

**Working Level Agreement**  
**between**  
**the Department for Work and Pensions**  
**and**  
**the Scottish Government**  
**in respect of**  
**Universal Credit Scottish Flexibilities**

Key personnel	Name	Role
Author	[REDACTED] DWP	Devolved Administration Team, Universal Credit Programme, Department for Work and Pensions
	[REDACTED] SG	Social Security Programme Management and Delivery Division, Scottish Government
Approver	[REDACTED] DWP	Devolved Administration Team, Universal Credit Programme, Department for Work and Pensions
	[REDACTED] SG	Head of Low Income Benefits Policy Unit, Scottish Government
Owner	Neil Couling DWP	Director General, Universal Credit Programme, Department for Work and Pensions
	Stephen Kerr SG	Director of Social Security, Scottish Government

### Document change control

Version	Date issued	Summary of changes
V0.0b	09 06 2017	1 <sup>st</sup> draft of SLA (DWP authored)
V0.1	05.07.2017	Comments and track changes from SG
V0.2	28.07.2017	2 <sup>nd</sup> draft of SLA (DWP authored)
V0.3	24.08.2017	Change of format to Working Level Agreement as an annex to the existing Memorandum of Understanding (DWP authored)
V0.4	04.09.2017	Comments and track changes from SG
V0.5	15.09.2017	Amendments from DWP for consideration, annexes added
V0.6	25.09.2017	Agreement on range of sections, revised financial section for consideration
V0.7	27.09.2017	Mutually agreed final draft
V1.0	29.09.2017	Distribution added and marked as final pending signature
V1.1	20.10.2017	Two annexes added (Service Design, MI) and minor amendments at 11.1, 14.2, 14.3

### Distribution

Name	Area
[REDACTED]	SG; Social Security Policy; Low Income Benefits Policy Unit
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[REDACTED]	SG; Social Security Programme Management and Delivery Division; Service Design
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[REDACTED]	SG; Social Security Agency Implementation; Finance Hub
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[REDACTED]	SG; Programme Management and Delivery Division
[REDACTED]	SG; Communities Analysis; Social Security Delivery and Operations Analysis
[REDACTED]	SG; Social Security Programme Management and Delivery Division; Service Design
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[REDACTED]	DWP; Policy; Devolution Directorate
[REDACTED]	DWP; Universal Credit Programme; Service Design
[REDACTED]	DWP; Legal Services
[REDACTED]	DWP; Policy; Universal Credit
[REDACTED]	DWP; Policy; Fraud, Error and Debt
[REDACTED]	DWP; Financial Strategy
[REDACTED]	DWP; Finance Business Partner

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## **Universal Credit Scottish Flexibilities**

### **1. Parties**

- 1.1. This Working Level Agreement (hereafter referred to as “this Agreement”) is entered into between the Department for Work and Pensions of Caxton House, Tothill Street, London, SW1H 9NA (“DWP”) and the Scottish Government of Victoria Quay, Edinburgh, EH6 6QQ (“SG”).

### **2. Scope**

- 2.1. This Agreement sets out the provisions of the relationship between DWP and SG in relation only to the delivery by DWP of the Universal Credit Scottish Flexibilities from 4 October 2017. The Universal Credit Scottish Flexibilities are powers which Scottish Government Ministers can exercise, through the making of regulations, and are defined in Sections 29 and 30 of the Scotland Act 2016.
- 2.2. The initial Universal Credit Scottish Flexibilities are to make available claimant choice for monthly or twice monthly payments, and claimant choice for payment of the relevant housing costs within their Universal Credit award to be paid to themselves or to their landlord.

### **3. Commencement**

- 3.1. This Agreement shall become effective on the Universal Credit Scottish Flexibilities Commencement Date of 4 October 2017.

### **4. Legal effect**

- 4.1. This Agreement is an agreed statement of the relationship between DWP and SG in respect of the delivery of the Universal Credit Scottish Flexibilities by DWP. This Agreement is neither intended to constitute a legally enforceable contract nor create any rights or obligations which are legally enforceable, but both DWP and SG shall act in accordance with the terms of this Agreement.

### **5. Derivation**

- 5.1. This Agreement forms an annex to the Memorandum of Understanding between the Scottish Government and the Department for Work and Pensions, and shall be read in conjunction with the following documents, insofar as they are not replaced or terminated in the future:

<b>Document</b>	<b>Version/Date</b>
Concordat between The Department for Work and Pensions and the Scottish Government	Published 1 July 2010
Memorandum of Understanding between Scottish Government and The Department for Work and Pensions (the “ <b>DWP/SG Single MoU</b> ”)	Published 25 October 2016 (as updated from time to time by DWP and SG)
The agreement between the Scottish Government and the United Kingdom Government on the Scottish Government’s fiscal framework	Published 26 February 2016 (as updated from time to time by DWP and SG)
Universal Credit Scottish Flexibilities Joint Communications Plan	V1.0 12 May 2017 (as updated from time to time by DWP and SG)
Data Protection Act 1998	N/A
Scotland Act 2016	N/A
The Universal Credit (Claims and Payments) (Scotland) Regulations 2017	N/A

## 6. Purpose

6.1. The purpose of this Agreement is to define the respective roles and responsibilities of the parties to this Agreement, as relate to:

6.1.1. the Universal Credit Scottish Flexibilities (as described in paragraph 2.2);

- 6.1.2. arrangements made between DWP and SG in relation to payment for delivery of the Universal Credit Scottish Flexibilities (as a result of devolution);
- 6.1.3. the working relationship between DWP and SG in relation to the Universal Credit Scottish Flexibilities; and
- 6.1.4. compliance with applicable law – including any secondary legislation passed in the Scottish Parliament under the Scotland Act 2016 (Sections 29 and 30).

**7. Change and variation to this Agreement**

- 7.1. Either party may seek variations to this Agreement.
- 7.2. Any mutually agreed changes or amendments will be dealt with through normal means of communications via the single point of contacts (“SPoCs”). As at the Universal Credit Scottish Flexibilities Commencement Date, the SPoCs for each party are as follows:

SG SPoC	DWP SPoC
[REDACTED]	[REDACTED]

- 7.3. Both parties to this Agreement are expected to make every effort to ensure that the arrangements envisaged by such changes are operated amicably, with minimum disruption to work processes.

**8. Disputes**

- 8.1. Where a dispute arises about the operation of this Agreement or any variation or interpretation of this Agreement, both parties will seek to resolve it informally through ongoing working interaction and partnership as described in Section 14 (Management review and monitoring). If the dispute remains unresolved, appropriate escalation should be considered via the SPoCs in the first instance, as soon as practically possible. If still unresolved, any escalation should be in line with the overarching DWP/SG Single MoU.

**9. Principles**

- 9.1. DWP and SG shall work in partnership to ensure that the Universal Credit Scottish Flexibilities are delivered in accordance with the terms of this Agreement. To effect the above:
  - 9.1.1. DWP will incorporate and deliver the Universal Credit Scottish Flexibilities as part of Universal Credit; and
  - 9.1.2. both parties shall act transparently and will work in a practical way in regards to any issues that may arise.

## **10. Roles and responsibilities**

10.1. SG shall, as set out in this Agreement:

10.1.1. be responsible for payment for the Universal Credit Scottish Flexibilities in accordance with Section 13 (Financial arrangements);

10.1.2. comply with its obligations under applicable law, including the Scotland Act 2016, the Universal Credit (Claims and Payments) (Scotland) Regulations 2017, and the Data Protection Act 1998 in relation to personal data, although SG will not be responsible for holding any personal data in relation to the Universal Credit Scottish Flexibilities; and

10.1.3. work in partnership with DWP in respect of any potential changes to the Universal Credit Scottish Flexibilities.

10.2. For the avoidance of doubt, both parties acknowledge that DWP shall at all times retain responsibility for the delivery of the Universal Credit Scottish Flexibilities and Universal Credit.

10.3. DWP shall, as set out in this Agreement:

10.3.1. deliver the Universal Credit Scottish Flexibilities in accordance with this Agreement;

10.3.2. comply with its obligations under applicable law, including the Scotland Act 2016, the Universal Credit (Claims and Payments) (Scotland) Regulations 2017, and the Data Protection Act 1998 in relation to personal data which is processed for the purposes of the Universal Credit Scottish Flexibilities;

10.3.3. inform SG in a timely manner of changes to Universal Credit which will directly impact on delivery of the Universal Credit Scottish Flexibilities (as described in paragraph 2.2); and

10.3.4. work in partnership with SG in respect of any potential changes to the Universal Credit Scottish Flexibilities.

## **11. Service design and delivery**

11.1. DWP shall deliver the Universal Credit Scottish Flexibilities in accordance with the applicable law. Both parties will work together as appropriate to design service delivery for the Universal Credit Scottish Flexibilities – in line with this Agreement and the overarching DWP/SG Single MoU. Annex 1 (High Level Service Design) shows the high level design as of 4 October 2017 – it is understood by both parties that this design will evolve.



- 11.2. Any proposed major changes to the delivery of the Universal Credit Scottish Flexibilities will be subject to governance procedures within SG, the DWP Universal Credit Programme, or any appropriate future change governance method as implemented by SG or DWP. This does not restrict Scottish Government Ministers' ability to lay regulations as defined in the Scotland Act 2016.
- 11.3. DWP will deliver the Universal Credit Scottish Flexibilities while seeking continuous improvement in delivery as part of normal business as usual processes. DWP will work to ensure cost-effective delivery – subject and with regards to the overarching financial arrangements as described in Section 13 (Financial arrangements).

## **12. Technology changes**

- 12.1. Prior to the Universal Credit Scottish Flexibilities Commencement Date, and in order for DWP to be able to deliver the Universal Credit Scottish Flexibilities, DWP shall develop the required functionality within the Universal Credit full service. DWP shall ensure that the development of this functionality is completed prior to the Universal Credit Scottish Flexibilities Commencement Date, namely by 4 October 2017 or such other date as may be agreed by DWP and SG, such agreement not to be unreasonably withheld or delayed. Any changes to technology beyond this date fall outside of this Agreement and will be subject to existing governance and further agreement at that time.

## **13. Financial arrangements**

- 13.1. The “fiscal framework” says that *‘in line with the Smith Commission report, additional administration and programme costs directly associated with the exercise of the powers in paragraphs 44 to 45 of the Smith Commission Heads of Agreement will be met by the Scottish Government, these relate to the powers to vary elements of Universal Credit.’* (paragraph 33, page 5).
- 13.2. DWP will apply this principle to all costs associated with the Universal Credit Scottish Flexibilities, and will recharge demonstrable and jointly agreed net costs to SG. Costs will be subject to audit in line with paragraph 39 of the fiscal framework.
- 13.3. Costs will be determined by applying transactional costs for more frequent payment or payment direct to landlord and multiplying this through by the number of claimants requesting the Universal Credit Scottish Flexibilities (as described in paragraph 2.2). These costs are based on mutually agreed assumptions contained within the Joint Universal Credit Scottish Flexibilities Costing Model of the delivery solution, and it is therefore understood by both parties that the associated costs will be mutually reviewed and updated based on live running data. There will be a review of these assumptions and associated costs at least six (6) months following the Universal Credit

Scottish Flexibilities Commencement Date. A further review timetable will be agreed.

- 13.4. The foregoing is without prejudice to any future financial framework or agreement between DWP and SG with regard to welfare devolution.

#### **14. Management review and monitoring**

- 14.1. Partnership working is crucial to the success of the Universal Credit Scottish Flexibilities. DWP and SG are committed to working together to ensure the quality of the claimant experience of the Universal Credit Scottish Flexibilities. Both parties have key roles in identifying, leading and participating in partnership working. This may involve meetings between the parties at a working level.
- 14.2. DWP will have processes and systems in place to capture and produce agreed management information accurately. The agreed management information is set out in Annex 2 (Agreed Management Information). DWP will submit the management information to SG, using an agreed secure method and format.
- 14.3. The foregoing is without prejudice to any further agreed management information in the future.
- 14.4. Both parties agree that no personal data will be shared.

#### **15. Audit**

- 15.1. DWP and SG remain subject to their existing accountabilities to the Westminster and Scottish Parliaments, and their associated audit bodies.

#### **16. Evaluation**

- 16.1. As Universal Credit remains reserved to UK Government, evaluation of Universal Credit will remain the responsibility of DWP. Information on general Universal Credit performance will be shared when it is publicly available.
- 16.2. SG will be responsible for evaluation of the Universal Credit Scottish Flexibilities based on various sources of information.

#### **17. Data processing**

- 17.1. As Universal Credit remains reserved to UK Government, no personal data will be transferred between DWP and SG. Where DWP or SG provides *any* data to the other they will indicate the appropriate status and any restrictions on how the data is to be handled. Disclosure of data will be subject to legal and other provisions relating to freedom of information and data protection in accordance with this Agreement.

17.2. The foregoing is without prejudice to DWP or SG acting as a data controller in their own right.

## **18. Freedom of Information requests, Parliamentary Questions, Subject Action Requests, Ministerial correspondence and 'Treat Official' correspondence**

18.1. Each party is to follow existing processes and obligations for requests to that party, and having regard to the DWP / SG Single MoU.

18.2. If either party does not hold the information requested or only holds the information in part, that party is to inform the requester of this and refer the requester to the appropriate government body.

18.3. For the avoidance of doubt, DWP will be responsible for information regarding delivery of the Universal Credit Scottish Flexibilities, while SG will be responsible for information regarding Universal Credit Scottish Flexibilities policy and regulations.

## **19. Communications**

19.1. It is the responsibility of each party to effectively manage communications in relation to the Universal Credit Scottish Flexibilities. DWP and SG will strive to work together as much as possible so that on occasions when consistency of message is key, an aligned and coordinated approach is taken forward to protect customer service as well as both Governments' reputation for accuracy and competency.

19.2. The parties will comply with the Universal Credit Scottish Flexibilities Joint Communications Plan (Annex 3) which has been agreed by DWP and SG. The escalation routes detailed in this Agreement will be maintained as required.

19.3. In all communications, branding owned by the other party will not be used without the agreement of that party in writing (including but not limited to electronic mail).

## **20. Operational correspondence**

20.1. Operational correspondence, including complaints, will be dealt with by DWP in accordance with the DWP operational guidance for Universal Credit. SG will be responsible for correspondence regarding Universal Credit Scottish Flexibilities policy. See Annex 4 (Claimant Correspondence Response Process).

## **21. Stakeholder management**

21.1. SG will retain responsibility for strategic engagement with its stakeholders in relation to Universal Credit Scottish Flexibilities policy.

21.2. DWP will retain responsibility for strategic engagement with its stakeholders in relation to overall Universal Credit policy.

## 22. Intellectual property

22.1. As Universal Credit remains reserved to UK Government, all intellectual property relating to Universal Credit remains the property of DWP. Neither party has ownership of the term "Scottish Flexibilities".

## 23. Fraud, compliance and liability

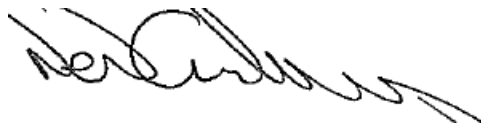
23.1. As Universal Credit remains reserved to the UK Government, benefit fraud, error and debt matters remain the responsibility of DWP.

## 24. Business continuity

24.1. If DWP business continuity plans are invoked which affect delivery of the Universal Credit Scottish Flexibilities, DWP will advise SG of the issue, impact and resulting action as soon as reasonably practicable.

## 25. Signatories

Signed by:



Print name:

Neil Cairns

Date:

9.11.2017

Place of Signing:

: CAYTON HOUSE, 6-12 Tothill Street,  
London SW1H 9NA.

A duly authorised officer for and on behalf of the Secretary of State for Work and Pensions

**Signed by:**

A handwritten signature in black ink that reads "Stephen Kerr". The signature is written in a cursive style with a large initial 'S'.

**Print name: STEPHEN KERR**

**Date: 02/11/2017**

**Place of Signing: 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU**

A duly authorised officer for and on behalf of the Scottish Government

## 26. Annex 1: High Level Service Design

1. The initial Universal Credit Scottish Flexibilities are to make available claimant choice for monthly or twice monthly payments, and claimant choice for payment of the relevant housing costs within their Universal Credit award to be paid to themselves or to their landlord.
2. The high level design **as of 4 October 2017** has been agreed as:
  - Claimants in Scotland will receive separate digital offers of a More Frequent Payment **'to do'** and a Managed Payment to Landlord **'to do'** (if applicable to their circumstances).
  - The Managed Payment to Landlord **'to do'** will only be offered where the customer has declared housing costs and where there is no GB Alternative Payment Arrangement in place.
  - The More Frequent Payment **'to do'** will be offered where there is no GB Alternative Payment Arrangement in place.
  - The offer of the flexibilities will be made in Assessment Period 2.
  - The claimants will have choice to take up one, both, or none of the offers and will have the ability to respond digitally.
  - The offer will remain available to claimants for a period of 60 days, with a journal notification to advise of how to request the offer post 60 days.
  - Claimants who apply as a couple will be offered the flexibilities as a benefit unit rather than individuals
  - Claimants in Scotland will be able to request a change to a choice previously taken.
  - Claimants will be advised of the change to current arrangements via their online journal.
  - Telephony support is not required in the majority of cases but will be available by exception for those claimants who require this additional support.

**Annex 2:** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

**28. Annex 3: Universal Credit Scottish Flexibilities Joint Communications Plan**

<b>Project</b>	<i>UC Scottish Flexibilities</i>
<b>Project Managers</b>	██████████ and ██████████

<b>Version number</b>	1.0
<b>Final as of</b>	12 May 2017
<b>Authors</b>	██████████ and ██████████
<b>Owners</b>	██████████ and ██████████

**Distribution**

This document has been distributed to:

<b>Name</b>	<b>Role and Organisation</b>
██████████	Devolved Administration Lead, UC Programme, DWP
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██████████	Design and Build (Devolution Lead), UC Programme, DWP
██████████	UC Expansion Lead (Scotland), Work Services Directorate, DWP
██████████	Cross Cutting Lead, Scottish Devolution Programme, DWP
██████████	Senior Operations Manager, Universal Credit, DWP
██████████	Senior Operations Manager, Universal Credit, DWP
██████████	Head of Low Income Benefits Policy Unit, Scottish Government
██████████	Team Leader, Welfare Grants and Reserved Benefits, Scottish Government
██████████	Lead Business Analyst, Social Security Programme Management & Delivery Division, Scottish Government
██████████	Devolution Directorate, DWP
Various	Joint Implementation Forum members



## **1. Background**

1.1 The Scotland Act received Royal Assent in March 2016 and gave the Scottish Government powers to amend some elements of Universal Credit (UC). These variations are known as the UC Scottish Flexibilities.

1.2 While DWP retain responsibility for delivering UC overall, the Scottish Government has been given the power to:

- vary the frequency of the payment;
- pay the relevant housing costs, within the Universal Credit award, directly to the landlord;
- decide the criteria when a split payment to joint customers can be made; and
- amend the housing cost calculation for customers living in rented accommodation, including varying the spare room subsidy reduction.

1.3 The Scottish Government's policy has been developed in two areas, known as administrative flexibilities – more frequent payments, and managed payments to landlords. They are based on the principle of claimant choice.

## **2. Communication Aims and Outcomes**

2.1 The UK and Scottish Governments aim for consistent, timely and effective communications that:

- ensure UC customers living in Scotland are aware of the choices available;
- ensure UC customers are supported appropriately to make their choice;

- are targeted and appropriate for the audiences with whom we are seeking to communicate; and
- are designed to have the maximum impact.

2.2 As a result, UK and Scottish Government stakeholders will:

- receive clear, consistent and timely information in relation to new powers and services;
- access information in formats and media that are appropriate to them;
- understand the changes to Universal Credit and how they impact upon them;
- feel supported to communicate key messages reflecting the needs of affected groups about new powers through their networks and existing groups; and
- have access to information to promote new services and communicate the changes.

### **3. The DWP and SG Commitment**

3.1 We will deliver this by positive and productive partnership working between UK and Scottish Government (underpinned by a Memorandum of Understanding), both in the ongoing exchange of information and bilateral working relationships.

3.2 We commit to a regular dialogue between DWP and Scottish Government to:

- identify and share plans, key milestones and activities resulting from the new powers, and decide the appropriate course of communication activities;
- communicate agreed messages to shared audiences reflecting the needs of affected groups, and where possible a joint narrative; and

- agree and disseminate key messages on devolved powers and any future changes to the relevant audiences.

#### **4. Principles**

4.1 Joint principles for working together are:

- we work together to ensure consistency in messaging on the new services;
- we use Joint Implementation Forum to support and discuss wider programme and communications issues;
- we share relevant information and learning from each other including best practice; and
- we keep key stakeholders updated on the progress towards the delivery of the UC Scottish Flexibilities and identify appropriate channels for doing so.

#### **5. Escalation**

5.1 In the first place any unresolved communication issues should be referred to the communications first point of contact. If they remain unresolved they may be escalated to the Joint Implementation Forum.

#### **Communication First Points of Contact**

##### **DWP UC Programme**

- [REDACTED]
- [REDACTED]

##### **Scottish Government Social Security Directorate**

- [REDACTED]
- [REDACTED]

## 6. Assumptions

6.1 The following assumptions about content have been made:

- Review of existing products completed
- Audience has no prior knowledge of subject
- Communications to UC customers will be to those living in Scotland only
- Both DWP and the Scottish Government will develop their own communications and keep the other informed
- Review and sign off of joint products will be by Joint Implementation Forum members (either in meetings or by correspondence)

## 7. Plans

7.1 The communications plan considers various audiences that must be reached:

Table	Audiences
1.	DWP Staff a) Jobcentre staff b) Service Centre staff c) Other staff
2.	SG Staff
3.	Landlords (Social and Private Sectors)
4.	Local Authorities and representative organisations
5.	Third Sector
6.	UC Customers

7.	Media
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**8. Communication Implementation Plan**

**Table 1 – DWP staff**

<b>Ref</b>	<b>Audience</b>	<b>Product / Format</b>	<b>Responsibility</b>	<b>Information Description</b>	<b>Method and media</b>	<b>Comms due date(s)</b>
D01	Jobcentre UC staff	Info note	DWP	High level awareness of Scotland Act UC powers and SG policy	Internal implementation channels	30 July 2017
D02	Service Centre UC staff	Info note	DWP	As above	As above	30 July 2017
D03	Jobcentre UC full service staff	Slide deck	DWP	Leader led communications pack	Internal implementation channels	31 August 2017
D04	Service Centre UC full service staff	Slide deck	DWP	Leader led communications pack	As above	31 August 2017

D05	Jobcentre UC full service staff	Web page	DWP	Guidance	UC full service Digital Delivery Platform	15 September 2017
D06	Service Centre UC full service staff	Web page	DWP	Guidance	As above	15 September 2017
D07	Jobcentre staff delivering UC live service	Info note	DWP	Lines to take with reference to APA guidance	Internal implementation channels	15 September 2017
D08	Service Centre staff delivering UC live service	Info note	DWP	Lines to take with reference to APA guidance	As above	15 September 2017
D09	Jobcentre staff delivering other benefits	Info note	DWP	Awareness of change – no impact	Internal implementation channels	15 September 2017
D10	Service Centre staff delivering other benefits	Info note	DWP	Awareness of change – no impact	As above	15 September 2017

D11	Senior Leadership Teams	Face to face update	DWP	Awareness and assurance of change, and implementation activity	Face to face	Ongoing
D12	Partnership Managers / Scottish UC Leads	Web page	DWP	Lines to take	UC full service Digital Delivery Platform	15 September 2017
D13	DWP staff in general	Intranet update	DWP	High level awareness of Scotland Act UC powers and SG policy	Intranet	15 September 2017

**Table 2 – SG staff – (if decision is reached to handle calls)**

Ref	Audience	Product / Format	Responsibility	Information Description	Method and media	Comms due date(s)
C01	Call handling staff	Staff Briefing note	SG Communication lead	Summary of launch of new flexibilities	Saltire notice/ intranet	15 September 2017
C02	Call handling staff	Staff Briefing note	SG Communication lead	Information on the transitional arrangements	Face to face, followed up on intranet	15 September 2017



Ref	Audience	Product / Format	Responsibility	Information Description	Method and media	Comms due date(s)
C03	Call handling staff	Email summary to Line Managers	SG project manager	updates on planned and ongoing work on progress and impacts on customer	Email	Monthly
C04	Call handling staff	Insight article – Saltire	SG Communication lead	Create a dedicated area on Saltire to communicate all updates as and when required, including DWP updates and contact details	Dedicated insight page created	15 September 2017
C05	Call handling staff	Show and tells	SG Project Manager, CTM	60 mins presentations via show and tells to all staff across the Areas providing a description of what is being released, who each change impacts on and how.	Face to face presentations.	Ongoing
C06	Call handling staff	Help desk	SG Project Manager	Support provided to users after system has been released to ensure users can raise simple questions or issues and have them resolved instantly	Face to face, email, Yammer, Q&A	25 September 2017

**Table 3 – Landlords (Social and Private Sectors)**

Ref	Audience	Product / Format	Responsibility	Information Description	Method and media	Comms due date(s)
L01	Local Authority Landlords	Info Note, Q&A for landlords, staff guidance	DWP & SG	High level awareness of powers and intentions  Guidance on process and impact on APA applications  Forms, phone numbers, secure emails	Email Tweets Knowledge Hub SG Housing network Internal circulars CoSLA Gov.uk Scot.gov	31 August 2017  15 September 2017
L02	Housing Associations	Info Note  Q&A for landlords	DWP & SG	High level awareness of new powers and intentions  Guidance on process and impact on APA applications	Email Tweets SG Housing Network SFHA	31 August 2017  15 September 2017

Ref	Audience	Product / Format	Responsibility	Information Description	Method and media	Comms due date(s)
					GWFS	
L03	Private landlords	Info Note  Q&A for landlords	DWP & SG	High level awareness of new powers and intentions  Guidance on process and impact on APA applications	Media Press Tweets SAL enewsletter Gov.uk Scot.gov	31 August 2017  15 September 2017
L04	Letting Agents	Info Note  Q&A for landlords	DWP & SG	High level awareness of new powers and intentions  Guidance on process and impact on APA applications	Media Press Tweets Gov.uk Scot.gov	31 August 2017  15 September 2017
L05	Scottish Association of Landlords	Info Note	DWP & SG	High level awareness of new powers and intentions	Media Press	31 August 2017

Ref	Audience	Product / Format	Responsibility	Information Description	Method and media	Comms due date(s)
		Q&A for landlords		Guidance on process and impact on APA applications	Tweets Gov.uk Scot.gov	15 September 2017
L06	SFHA, SHN, and other representative organisations	Info Note  Q&A for landlords	DWP & SG	High level awareness of new powers and intentions  Guidance on process and impact on APA applications	Email  Tweets  Knowledge Hub  SG Housing network  Internal circulars  CoSLA  Gov.uk  Scot.gov	31 August 2017  15 September 2017

**Table 4 – Local Authorities and representative organisations**

Ref	Audience	Product / Format	Responsibility	Information Description	Method and media	Comms due date(s)
LA01	COSLA	Info Note	DWP and SG	High level awareness of new powers  Detail of customer journey and how to access flexibilities	Email Tweets Circulars CoSLA Gov.uk Scot.gov	31 August 2017  15 September 2017
LA02	SLGP	Info Note	DWP and SG	High level awareness of new powers  Detail of customer journey and how to access flexibilities	Email Tweets Circulars SLGP Gov.uk Scot.gov	31 August 2017  15 September 2017

**Table 5 – Third Sector**

Ref	Audience	Product	Responsibility	Information Description	Method and media	Comms due date(s)
T01	Third sector advice staff	Info note Tweets Internal newsletters and networks Presentations at events and stakeholder group meetings	DWP & SG	High level awareness of new powers Detail of customer journey and how to access flexibilities	Email Tweets SG networks Media Press Existing Workshops Existing Seminars	31 August 2017 15 September 2017

**Table 6 – UC Customers**

Ref	Audience	Product	Responsibility	Information Description	Method and media	Comms due date(s)
U01	Customer	Gov.uk web pages	DWP/SG input at design and build	Information on gov.uk will need to be reviewed and evaluated to identify what is required to be changed in relation to these changes. Additional text will be agreed by both parties.  This will be contained in the main gov.uk pages for Universal Credit and any additional linked pages for other benefits/areas of the gov.uk website	Gov.uk	15 September 2017
U02	Customer	Web pages	SG Comms Lead	Scot.gov website is to include links to UKG/DWP managed online content that is available to the public. This includes the public facing application process and account management portal.	Dedicated page on scot.gov	15 September 2017

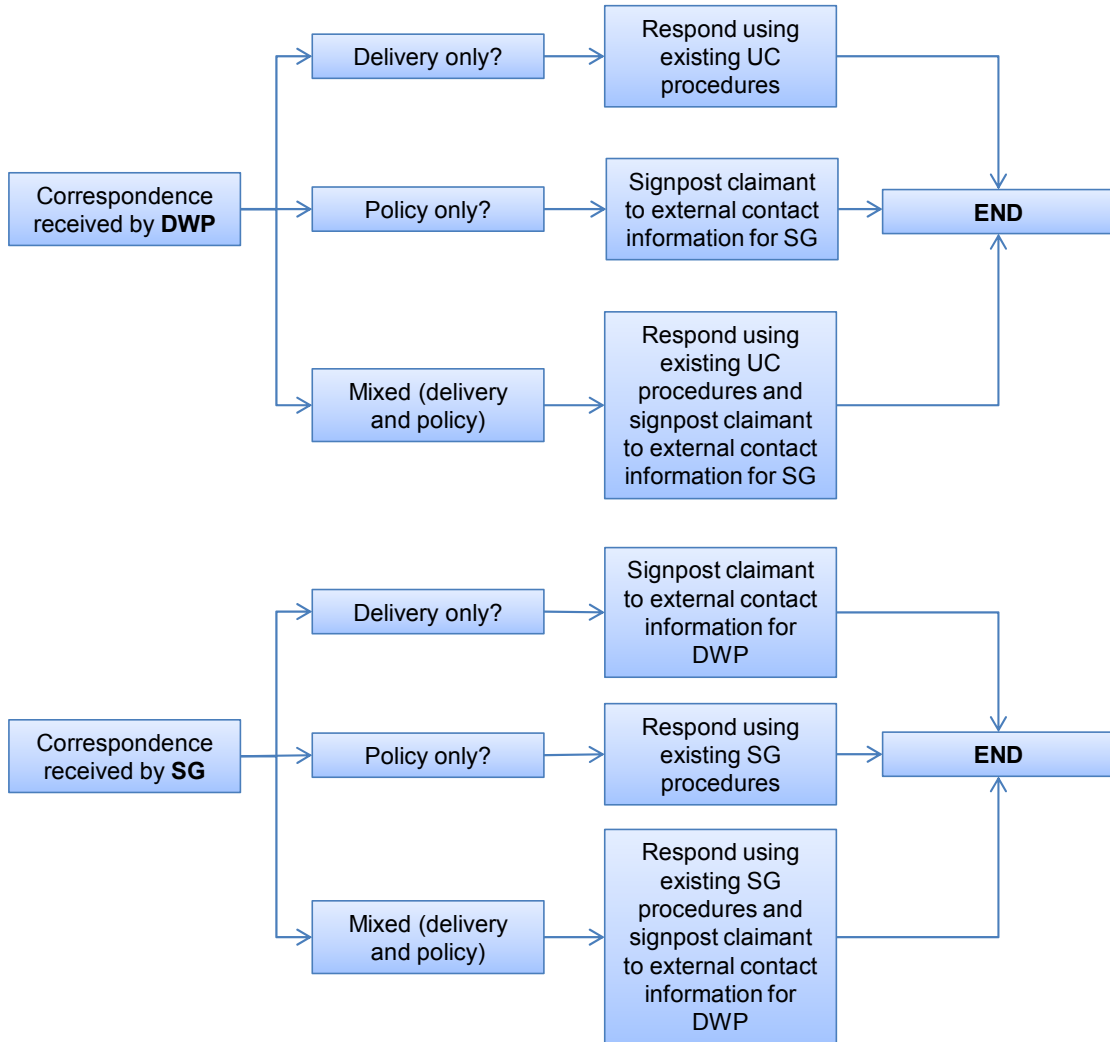
**Table 7 – Media**

Ref	Audience	Product / Format	Responsibility	Information Description	Method and media	Comms due date(s)
M01	DWP Press Office	Briefing note and lines to take	DWP	Explanation of policy and process in case of press queries	Internal briefing	15 September 2017



**29. Annex 4: Claimant Correspondence Response Process**

UC Scottish Flexibilities – Claimant Correspondence Response Process



DWP External Contact Details:

Email: [scotland.complaintsresolutionteam1@dwp.gsi.gov.uk](mailto:scotland.complaintsresolutionteam1@dwp.gsi.gov.uk)

Telephone: 0141 800 3781

Post: Scotland Complaint Resolution Team, Laurieston Jobcentre, 159-181 Pollokshaws Road, Glasgow, G41 1PW.

SG External Contact Details:

Email: [scottish.ministers@gov.scot](mailto:scottish.ministers@gov.scot)

Post: Minister for Social Security, St. Andrew's House, Regent Road, Edinburgh, EH1 3DG.