

## SERVICE LEVEL AGREEMENTS

	2017/18 - 2019/20					2017/18		
	Buildings Maintenance	Archive and Museum Service	Financial Services	Libraries Service	Banking and Investment Management, Payments and Income	Education Support Unit	Personnel, Payroll and Legal Support Services	Grounds Maintenance
Primary	93	89	93	93	93	93	93	84
Secondary	14		14	9	14		14	7
Special	1		2	2	2		2	
All Through	1		1		1		1	1

### Primary Schools Comments

Grounds Maintenance - The Governing Body is very concerned about this service. We intend to use someone else to provide the service.

Grounds Maintenance - Trial again for another year.

Grounds Maintenance - A significant improvement is required to this service

Grounds Maintenance - Need to discuss further, as the contractor does not carry out the requirements of the SLA

Grounds Maintenance - We have agreed a contract with Cwmni Gwalch Cyf for 2017-18 as a trial

Grounds Maintenance - Concerned that we are unable to use the field properly because the grass is so long (Summer Term).

- We must give this consideration if the situation does not improve this year

Grounds Maintenance - Governors enquiring if there will be a reduction following changes to the site?

Grounds Maintenance - The School intends to remove the grass in front of the school and therefore there will be no maintenance required

- The Governing Body wishes the contract price to be amended

Grounds Maintenance - No. of visits need to be monitored

Grounds Maintenance - agree but need discussions with the manager Geraint Hughes

Schools Support Service - Dependant on Area Office function in the future

Archives and Museums - will purchase this agreement as long as 80 or more schools are part of the scheme

If the fee is greater than £285 we wish to be informed before agreeing

Buildings Maintenance - 3.6 Energy Conservation - targets need to be revised

Buildings Maintenance - Governors enquiring if there will be a reduction because of the new building?

Buildings Maintenance - Local contractors have to be used occasionally for emergency work! e.g. Toilets

### Secondary Schools Comments

Grounds Maintenance - we have an existing agreement with a private contractor