

Service Level Agreements

WCFT	Strategic Hub	WBC	Other Nominated Provider
CADT / Integrated Gateway		→ SLA 2017 - 2018	→ SLA 2018 forward
Care Arranging Team staff / service		→ SLA 2017 - 2018	→ SLA 2018 forward
DoLS		→ SLA 2017 - 2018	→ SLA 2018 forward
MASH		→ SLA 2017 - 2018	→ SLA 2018 forward
Civil Contingencies		→ SLA ←	Civil Contingencies 2018 forward
Occupational Therapy		→ SLA 2017 - 2018	→ SLA 2018 forward
Integrated Discharge Team		→ SLA 2017 - 2018	→ SLA 2018 forward
SLA ←	Professional Standards		→ SLA 2018 forward
SLA ←	MCA / MHA Lead		→ SLA 2018 forward
SLA ←	Complaints		→ SLA 2018 forward
SLA ←	Business Intelligence		→ SLA 2018 forward
SLA ←	LL Helpdesk		→ SLA 2018 forward
SLA ←	Direct Payments		→ SLA 2018 forward
SLA ←	Care Arranging Team management		
SLA 2017 - 2018 ←		EDT	
SLA 2018 forward ←			EDT 2018 forward
SLA 2017 - 2018 ←		MHA assessments	
SLA 2018 forward ←			MHA assessments 2018 forward
SLA ←		PFU	
SLA ←		HR	
SLA ←		IT	
SLA ←		OD / Training	
SLA ←		Payroll	

N.B. greyed out areas indicate SLAs which will be required when other delivery units come online