - Support of procurement and tendering processes - Conduct and assure the capacity planning process - Conduct and assure the impact and risk assessment necessary to ensure technical or contractual compliance - Liaise between Hoople, the Customer and their stakeholders - Provide liaison with the Vendor on solution design, contract terms and contract renewals This service is fed by Strategic Services offering *Data Centre *Structured cabling *Capacity Planning *Networking *Wireless Networking *Optical Networking *Physical Server infrastructure *Virtual Server infrastructure *Tiered Storage (SAN,NAS,CAS) *Resilience (Disaster Recovery/Business Continuity) *Security *Telephony (including collaboration and unified communications) *Audio Visual *Electronic Mail *File/data storage *Database

		*Enterprise edge *Platform as a service *Hosted services (Cloud/Xaas) hosted on premises *System and Configuration Management Solutions and Services *SharePoint Collaboration *Directory Services; management and design This service excludes: Project Management or business analysis associated with new solution design and implementation
A 12.3	Delivery Services	Hoople will provide Customers with the appropriate technical expertise to assure that the design, testing, implementation, transition to service, optimisation and the associated maintenance of technology solutions being implemented to meet the specified business needs. This service can provide expertise in a range of products including, but not limited to listed in Supported Products list. This service also includes the liaison with any system/solution vendors throughout the procurement process and the associated maintenance renewals. This service excludes: - Provision of end user testing, end user training and the development and maintenance of training documentation - Contract management - Project management and business analysis

Code	Service Component Service Owner	Service Definition
C 13	Procurement and Contract Management	
C 13.1	IT Procurement Assistance	Hoople can provide expert assistance for the procurement and purchasing of ICT hardware and software. This service includes: - Support for the Customer's IT procurement process - Subject matter expertise to support the effective procurement of technology - The receipt, asset marking of any assets and maintenance of the asset register - Development and provision of quotations - Management of tenders - Stock control and quarterly stocktakes - Maintain software, hardware and mobile device registers - Support Customers in contract renewals
C 13.2	Supplier Contract Management	Hoople will support the management of ICT-related contracts that Customers may hold. This service includes: - Management of Microsoft Enterprise Agreements - Management of software registers to ensure compliance with software licencing obligations for centrally held contracts - Monitoring of the status of maintenance agreements and liaison with the Customer to ensure effective and timely renewals - Monitoring and managing supplier contract performance including compliance, relationships and optimizing efficiency - Resolving disputes

Code	Service Component Service Owner	Service Definition
C 13.3	ICT Contract Procurement	Hoople can support the procurement of ICT-related contracts that Customers may hold. This service includes: - Procurement in line with the customer's reasonable procurement and governance policies.
SM 14	Service Management	
SM 14.1.	Business Relationship Management	The Account Management service provides a key liaison point between the Customer and Hoople. The role works pro-actively on behalf of these organisations to ensure that the technology services provided continue to meet the Customer's business needs. This service aims to improve the effectiveness of the IT service delivery to ensure that it is appropriate for the current needs of the customer and takes account of future business requirements. This service includes: - Customer engagement to understand business needs - Interpreting and reviewing business requirements - Monthly reporting of SLA performance - Annual Customer Satisfaction survey - Act as escalation point for the Customer for complaints and queries
PS 15	Professional Services	
PS 15.1	Project Management	Hoople can provide Technical Project managers to provide this service to accompany the assessment, business case, solution design and delivery of new systems and services to be implemented by the customer. Project managers can work to either PRINCE2 or Agile metholody dependent on the customer's preference.
PS 15.2	Business Analysis	Hoople can provide Business and Technical business analysis to support the assessment, business case, solution design and delivery of new systems and services to be implemented by the customer. Business analysts can provide support to outline specifications for new solutions, business and technical processes, assessments against specification and technical testing processes.

ICT Appendix 2 – Detailed performance measures

Detail any complex performance measures here. To include the mechanism for monitoring, the frequency and success/failure criteria.

Backup Performance Measures

Hoople use two backup applications to create data archives for important data these are:

- Netbackup
- Backup Exec (which operates on two servers as two distinct instances)

Numerous backup jobs are scheduled on these applications to automatically archive data and report on their individual success or failure. It is critical that these jobs are successful in order to ensure that data is protected.

The backup success KPI will be calculates on the following basis:

- Each individual job will be checked for success or failure (failures will be reported and remediated as a matter of urgency)
- The total number of jobs per application instance will be noted for that reporting period
- A percentage success rate will be derived based on the number of successful jobs compared to the total (Success/Total*100) for that backup application
- The MINIMUM success rate will be reported

ICT Appendix 3 – Managed Applications

Hoople Ltd fully manage the applications listed here on behalf of Herefordshire Council. Applications will be maintained to include all the latest available vendor patches released to resolve security related problems and any stability, performance related patches will also be deployed (subject to appropriate testing and recommendations from Hoople).

Application Name	Version	Vendor
Academy		Capita
Agresso - Business World		Unit 4
Aligned Assets Symphony Suite		Aligned Assets
AnyComms		Avco Systems
APP(Civica)		Civica
BACS Feeder		
Biztalk		Microsoft
Civica to EDRMS Mapper		Civica
Exponare		Pitney Bowes
FrameworkI – Mosaic		Servelec
Kofax		Kofax
MapInfo		Pitney Bowes
Microsoft Dynamics CRM		Microsoft
Gazetteer		Aligned Assets
Symphony SNN		Aligned Assets
Tribal - Synergy Education		Servelec
Wisdom		Daisy
Microsoft Office (2007 - 2013)		Microsoft
Microsoft Sharepoint		Microsoft
Spacecraft - JADU		
Email archive		

Table 79 Supported software applications

ICT Appendix 4 - Network Applications

Hoople Ltd maintain and manage the following network applications as part of this SLA. This includes all security related patches and any appropriate performance and stability patches (where recommended by Hoople Ltd).

Software Name	Version	Vendor
Abacus		
Achieve Forms		
Arbitras		
Autocad		
Axcrypt		
Caspar		
CD View		
Chipside(Parking)		
Clearskies(Cremetorium Software)		
CPD Online		
Crystal Reports		
Dragon		
Ferret Maximiser & Minimiser		
Halrose - EROS \ Avantguard		
HBSMR		
IDOX		
IKEN		
ISIS (Read Only)		
JAWS		
Micromusee		
Modern.GOV		
NBS Scheduler/Building		

Software Name	Version	Vendor
Netloan		
Paxton Net 2		
Paye.Net(Capita Chip & Pin)		
PCF Secure Printing		
SNAP		
Talis		
Workstation Booking - Netloan		
IRIS - Coroners Software		
OmniBus \ OmniTime \ OmniMaps \ OmniFlag \ OmniStop		
Draftsight		
Clicker		
Egress		
Read And Write		
Rio		
Email archive		
Sentinel		
Power Comm		
Tinytag		
ZoomText		

Table 810 Supported Network Applications

Training and Education SLA OUTLINE

SERVICE	SLA	EXTRA	RISK
1. E-learning System	**Monthly Routines** Management and maintenance of the CPD Online learning management system (LMS): • E-learning Content Licensing - Corporate subscription through the Learning Pool providing a catalogue of courses that can be used or adapted to suit the needs of Herefordshire Council. • LMS Hosting – CPD Online is not hosted on the Herefordshire Network. Service availability is 24/7 with Core Support Hours 8.30am to 5.00pm Mon-Fri. Exclusions from Available Time: • The direct result of a Force Majeure event. During planned maintenance as set out below: • The Service Provider will plan for essential maintenance to occur during agreed times. The Service Provider will notify the dates of each such maintenance period to the LA at least 2 days before hand. Only in exceptional circumstances and subject to the prior agreement of the LA (which shall not be unreasonably withheld) shall the Service Provider undertake maintenance during core support hours where there is no reasonable alternative. The essential maintenance and maintenance carried out will allow for system upgrades and general maintenance.		

	Availability outside of Core Support Hours: • The Service Provider shall monitor the availability of the Service outside of core support hours using automatic and other methods as appropriate. In the event of a fault occurring outside of core support hours, the Service Provider's support engineers shall be notified of the same. Upon such notification, the Service Provider's engineers shall use reasonable endeavours to rectify the fault and notify the LA of any relevant progress associated with addressing the issue. Starters/ leavers/changes • Accurate user details will be managed and maintained by Hoople including Herefordshire Council starters, leavers and changes. Reporting • Mandatory training completions for Herefordshire Council employees to be updated in Agresso on a weekly basis.		

| 2. Development of CPD Online and/or e-Learning content | 15 days for Hoople development/changes to the CPD e-learning system and/or content. Work to be briefed according to customer need including system development and content generation. Project pipeline to be scoped.

All development requirements to be undertaken subject to agreement of clear brief, specification and agreed learning outcomes. | Development
Any supplier development costs levied by Web Based associated with HC briefs is not included within this fee and would be quoted for separately. Development to cover additional hosting and upgrades as well as programming.

Any additional development, outside of the 30 days, to be quoted for separately. Guide daily rate £213 /day – however, price will be dependent on brief. | e-Learning content development is subject to suitable Subject Matter Expert(s) being provided by Herefordshire Council to provide and/or verify suitable content. |

3. To oversee placements of Social work students in Adults and Children's Services	**Promoted Partnership with universities** - to coordinate the practice placements for social work students in Adults, Children's and independent sectors in Herefordshire, including step up to social work.		
	• Collection of the placement fees.		
	• Identify, support and finance Stage 2 training of HC Practice Educators out of placement fees.		
	• Run student support groups for all social work students on placement in Herefordshire.		
	• Run Practice Educators support group as part CPD and to support Practice Educator Professional Standards (PEPS). Payment of honorarium to practice educators.		
	• Provision of off-site educators where required.		
	• Attend agreed meetings with partner universities.		
	• Provide QA for programme.		
	• Identify and sets up independent practice placements.		
	• Work with Commissioner to link programme to HC social worker recruitment programme.		
	• Produce quarterly report.		
	• Volume metrics – minimum of 5 placements in Adults, 5 placements in Children's and 10 in PIV sector.		
	Herefordshire Council Responsibilities:		
	• Practice educators to support, assess and supervise students.		

	• Ensure that students remain as supernumerary team members for the duration of the placement. • Provide opportunities to host a minimum of 15 work placements in Adults/ Children's. • Provide shadowing for a minimum of 15 students in Adults / Children's.		
4. To manage and Support the Digital Apprenticeship System (DAS)	Under the government requirements all public services have to have a minimum number of staff completing an apprenticeship each year. It has been set at 2.3% of their staff numbers. This equates to a minimum of 79 apprenticeships. (29 in HC and 50 in Schools) 1. To manage DAS and register 79 apprentices on the system = 3 hours per apprentice. Total 237 hours 2. To assist and manage recruitment of new apprentice from initial enquiry to appointment @ 2 days per apprentice = 40x2 Total 80 days 3. To support and procure Training from external provider on behalf of HC @ 1 day per apprentice,10 X 1 day = 10 days 4. To support each directorate and school to ensure money is allocated within the limits of the Levy provided to each area. 1 day per apprentice x79 = 79 days. Total = 1505 hours		

6. Other		TO BE QUOTED FOR ON A CASE BY CASE BASIS AND COSTS AGREED BEFORE WORK COMMENCES. a) Ad hoc reports or projects b) Provision of information to respond to FOI requests c) Provision of face to face training is not included but will be quoted for separately.	

- Maintain the agreed hours of operation - 8.30 AM – 5.00 PM Monday to Friday (excluding bank/ public holidays).
- To ensure an efficient user experience in using e-learning service
- Provide weekly performance reports to agreed timescales

JOINT OVERALL RESPONSIBILITIES

- Provide clear communication to learners to ensure that the e-learning and Practice Placement programmes are clearly understood.

a. HR Services

HR SERVICES PROVIDED TO HC BY HOOPLE –Total £404 (excluding overheads)

HR Services will be provided by Hoople managed by the Head of HR and OD (Council and Hoople). The following services will be provided through service agreement between Hoople and HC.

The strategic direction and leadership along with management of HR operational, advisory functions and all transactional services will be the responsibility of the Head of HR and OD. The Head of HR and OD will be supported by the Hoople HR Management team and employees within the various HR teams will still be employed by Hoople. The Head of HR and OD will ensure that that Hoople maintains its legal and contractual obligations to its employees. Any proposed change to working arrangements, conditions, activities and functions will be agreed between HC and Hoople Ltd.

SERVICE	SERVICE DESCRIPTION
1. Complex Casework and Case Management	Provision of employee relations and other advice to managers relating to all casework including capability, disciplinary, dispute procedures, grievances, absence management. and management of complex or advanced cases including the
2. HR Business Partnering / Specialist HR Support	Provision of HR support to managers for agreed specific HR projects and change management, subject to resources, including organisational development, design and change management support associated with the service reviews and redesigns, advice on the redeployment of individuals, changed ways of working. Other specialist support including job evaluation
3. HR Transactions and Data Management	Provision of HR admin support for business world led HR processes. Delivery of a data management including statutory reporting and FOI and data integrity and quality.

4. HR Policy Review	Provision of a HR policy 'refresh' function ensuring that HR policies are updated in line with legislation and best practice
5. Recruitment Services including DBS	Provision of an in-house, direct recruitment service including senior strategic resourcing support, provision of online application process, automated applicant tracking and processing, administration of pre-employment checks, advisory support to managers for recruitment policy, procedure and best practice. Provision of Hoople Recruitment agency services as Tier 1 supplier acting as strategic resourcing partner for HC, Management of NEPRO contract Management of Matrix neutral vendor contract. Training in recruitment practices and monitoring of compliance with council policy remains the responsibility of the Council.
6. Schools Statutory Services	Provision of statutory support to schools on behalf of DCS in line with schools staffing regulations to deliver statutory schools functions a. School model HR policy development b. Consultation and negotiation with trade unions c. Statutory functions in line with schools staffing regulations
7. Payroll and Pension Services	Provision of payroll and pension services including administration of HC and member payroll, payments , LGPS administration, Teacher Pension Scheme, maternity/ paternity, 2 days unpaid leave, benefits administration.

KEY CUSTOMER DEPENDENCIES / RESPONSIBILITIES

- **Confirm HR deliverables and requirements at the commencement of the year**

- **Determine required resources aligned to specific programmes of work**

- **Comply with formal notification / instructions timeframes for processing**

- **Inform Hoople of any changes to requirements which may affect the delivery of the**

SLA Service Volumes

Service	Unit	2019/20 Plan	2019/20 Tolerance
Payroll processing – routine	Starters	70	0%
	Changes (payroll)	500	0%
	Leavers	220	0%
	Salary sacrifice schemes (including car parking)	90	0%
	Emergency payments	50	0%
Payroll processing – change management	Redundancy estimates	10	0%
	Pension estimates	60	0%
Payroll processing – data management	Payroll ad hoc reports	5	5%
Payroll processing – data management	Payroll FOI	10	5%

Service	Unit	2019/20 Plan	2019/20 Tolerance
Permanent recruitment	External appointments	70	0%
	Internal appointments	80	0%
DBS Service	Employees	600 in total	0%
	Rolling Programme		0%
	Fostering & Adoption		0%
	Taxi licensing		0%
	Transport		0%

1. **Reablement Services - Service description and model**

Reablement, branded Home First, is the active process of regaining skills, confidence and independence to enable an individual to return to or remain living independently at home. This may be required following an acute medical episode or to reverse or halt a gradual decline in functioning in the community. It is intended to be a short term intensive programme.

The primary objective is to enable people to remain living safely at home for as long as reasonably possible and to maintain a good quality of life which meets the identified outcomes of individuals. An effective reablement service will ensure that individuals are able to achieve and maintain their maximum levels of independence and self-care.

A reablement service, delivered by the council using staff employed by Hoople, will ensure reablement capacity is maintained by offering improved terms and conditions and having the flexibility to transfer staff to the area of highest need. Quality improvements will also be made and a redesigned delivery model will be piloted and streamlined with the council's rapid response service.

The SLA arrangement with Hoople will comprise an inital two year period (1 August 2017 to 31 July 2019) in order to provide sufficient time to develop the service and test service delivery models. Throughout this period the scheme will be closely monitored and evaluated and should changes be required then recommendations for future delivery mechanisms will be made during early 2019/20.

From 1 August 2017 Herefordshire Council will manage the delivery of this service and will maintain responsibility for delivery of the legally regulated activity and any registration requirements. The Hoople staff management and working arrangements, as detailed in 8.1 of this SLA agreement, will apply.

2. **Key responsibilities**

The table below sets out the key actions in relation to service delivery and staffing resource and identifies the responsible partner:

Action	Responsible partner	
	Herefordshire Council – Adults and Wellbeing	**Hoople Ltd**
Service delivery related		

Delivery of service KPIs	☑	
CQC registration	☑	
Budget monitoring	☑	
Customer case management	☑	
Provision of equipment e.g. moving and handling equipment	☑	
Overall accountability for the service	☑	
Staffing resource related		
Provide staffing resource to enable service delivery		☑
DBS checks		☑
Induction and training	☑	☑
Employment Insurances		☑

Compiling and communicating staff rotas	☑	
Authorising staff time sheets	☑	
Authorising mileage claims	☑	
Processing payment of mileage claims		☑
Staff performance management: Formal employee case issues (discipline, grievance, performance and absence) to be managed by HC and Hoople Ltd under Hoople's Policies and Procedures	☑	☑
Ensure sufficient staffing levels	☑	☑
Provide and fund accommodation for staff	☑	
Provide and fund technology requirements for staff e.g. mobile phone, computer	☑	
Carry out regular 1:1's with staff / Operational staff management	☑	
Payroll and pension services		☑

3. Care Quality Commission (CQC) registration

Herefordshire Council will maintain responsibility for the delivery of the legally regulated activity in relation to this service.

Herefordshire Council will ensure that all CQC registration requirements are complete.

Any inspections undertaken by the CQC in relation to the service would be undertaken with the Council, as registered provider.

The current CQC registration details are as follows:

Herefordshire Council

Room 118 Elgar House, Holmer Road, Hereford, HR4 9SF

Tel: 01432 261557

Nominated individual / Head of Safeguarding and Principal Social Worker – Mandy Appleby

Registered Manager – Rachel Murray

4. Registration and Accreditation

Herefordshire Council will maintain responsibility for ensuring, obtaining and maintaining any accreditations or registrations that are required for the delivery of this service.

5. Charges and payments

Hoople will charge Herefordshire Council a fixed overhead contribution of £1,020 per employee per financial year, which will be invoiced to the council on a quarterly basis.

Hoople will invoice Herefordshire Council on a monthly basis in relation to staffing resource costs – this will include payroll and pension costs, plus mileage claims (as authorised by Herefordshire Council's registered manager).

The overall budget responsibility for this service will remain with Herefordshire Council.

6. Staffing levels

Herefordshire Council will confirm staffing resource requirements on an ongoing basis. Hoople will be required to ensure that sufficient levels of staff are recruited, as directed by the council.

Staffing level requirements are estimated as follows:

Role	FTE requirements
Care Co-ordinators	2 FTE
Reablement workers	21 FTE

Please note that Herefordshire Council will ensure that regular staff performance updates are provided to Hoople.

7. Contract meetings

Meetings will held on a quarterly basis between Hoople the contract holder and HC to review how the service is performing.

8. Key Performance Indicators (KPI)

Herefordshire Council will be responsible for the key performance indicators relating to service delivery e.g. number of hospital discharges facilitated.

Hoople will be responsible for the delivery of the following KPIs:

Service	KPI	Target
Payroll	Accurately process instructions received by the advertised deadline in time for the payroll run.	95%
	Accurately process monthly pension contribution payments to the LGPS and NHS pension schemes	100%
Recruitment	Advertise vacancies within 24 hours of receipt of approval	95%
	Issue the conditional offer within 24 hours of receipt of the notification of appointment	95%
	Induction completed within 3 months of joining	100%
DBS	Submit ID to DBS within 24 hours of receiving from manager	100%

Appendix B – Key Performance Information (KPI's)

1. ICT

Service	Performance Measure	Target	Green	Amber	Red
Number of requests and problems reported to ICT	Total number of incidents and service requests logged per annum	25500	<25500	<26250	>=26250
Quality of incident resolution	Percentage of incidents reopened	1%	<=1%	<=1.5%	>1.5%
Responsiveness	Percentage of resolved incidents (number resolved within the time parameters permitted in the SLA)	87%	>=87%	>82.7%<87%	<=82.7%
Delivering a working service	Number of P1 incidents	20	<=20	21	>21
Availability	Application availability (%age availability measured against planned availability) Measured for: • Email • Business World • Mosaic including reporting • Internet – Staff access to internet • Phone system • Website	99.5%	>=99.5%	>=95%	<95%
	WAN availability	99.7%	>=99.7%	>=99%	<99%

		100%	>=95%	>=90%	<90%
Preserving our data	Backup success rate	100%	>=95%	>=90%	
Protecting the estate	Patching Effectiveness - %age of PCs/Laptops connecting to the network patched within 1 month of patch release	100%	>=80%	>76.5%	<76.5%
	Patching Effectiveness - %age of servers patched within 1 month of critical patch release	100%	>=85%	>=70%	<70%
	Number of information security incidents causing harm	0	0	1	>1

2. Finance

Service	Performance Measure	Target	Green	Amber	Red
Social Care Exchequer	% Payment Runs completed on time	98%	≥98%	90% to 97.9%	<90%
Accounts Payable	% of all invoices paid within 28 days of receipt (incl schools)	85%	≥90%	80% to 89.9%	<80%
	Average number of days to pay invoices (incl schools)	14	14	15 to 16	Over 16
	% of all invoices paid within 28 days of receipt (excl schools)	90%	≥90%	80% to 89.9%	<80%
	Average number of days to pay invoices (excl schools)	14	14	15 to 16	Over 16
	Average number of days from invoice registered to approval on Business World	4	4	5	6
	% remittance e-mailed	For information			
	% payments by BACS	For information			

Finance Service Volumetric

Service	Unit	19/20 Target
Creditor payments	Number of invoices processed	105,516
Foster Care Payments	Number of payment transactions per year	10,430
Direct payments -adults	On-going Customers	370
	Turnover (Additions / Removals)	37
Direct Payments – careers	On-going Customers	New
	Turnover (Additions / Removals)	New
Direct payments – children	On-going Customers	17
	Turnover (Additions / Removals)	10
Direct payments reclaimed	Total amount in £	375,000
Procurement and Finance	Number of FOI Requests	34
Procurement	Number of Procurement Cards Issued	For information

3. Revenues and Benefits

Service	Performance Measure	19/20 Target
Council Tax Collection, Council Tax Support & Recovery	Percentage of Council Tax rates collected	98%
	Number of new Council Tax registrations	-
	Number of Business Rate Properties	-
Business Rates Collection & Recovery	Percentage of Business rates collected	98.6%
	Business Rates - Net Collectable Debit	-
Housing Benefit /Council Tax Support Administration	Time taken to deal with housing benefit change of circumstances (No. of days) - monthly	15 days
	Time taken to deal with housing benefit new claims (No of days)	21 days

4. Human Resources, Payroll and Recruitment

Service Area	Performance Measure	19/20 Target
Payroll	Process instructions received by the advertised deadline in time for the payroll run.	95%
	Accurately process monthly pension contribution payments to the LGPS and NHS pension schemes	100%
	Produce accurate and timely standard reports to HMRC e.g. FPS, EPS	100%
	Process 70 new starters each year	70
	Process 220 leavers each year	220
	Process 500 payroll/employment changes in year	500
Business Partnering	Complete and return all FOI requests within 20 working days	90%
	Process all staff changes received by the advertised deadline in time for the monthly payroll run	95%
	Provide the agreed workforce data report accurately and on time each month	90%
	Support the council to achieve its absence target of an average of fewer than 9.57 lost working days a year	< 9.57 days
Recruitment	Advertise vacancies within 24 hours of receipt of approval	95%
	Issue the conditional offer within 24 hours of receipt of the notification of appointment	95%
	Manage 70 external appointments a year	70
	Manage 80 internal appointments a year	80

5. Training and Education, and Reablement

Service Area	Performance Measure	19/20 Target
CPD online	Development of CPD online / eLearning content development (days)	15
	Number of unresolved eLearning issues (over 14 days)	-
	Number of new starters	-
	% of new starters setup within month	95%
Digital Apprenticeship System (DAS)	Total number of apprenticeships approved	-
	Number of new apprenticeships put through recruitment	-
	Number of Existing Staff put on apprenticeships	-
	Number of tenders completed for apprenticeships not delivered in house	-
Reablement Staffing	No of filled positions within the reablement team	13