

Heart of the South West Local Enterprise Partnership

Finance & Resources Committee

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Report theme: Service Level Agreement Progress Report 2019/20

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Summary and Recommendations

This report provides an overview of the progress, and key achievements, made against the 2019/20 milestones set out within the Service Level Agreements.

Finance and Resources Committee are asked to:

- 1) Review, and comment on, the progress and key achievements detailed within the attached appendices
- 2) Provide feedback on the format of the report to inform future reporting style

Background

1. Service Level Agreements (SLAs) are currently in place with the 4 upper tier authorities across the LEP area:
 - a. Devon County Council lead on the People Theme
 - b. Plymouth City Council lead on the Business Theme
 - c. Torbay Development Agency lead on opportunities
 - d. Somerset County Council leads on the Place Theme and also provides the Back Office/Operational Management Function
2. The revised SLAs, setting out key milestones for the remaining 6 months of 2019/20, were agreed for implementation from October 2019. This report provides an overview of the progress made against the milestones.

Progress

3. A progress report is attached for each of the SLAs which includes the original targets and a narrative of achievements against these. Progress has been rated as follows:

Complete	Work in Progress and On Schedule/No Issues	Work in Progress and Some Issues	Not Started or Behind Schedule/Issues to consider
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4. Generally, progress is on track, but further work is required for the LEP team to work through how this progress and activity contributes directly to economic impact. This review will inform the development of key deliverables for 2020/21.
5. It is anticipated that key deliverables and milestones for 2020/21 will be presented to the Finance and Resources Committee for agreement in July 2020. Given the current situation with COVID-19 and some uncertainty longer term these proposals may be split into short, medium and longer term with the latter being developed at a later date.