

**Service Level Agreement (SLA)
City of Cardiff Council**



**First Point of Contact Service,
Communities, Housing & Customer Service Directorate**

and

**Adults' Social Services,
Social Services Directorate**

Effective Date: 01-09-2016

Document Owner: Carolyne Palmer

Version

Version	Date	Description	Author(s)
0.1	04-05-2016	SLA Workshop – Initial Draft	Jacob Choudry-Ball, Ruth Evans, Carolyne Palmer, Dawn Harries, Gina Tindall
0.2	26-05-16	Updated to include the first round of feedback	Jacob Choudry-Ball, Ruth Evans, Carolyne Palmer, Dawn Harries, Gina Tindall
0.3	01-07-16	Updated to include further feedback from social services	Jacob Choudry-Ball, Ruth Evans
0.4	20-07-16	Updated to include further feedback from social services and communities	Jacob Choudry-Ball
0.5	25-07-16	Updated to include further feedback on section 8	Jacob Choudry-Ball
0.6	17-08-16	Feedback from Social Services Director and Assistant Director (Adults')	Jacob Choudry-Ball

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Tony Young	Director of Social Services		
Sarah McGill	Director of Communities, Housing & Customer Service		

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1 Terms & Abbreviations

FPoC	First Point of Contact – for the purpose of this document FPoC specifically refers to Adult Services
HC&CS	Housing, Communities & Customer Service
SSWBA	Social Services and Well-being (Wales) Act 2014
WFGA	Well-being of Future Generations (Wales) Act 2015
WLSR	Welsh Language Standards Regulations
IAA	Information, Advice and Assistance (under the SSWBA)
OT	Occupational Therapy

2 Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between **(Adults’) Social Services** and **Housing, Communities & Customer Service** for the provision of a First Point of Contact (FPoC) to provide a first step for the information, advice and assistance (IAA) process to the citizens of Cardiff. The provision of an IAA service is expected to reduce the demand on statutory functions.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

The following Service Provider and Customer will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

Service Provider: Housing, Communities & Customer Service

Customer: Social Services

For a summary of the responsibilities of each of the parties involved, see Section 8, Service Agreement.

3 Stakeholders

The list below contains the stakeholders who must be engaged with regarding any changes to this Agreement. Following the signing of this Agreement, the Document Owner will be responsible for communications with the individuals below:

Social Services

Director of Social Services

Assistant Director of Social Services (Adults’)

Operational Manager for Adults’ First Contact & Assessment

Housing, Communities & Customer Service

Director of Housing, Communities & Customer Service

Assistant Director of Housing & Communities

Operational Manager for Prevention Services

These individuals will then be responsible for communicating any relevant changes within their respective areas of work.

4 Purpose, Goals & Objectives

4.1 Agreement Purpose and Objective

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide a consistent IAA service.

The goal of this SLA is to obtain mutual agreement between Social Services and Housing, Communities & Customer Service on how the FPoC will operate, be managed and report on its activity.

The primary objective of this Agreement is to provide a clear reference to service ownership, accountability, roles and responsibilities.

4.2 Mission Statement

The Mission Statement below describes the function of the FPoC and the scope of the work undertaken by the team. The Statement defines what the FPoC will aim to achieve and will influence the Service Development Plan.

“The First Point of Contact exists to provide a ‘gateway’ to preventative services, enabling customers to receive an appropriate level of intervention before being referred to statutory services. Where the identified outcomes cannot be met by preventative or early help services, the First Point of Contact will initiate a timely referral to social services. The First Point of Contact serves as the Council’s response to the Information, Advice and Assistance requirements under the Social Services and Well-being (Wales) Act 2014 by acting as a connection point between individuals and the services which are most applicable to their needs.

The First Point of Contact is comprised of appropriately trained and skilled Contact Officers with the support of co-located qualified Social Workers who, through working closely together, will process new enquiries, promoting the use of early intervention, community and third sector services where relevant to enable individuals to remain as independent as possible.

The First Point of Contact is a specialised telephony service, not an administrative function. The staff are utilised efficiently, making the best use of their time, knowledge and skills to provide a proportionate response to the enquirer.”

4.3 Service Management

The structure of the FPoC is shown in the diagram below (Appendix I). The diagram shows the line management of the FPoC posts. Solid black lines show direct line management responsibility, dashed black lines show communication/reporting links and solid red lines are notes which include the responsibilities and accountabilities for decision making.

Note: This structure diagram is still in draft, the Document Owner will be responsible for including the final and updated versions as they are created.

The day-to-day management of the FPoC will ensure that there is an appropriate level of resilience to cover sickness / absence / leave etc. The FPoC will be responsible for creating and maintaining a Business Continuity Plan for the IAA service.

Social Services will be responsible for ensuring resilience of the Social Workers supporting the FPoC. These Social Workers will provide a supervisory role over the information and advice provided by the Contact Officers. This can be done, for example, through; listening in on calls, informal conversations with the Contact Officers, speaking to callers directly etc. The Social Workers will be actively involved in the decision making process around new contacts and referrals. The Social Workers play a vital role in taking responsibility for upholding the authority's duty of care at the FPoC.

The FPoC will be responsible for transferring cases appropriately, and within agreed timescales, to social services, who provide a vital role in upholding the authority's duty of care to the citizens of Cardiff.

5 Statutory Requirements

5.1 Social Services and Well-being (Wales) Act 2014

The Codes of Practice for Part 2 of the SSWBA outline the requirements of the IAA service. The FPoC, under HC&CS, must adhere to the Codes of Practice (for the specific requirements of the IAA service, see Part 2 Codes of Practice, pages 62-71) and where requirements are not currently met, the FPoC must have a Service Development Plan in place which details how the unmet requirements will be added to the service in the future.

The effectiveness/performance of the IAA service must be reported on. Details of how performance should be measured are in the Part 2 Codes of Practice, pages 71-72. Under the SSWBA, the Director of Social Services has overall responsibility of the IAA service and must report annually on its progress. **HC&CS will be responsible for providing performance information to Social Services at regularly agreed intervals, as**

specified in section 7.2, in order to support the Director uphold their duties under the SSWBA. The FPoC will run reports from the appropriate ICT systems (Mitel and CareFirst, and other systems which may be in use in the future including, but not limited to, SAP CRM and SAP BCM). This information will then supplement the Population Needs Assessment (page 75, Part 2 Codes of Practice), which is the responsibility of the regional partnership board.

Pages 73-74 of the Part 2 Codes of Practice detail the recording requirements of the IAA service. These also link in with the National Assessment and Eligibility Tool and the Core Data Set (pages 14-15 in the Part 3 Codes of Practice). When information is offered, a record of the enquiry must be made. When advice is offered, as much of the Core Data Set as possible must be completed. The FPoC will be responsible for recording this information.

The SSWBA came into force on 6 April 2016.

Links to the Codes of Practice of the SSWBA are in the Reference List, point 1.

5.2 Welsh Language

The SSWBA outlines the requirement for the IAA service to be actively offered in Welsh. A strategic framework has been produced by Welsh Government (Reference List, point 2) to address this requirement.

The Welsh Language requirements of the IAA are also impacted upon by the Welsh Language Standards Regulations (Reference List, point 3). Under the WLSR, all communications with the citizens of Cardiff will need to be offered in Welsh, and their preferences recorded for future communications. Both the FPoC and Social Services will share the responsibility of offering and providing an IAA service in Welsh. The FPoC must make arrangements to ensure resilience of the Welsh Language service to cover sickness / absence / leave etc. (for example through the utilisation of Welsh speakers in Connect 2 Cardiff).

5.3 Further Legislation

In addition to the requirements outlined above, the FPoC will also adhere to all other relevant legislation including, but not limited to:

- Well-being of Future Generations (Wales) Act 2015
- Data Protection Act 1998
- Equalities Act 2010
- Violence against Women, Domestic Abuse and Sexual Violence Act 2015

6 Periodic Review

This Agreement is valid from 1 September 2016 outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Document Owner is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

In addition to the core content of the SLA, the Document Owner is also responsible for ensuring any appendices, links and references are kept up to date.

Document Owner: Carlyne Palmer
Review Period: Yearly (12 months)
Previous Review Date: N/A
Next Review Date: 01-09-2017

7 Service Specification

7.1 Service Provision

The core hours of the IAA service are:

08:30 – 17:00 Monday to Thursday, 08:30 – 16:30 Friday

Calls received outside of these hours will be directed towards the Emergency Duty Team.

During these core hours the FPoC will provide the following:

- A telephony service, operating during the hours stated above, promoting early intervention and prevention in relation to Independent Living and providing information and advice to the citizens of Cardiff.
- As above, with the addition of responding to emails, written letters (and potentially as the service develops), text messages and web enquiries.

Processing 'service delivery' calls (those which relate to an open case, or an individual already known to Social Services) is not a function of the FPoC. Any calls of this nature which do arrive at the FPoC must adhere to the Service Delivery Process, Appendix II.

Note: This process is still in draft, the Document Owner will be responsible for including the final and updated versions as they are created.

7.2 Reporting

The FPoC will be responsible for reporting on the performance of the IAA service to Social Services. This will take place through the following forums:

- Quarterly, **to the Adult Services Management Team (ASMT) meetings**, to assess overall performance of the service
- Monthly operational meetings to assess the day-to-day management and development of the service
- Monthly performance reporting

The information reported must include user feedback that captures how well the service has performed. This information should demonstrate the level of success of the prevention and early intervention provided by the FPoC, in appropriately signposting users away from statutory services.

Measures should be developed alongside the Social Services' Quality Assurance Framework.

7.3 Performance

In providing an IAA service, the FPoC will aim to achieve an, as yet to be agreed, score relating to an overall cumulative performance target for the year. The Document Owner will be responsible for including the detail on this target as it is agreed.

If the FPoC is not performing effectively, an investigation will need to be carried out to assess why the FPoC is not meeting expectations. A plan will be created which will outline how the service will be improved. Issues identified as part of the investigation will be addressed. The plan will include agreed timescales for improvement and will be implemented, and its progress monitored.

The work of the Council in relation to this Agreement will be subject to normal audit procedures.

The Service Development Plan (see section 7.5) should include the setup of a Quality Assurance Framework. This would be a collaborative process, between the Contact Officers and the Social Workers. The Contact Team Manager can audit the call quality, in relation to customer service, and the Social Workers can audit the quality of the assessments / referrals made. **These audits should be undertaken jointly, in the same**

forum. The FPoC currently holds team review meetings – the Quality Assurance Framework can form part of these meetings.

The assessments undertaken as part of the IAA process will be authorised by Social Services (passed over from the FPOC). These assessments should be authorised within a mutually agreed timescale.

7.4 Equipment

All equipment used by the FPoC to provide an IAA service is owned by HC&CS. HC&CS will retain responsibility for the upkeep and replacement of this equipment as needed to enable the staff at the FPoC to carry out their jobs effectively.

7.5 Service Development

The FPoC, along with Social Services, will hold joint responsibility for putting together a Service Development Plan. This plan will detail how the IAA service will be developed over a 12-month period. The plan should consider the growth of the service, based on demand as well as change to accommodate process improvement.

In the first instance, the plan should take into account any future changes to the service, such as assessing the viability of the integration of the FPoC and the OT contact team through collaborative working.

The plan should outline how new Contact Officers will be inducted and trained. This should involve shadowing both the more experienced Contact Officers and the Social Workers both out in the field and within FPOC.

8 Service Agreement

The following detailed service parameters are the responsibility of Housing, Communities & Customer Service, Social Services and the Document Owner in the ongoing support of this Agreement.

In support of this Agreement, Housing, Communities & Customer Service will:

- Provide a consistent IAA service from the FPoC as outlined in the Service Specification.
- Ensure staff are fully trained and that appropriate supervision and quality checking is in place.
- Produce and maintain a Business Continuity Plan.
- Ensure that information is recorded at the FPoC in line with the SSWBA.

- Ensure that relevant performance information is collected which can be reported on.
- Maintain reporting links with Social Services as detailed in the Performance section.
- Lead on an investigation into the performance of the FPoC if expectations of the service are not being met.
- Ensure, in collaboration with Social Services, that a Welsh Language IAA service can be provided, and that appropriate links are made to provide resilience and cover.
- Produce and action a Service Development Plan for the FPoC.
- Take line management responsibility for the Dewis Systems Administrator post (to be co-located with the FPoC) through the ILS Service Manager.
- Provide an occupational therapy service which supports the citizens of Cardiff to live independently.
- **Develop mutually agreed performance indicators which can demonstrate the success of the outcomes provided at the FPoC.**

In support of this Agreement, Social Services will:

- Ensure that any predicted increases in demand, for example due to a crisis or any other incident, are promptly communicated to the FPoC.
- Provide a consistent social work presence at FPoC ensuring that all officers based in the service are fully trained on preventative approaches.
- Ensure that any changes within Social Services, in relation to the provision of services or processes and procedures are promptly communicated to the FPoC.
- Provide ultimate oversight and accountability of the **service provided at the FPoC, where they relate to individuals with Care and Support needs.**
- Maintain supervision and direct line management responsibility for the Social Workers co-located with the FPoC.
- **Collaborate with the FPoC to enable the modification and production of** reports through CareFirst relating to the performance and activity of the FPoC.
- Provide the training required by the FPoC staff in relation to the SSWBA or other relevant legislation, to be delivered/procured by the Social Services Training & Development Team.
- Take responsibility for the complaints process, where complaints relate directly to Social Services and not the service provided at the FPoC.
- **Develop mutually agreed performance indicators which can demonstrate the success of the outcomes provided at the FPoC.**

In support of this Agreement, the Document Owner will:

- Ensure that all information in this Agreement is kept up to date.
- Ensure that all changes to this Agreement are communicated with all relevant stakeholders.
- Be responsible for periodically reviewing this Agreement.

9 Reference List

1. SSWBA Codes of Practice – Care Council for Wales Website (links to Codes of Practice for each part of the SSWBA)

<http://www.ccwales.org.uk/codes-of-practice-and-statutory-guidance/>

2. Framework for Welsh Language Services in Social Care

<http://gov.wales/topics/health/publications/health/guidance/words/?lang=en>

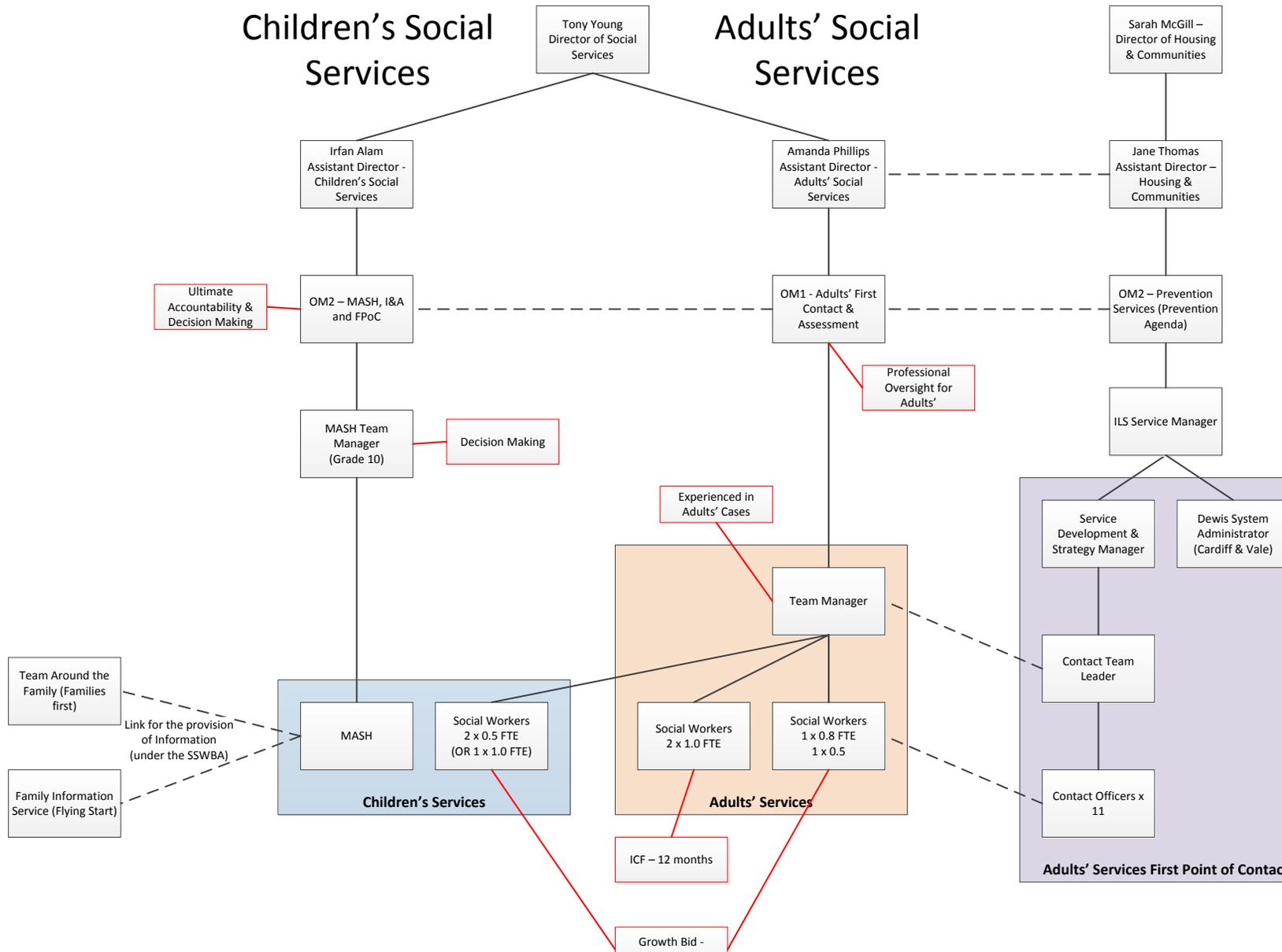
3. Welsh Language Standards Regulations – Welsh Language Commissioner

<http://www.comisiynyddygydraeg.cymru/English/Language%20duties/Pages/What-are-standards.aspx>

10 Appendix I

First Point of Contact (Children's & Adults'): Team Breakdown: Communication and Management Flow – Draft v0.15

Organis...



11 Appendix II

