

Finance Department SLA

A) Date and version history

Version	Date
Finance Service Level Agreement Version 0.1 First draft of the agreement prior to pilot	3 August 2010
Finance Service Level Agreement Version 0.2 Comments from the BSB	24 August 2010
Finance Service Level Agreement Version 0.3	16 September 2010

B) Parties Involved and Lead Officers

Service Provider	Lead Officer
Finance team, Central Services, Bar Council	Brian Buck, Chief Accountant

Service Users	Lead Officer
All staff members at the Bar Standards Board	Mandie Lavin, BSB Director

C) Overview of the agreement

How this agreement will meet the businesses needs
The Bar Standards Board requires Financial services to support the day to day business and in delivering the objectives set out in the business plan. All finance related services such as payroll, banking, purchase/sales ledger, financial and management accounts will be provided and supported by the Finance Department.

D) Requirements

What is required by the service user
<ul style="list-style-type: none">• Strategic financial planning, management account and budgeting advice (which includes submitting requests for additional funding to the Finance and Audit Committee)• Staff remuneration services (payroll processing, pensions administration etc)• Cash management (petty cash, banking, credit cards etc)• Income collection (invoicing, credit control etc)• Payment processing (purchase ledger, staff expenses, lay reps fees/expenses, raising cheques for compensation payments etc)• Management accounts (monthly accounts, quarterly balance sheet, cash-flow etc)• Annual accounts (statement preparation, audit arrangement, filing etc)• Organise Annual Travel Insurance Policy• Managing tax requirements and obligations (eg payroll, VAT etc)• Amendments to the Finance Manual communicated to all BSB staff

What is required by the service provider
<ul style="list-style-type: none">• Compliance with Finance Manual and policy procedures• Reasonable notice for service requests (see section H below)• Accurate and timely information provided (eg relating to invoice requests and accruals) and co-operation with finance enquiries, particularly for year-end deadlines

E) Length of agreement and review date

Length of Agreement	Review Date
This SLA will be reviewed annually	31 August 2011
There will be a 3 month review of the additional arrangements in the SLA, carried out by the service provider and the service users	3 month review to be carried out in January 2011

F) Specifications

Level of Service	Target
Process payroll payments on a timely basis	Pay on 25 th of month or before if falling on Sat/Sun
Reimburse staff / provide season ticket loans promptly	Pay within 5 working days of receiving required info
Lay committee members fees and expenses / compensation payments	Pay within 10 working days of receiving required info
Provide monthly management accounts	Distribute to heads of departments within 5 working days of month end
Raise invoices to debtors as soon as possible and chase up overdue debts	Raise invoices within 5 working days of request Contact debtors, within 5 working days, for amounts once over 30 calendar days old
Manage an efficient purchase ledger	Distribute invoices to budget holders within 2 working days of receipt. Pay due invoices in a timely manner
Produce audited Annual Accounts (external auditors arranged by finance department)	End of May (2011)
The Finance department will always aim to provide financial information and advice to BSB staff within 4 working days. If queries cannot be answered within this timescale, the finance department will respond within 1 working day to say when the information can be provided.	1 – 4 working days

G) Quality

Level of Service	Target
An overview of the provision of advice, which will note both good examples as well as areas where there may be concerns, will be reported to the quarterly SLA meetings.	Report from the BSB will be presented to the quarterly SLA meeting

H) Timing

Requests for service	Time frame
Standard accountancy processes require 5 working days notice Where urgent requests for payments are stated in full, the finance department will carry these out as soon as possible	5 working days notice

I) Availability of Service

When can you contact us	Hours
You can contact us during normal office hours	9.00am – 17.00pm Monday to Friday

J) Performance monitoring and reporting

Measures	Reported to
Payments received direct to employees on time	Individual users
Monthly management accounts	Heads of Departments and Director
The measures detailed in F) G) and H) will be monitored through overview reports that detail the quality and timeliness of advice; the reports will note both good examples as well as areas where there may be concern.	Will be presented by both the Finance Department and the BSB to the Quarterly SLA Meetings

K) Dispute resolution

First Steps	Responsibility
The Chief Accountant and the Service Users should initially attempt to resolve any disputes as to whether the SLA has been adhered to (targets and requirements met/not met). This may include reviewing the content of the SLA. Where issues around prioritisation occur, these must be raised with the Directors	Chief Accountant/ Service users

Second Steps	Responsibility
If the issues cannot be resolved locally, then they should be raised with either of the Directors. Non-compliance with the SLA should be discussed with the reasons why targets or requirements cannot, or have not, been met. Resolution or remedial action should be investigated and then agreed by both Directors.	Director of Central Services, BSB Director

Third Steps	Responsibility
The Directors can refer SLA issues to the Chairs Committee if the prioritisation of services or independence of the regulatory functions are, or may become, compromised. The Committee may decide that the BSB should explore other avenues, possibly external sources, for service provision.	Chair of the Chairs Committee

L) Signatures

Name and Job Title	Signature and Date
Brian Buck Chief Accountant (pp Rob Miller)	16 September 2010
Oliver Delany Director - Central Services	
Mandie Lavin Director - BSB	