

**OXFORDSHIRE COUNTY COUNCIL**  
**OXFORDSHIRE CUSTOMER SERVICES**  
**SERVICE LEVEL AGREEMENT**

**For**

**Provision of a Service by the Customer Service Centre**  
**For**  
**RESIDENTIAL PARKING PERMITS**

**Purpose of the Service Level Agreement**

The purpose of this Service Level Agreement is to describe the key services that the Customer Service Centre (CSC) provides and the quality standards we have agreed with our principal service users in terms of service delivery.

The Service Level Agreement sets out:

- The services that we provide to the specified customers & service users.
- The overall standards which we aim to achieve in the provision of our services.
- The standards that need to be delivered by the customer to enable us to achieve our standards.
- The Key Performance Indicators (KPIs) that we will use to monitor our performance in the delivery of these services in order to continually improve.
- A mechanism:
  - For resolving any problems related to the delivery of the services.
  - For agreeing any changes during the life of the SLA.
- The process for reviewing & renewing the Service Level Agreement at its end date.

The Service Level Agreement does not describe the processes & standard operating procedures used to deliver the standards & services, nor does it describe the governance arrangements for their delivery.

**Period of the SLA**

This SLA covers the period from 1<sup>st</sup> June 2016 to 31<sup>st</sup> March 2017.

**Future Reviews & Amendments To This Service Level Agreement**

This agreement will be reviewed annually, and this SLA will be reviewed on the 3rd March 2017, between the CSC Service Manager, CSC Service Lead (Operations) & principal customers & end users. Any changes & amendment at this review will be agreed with the CSC Service Manager, CSC Service Lead (Operations) & principal service users, and signed off by all relevant parties.

Any amendments or changes requested before the review date will be dealt with through the Varying the SLA Process described later in the SLA.

## **Customers & Users of the Service**

- Members of the public applying for or renewing their residential parking permit
- Members of the public with general enquiries regarding the residential parking scheme
- Any other non-residential customers (i.e. Thames Valley Police) who have a pre-arranged agreement with Helen Crozier to collect visitors permits.

## **Purpose of the Service**

- Administration of and enquiries relating to the Residential Parking Permit Scheme

## **Description of Key Services**

- Process new applications for residential parking permits
- New applications for visitors
- Process renewal applications for residential visitors permits
- Renewals for residential permits
- Enquiries from members of the public regarding the residential parking scheme
- The printing and production of residents and visitors parking permits
- Provide an exceptions process for cash payments for enforcement related payments

## **Service Levels & Standards That Will Be Carried Out In the Delivery Of The Service**

- The Customer Service Centre will staff the service to answer telephones from 8.30am to 5pm Monday to Friday.
- No more than 5% of the telephone calls will be abandoned calls.
- The appropriate Service Lead will attend six monthly Service Review meetings with the Head of Service for Parking or the monitoring officer on agreed dates.
- All reports on Key Performance Indicators (KPIs) any issues impacting on service provision, and proposals for service or process improvement for discussion will be produced within 10 working days of the start of a new month, and will be distributed to the attendees ahead of Service Review meetings.
- The Customer Service Centre will provide strategic support in incidences of extreme weather, major demand or when Business Continuity Plans are invoked.
- In the event of a declared emergency where business continuity plans are invoked the Customer Service Centre will endeavour to continue delivering the services to the agreed quality standard, but may temporarily reduce the levels of service in the SLA.

## **What We Need From Service Users to Assist Us In Delivering These Standards**

(Describe what inputs & information you need by when from your service users to enable you to deliver the service)

- To keep the Customer Service Centre staff informed & up to date regarding database and system changes.
- Proactive engagement from the Parking Team in regards to digitising services and improving the online offering for the public.
- Where the Directorate wish the Customer Service Centre to perform a particular task for a limited period that does not fall within the current service or make a permanent change to provision, the change request process should be followed, so that it does not impact negatively on existing core business & can be implemented in a planned way. A minimum of 12 weeks' notice is required of any campaign or change. The requestor is required to provide information on the expected contact volumes, duration, implementation plans, script design, briefings & training. See the "Varying the SLA between Annual Reviews" process.

**Funding provided for the Service and What Resources and/or Services Are Provided For it (Where Appropriate)**

3 X FTE – 2 G3/6 & 1 G7

Postage costs

All stationery will be ordered through Emma Liptrot and will continue to be charged to NP0009

Staffing breakdown:

Type	Total issued	Working days	Avg. Per day			Weekly	FTE
Residents permits	11238	253	44	00:06:00	04:26:31	22:12:34	0.8
Visitors permits	18512	253	73	00:04:00	04:52:41	24:23:24	0.9
Post			41	00:01:00	00:41:00	3:25:00	0.1
Phone calls	1996	110	78	00:03:00	03:54:00	19:30:00	0.7
Emails			30	00:03:30	01:45:00	8:45:00	0.3
Refunds			1	00:05:00	00:05:00	0:25:00	0.0
				Sum	15:44:12	78:40:58	2.8

Postage costs breakdown:

Postage costs monthly based on last year	
Apr-15	£749.44
May-15	£985.60
Jun-15	£1,104.64
Jul-15	£836.48
Aug-15	£837.12
Sep-15	£1,377.92
Oct-15	£1,320.32
Nov-15	£1,048.96
Dec-15	£835.20
Jan-16	£901.12
Feb-16	£1,000.96
Mar-16	£888.32
Total annual	£11,886.08
Including reminder letters	£15,621.08
Average monthly	£1,301.76

**Key Performance Indicators**

(Describe how you will measure, monitor & evaluate the service in the areas of process performance; efficiency; cost effectiveness; quality of output; & customer satisfaction & engagement. Also how you will measure the quality of the inputs received by the team)

<b>KPI: Process Efficiency</b>	<b>Target</b>	<b>Frequency Of Measurement</b>	<b>KPI: Cycle Time</b>	<b>Target</b>	<b>Frequency Of Measurement</b>
Answered calls	95%	Monthly	Permits issued within 2 working days of receiving the application and correct supporting documents	95%	Monthly
Daily report of permits issued by zone – sent to Parking Inbox & NSL	100%	Daily			

<b>KPI: Cost Effectiveness</b>	<b>Target</b>	<b>Frequency Of Measurement</b>	<b>KPI: Quality Of Output</b>	<b>Target</b>	<b>Frequency Of Measurement</b>
			% of staff meeting Quality Monitoring Benchmark.	85%	Monthly

<b>KPI: Customer Satisfaction &amp; Customer Engagement</b>	<b>Target</b>	<b>Frequency Of Measurement</b>	<b>KPI: Quality Of Inputs Provided To The Team</b>	<b>Target</b>	<b>Frequency Of Measurement</b>
Overall customer satisfaction survey rate.	80%	Annual			

## **Varying the SLA between Annual Reviews**

The SLA will be reviewed after the first month of operation to ensure that it reflects issues not identified before the commencement of operation.

Variations in the SLA will be accommodated wherever possible. These can be initiated by either the customer & end user or the service provider, and are subject to discussion & agreement between the CSC Service Manager, CSC Service Lead (Operations) and the requestor re: costing, performance levels, risk assessment, funding, prioritisation of other work, change control procedures and a period of notice of 12 weeks from the inception to the required date for the change.

Where a change is required more urgently due to a key identified risk, performance issue, or unforeseen change or is a minor change, the CSC will endeavour to deal with the change request in a shorter time.

In this circumstance it may still be necessary to assess the change at a later date under the “Varying the SLA between Annual Reviews” process.

Minor process changes that do not affect resources & funding and have been through the Directorate Change process should be communicated to the CSC Service Manager, CSC Service Lead (Operations) with 12 weeks' notice, and will not need to go through the process of “Varying the SLA between Annual Reviews” process if it is mutually agreed between the two parties.

## **Complaints & Resolution of Issues**

Any issues or complaints that arise between the customer/end user and the service provider will be handled locally initially by the relevant CSC Team Leader with a view to achieving an amicable & mutually agreed solution.

Should the customer/end user continue to be dissatisfied and wishes to make a formal complaint or dispute the following complaints procedure will be followed, where if the complaint is from an internal customer or partner organisation the first step is for them to submit a complaint in writing to the CSC Service Lead (Operations) outlining the situation and the complaint or dispute. The complaint will be logged on the complaint log and an acknowledgement will be returned within 2 working days of receipt. The CSC Service Lead (Operations) will complete an investigation into the complaint or dispute contacting the complainant as necessary, and then meet to discuss a resolution or remedy within 20 days of receipt of the complaint or dispute. Any agreement will be logged on the complaints log and the complaints closed, and a record of the agreement provided to the complainant where necessary. If the complaint has not been resolved to the satisfaction of the complainant then it will be escalated to the CSC Service Manager then the Deputy Director (OCS).

If the complainant is a member of the public, then if no amicable solution can be achieved locally within the CSC/Parking Service then the Oxfordshire County Council formal complaints procedure will be followed.

This Service Level Agreement is made on the 1<sup>st</sup> April 2016.

Service Level Agreement Between

The Customer Service Centre (CSC) within Oxfordshire Customer Services (E&E)

AND

INSERT SERVICE within INSERT DIRECTORATE

Signed for and on behalf of the **Principal** Customer/End User

Name: Steve Smith

Signature.....

Position: Service Manager – Network & Asset Management

Signed for and on behalf of the Service Provider

Name: Mark Peet

Signature: .....

Position: Service Manager - Customer Service Centre