

CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE
10 OCTOBER 2013

SERVICE LEVEL AGREEMENT BETWEEN CDC AND WDC

Contact Officer: Sue Markham (smarkham@chiltern.gov.uk – 01494 732004)

RECOMMENDATION

That the report be noted.

1. As part of the terms between the Councils for Chiltern to handle the customer service arrangements to support the Joint Waste Contract, it was agreed that a Service Level Agreement would be drawn up to set out Chiltern's obligations in respect of the standards of service to be provided. Authority to agree the terms of the SLA is delegated to the Chief Executive in consultation with the Portfolio Holder.
 2. The detailed terms of the agreement are currently being finalised. The areas to be covered in the SLA are:
 - Service standards for customer contact
 - Complaints handling
 - Data protection
 - Response to requests for information
 - Health and safety/risk management
 - IT support
 - Equality
 - Performance monitoring and reporting
 - Reviews
 - Liability and insurance
 3. The responsibilities and standards in respect of each of the above Heads of Terms are detailed in the SLA and accompanying Specification.
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