



Service Level Agreement (SLA)

Between

Leeds City Council Housing Leeds and
Leeds City Credit Union

Effective Date: 01-04-2015

Document Owner:	Leeds City Council Housing Leeds
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Version

Version	Date	Description	Author
1.0	05.02.2015	Service Level Agreement	Simon Swift

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Organization	Title and Name	Signed	Approval Date
Leeds City Council Housing Leeds			
Leeds City Credit Union			

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1. The Parties

The following Service Provider and Customer will be used as the basis of the Agreement and represent the primary stakeholders associated with this Service Level Agreement:

Service Provider: Leeds City Credit Union

Customer: Leeds City Council Housing Leeds

This Service Level Agreement is between Leeds City Council Housing Leeds (Housing Leeds) and Leeds City Credit Union (LCCU) for the provision of a consistent LCCU money management and budgeting service and associated products and services to Council tenants throughout Leeds.

2. Agreement Period

This Agreement is valid from the effective date outlined herein and will be reviewed on an annual basis. Subject to LCCU delivering the agreed outcomes during the annual review the intention is to continue the service until March 2018.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders

3. Service

The following detailed service parameters are the responsibility of LCCU in the ongoing support of this Agreement.

The following Services are to be provided by LCCU within the context of this Agreement;

- To provide a city wide money management and budgeting service to Leeds City Council tenants. This will involve a full income and expenditure assessment and discussion detailing appropriate solutions for the individual.
- To take referrals from Housing Officers within Housing Leeds via telephone, email and in person.
- To establish appropriate referral mechanisms and work closely with other Leeds advice agencies delivering debt advice, other appropriate advice services and provide ongoing referrals for additional support if needed e.g. Advice Leeds network.
- To undertake and establish surgeries in appropriate venues across the city.
- To carry out occasional unaccompanied home visits to assist tenants unable to access LCCU services. This will be carried out in line with Housing Leeds Lone Working policy and procedure.
- Provide training to Housing Management Teams on LCCU services and products as required.
- Provide copy for promotional material for newsletters / website / surgeries to be agreed and produced by Housing Leeds.
- Promote LCCU services at road shows and other promotional events in partnership with Housing Leeds e.g. attendance at the HUGO bus.
- Set up bill paying accounts with LCCU to ensure payment of rent. This is subject to tenants paying in the agreed amount.
- Contribute to the awareness and reduction of loan sharks and high interest money lenders. To take part in targeted partnership work with local Debt Forums and Operation Champions as required.
- Attend Tenants and Residents Association (TARA's) meetings to promote LCCU services.
- Recruit and train volunteers to assist in delivery of LCCU services.
- Record all communication / contact with tenants on the Orchard system.
- To link in with and provide support to key Housing Leeds projects.
- To undertake customer surveys at the point of initial engagement, and at later stages to capture customer feelings.

4. Annual Management Fee

Housing Leeds agrees to pay LCCU an annual Management Fee relating to the provision of agreed services.

Any changes that are required to the management of the service will be negotiated and agreed by both parties through the Quarterly Review Process (see clause 5 below). LCCU will deliver a service which provides value for money and excellence for Leeds City Council tenants.

This agreement enables Housing Leeds to purchase an additional LCCU service for Leeds City Council tenants but does not intend to employ individual staff direct now or at any time in the future.

5. Quarterly Review

This agreement is subject to review and change dependent on a number of factors e.g. funding arrangements.

This Agreement should be reviewed on a quarterly basis to ensure appropriate service levels are being provided. Quarterly review meetings will be undertaken by the Income Service Manager and the Deputy CEO from Leeds City Credit Union. There will also be monthly operational meetings between nominated Officers from Housing Leeds and Leeds City Credit Union to review activities.

Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The nominated Officer from Housing Leeds will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

The quarterly meetings will be used to identify any opportunities, challenges and potential staffing issues such as vacancies and training needs. At the end of the quarterly review, both parties will agree a set of actions to be undertaken during the next quarter.

Performance information will be analyzed and used to benchmark future performance and improve service delivery.

6. Resources

LCCU agrees to utilise sufficient appropriate resources such as competent staff and equipment to carry out the Agreement.

Resources for training and equipment will be provided within the agreed Annual Management Fee.

The Customer responsibilities in support of this Agreement include provision of support from management or any member of the Housing Leeds team if required to enable a more effective level of service.

The Service Provider responsibilities requirements in support of this Agreement include meeting response times associated with any agreed KPI's and to ensure that all requirements set out within this SLA are delivered consistently and effectively.

The customer to make available physical resources, e.g. office interview rooms, to enable the service provider's staff to work in local areas and offices.

The customer to provide access to relevant IT systems subject to a data sharing and a confidentiality agreement being signed by the relevant staff.

7. Management and Supervision of the Services

LCCU agrees to provide sufficient levels of supervision and management in accordance with the requirements of the service.

Staff working on the project should liaise with each other and aim to provide cover wherever possible for sickness or annual leave to minimize the impact of service delivery.

Staff will be based in a location to be determined, one per each area of the city i.e. East, West, South of Leeds.

8. Liaison

LCCU will provide the following via a performance and management report to Housing Leeds on a monthly basis:

- Number of activities completed i.e. visits, interviews, telephone calls, no access visits, and money management sessions completed.
- Number of LCCU accounts opened e.g. budget account, Christmas savers, other savings accounts etc.
- Number of active bill paying accounts with rent payments being paid to LCC.
- Number of consolidation loans to high interest lenders
- Number of accounts closed/inactive
- Number of surgeries opened/closed and details on demand
- Number of campaigns undertaken
- Number of referrals to partner agencies for additional support
- Levels of customer satisfaction with the service via a survey.

9. Customer Satisfaction/Tenant Involvement

LCCU will promote links with Tenant Representatives and on request will attend meetings on an ad hoc basis in order to promote the service or answer any queries.

LCCU will conduct surveys to capture customer feedback at the point of initial engagement and at a later date to monitor progress.

10. Problem Resolution

The contact officers for both Housing Leeds and LCCU will work together to solve any problems.

In the unlikely event that it is not possible to resolve disputes in the manner above, the matter shall be referred to the respective service Chief Officers or their nominees.

11. Complaints

All parties will maintain notification of any complaints received from all sources regarding the service delivered by LCCU in order to ensure that concerns are dealt with within established timescales.

12. Termination

This agreement may be terminated by either party by giving three month's written notice.

13. Human Rights

Neither party shall permit or allow anything to be done which is incompatible with the rights contained within the European Convention on Human Rights.

14. Confidentiality

Each party shall treat all confidential information belonging to the other Party as confidential and safeguard it accordingly.

Each party shall not disclose any confidential information belonging to the other Party to any other person without the prior written consent of the other Party, except to such persons and to such extent as may be necessary for the performance of the Contract or except where disclosure is otherwise expressly permitted by the provisions of this Contract.

15. Freedom of Information Act

Housing Leeds is subject to the requirements of the Freedom Of Information Act and both parties shall assist and co-operate to comply with Information disclosure requirements relating to this agreement.

16. Agreement

Period of Agreement: From 01.04.2015 to 31.03.2018 (subject to annual review)

Date of Commencement of Agreement: 01.04.2015

Fixed Annual Management Fee per 12 month period of £90,000

Liz Cook

I accept the Terms and Conditions of the above Agreement:

Leeds City Council Housing Leeds

Sign

Print Name; Liz Cook

Date; 15th April 2015

Leeds City Credit Union

Sign:.....

Print Name.....

Date:.....