**Title:**

This Service Level Agreement is made between

---------------------------------- and ------------------------------------

(Customer) (Service provider)

**Date:**

**Purpose**:

(Why the Service Level Agreement (SLA) is being agreed and what it aims to achieve)

**Roles and responsibilities**:

This is the most important section – it should detail what the customer organisation needs and what the service provider has agreed to deliver. It should be as specific as possible, breaking down broad objectives into component parts. Each task should be assessed using the SMART methodology to ensure it is achievable:

S – specific

M- measurable

A – achievable

R – realistic

T - time bound

**Requirements and delivery standards**

It should be recognised that both the customer and the service provider will contribute to the successful delivery of the SLA and both their responsibilities should be set out.

The SLA should list the tasks which will be delivered by the service provider and performance measures be agreed for each task. It might be helpful to set these out in a simple table:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task** | **Customer obligation** | **Target** | **Service Provider obligation** | **Target** |
| Provide a single admissions process on behalf of the Felpersham 30 hours partnership | To advertise the agreed admissions process  Only to accept new children using the agreed joint admissions procedure  To direct parents to SP organisation |  | To respond to all parental enquiries  To supply application forms in agreed formats  To manage the waiting lists  To process all applications and inform parents of the outcome | Within 24 hours of receiving an enquiry  Within 24 hours of receiving an enquiry  Within 5 working days |

**Monitoring and review process**

Specify how the agreed targets will be monitored and assessed. This is usually by the service provider producing a periodic summary of performance against agreed targets which is then reviewed in a face to face meeting. It might be appropriate to produce a list of key performance indicators; however, it is important to be proportionate in agreeing how delivery will be measured and not producing a bureaucratic process which takes more time than delivering the service specified in the SLA.

**Penalties and breach**

In a commercial relationship, it would be usual for a payment to be made by the customer for delivery of a SLA, with specified financial penalties for failure by the service provider to meet required service standards. This may or may not be appropriate in this context. It is also possible that a payment will establish a formal contractual relationship between the parties and it may be necessary to take legal advice.

In any case, it is important that this section sets out what action will be taken if either party fails to meet their obligations and in particular if service standards are not achieved.

It should also be made clear what circumstances would result in a breach of the SLA which would bring it to an end.

**Ending the agreement**

The SLA can be ended: by mutual consent, by one party giving an agreed period of notice or by breach as specified above. If the SLA is for a specified length of time this should be made clear here.

The signatories agree on behalf of their organisations to the commitments as set out in this Service Level Agreement

Organisation

Name

Signature

Position Date *(repeat for each organisation)*