

Service Level Agreement between Tribunals Service and Local Authorities (HB/CTB)

The Tribunals Service will aim to review the Service Level Agreement (SLA) between both parties at the end of each financial year. The process of reviewing and updating the SLA for 2006/07 has now been completed.

The SLA between The Tribunals Service and Local Authorities (HB/CTB) has been subject to consultation with your associations.

You should now make arrangements for the agreement <http://www.dwp.gov.uk/housingbenefit/model/nat-sla-la-ts.pdf> to be signed with your appropriate Tribunals Service Regional Manager, contact details supplied.

These contacts are for signing arrangements only and not for general queries.

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