

### **SLA Payment Process for FWH**

1. Each SLA will be administered by a client officer on the part of FWH and a contracting officer on the part of the Council.
2. Client and contracting officers will be named in the SLA and changes to these officers will be recorded in the SLA partnership meetings with the SLA being updated following the meeting where the changes were recorded.
3. Charges for SLAs will be invoiced by the Council contracting officer on a monthly basis by the 15<sup>th</sup> calendar day of the month following that to which the charges relate
4. The FWH Client officer will review and sign off or raise any points of disagreement within 15 calendar days of receipt of the invoice.
5. Failure to invoice in accordance with the payment schedule will constitute a performance failure. Performance failures will be reviewed at the SLA partnership meeting where action to resolve the issues will be identified and timescales for rectification agreed.
6. No charges will be levied to FWH after the 31<sup>st</sup> of January of the financial year which relate to charges due for April to December of that financial year or earlier periods
7. No charges will be levied to FWH after the 28<sup>th</sup> of February of the financial year which relate to charges due for January of that financial year or earlier periods
8. No charges will be levied to FWH after the 31<sup>st</sup> of March of the financial year which relate to charges due for February of that financial year or earlier periods
9. All final charges to FWH will be identified by the 15<sup>th</sup> of April of the following financial year

The process for ordering delivering and paying for services is set out below

1. The Client and contract officers agree proposals for the service levels for the following year and gain approval for these services through the respective Council and FWH budget processes.
2. The Client Officer raises an order for the services and provides this to the contracting officer
3. The Contracting Officer delivers the services in accordance with the order and the requirements of the SLA including performance reporting as required.
4. The contracting officer issues an invoice for the months services within 15 calendar days of the month end for which the services were provided.
5. The Client officer goods receipts the services and authorises the invoice within 15 calendar days of receipt of the invoice
6. If there are any charges which are subject to dispute the client officer must place the invoice in dispute within 15 calendar days of receipt of the invoice and inform the contracting office of the reason for the dispute
7. The contracting and client officer will meet at the earliest opportunity to resolve the dispute and agree a final payment due
8. Should the officers be unable to agree a dispute the matter will be raised at the next SLA partnership meeting for resolution.
9. Should the SLA partnership meeting be unable to resolve the dispute the matter will be referred to the FWH Board and the shareholder for further action.