

APPENDIX A– THE SUPPORT SERVICES

Support Service	Service Delivery
Report Development - operational performance	West Northamptonshire Council SLA
Complaints	West Northamptonshire Council SLA
Customer Services	West Northamptonshire Council SLA
NCC Web and Digital Team	West Northamptonshire Council SLA
Asset Management / Property Services	West and North Northamptonshire Councils SLA
HR Transactions - Payroll & Pension Payroll	West Northamptonshire Council SLA
HR Policy & Projects	West Northamptonshire Council Lead Authority SLA
DBS – PAYG service	West Northamptonshire Council SLA
Payments and Direct Payments	West Northamptonshire Council SLA
Insurance	Cambridgeshire County Council Lead Authority SLA (through West Northamptonshire)
Finance Operations (AP / AP income and debt	Cambridgeshire County Council Lead Authority SLA (through West Northamptonshire)

Support Service	Service Delivery
Business Systems / ERP Gold	West Northamptonshire Council Lead Authority SLA
Audit & Risk	Milton Keynes Council Lead Authority SLA
Procurement	North Northamptonshire Council SLA
Health & Safety	West Northamptonshire Council SLA
Learning and Development	North Northamptonshire Council SLA
IT Services	West Northamptonshire Council SLA