

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

### BUDGET PLANNING & ACCOUNTANCY SERVICE

#### Parties to the Support Service Specification

As per the Memorandum of Agreement

#### Period of the Support Service Specification

As per the Memorandum of Agreement

#### Variations to the Support Service Specification

As per the Memorandum of Agreement

#### Service Specification

The Council shall deduct from the Trading Company's Monthly Invoice submitted under the Memorandum of Agreement the amount set out in Line X of Schedule X (Final Business Case) to cover the following items:

- a) salaries and wages including employer's contributions;
- b) accommodation costs;
- c) offices supplies;
- d) Transport cost;
- e) overhead costs.

An extended specification of the services that shall be provided is appended to this Part A. Support Service Specification.

**Payment transactions** shall be processed in accordance with the Council's Financial Regulations. Details shall be submitted in accordance with agreed weekly and monthly timetables. Other details as shown on variations documents to be submitted as required for the preparation of input data.

#### Audit Arrangements

The systems and procedures covered by this Memorandum of Agreement shall be audited by the Council's Internal Audit function.

#### Facilities Required by the Council

The Trading Company shall provide the Council with all reasonable information

Open book accounting shall to be introduced by the Trading Company. Levels of access data security are to be agreed. A general principle is that cost overruns or surpluses are referred to the Council and dealt with in accordance with the Memorandum of Agreement. To verify accountancy data, the Trading Company is to provide the Council with a trading statement every calendar month.

#### Terminal Communications

Subject to the Trading Company meeting terminal and line charges incorporated in to the costs for Support Services, Line X of Schedule X (Final Business Case), terminal enquiry facilities on the Council's electronic financial management system.

#### Published Accounts and Statistics

The Council shall provide any data required in relation to published accounts, returns and statistics as appropriate.

#### Financial Regulations

**All services covered by this Support Service Specification shall be delivered in compliance with Council's Financial Regulations.**

#### Dispute Resolution Mechanism

Through the Partnership Management Group with escalation if necessary to the Memorandum of Agreement.

#### Method of Payment

Payment for support services shall be in accordance with the Memorandum of Agreement.

#### Contact Points for Queries

Ian Smith – Principal Accountant

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## BUDGET PLANNING &amp; ACCOUNTANCY SERVICE

SERVICE SPECIFICATION

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The services to be provided are set out below.

1. **Budget Planning and Accountancy**

1.1. **Budgeting/Business Planning**

- Prepare and/or advise on detailed budgets (as appropriate) in accordance with business planning/budgeting requirements.

1.2. **Financial Accounting**

- Manage and maintain the electronic ledger system to provide accurate and up to date financial information.
- Provide accurate and timely financial management information to the Trading Company.
- Liaise with the Trading Company's external auditors and provide information and explanation as required by the auditor.

1.3. **Financial Administration**

- Provide monthly invoices and supporting information for agreed services being provided.

**SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS**

**BUDGET PLANNING AND ACCOUNTANCY SERVICE**

**SERVICE SPECIFICATION**

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Support Services Costs, Line X of Schedule X (Final Business Case) that shall be deducted under the Memorandum of Agreement:

<b>Item</b>	<b>Council Cost (£) April 2018 to March 2019</b>
Accountancy	£0,000
Payroll (Wages)	£0,000
Operational Human Resources	£0,000
Corporate Human Resources	£0,000
Call Centre	£0,000
Management Support Service	£0,000
ICT	£0,000
Transport	£0,000
<b>2018/2019 Totals</b>	<b>£00,000</b>

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## INTERNAL AUDIT SERVICE

## SERVICE SPECIFICATION

**Parties to the Support Service Specification**

As per the Memorandum of Agreement.

**Period of the Support Service Specification**

As per the Memorandum of Agreement.

**Variations to the Support Service Specification**

As per the Memorandum of Agreement.

**Service Specification**

The Council shall provide an independent audit service in accordance with work programmes agreed with the Trading Company.

**Service Provided**

A summary of the audit services available under the Memorandum of Agreement are detailed below. The services are divided into two sections:

(i) **Key Services**

- Carrying out a programme of systems-based and regularity/probity audits in accordance with a pre-determined plan and risk based methodology.
- Provision of an overview of adequacy of control mechanisms in the organisation.
- Provision of advice and consultancy on systems, controls and methods of operation.

(ii) **Discretionary/Ad-hoc Services**

- Provide a high quality, independent audit service which helps to ensure that all systems, processes and transactions are robustly controlled, monitored and managed.
- Provide reassurance to management that procedures, policies, regulations and legislation are being complied in an effective manner.
- Preparation of annual and strategic Audit Plans.

- Facilitation of annual risk assessment and individual project risk assessments.
- Preparation of audit reports, subsequent discussion with management, agreement on action plans and follow up as necessary.

Discussions with the Trading Company shall establish an annual work programme to be delivered for each financial year. The Trading Company may request additional services agreed with the Council for which a quotation shall be provided.

The Council shall reserve the right to investigate a review should concerns about financial probity arise. Such investigations shall be at the expense of the Trading Company and if deemed appropriate the Trading Company shall be kept fully informed.

**Audit Arrangements**

The services and procedures shall be audited by the Council's Internal Audit function.

**Facilities Required by the Council**

The Trading Company shall provide the Council with all reasonable information requested or required to carry out the duties detailed within this Part B, (Service Provided).

**Dispute Resolution Mechanism**

Through the Partnership Management Group with escalation if necessary to the Memorandum of Agreement.

**Method of Payment**

Payment for support services shall be in accordance with the Memorandum of Agreement.

**Monitoring and Review Arrangements**

- The Council undertakes to circulate a quality questionnaire to the Trading Company on at least one occasion during the period of the Memorandum of Agreement and to disclose an analysis of the summary results of all such questionnaires to each Trading Company if requested to do so.

**SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS**

**INTERNAL AUDIT SERVICE**

**SERVICE SPECIFICATION**

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- (b) The Council also undertakes to review the quality and nature of the services provided with the Trading Company as requested by the Trading Company.

**Contact Points for Queries**

TBC

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## MONTHLY AND WEEKLY PAYROLL

## SERVICE SPECIFICATION

**Parties to the Support Service Specification**

As per the Memorandum of Agreement

**Period of the Support Service Specification**

As per the Memorandum of Agreement

**Variations to the Support Service Specification**

As per the Memorandum of Agreement

**Service Specification**

The Council shall provide a comprehensive monthly and weekly payroll service for all categories of employees ranging from setting up pay records to the arrangement of payments through the bank. A comprehensive list of the services and facilities provided is set out in this Part C.

**Specific Parameters**

In addition to the services and facilities referred to in this Memorandum of Agreement, the following specific parameters are identified:

**(a) Pay Dates:**

- (i) Monthly paid staff shall be paid in accordance with the dates annually agreed in writing by the Council and Trading Company by 31 January each year prior to the start of each financial year covered by the Memorandum of Agreement.
- (ii) Weekly paid staff shall be paid based on documentation (timesheets, clockcards, etc.) submitted. Payments shall normally be made on Friday following the receipt of the documentation. Special arrangements shall apply at certain times of the year (notably Bank and Public Holidays) and these will be notified to the Trading Company accordingly.

(iii) Payments for monthly and weekly paid staff shall be by direct credit transfer through BACS or by crossed cheque before receipt of bank details for new employees.

(b) Weekly electronic reports shall be provided to the Trading Company detailing actual costs for the previous week within 7 days.

(c) An electronic record of pay history can be provided or alternatively 'on-line' access by computer terminal can be provided as explained below.

**(d) Special Payments:**

- (i) Advances or special payments, manually produced, can be arranged in exceptional circumstances. Such payments which have been made shall be recovered from the next payment due.
- (ii) If information is received after the final date for submission for monthly and weekly paid employees and there is the requirement for a special cheque or cash payment to be made, it shall be necessary to continue to charge and, the charge shall be £30 (indexed) per cheque or cash payment to achieve full cost recovery. Similarly, a charge of £30 (indexed) shall be made for each overpayment adjustment necessitated because of late notification received in Payroll Services. This charge reflects the additional costs involved in the process.

**Terminal Communications**

Subject to the Trading Company meeting terminal and line charges incorporated in to the costs for Support Services, Line X of Schedule X (Final Business Case), terminal enquiry facilities on the Council's electronic financial management system.

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## MONTHLY AND WEEKLY PAYROLL

## SERVICE SPECIFICATION

**Pay Advices and Documentation**

- (a) Employees shall normally be paid through BACS and confidential pay advices will be provided.
- (b) The reconciliation of cheques issued shall be carried out by the Council as a centralised function.
- (c) The Council shall be responsible for end of year returns and all information relating to pay and deductions required during the year by the Inland Revenue, the relevant Pension Fund, and other statutory bodies.

**Expenditure Coding**

The Council shall be responsible for advising the Trading Company on all matters relating to coding. The Council shall also verify all such coding for budgetary control purposes.

The Council's accounting system shall be automatically updated with relevant expenditure coding analysis (by reference to the main default codes or a fixed percentage split, variable payments will be coded as gross pay) to the Trading Company's payroll by the end of each calendar week or month to which the payroll relates.

**Published Accounts and Statistics**

The Council shall be responsible for the production of any payroll data required in relation to published accounts, returns and statistics.

**Financial Regulations**

The monthly and weekly payroll shall be processed in accordance with the Council's Financial Regulations. Details of starters/leavers and permanent variations to the computer master file database shall be submitted in accordance with agreed weekly and monthly timetables. Other details as shown on variations documents to be submitted as required for the preparation of input data.

**Audit Arrangements**

The payroll system and procedures shall be audited by the Council's Internal Audit function.

**Facilities Required by the Council**

The Trading Company shall provide the Council with all reasonable information requested or required to carry out the duties detailed in this Support Service Specification (Part C).

**Dispute Resolution Mechanism**

Through the Partnership Management Group with escalation if necessary to the Memorandum of Agreement.

**Method of Payment**

Payment for support services shall be in accordance with the Memorandum of Agreement.

**Monitoring and Review Arrangements**

- (a) The Council undertakes to circulate a quality questionnaire to the Trading Company on at least one occasion during the period of the Memorandum of Agreement and to disclose an analysis of the summary results of all such questionnaires to each Trading Company if requested to do so.
- (b) The Council also undertakes to review the quality and nature of the services provided with the Trading Company as requested by the Trading Company.

**Contact Points for Queries**

TBC

**SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS****MONTHLY AND WEEKLY PAYROLL****SERVICE SPECIFICATION**

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The Council shall provide a comprehensive and highly automated payroll service. This shall be based on:

- \* Sophisticated and flexible computer facilities.
- \* Experienced staff with extensive knowledge of statutory requirements, payroll procedures and conditions of employment (national and local).
- \* Close liaison with the Trading Company.

The main features of the monthly and weekly payroll service are:

1. Establishment and maintenance of pay records and pay data.
2. Establishment of sound payroll procedures to meet agreed pay dates (the co-operation of Trading Company side staff in this respect is vital).
3. Comprehensive build up to gross pay and net pay calculations taking account of all legislative requirements.
4. A system to handle fixed, variable and temporary adjustments to pay.
5. A flexible job and grade code system capable of handling the widest range of service conditions.
6. Operation of various occupational sick and maternity pay schemes.
7. Processing of statutory sick and maternity pay.
8. Ability to include associated pay additions such as special allowances, travel and subsistence, overtime etc. including verification of calculations.
9. Ability to pay and issue working families tax credit documentation as instructed by the Inland Revenue.
10. Flexible facilities for statutory deductions, income tax, national insurance, attachment of earnings orders and student loans.
11. Flexible facilities for pension contributions, both basic and additional amounts (including AVCs) and other specified deductions.
12. Flexible facilities for voluntary deductions such as Paycare, Trade Union subscriptions etc.
13. Payments by BACS with confidential pay advices or crossed cheques in special circumstances.
14. Increase gross pay by increments on due dates in accordance with the terms and conditions of service of the Trading Company.
15. Automatic calculation of retrospective pay awards.



**SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS****MONTHLY AND WEEKLY PAYROLL****SERVICE SPECIFICATION**

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16. Automatic issue of P45 and any other statutory documentation.
17. Compliance with Inland Revenue requirements both during the year and at year end.
18. Redundancy payments will be calculated and paid as required.
19. Comprehensive interface with financial and management information systems.
20. On line enquiry facilities for Trading Company.
21. Despatch of payslips to establishment addresses or home addresses where more appropriate.
22. Operate bank account and reconciliation of all payments made.
23. Answer employees' enquiries and advise them about conditions of service, income tax and pension.
24. Keep up-to-date with national and local conditions of service, and legislation about pay deductions.
25. Administration of "third party" sickness absence claims and recovery of tax and national insurance refunds from the Inland Revenue.
26. Calculate overpayments, recalling payments from Banks and Building Societies as appropriate.
27. The following work shall be undertaken by the Council to support the administration of the pension schemes that the Trading Company participate in. The following work will be carried out within this specification:
  - (a) Send new and existing employees details of the pension schemes including appropriate forms for completion.
  - (b) When employees join a scheme, or decide to vary their contribution rate, to take necessary action to deduct appropriate pension contributions notifying the pensions provider as appropriate.
  - (c) Deal with administration as appropriate for all leavers, transfers, retirements or deaths.
  - (d) Provide estimates of benefits for staff approaching retirement, whether prematurely or at normal retirement age.
  - (e) Calculate, notify and arrange payment of enhancements for early retirement benefits.
  - (f) Transfer to the pensions providers of all contributions made by or in respect of all relevant employees during each financial year.

**SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS**

**MONTHLY AND WEEKLY PAYROLL**

**SERVICE SPECIFICATION**

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28. A personnel system linked directly to the payroll system is also available. Terminal enquiry and update facilities are available to this additional system. A range of standard reports can also be obtained from this system, and these can be made available if required subject to separate negotiations.

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

### OPERATIONAL HUMAN RESOURCES SERVICE

#### SERVICE SPECIFICATION

##### **Parties to the Support Service Specification**

As per the Memorandum of Agreement

##### **Period of the Support Service Specification**

As per the Memorandum of Agreement

##### **Variations to the Support Service Specification**

As per the Memorandum of Agreement

##### **Service Specification**

The Council shall provide advice and support to assist that Trading Company's compliance with all contractual and statutory matters whilst reflecting changes in employment legislation and political initiatives. The Council shall provide information and human resource administration support in employment matters arising because of the Trading Company's operations.

The service offered by the team includes:

- a) Specialist and generalist human resources support/advice/guidance to management and employees
- b) All employment contractual arrangements including payroll interface and employee record-keeping
- c) Recruitment and retention strategies to promote the Trading Company as an Employer of Choice
- d) Employee relations policy implementation e.g. discipline, grievance, capability and management of attendance etc.
- e) Training and development encompassing competency frameworks and assessment techniques
- f) Acting as a consultancy service to all managers in both strategic and operational Human Resources

Appended to this Part D is a full specification for the operational human resources service to be provided.

##### **Audit Arrangements**

The systems and procedures covered by this Memorandum of Agreement shall be audited by the Council's Internal Audit function.

##### **Facilities Required by the Council**

The Trading Company shall provide the Council with all reasonable information requested or required to carry out the duties imposed by the service specification.

##### **Dispute Resolution Mechanism**

Through the Partnership Management Group with escalation if necessary to the Memorandum of Agreement.

##### **Method of Payment**

Payment for support services shall be in accordance with the Memorandum of Agreement.

##### **Service Quality Monitoring**

This Part D incorporates a set of minimum service standards to which the Council shall deliver.

The Council shall undertake to review performance against the set minimum service standards on a quarterly basis with the Trading Company.

##### **Contact Point for Queries**

**Nicole Pema – Human Resources Manager (ECDC)**

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## OPERATIONAL HUMAN RESOURCES

## SERVICE SPECIFICATION

Where a week is referred to in the below document, it is categorised as a normal working week e.g. Monday to Friday

Service Element	Level of Service		Service Standard
	Core	Additional Cost	
General Human Resources Support, Advice and Guidance, (Terms and Conditions etc.)			
Telephone enquiries	✓		We aim to respond to calls promptly and efficiently, the same working day.  When it is not possible to respond immediately, we will give an indication of when we aim to be able to respond, or when the person called is likely to be available.
Written enquiries, including e-mails to support telephone enquiry	✓		Acknowledgement within 3 working days.  Written response, where required, normally within 10 working days depending on complexity.

<b>Recruitment and Selection</b>			
Advice on recruitment advertising, job descriptions and personnel specifications	✓		As for General Human Resources Advice, above
All correspondence, including short listing, assessment centre, testing, interview, eligibility to work, medical checks, references etc and applicant monitoring (also DBS check if applicable and upon prompt receipt of information within timescales)	✓		10 weeks' maximum in normal circumstances (dependant on both/either parties staffing resource) from the point of identification of a vacancy.
Employment Contracts/Statement of Written Particulars	✓		Send within 8 weeks of date of commencement
Provision of policy/procedure documents	✓		As required
Attendance at interviews	✓		As required

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## OPERATIONAL HUMAN RESOURCES

## SERVICE SPECIFICATION

Service Element	Level of Service		Service Standard
	Core	Additional Cost	
DBS Checks			
Satisfactory DBS check if appropriate to the job		✓	Requested within 48 hours of receipt of all relevant information.

<b>Management of Attendance</b>			
HR Systems training and oversee attendance recording	✓		Ongoing
Reports/printouts (monitoring and advice)	✓		Monthly
Short term Management of Attendance Procedure	✓		Prompt response following trigger points being reached
Medical referrals/redeployment*	✓		Prompt request for medical advice and initial review/follow up normally within 1 week of Occupational Health report.
Long term Management of Attendance procedure.	✓		Within 5 working days following 20 days' absence and on an ongoing basis as appropriate.
Ill Health retirements	✓		As per General Human Resources Advice above

<b>Payroll Administration</b>			
Starters, leavers, transfers, regrades, change of address/bank account etc.	✓		Weekly/monthly as appropriate in line with payroll deadlines.

<b>Discipline, Grievance, Capability and Harassment</b>			
Advise, investigate and arrange hearings as appropriate for straight forward conduct issues	✓		Within corporate guidelines
Issues of discipline, grievance and capability associated with restructures/re-organisation instigated by the Trading Company		✓	Within corporate guidelines

<b>Consultancy Requests</b>			
Offer an initial assessment/ diagnosis		✓	As under general HR support and advice
Follow on consultation meetings (where required) including partnership arrangements		✓	As appropriate
Restructures/Re-organisation meetings will be arranged depending on the need/ complexity.		✓	As appropriate
Equality Impact Assessments		✓	Within corporate guidelines

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## OPERATIONAL HUMAN RESOURCES

## SERVICE SPECIFICATION

Service Element	Level of Service		Service Standard
	Core	Additional Cost	
Human Resources Advice on Specific Matters			
General Features			Telephone response the same working day backed up by written response/e-mail as under general advice (maximum 10 days in normal circumstances).
Exit Interviews	✓		
Maternity/Paternity Leave	✓		
Annual Leave Entitlement	✓		
Special Leave Entitlement	✓		
Payment of Salaries and Wages	✓		
Flexible working inc. job share and part time	✓		
Regrading Applications and Appeals	✓		
Standby, call out, overtime	✓		
Travel, Subsistence and Hospitality	✓		
Relocation	✓		
Secondment Policy	✓		
Retainer Schemes	✓		
Access to Personal Files	✓		
Equal Opportunities in Employment	✓		
Support for Carers	✓		
Trade Union Facilities and Procedures	✓		
Redeployment and Redundancy policies	✓		
Termination of Contracts	✓		
Death in Service	✓		
Complaints and Compliments	✓		
Provision of Policy and Procedures	✓		
Fixed Term Contracts/Renewals	✓		
Early/Normal Retirements	✓		
Risk Assessments	✓		
Letters of Appointment/ Resignations/Secondments/Promotions/ Acting Up	✓		
Trading Company Terms and Conditions of Service	✓		
Advice to individual employees	✓		
Advice on /interpretation of conditions of employment -telephone/e-mails -attend meetings	✓		
Amendment to contracts	✓		
Local Agreements	✓		

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## OPERATIONAL HUMAN RESOURCES

## SERVICE SPECIFICATION

Service Element	Level of Service		Service Standard
	Core	Additional Cost	
Remuneration and Staff Records			
Personal file maintenance	✓		Ongoing - As for General HR advice
Career Progression	✓		Ongoing - As for General HR advice
Acting Up/Honoraria/Allowances	✓		Ongoing - As for General HR advice
Advice on Salary Determination	✓		Ongoing - As for General HR advice

<b>Employee Relations/Issues</b>			
Advice on Employment Legislation	✓		Ongoing - As for General HR advice
Conditions of service	✓		Ongoing - As for General HR advice
Application of Equal Opportunities Legislation	✓		Ongoing - As for General HR advice
Employment Tribunal casework		✓	As appropriate
Staffing adjustments/Section 188 notices/redundancy		✓	As appropriate
Consultation with TU's (on collective issues)		✓	As appropriate
Redeployment casework		✓	As appropriate
Careers counselling		✓	As appropriate

<b>Training &amp; Development</b>			
Training associated with the implementation of Government Initiatives, e.g. workforce remodelling/retention strategies.		✓	As appropriate
Bespoke workshops/training events as required e.g. attendance management/ recruitment and selection coaching and mentoring, etc.* *By arrangement.		✓	As appropriate
Recruitment and Selection Training		✓	As required
Skills Audit		✓	As appropriate
First day induction including Health and Safety	✓		Date of commencement

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## STRATEGIC HUMAN RESOURCES

## SERVICE SPECIFICATION

**Parties to the Support Service Specification**

As per the Memorandum of Agreement.

**Period of the Support Service Specification**

As per the Memorandum of Agreement.

**Variations to the Support Service Specification**

As per the Memorandum of Agreement.

**Service Specification**

The Council shall provide a strategic human resource service for all categories of employees. A comprehensive list of the services and facilities provided is set out in the service specification attached to this Part E.

**Published Accounts and Statistics**

The Council shall be responsible for the production of any data required in relation to published accounts, returns and statistics.

**Audit Arrangements**

The services and procedures shall be audited by the Council's Internal Audit function.

**Facilities Required by the Council**

The Trading Company shall provide the Council with all reasonable information requested or required to carry out the duties detailed in this Part E.

**Dispute Resolution Mechanism**

Through the Partnership Management Group with escalation if necessary to the Memorandum of Agreement.

**Method of Payment**

Payment for support services shall be in accordance with the Memorandum of Agreement.

**Monitoring and Review Arrangements**

The Council undertakes to review the quality and nature of the services provided with the Trading Company as requested by the Trading Company.

**Contact Points for Queries**

Nicole Pema – Human Resources Manager  
(ECDC)



## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## STRATEGIC HUMAN RESOURCES

SERVICE SPECIFICATION

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This Memorandum of Agreement shall cover the provision of the following functions:

- Employee Relations
- Occupational Health
- Health and Safety
- Recruitment and Resourcing
- Equality in Employment
- Equality in Service Delivery
- Training and Development

The main features of the service provision are as set out below:

**1. Employee Relations**

**1.1. Advice and Guidance:**

- Advise on the operation of the Trading Company's procedures e.g. Grievance, Discipline, Capability and Management of Attendance.
- Advise on the application of legislation, case law, best practice and precedent to employee relations issues or difficulties.
- Provide access to HR briefings or bulletins on new legislation or the application of existing legislation.
- Provide access to new Council policies as templates for the Trading company to adopt.

**1.2. Training:**

- Provide training to staff on employee relations issues in line with that provided to Council managers.

**1.3. Job Grading:**

- Advise on grading of new posts or regarding of posts following restructure.

**1.4. Terms and Conditions:**

- Advise on the application of agreed Trading Company terms and conditions of employment.

**2. Occupational Health:**

- Provide an Occupational Health Nursing service including:
  - Referrals;
  - Pre-employment assessment;
  - Health surveillance;
  - Flu vaccinations;
  - Vision Screening;
  - Blood pressure tests;
  - Nurse referrals for urgent problems;
  - Archiving of records and maintenance of current records.

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## STRATEGIC HUMAN RESOURCES

SERVICE SPECIFICATION

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- Provide access to Occupational Health Services contracted to the Council on payment per use basis including:
  - Occupational Health Doctor service;
  - Counselling;
  - Physiotherapy;
  - First Aid Training.

**3. Health and Safety:**

- Provide support to the Trading Company's Health and Safety Officers e.g. new policy development, guidance notes, accident recording, COSHH and violence and aggression recording.
- Provide training in Health and Safety.

**4. Recruitment and Resourcing****4.1. Advice and Guidance:**

- Advise on the operation of recruitment and resourcing policies, legislation, case law, best practice and precedent.

**4.2. Access to Services:**

- Provide access to advertising Waste and Street Cleansing jobs on Council website.
- Provide access to DBS checks as an umbrella organisation (the Trading Company may register itself – otherwise there will be a cost for this).
- Provide access to recruitment monitoring scanning service and produce recruitment statistics and reports.

**4.3. Training:**

- Provide training to the Trading Company's staff on recruitment and resourcing issues in line with that provided to Council staff.

**5. Equality in Employment**

- Provide support, advice and guidance on equality in employment.

**6. Equality in Service Delivery**

- Provide support, advice and guidance on equality in service delivery.
- Provide support to the Partnership Management Board.
- Provide access to BSL Interpreting Service.

**SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS**

**STRATEGIC HUMAN RESOURCES**

**SERVICE SPECIFICATION**

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**7. Training and Development**

- Provide access to places on Council Training programmes, e.g.
  - Stress Awareness/Management;
  - Recruitment & Selection;
  - Interviewee Skills;
  - Career Development Programme
  - Certificate in Team Leading
  - Diploma in Management

**8. Communication**

- To provide copies of the HR bulletins to appropriate Trading Company managers.
- To provide copies of the Personnel Manual, paper updates (and electronic version) to appropriate Trading Company managers and staff.

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## MANAGEMENT SUPPORT SERVICE

## SERVICE SPECIFICATION

**Parties to the Support Service Specification**

As per the Memorandum of Agreement.

**Period of the Support Service Specification**

As per the Memorandum of Agreement.

**Variations to the Support Service Specification**

As per the Memorandum of Agreement.

**Service Specification**

The Council shall provide a management support service to the Trading Company. A comprehensive list of the services and facilities provided is set out in service specification attached to this Part F.

**Published Accounts and Statistics**

The Council shall be responsible for the production of any data required in relation to published accounts, returns and statistics.

**Audit Arrangements**

The services and procedures shall be audited by the Council's Internal Audit function.

**Facilities Required by the Council**

The Trading Company shall provide the Council with all reasonable information requested or required to carry out the duties detailed in this Part F.

**Dispute Resolution Mechanism**

Through the Partnership Management Group with escalation if necessary to the Memorandum of Agreement.

**Method of Payment**

Payment for support if services shall be in accordance with the Memorandum of Agreement.

**Monitoring and Review Arrangements**

The Council undertakes to review the quality and nature of the services provided with the Trading Company as requested by the Trading Company.

**Contact Points for Queries**

Jo Brooks – Director for Operations (ECDC)

**SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS****MANAGEMENT SUPPORT SERVICE****SERVICE SPECIFICATION**

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This Memorandum of Agreement shall cover the provision of the following services:

- Strategic direction for the Waste and Street Cleansing Services.
- Senior management support to the Trading Company, particularly regarding disciplinary and grievance issues involving the retained workforce.
- Supplementary operational management support.
- Service development and feasibility work.
- Independent quality auditing of the Waste and Street Cleansing Services.
- Management of complaints and enquiries regarding the Waste and Street Cleansing Services and acting as the main interface with the Council's call centre.

**1. STRATEGIC DIRECTION:**

- 1.1. Through the Director - Operations the Council shall lead strategy formulation for the Waste and Street Cleansing functions. Ensuring that the Trading Company's management staff are involved in the on-going development of service specific strategies.
- 1.2. The Director - Operations shall also lead the interface between the corporate management of the Council and the Waste and Street Cleansing functions, ensuring compliance with corporate requirements in respect of service planning, performance management, value for money assessments, etc.
- 1.3. The Director - Operations shall convene the Partnership Management Board for Waste and Street Cleansing Services and lead the involvement of managers from the Council and the Trading Company.

**2. SENIOR MANAGEMENT SUPPORT**

- 2.1. The Director – Operations shall manage the political interface with the Waste and Street Cleansing functions. This shall include both support for the Member Champion for Waste but also co-ordinating the involvement of back bencher (of both the controlling group and opposition) with the Trading Company.

**3. SUPPLEMENTARY OPERATIONAL MANAGEMENT SUPPORT**

- 3.1. The Waste Minimisation Manager for the Council shall offer direct support and guidance to the Trading Company's management in respect of their supervision and direction of the Waste and Street Cleansing Services.
- 3.2. The Waste Minimisation Manager for the Council shall manage the out of hours' emergency services arrangements for the Waste and Street Cleansing functions.

**SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS****MANAGEMENT SUPPORT SERVICE****SERVICE SPECIFICATION**

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**4. SERVICE DEVELOPMENT AND FEASIBILITY WORK**

- 4.1. The Council shall support the production of the Annual Service Improvement Plan and lead/participate in the projects agreed as part of the Annual Service Improvement Plan.

**5. SUPPORT FOR STAFF CONSULTATION**

- 5.1. The Waste Minimisation Manager for the Council for the Council shall lead the work to achieve and retain liP accreditation.
- 5.2. The Waste Minimisation Manager for the Council shall lead the monthly Staff Forum meetings and co-ordinate staff attitude surveys for the Waste and Street Cleansing functions.

**6. INDEPENDENT QUALITY AUDITING**

- 6.1. Under the direction of the Waste Minimisation Manager for the Council the Waste Minimisation Officer of the Council shall carryout Monthly quality audits in respect to the Trading Company's performance, including BVPI 199A inspections against a programme agreed with the Trading Company.
- 6.2. The Waste Minimisation Officer shall also carryout independent reviews of complaints and enquiries about service quality at the request of the Trading Company.

**7. MANAGEMENT OF COMPLAINTS AND ENQUIRIES**

- 7.1. The Waste Minimisation Manager for the Council shall oversee all complaints and enquiries relating to the Waste and Street Cleansing functions across the District.
- 7.2. The Waste Minimisation Manager for the Council shall manage the interface with the Council's call centre in respect to the Waste and Street Cleansing functions.

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES

## SERVICE SPECIFICATION

**Parties to the Support Service Specification**

As per the Memorandum of Agreement.

**Period of the Support Service Specification**

As per the Memorandum of Agreement.

**Variations to the Support Service Specification**

As per the Memorandum of Agreement.

**Service Specification**

The Council shall provide a full information and communication service.

**Service Provided**

A summary of the ICTS services available under the Memorandum of Agreement are shown in the appendix to this Part G.

**Charges**

There shall be a single, inclusive, annual charge for each VDU, PC connection or printer. The charge shall cover for each VDU, printer or IRMA (for PC connection), the lease/maintenance costs, modems and telephone line charges, initial supply of co-axial cable and co-axial plugs, control unit equipment and support staff. The charge shall not cover the cost of laying any cables or the provision of electrical sockets or the supply of co-axial cable/plugs for rewiring following equipment moves. These shall be the responsibility of the Trading Company to procure outside of this Memorandum of Agreement.

The charge shall be raised early in each financial year for equipment installed as at 1 April of that year and transferred to the service providers account at the end of each four-weekly period. Installation during the year

shall be charged on a pro rata basis and shall be shown on the monthly charging statement.

The charge for the subsequent financial years of the Memorandum of Agreement shall reflect the Council's financial policy. The over-riding objective shall continue to be that this Memorandum of Agreement shall provide a quality service on a break-even financial basis.

**Facilities Required by the Council**

The Trading Company shall provide the Council with all reasonable information requested or required to carry out the duties detailed in this Part G.

**Dispute Resolution Mechanism**

Through the Partnership Management Group with escalation if necessary to the Memorandum of Agreement.

**Method of Payment**

Payment for support services shall be in accordance with the Memorandum of Agreement.

**Monitoring and Review Arrangements**

- (a) The Council undertakes to circulate a quality questionnaire to the Trading Company on at least one occasion during the period of the Memorandum of Agreement and to disclose an analysis of the summary results of all such questionnaires to each Trading Company if requested to do so.
- (b) The Council also undertakes to review the quality and nature of the services provided with the Trading Company as requested by the Trading Company.

**Contact Points for Queries**

**SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS**

**INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES**

**SERVICE SPECIFICATION**

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## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES

## SERVICE SPECIFICATION

This Memorandum of Agreement shall cover the provision of the following services:

1. Support and maintenance for:
  - PCs, Council network and print facilities that have already been implemented;
  - Network logon IDs as required for Trading Company staff and corresponding Microsoft Outlook e-mail accounts;
  - Landline telephony;
  - Standard desktop software (Microsoft Office, Access & Internet Explorer);
  - Access to the e-mail account inbox used for Council Call Centre queries.
2. All Trading Company staff shall act in accordance with the Council's Security Policy in force at that time when using Council-owned or maintained ICT facilities. Relating to this, use of the equipment provided and maintained under this Memorandum of Agreement is exclusively restricted to the Council network.
3. Charges outside of this Support Service Agreement are as follows:
  - The PC charge includes network access and the provision of Microsoft Office including Outlook, an e-mail account and internet access. It does not include the charge for replacement of a PC, which shall be billed directly, ordered through the Council.
  - Mobile telephony costs shall be payable directly to the phone provider. The Council can organise procurement and provide support, maintenance and project management for mobiles phones (all of which is included in the support cost), but installation fees, line rental and call charges shall be payable directly to the phone provider.
  - Landlines shall be subject to the same support, maintenance and project management charge as mobiles. Line rental and call charges shall be paid initially by the Council and will be recharged. Installation of further lines is organised by the Council, but this cost will be paid to the phone provider directly.
  - Applications' development and account management support is chargeable on an hourly basis.
5. The rates for the 2017/18 financial year are fixed, although these will be revised in subsequent financial years. The equipment inventory taken for the partnership details the following:

Equipment	Number
• PCs & Laptops	X
• Printers/Multi-Functional Devices	X
• Landlines	X
• Mobiles	X

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES

SERVICE SPECIFICATION

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6. It does however exclude any IT development (which shall be charged at £x0.00 per hour in 2017/18 (indexed thereafter) that shall be required to be integrated between the Trading Company's bespoke systems and the Council's systems.
7. The Trading Company's queries shall be referred to the following contact points:
- **Support issues shall be reported to the ICTS Service Desk** on Civic Centre extension 8000 or at [icts.servicedesk@eastcambs.gov.uk](mailto:icts.servicedesk@eastcambs.gov.uk) (XXXXXXXXXXXX).
  - Any issues with a call logged with this should be taken up in the first instance with the **ICTS Manager** (XXXXXXXXXXXXXXXXXXXXXXXXXXXX).
  - Any variations to the services and all new developments should be taken up with the **ICTS Manager** (XXXXXXXXXXXXXXXXXXXXXXXXXXXX).

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## TRANSPORT SERVICES

## SERVICE SPECIFICATION

**Parties to the Support Service Specification**

As per the Memorandum of Agreement.

**Period of the Support Service Specification**

As per the Memorandum of Agreement

**Variations to the Support Service Specification**

As per the Memorandum of Agreement.

**Service Specification**

The Council shall deduct from the Trading Company's Monthly Invoice each month submitted under the Memorandum of Agreement the amount set out in Line X of Schedule X (Final Business Case) to cover the following items:

- Fleet Management - Paragraph 1 (below);
- Vehicle Maintenance - Paragraph 2 (below);
- Operating Compliance - Paragraph 3 (below);
- Trading Company's Obligations - Paragraph 4 (below);
- Accident Management - Paragraph 5 (below).

Conditions, limitations and operational issues applying to specific services are contained in the Appendices to this document.

The Council shall:

- Provide the services outlined in this Part H, at the agreed cost, in a manner that is flexible and supportive to the needs of the Trading Company.

- Only vary the defined service during the SLA period, by prior Memorandum of Agreement with the Trading Company

The Trading Company shall accept the need to:

- Provide the Council with all necessary information which from time to time may affect the level of service required.
- Ensure that all vehicles due for scheduled maintenance are presented at the agreed date and time to the vehicle maintenance contractor.

**See Paragraph 4 (Trading Company's Obligations) below**

**Assets**

Vehicles shall be provided in accordance with the following;

Vehicles provide by the Council	Appendix 1 Part 1
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**Audit Arrangements**

The systems and procedures covered by this Memorandum of Agreement shall be audited by the Council's Internal Audit function.

**Facilities Required by the Council**

The Trading Company shall provide the Council with all reasonable information requested or required to carry out the duties detailed in this Part H.

**Dispute Resolution Mechanism**

## SCHEDULE 9: SUPPORT SERVICES SPECIFICATIONS

## TRANSPORT SERVICES

SERVICE SPECIFICATION

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Through the Partnership Management Group  
with escalation if necessary to the  
Memorandum of Agreement.

**Method of Payment**

Payment for support services shall be in  
accordance with the Memorandum of  
Agreement.

**Contact Points for Queries**

Dave White – Waste Minimisation  
Manager (ECDC)

## SUPPORT SERVICES SPECIFICATIONS

## TRANSPORT SERVICES

## SERVICE SPECIFICATION

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The service provided shall include the following:

**1 Fleet Management**

1.1. The Fleet Management service consists of:

- An agreed level of provision which is established at the start of the Memorandum of Agreement, but which can be addressed further by discussion during the period of the Memorandum of Agreement.
- A range of additional and optional services and activities which can be quoted for (without obligation) and/or arranged for on request.

1.2. Fleet Management core operating times: Monday to Friday 8-30a.m. to 4-00 p.m.

1.3. Core Services:

- Vehicle Provision: Provide the Trading Company with a core fleet of modern vehicles and mobile plant to their specific requirements:
  - a) Provide a full consultancy service to the Trading Company for vehicle specifications.
  - b) Liaise with vehicle suppliers and manufacturers to obtain best value.
  - c) The Council shall include all vehicles above 3.5 tonnes MAS on their Operators Licence and ensure that they operate from an approved operating centre.
- Road fund licences:
  - a) Provide renewed vehicle excise licences to Trading Company a minimum of 5 days prior to expiration.
  - b) Apply for duplicate licences on the working day notified by the Trading Company. Where loss of disc is due to fault of the Trading Company the appropriate fee plus nominal administration fee shall be charged.
  - c) Apply for refund of unexpired licences not less than 3 working days prior to month end, providing the disc is valid for at least 1 full month following surrender.
- Penalty Notices and Fines:
  - a) Forward details to the Trading Company of all penalty notices received.
  - b) The penalty notice shall be forwarded to the Trading Company for their attention. The Trading Company shall confirm action taken to ensure the Council are relieved of any further liability with respect of the penalty and to reduce possible further occurrences.
  - d) Where the Trading Company dispute, the penalty notice the Council shall review the grounds for appeal. Where an appeal is considered appropriate the Council shall undertake the appeal on behalf of the Trading Company and advise on the outcome.
  - e) The Council shall provide all legal documentation appertaining to the vehicle if required for presentation to the appropriate authorities.

## SUPPORT SERVICES SPECIFICATIONS

## TRANSPORT SERVICES

SERVICE SPECIFICATION

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- Vehicle and plant spot hire:
  - a) Provide through the Council's own resources or utilising the Council's authorised suppliers, a range of short term hire vehicles and mobile plant to the Trading Company's requests. A £20 administration fee per hire shall be charged.
  - b) Renewed road fund licences for hired vehicles shall be issued on receipt from the hirer and prior to expiration.
  - c) Vehicles hired for the Trading Company shall be subject to insurance cover provided by the Trading Company
- Vehicle service and inspection planning:
  - a) The Trading Company shall plan for the vehicle servicing and inspection with a competent sub-contractor without the disruption of the specified services for waste and street cleansing.
  - b) MoT and plating tests shall be arranged by the Trading Company and planned in accordance with the inspection regime.
  - c) Other statutory inspections shall be arranged by the Trading Company to minimise service disruption.
- Vehicle handover:
  - a) Provide each driver with familiarisation training prior to handing over a vehicle or plant of a type or model the driver is unfamiliar with.

**1.4. Optional Service Provision:**

- The Council shall obtain, where possible, demonstration vehicles from approved manufacture.

**1.5. Contact Information:**

- Vehicle replacements: Dave White (01353 616232);
- Vehicle Hire for temporary replacement of core vehicles covered by this Support Service Agreement, (includes hire vehicle Road Fund Licences) – Dave White (01353 616232)
- Road Fund Licences for Council owned vehicles – Dave White (01353 616232)

## SUPPORT SERVICES SPECIFICATIONS

## TRANSPORT SERVICES

SERVICE SPECIFICATION

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**2. Vehicle Maintenance**

2.1. **Vehicle Inspections:** The servicing, maintenance and inspection of vehicles shall be the responsibility of the Trading Company to the following optional schedules as required:

- a) The Council's Operator's Licence requirements for LGVs and PCVs.
- b) Manufacturers recommendations based on either time interval or mileage intervals for light vehicles.

2.2. **Servicing Standards:** Servicing and Maintenance shall be carried out by the Trading Company using the following documentation:

- a) Council service and maintenance documentation.
- b) ICME or manufacturers documentation.
- c) Trading Company's own documentation if required.
- c) All service and maintenance documentation shall be held in 2 formats, hard copy and electronic.

- All **parts** used shall comply with following:

- a) During vehicle warranty periods' original manufacturers parts.
- b) Vehicles out of warranty, manufacturers parts or parts manufactured to equivalent specification.

- All **lubricants** used shall comply with following:

- a) During vehicle warranty periods' original manufacturers recommended lubricants.
- b) Vehicles out of warranty, manufacturers recommended lubricants or those manufactured to equivalent specification.

- **Damage due to negligence:**

- a) Where damage to a vehicle is not attributable to fair wear and tear the Trading, Company shall be contacted for approval before repairs are carried out. Trading Company representative may view the damage at the designated workshop or alternatively the Council shall provide digital images via e-mail.

- **Breakdowns and Recovery:**

- a) The Trading Company shall put in place arrangement for vehicle breakdowns and recovery Council and shall endeavour to attend 95% of roadside breakdowns, including tyres, within 1 hour, during the working day and 100% of all breakdowns including out of hours within 2 hours. The Council reserves the right to arrange recovery of the vehicle, where a roadside repair is deemed not possible or is prejudice to the safety of its' Operator's Licence.

## SUPPORT SERVICES SPECIFICATIONS

## TRANSPORT SERVICES

SERVICE SPECIFICATION

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- **Accidents and Recovery:**

- a) The Trading Company shall arrange recovery of Council owned vehicles involved in road accidents.
- b) The Trading Company shall arrange repair of vehicles through its' vehicle maintenance sub-contractor.

- **MoT and other compliance testing:**

- a) The Council shall arrange for the testing of Classes 4 and 7 MoT tests;
- b) The Council shall arrange for the testing of Classes 5 and 6, PCV and LGV.

- **Excessive Downtime:**

- a) Where a vehicle suffers unacceptable downtime over 2 hours, as per breakdown and recovery, resulting from a failure by the Trading Company, and a replacement vehicle is required this shall be costed to the Trading Company. This shall include all operational costs incurred by the Trading Company to complete the daily work allocated to the vehicle and crew concerned.

2.5. **Contact Information:** MoT tests: Dave White (01353 616232)

### 3. **Operating Compliance**

3.1. **Legal Compliance:** The provision of services and processes, that assists in ensuring the safe and legally compliant operation of the Council's vehicles and Trading Company drivers. Furthermore, to ensure the safety of other employees, service users and all other third parties:

- Advise on all legal aspects of fleet operations;
- Annually undertake a 10% random check of Council vehicles and defect reporting records;
- Annual check of all Council approved driver's licences;
- Arrange driving tuition for commercial goods vehicles;
- Carry out internal driving assessments within 10 days of request from Trading Company;
- Investigate all prosecutions involving Council vehicles and Trading Company employed drivers.

3.2 **Contact Information:** Operating Compliance: Dave White (01353 616232)



## SUPPORT SERVICES SPECIFICATIONS

## TRANSPORT SERVICES

SERVICE SPECIFICATION

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**4. Other Trading Company Obligations****4.1. The Trading Company operating vehicles owned by the Council shall abide by the following requirements.**

- **Hire period:**
  - a) The Trading Company shall agree to take a fleet or hire vehicle for the period of the Memorandum of Agreement.
  - b) Where a vehicle is returned prior to its' agreed hire period the Trading Company may be liable for all or part of the outstanding hire charges under the Memorandum of Agreement.
- **Daily Vehicle Checks and Maintenance:** The Trading Company under the obligations of the Memorandum of Agreement shall ensure the following:
  - a) Drivers shall carry out their daily inspections and ensure all fluid levels are maintained to recommended levels.
  - b) All oils shall meet the manufacturers specifications.
  - c) Vehicles shall be submitted for maintenance on the appointed date. Unauthorised maintenance is not permitted.
  - c) Vehicles with loose loads i.e. refuse freighters shall be emptied prior to routine servicing.
  - d) The Trading Company shall agree to submit the vehicle to the manufacturers agent in the event of it being subject to a safety recall campaign.
- **Operation (of Council owned vehicles):** The Trading Company under the obligations of the Memorandum of Agreement shall ensure the following:
  - a) Vehicles shall be kept in a clean and tidy condition; all damage shall be reported. Where the vehicle is operated by the Trading Company this shall be via the agreed accident reporting process. Any repair work shall be approved by the Council. Failure to report damage shall make the Trading Company liable for repair costs later irrespective of how the damage was caused.
  - b) No modifications will be carried out to the vehicle including the fitting of aerials, tow bars, roof or ladder racks, radios etc. Any items fitted without approval will be removed at cost to the Trading Company as will the restitution of any damage.
  - c) No changes to livery or additional logos are to be fitted without approval from the Council.
- **Legal Compliance:** The Trading Company under the obligations of the Memorandum of Agreement shall ensure the following:
  - a) The Trading Company shall ensure that the driver holds the correct category of driving licence for their allocated vehicle. Advice can be obtained from the Council, legal compliance.
  - b) When parking vehicles all restrictions shall be observed, these include overnight parking of Operator Licenced vehicles, on road parking of smaller vehicles including lighting requirements.

## SUPPORT SERVICES SPECIFICATIONS

## TRANSPORT SERVICES

SERVICE SPECIFICATION

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- c) All fixed penalty notices issued directly to the vehicle shall be notified to the Council as soon as possible.
- **Return Condition:** The Trading Company under the obligations of the Memorandum of Agreement shall ensure the following:
  - a) At the termination of the hire period the vehicle shall be returned to the Council on an agreed date in accordance with the following conditions.
    - (i) The vehicle shall be empty of all load and personal items;
    - (ii) The vehicle shall be clean externally and internally;
    - (iii) The driver's handbook will be present, together with two (2) sets of keys and alarm fobs as appropriate;
    - (iv) Where a vehicle is fitted with a spare wheel this shall be present and fit for use;
    - (v) Wear and tear shall be in accordance with age and usage, where items are considered unfair wear and tear, repairs will be at cost to the Trading Company.
  - b) Where a vehicle is not returned on the specified date hire charges shall continue to be charged until the vehicle is returned.

**5. Accident Management**

5.1. **Under the Memorandum of Agreement, the Trading Company shall provide their own insurance cover, therefore a limited accident management service consisting of the following will be provided within the terms of the SLA.**

**5.2. Core Services – Accident Management:**

- Provide the Trading Company with a contact point within the core working hours.
- In the event of a vehicle being deemed beyond economic repair the Council shall agree a specification for replacement.
- Contact with hirer where hired vehicles are damaged.

All accident repairs undertaken by third parties will be subject to inspection by the Council on completion and where repairs failing to meet an acceptable standard the Trading Company shall be responsible for rectification.

5.3 **Contact information:** Dave White (01353 616232)

## SERVICE LEVEL AGREEMENT

## TRANSPORT SERVICES

## APPENDIX 1 – PART 1

Ref No.	Service	Ownership	Reg	Make	Model	Hire End Date	New Allocation	Replacement Date	Fleet Hire Charge
1	Dry Recyclates	Council	VX63GUF	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Dry Recyclates	1st April 2021	
2	Dry Recyclates	Council	VX63GUG	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Dry Recyclates	1st April 2021	
3	Dry Recyclates	Council	VX63GUH	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Dry Recyclates	1st April 2021	
4	Dry Recyclates	Council	VN13EZK	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Dry Recyclates	1st April 2021	
5	Dry Recyclates	Council	VN13EZJ	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Dry Recyclates	1st April 2021	
6	Dry Recyclates	Council	VN13EZH	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Dry Recyclates	1st April 2021	
7	Dry Recyclates	Council	FD13ZHN	Ford Polybody 3.5 tonne		Life expiry 2021 (8-year operational life)	Dry Recyclates	1st April 2021	

## SERVICE LEVEL AGREEMENT

## TRANSPORT SERVICES

## APPENDIX 1 – PART 1

Ref No.	Service	Ownership	Reg	Make	Model	Hire End Date	New Allocation	Replacement Date	Fleet Hire Charge
8	Garden	Council	VX63GUJ	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Garden	1st April 2021	
9	Garden	Council	VX63GUK	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Garden	1st April 2021	
10	Garden	Council	VX63GUO	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Garden	1st April 2021	
11	Garden	Council	VXRGUU	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Garden	1st April 2021	
12	Garden	Council	VXRGUW	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Garden	1st April 2021	
13	Garden	Council	VX63GUE	Dennis 26 tonne		Life expiry 2021 (8-year operational life)	Garden	1st April 2021	
14	Garden	Council	AF63KUD	Ford Polybody 3.5 tonne		Life expiry 2021 (8-year operational life)	Garden	1st April 2021	

## SERVICE LEVEL AGREEMENT

## TRANSPORT SERVICES

## APPENDIX 1 – PART 1

Ref No.	Service	Ownership	Reg	Make	Model	Hire End Date	New Allocation	Replacement Date	Fleet Hire Charge
15	Domestic	Council	TBC	Dennis 26 tonne		Life expiry 2025 (8-year operational life)	Council	1st April 2025	
16	Domestic	Council	TBC	Dennis 26 tonne		Life expiry 2025 (8-year operational life)	Council	1st April 2025	
17	Domestic	Council	TBC	Dennis 26 tonne		Life expiry 2025 (8-year operational life)	Council	1st April 2025	
18	Domestic	Council	TBC	Dennis 26 tonne		Life expiry 2025 (8-year operational life)	Council	1st April 2025	
19	Domestic	Council	TBC	Dennis 26 tonne		Life expiry 2025 (8-year operational life)	Council	1st April 2025	
20	Domestic	Council	TBC	Dennis 26 tonne		Life expiry 2025 (8-year operational life)	Council	1st April 2025	

Ref No.	Service	Ownership	Registration	Make	Model	Hire End Date	New Allocation	Replacement Date	Fleet Hire Charge
21	Street Cleansing	Council	TBC	TBC	Road Sweeper 15 tonne	Life expiry 2025 (8-year operational life)	Street Cleansing	1st April 2025	
22	Street Cleansing	Council	TBC	TBC	Road Sweeper 15 tonne	Life expiry 2025 (8-year operational life)	Street Cleansing	1st April 2025	
23	Street Cleansing	Council	TBC	TBC	Precinct Sweeper 4.5 tonne	Life expiry 2023 (5-year operational life)	Street Cleansing	1st April 2023	
24	Street Cleansing	Council	TBC	TBC	Caged Truck 3.5 tonne	Life expiry 2023 (5-year operational life)	Street Cleansing	1st April 2023	
25	Street Cleansing	Council	TBC	TBC	Caged Truck 3.5 tonne	Life expiry 2023 (5-year operational life)	Street Cleansing	1st April 2023	
26	Street Cleansing	Council	TBC	TBC	Caged Truck 3.5 tonne	Life expiry 2023 (5-year operational life)	Street Cleansing	1st April 2023	
27	Street Cleansing	Council	TBC	TBC	Caged Lorry 7.5 tonne	Life expiry 2023 (5-year operational life)	Street Cleansing	1st April 2023	
28	Street Cleansing	Council	TBC	TBC	Truck 17 tonne	Life expiry 2023 (5-year operational life)	Street Cleansing	1st April 2023	

Ref No.	Service	Ownership	Registration	Make	Model	Hire End Date	New Allocation	Replacement Date	Fleet Hire Charge
29	Management	Council	TBC	TBC	Small People Mover	Life expiry 2023 (5-year operational life)	Management	1st April 2023	
30	Supervision	Council	TBC	TBC	Van	Life expiry 2023 (5-year operational life)	Supervision	1st April 2023	
31	Supervision	Council	TBC	TBC	Van	Life expiry 2023 (5-year operational life)	Supervision	1st April 2023	