

Service Level Agreement (SLA)

For: Stonemason

By: North Hertfordshire Council

Effective date: November 2021

Document owner	North Hertfordshire Council
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Approval

Stonemason Company Name	Date	Description	Author
		Service Level Agreement (NHDC/Stonemasons)	Andrew Mills/Teresa Carr

By signing below, all Approvers agree to the Terms and Conditions outlined in this Agreement

Approver's Name	Approver's Job Title	Signed	Approval date

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1. Agreement Overview

This Agreement represents a Service Level Agreement (SLA) between Stonemasons and North Herts Council for the provision of information and communication required to support and sustain the Burials service.

This Agreement remains valid until superseded by a revised Agreement mutually endorsed by the Stakeholders. The Agreement outlines the parameters of all the NHC responsibilities and functions covered as they are mutually understood by the Stakeholders.

2. Goals and objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the customers by the Service Providers.

The goal of this Agreement is to obtain mutual agreement for the provision of information and communication between the Service Provider and customer.

The objective of this Agreement is to:

- Provide clear reference to service ownership, accountability, roles and responsibilities.
- Present clear, concise and measurable description of service provision to the customer.
- Match perceptions of the expected service provision with actual service support and delivery.

3. Stakeholders

Service provider: North Herts Council

Customer: Stonemason

4. Periodic review

This Agreement is valid from the effective date outlined and is valid until further notice. This Agreement should be reviewed at a minimum once per year, however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The document owner is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the Stakeholders and communicated to all affected parties.

5. Service Agreement

Service Provider

The following detailed service parameters are the responsibility of the Service Provider in the on-going support of this document.

An NHC officer from the Burials Team will be available between 09.00 – 16.00, Monday to Friday, to give information regarding cemetery plot numbers, grave grant owners and any other queries associated with the memorial permit application.

Stonemasons will be updated with any changes in NHC contact details as appropriate.

NHC staff and contractors will act with respect and co-operation to ensure the needs of the families are met as far as reasonably practicable.

Forms will be up-dated and the latest versions of all forms will be available on the NHC website.

Stonemasons will be kept informed of any changes to procedures, terms and conditions, rules and regulations and fees in a timely manner which will be available for download from the NHC website.

The NHC website will be regularly up-dated to reflect these changes. It will be the responsibility of each Stonemason to check the NHC website for any updates using this link: <https://www.north-herts.gov.uk/home/community/births-deaths-marriages-and-civil-partnerships/burials-and-cemeteries>

NHC will operate a book and pay in advance service for all aspects of work. Payment will be invoiced by e-mailed payment link at the point of receiving the memorial permit application and permits will only be approved once payment for the application has been received. Stonemasons who wish to pay by any other means must have the agreement of the Service Manager Greenspace at NHC.

NHC will act within the Local Authorities Cemeteries Order 1977 and maintain accurate interment records.

Should NHC fail to meet the expectation of the Customer, details of our Comments, Compliment and Complaints process will be provided.

Stonemasons and those employed by them should be respectful to NHC Officers and NHC contractor staff at all times.

Stonemason/Customer

The following detailed service parameters are the responsibility of the Customer/Stonemason in the on-going support of this document.

- We confirm that we are in possession of adequate and current Public Liability Insurance and are able to produce the insurance certificate if requested to do so **(this box must be ticked)**.
- We confirm that we are in possession of an up-to-date Risk Assessment for carrying out all memorial removals and installations and are able to produce the Risk Assessment if requested to do so **(this box must be ticked)**.
- We confirm that we have the policies and procedures in place to ensure that our client/clients are fully aware of how their data will be used so as to progress their instructions with reference to a grave or interment at a cemetery managed by North Hertfordshire Council **(this box must be ticked)**.

Stonemasons must complete the Memorial Permit Application with the correct information to enable NHC to approve the application, such as:-

- Grave Grant Owner details and signature. If unsure of the rightful Owner, please consult the Burials Team.
- The plot reference and Cemetery.
- E-mail address for the payment link.
- Exact dimensions of the memorial being applied for.
- Hand-drawn or photo illustration of proposed memorial.
- Exact wording on the memorial. If not in the English language, please provide an exact translation.
- If the application is for a renovation, a photograph of the existing memorial together with exact sizes need to be submitted with the application for the renovation to enable cross-checking by the Burials Team to ensure the application is a “like for like”.

Any Memorial Permit Applications received on out-of-date forms, missing plot reference numbers, submitted with the Grave Grant Ownership boxes not ticked or missing exact dimensions and illustrations for the memorial, **will be rejected**.

Once the Stonemason has been sent a payment request for a memorial, we would expect to receive payment no later than 30 days from the date of the payment request. If payment is not received, the memorial permit application may be returned to the Stonemason and you will have to re-submit the permit.

Once payment has been received and the memorial permit approved, the permit will be scanned and sent to the Stonemason via e-mail.

Memorials must **ONLY** be placed on the grave space after the Stonemason has received an approved permit. Any memorials placed prior to the approved permit being received by the Stonemason, may result in the memorial being removed from the grave space at a cost to the Stonemason.

6. Grave Grant Owner:

The Stonemason must ascertain who the Grave Grant Owner is, either by sight of the Deed and confirmation from the family or contacting the Burials Team to check the database. If the Grave Grant Owner is deceased, the Stonemason must advise the family that a Grave Grant Transfer will need to take place in order for a memorial to be placed on the grave space. The family must be directed to the NHC website for information and request they contact the Burials Team for advice on the forms required.

Evidence of permission from the Grave Grant Owner must be made available to NHC in all instances. Failure to provide this information will result in the application for a memorial being refused.

7. Permitted Memorial Sizes:

See attached Appendix 1