

## Service Specification

### Introduction

**Cambridgeshire & Peterborough Association of Local Councils (CAPALC) Ltd** provides the following services: **Internal Auditor (IA)**

They are committed to providing value for money and excellent service for their customers.

This document describes the specification for a supplier of services to **Parish/Town Councils**.

### Internal Auditor Services with a CiLCA Qualified Clerk

#### Independence of the Internal Auditor

CAPALC Ltd will ensure the following.

- The allocated IA will not be an individual connected to the council or a neighbouring parish to the contracted council or where there is a perceived/understood close relationship between the IA, Clerk, RFO<sup>1</sup>, councillor or council as a whole, necessary to ensure 'independence'.
- The IA will not have any previous involvement with the contracted councils accounts in any way for the contracted financial year or previous financial years.
- Where the contracted council retains the IA service on an annual basis with CAPALC Ltd, the IA will be changed as a minimum every two (2) years.

#### Supplier Specification

The supplier, their employees or agents must demonstrate good knowledge, understanding and experience of:

#### **The work required of an Internal Auditor as detailed in the SAPPP Practitioners Guide 2025**

Activities and responsibilities include: -

**To carry out the basic requirements of an effective internal audit review of an authority's financial and governance records and controls facilitating the completion of the Internal Audit Report in an authority's Annual Governance and Accountability Return (AGAR).**

**To carry out the basic requirements of an effective internal audit review of an authority's financial and governance records and controls facilitating a council's 'health check' or 'Local Council Award Scheme' application review.**

**Where records examined include personal detail, such as in the case of staff salaries, allotment records and details of hall hirers on invoices, care will be taken to ensure compliance with the requirements of the General Data Protection Regulations (GDPR).**

*Ends.*

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<sup>1</sup> Responsible Financial Officer

## Internal Audit Service Complaints Policy and Procedure

### 1. Introduction and Policy statement.

CAPALC is committed to providing the best possible service for all of its member councils, clients and all other stakeholders. We do however acknowledge that people can at times feel dissatisfied and are entitled to have their concerns listened to and addressed. In such cases we endeavour to respond quickly, positively, confidentially, courteously, and effectively. Normally, clients are invited to raise their concerns in the first instance with the appropriate member(s) of staff, as a complaint can often be resolved quickly and simply in this way. However, if clients are not satisfied with the initial response made, or do not wish to use this route, they may formally complain instead.

CAPALC believes that if a client or other stakeholder wishes to make a complaint or register a concern, they should find it easy to do so.

A complaint is defined as: any complaint from any client, customer or other stakeholder affected by the standard of quality of our service, action, or lack of action by telephone, letter, e-mail or visit.

It is CAPALC policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This procedure is intended to ensure that complaints are dealt with properly and that all complaints or comments by member councils, clients, as well as all other stakeholders.

The procedure is not designed to apportion blame, but rather to ensure that the CAPALC is able to continuously improve its services and levels of customer service and satisfaction. CAPALC ensures that there are sufficient platforms to facilitate complaints and that the process is easy to follow, fair and sensitive to both staff and the complainant.

### 2. Process

Complaints can be made in person, by telephone, by e-mail, or in writing to the County Executive Officer (contact details shown in section 9).

### 3. Procedure

Stage 1:

Details of the complaint will be logged in a standard form (appendix 1) and responsibility for investigation will be assigned.

#### Stage 2:

Investigation of the complaint will commence within 24 hours of receipt and the complaint will be acknowledged, in writing, within 5 working days.

#### Stage 3:

The complaint will be investigated, and contact will be made with all relevant parties to gather information and supporting evidence.

#### Stage 4:

Within 4 weeks the complainant will receive written notification of the outcome of the complaint or details of any ongoing investigations necessary.

#### Stage 5:

If it has been necessary for the investigation period to be extended past 4 weeks, the complainant will receive written notification of the outcome within 8 weeks. This outcome will be the final decision unless the complainant chooses to appeal.

### 4. Appeals

If the complainant is unhappy with the outcome, in the first instance they must contact the complaint investigator to clarify the rationale behind the decision.

If the response is unsatisfactory, the complainant can contact the relevant external agency for support. Details of the relevant agency will be made available upon request.

### 5. External Involvement

CAPALC will co-operate with external parties involved in the complaint via the following means:

- Copies of policies and procedures will be made available upon request.
- Documents related to the complaint and the way in which it was handled will be made available.
- Employees will be available to attend meetings with external agencies.

### 6. Communication

Employers and members will be provided with access to this procedure in electronic or hard copy formats at the start of the service contract and it will also be accessible through contact with CAPALC.

## 7. Monitoring and Review Processes

All complaints will be monitored via senior management and discussed at Board level if applicable. Outcomes of complaints will be held by CAPALC and be reviewed on an annual basis.

This procedure will be reviewed, via the CEO and Board, on an annual basis to ensure it continues to meet the needs of the business. An annual complaints report will be completed each year.

Data and performance associated with this procedure will be reviewed on an annual basis by the Board of Directors.

## 8. Registering a comment or compliment.

Where members and all other partners wish to register a compliment or comment, rather than make a complaint, they can do so either by email or in writing to the details listed below in section 9 of this document. Any comments or compliments received verbally may be logged and together with those received by letter, will be forwarded to the Administration team

### Compliments:

It is important that our members and partners are happy with the service we provide and that we can learn from the things that go well. Any compliments you may wish to make about what we do or the staff who do it will be passed on to those concerned, or you may just wish to compliment CAPALC on a job well done.

### Comments:

We welcome constructive comments and suggestions about what we do. Your ideas will be listened to and given careful consideration. A comment could relate to how any part of our service can improve,

## 9. Contact Details

Penny Bryant BA(Hons) FSLCC  
County Executive Officer

The Norwood Building, Parkhall Road, Somersham,  
Cambridgeshire PE28 3HE

**CEO telephone number: 07594 766229**

## Internal Audit Service Complaint Form

<b>Name</b>	
<b>Council</b>	
<b>Email address</b>	
<b>Phone number</b>	
<b>The issue</b>	(Please include dates where relevant)

<b>Signed</b>	<b>Date</b>
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### ACTION TAKEN

<b>Name</b>	
<b>Position at CAPALC</b>	
<b>Date/s progressed</b>	
<b>Recommendation/conclusion</b>	

<b>Signed</b>	<b>Date complaint closed</b>

## **Contract for Service Agreement**

**Client:** Melbourn Parish Council

**Address:**

**Contact details:**

**Supplier:** Cambridgeshire & Peterborough Association of Local Councils Ltd

**Address:** The Norwood Building, Parkhall Road, Somersham, Cambridgeshire PE28 3HE

### **1. Common Meanings**

In this agreement the following words have the following meanings:

- Contract term means the duration of the contract period;
- Services means the specific services to be provided by the supplier as set out in this agreement and the service specification;
- Charges means the costs invoiced by the supplier to the client for providing the services described in the service specification (see appendix A)
- Expenses means reasonable approved expenses incurred in providing the services described in the service specification (see appendix A)
- Parties means the supplier of the services and the client;
- Specification means a description of the services to be provided by the supplier.

### **2. General Provisions**

The supplier is required to act in accordance with the client's relevant policies and procedures, this includes:

- Health and Safety;
- Data Protection (including GDPR)
- Data security;
- Safeguarding;

The supplier must fully comply with the requirements of appropriate legislation and regulations. In addition, the supplier, wherever practicable is required to meet best practice or industry standards.

The supplier, unless otherwise agreed will ensure they have the appropriate insurances in place so as to indemnify and minimise risks or losses to the client.

The supplier will provide the services to the client in consideration for the client paying a charge for services.

The charge for services will be paid on receipt of a monthly invoice.

### **3. Service Description**

#### **Brief summary**

The supplier is to provide the following services: -

#### **Internal Audit**

### **4. Contract Information (including changes or amendments to the contract)**

The Contract for Service - 2025-2026 Internal Audit.

The client will advise the supplier (in writing) a minimum of 4 weeks before the contract end date if they wish to:

- terminate the agreement
- extend the agreement for a further period.

The supplier will advise the client in (writing) a minimum of 4 weeks before the contract end date if they wish to:

- terminate the agreement
- amend/alter or change the terms of this agreement

### **5. Invoices and Payments**

The supplier will provide the services to the client (as outlined in the service specification) Payment for services received will only be paid on receipt of an itemised invoice describing all work undertaken on behalf of the client. Invoices will be paid one month in arrears on last working day of each month.

#### **Service charge - £40 per hour**

Payment will be made by bacs within with 14 working days of invoice.

In the event does not make a payment within 14 days of the due date the supplier shall be entitled to charge interest on the outstanding amount at the rate of 4% per above the Bank of England base rate.

All amounts stated on invoices and requests for payment must be inclusive of VAT unless expressly stated otherwise.

The supplier can also claim reasonable expenses incurred in providing services on behalf of the client. This includes:



- a fuel allowance of 0.45 pence per mile (only when using the suppliers own vehicle has been agreed by the client)
- other approved or agreed expenses necessarily incurred when providing services on behalf of the client;
- expenses claims are to be included in the monthly invoice.

## **6. Services Provision**

The supplier will ensure that services are provided or undertaken by such employees or agents who can meet the services requirements of the client.

This includes ensuring they and their employees or agents are:

- suitably qualified, competent and experienced;
- understand, where necessary and appropriate the policies and procedures of the client;
- that all materials and resources used to undertake work on behalf of the client must be of good quality and are fit for purpose.

The supplier is required to give the client notice if they are unable for any reason (including holidays) to provide the service outlined in the service specification or the work described in the specification is to be undertaken by their employees or agents.

Where the supplier is unable to provide the services because of absences the supplier is not entitled to receive payment.

## **7. Service Location**

The supplier shall provide services in locations or places selected and agreed by the client.

## **8. Service Quality and Performance Reviews**

The supplier will provide quarterly (on a date to be agreed) a report covering the following: -

- How much time has been spent by the supplier in providing services requested by the client.
- Quality and performance issues to be resolved or require improvement.

The supplier will attend review or other meetings when required by the client.

## **9. Confidentiality**

Subject to suppliers the statutory rights and duties the supplier (including their employees or agents) they are required to preserve the confidentiality of the affairs of the client including directors, staff (in connection with their employment), and customers and of all other matters connected with the client's business.

This obligation shall continue even after this contract for service has ended. A breach of this requirement may lead to this contract being terminated without notice or civil action being taken by client.

## **10. Termination**

This Contract for Service can be terminated naturally when this agreement comes to an end (see section 4).

This Contract for Service can also be terminated by either party when:

- Where one party to this agreement believes the other has breached its duty to the other;
- When either the client no longer requires the supplier to provide the service or the supplier becomes unable to provide the service then a suitable period of notice terminating the agreement can be agreed;
- It becomes illegal to either to procure or provide this service.

## **11. Signatures**

Signed on behalf of:

CAPALC Ltd \_\_\_P Bryant\_ Date\_\_\_11<sup>th</sup> November 2025

I agree to the terms of service set out in this agreement on behalf of:

Name:

Date: