

SERVICE LEVEL AGREEMENT
BETWEEN
THE SECRETARY OF STATE FOR WORK AND PENSIONS
AND
SCOTTISH MINISTERS
IN RESPECT OF
JOB START PAYMENT
[REDACTED]

Key personnel	Name	Role
Author	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
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1. PARTIES

1.1 This Service Level Agreement (hereafter referred to as 'this Agreement') is entered into between the Secretary of State for Work and Pensions of Caxton House, Tothill Street, London, SW1H 9NA ('**SSWP**') and the Scottish Ministers acting in some instances through Social Security Scotland of Victoria Quay, Edinburgh EH6 6QQ ('**SM**').

1.2 References to the Scottish Government, the Scottish Ministers or Social Security Scotland will, as appropriate, be read as also including reference to each of the other entities.

1.3 References to SSWP shall be read as including reference to the Department for Work and Pensions (DWP), as appropriate, and vice versa.

2. SCOPE AND PRINCIPLES

2.1 This Agreement sets out the provisions of the relationship between SM and DWP in connection with Scottish Government's Job Start Payment (JSP) which is anticipated to be paid to residents of Scotland from 17 August 2020 and the services DWP will provide to support this SM initiative.

2.2 The Services are described in the Outline of Services in **Annexes A – E**, which sets out The Services DWP will provide.

2.3 DWP and SM shall work in partnership to ensure that The Services are delivered in accordance with the terms of this Agreement.

2.4 The partnership will seek continuous improvement in delivery standards including sharing lessons from delivery of The service insofar as relevant.

2.5 Each party will act transparently and will work in a practical way in regards to reaching mutual agreements on any issues that may arise.

3. DURATION

3.1 This Agreement shall become effective on the date on which delivery of JSP begins, which is anticipated to be 17 August 2020. Subject to termination by either party, it shall remain in force for an indefinite period. This Agreement is subject to review by each party on or before the date twelve (12) months after the Commencement Date of JSP, or when deemed appropriate by each party.

3.2 This Agreement may be varied by mutual written agreement of each party at any time during the term. Variations to this Agreement will be agreed by each party (in writing) and no work will be undertaken until principles for funding the work are agreed. For the avoidance of doubt, any variations agreed between the parties must be effected in writing and shall form an amendment to this Agreement.

3.3 In the event of DWP or SM choosing to terminate this Agreement, DWP and SM shall prepare and agree an appropriate exit plan for the termination of The Services which will seek to ensure no impact on the delivery of JSP.

3.4 Each party will provide twelve (12) months' notice of termination, in writing.

4. DERIVATION

4.1 This Agreement forms an annex to the 'Memorandum of Understanding between Scottish Government (SG) and Department for Work and Pensions (DWP) on joint working arrangements covering the implementation of devolved provisions in the Scotland Act 2016 relating to Social Security and Employment Support Services in Scotland', and is to be read in conjunction with the following documents, insofar as they are not replaced or terminated in the future:

Document	Version/Date
Concordat between the DWP and the SG.	March 2020
Memorandum of Understanding and Supplementary Agreements on Devolution between the United Kingdom Government, the Scottish Ministers, the Welsh Ministers, and the Northern Ireland Executive Committee (MoU on devolution)	October 2013
Memorandum of Understanding between Scottish Government (SG) and the DWP on joint working arrangements covering the implementation of devolved provisions in the Scotland Act 2016 relating to Social Security and Employment Support Services in Scotland (the ' DWP/SG Single MoU ') and the following Annexes: <i>Generic Aspects Data Sharing Agreement</i> [REDACTED] <i>Data Sharing Agreement</i> [REDACTED] <i>Payment & Accounting Services Service Level Agreement</i> <i>Payment & Accounting Services Data Processing Agreement</i>	January 2019
Memorandum of Understanding For Post Office® card account and Payment Exception Services Between Department for Work and Pensions and Scottish Ministers	January 2019
Memorandum of Understanding Between The Secretary of State for Work and Pensions And The Scottish Ministers acting through the Scottish Government and on behalf of Social Security Scotland in relation to benefit accounting and reconciliation services provided to the Scottish Ministers	January 2019

The Agreement between the Scottish Government and the United Kingdom Government on the Scottish Government's fiscal framework <ul style="list-style-type: none"> Annex C – Operation and Governance of the Scottish Government's Fiscal Framework 	February 2016
Scottish Devolution: Financial Arrangements for Formal Agreements and Financial Summary to support the Job Start Payment Service Level Agreement between Department for Work and Pensions and Scottish Ministers.	March 2020
Scottish Devolution: A Framework for Audit and Accountability	March 2019
DWP and SG Joint Communications Framework.	July 2017
[REDACTED]	[REDACTED]

5. REVISION TO THIS AGREEMENT

5.1 DWP agrees to inform SM, as soon as reasonably practicable, in advance of any potential changes that may impact on or require changes to The Services.

5.2 Each party would need to agree whether a revision to this Agreement is required. Subject to Section 3.2 above.

5.3 Any mutually agreed minor changes or amendments will be dealt with through normal means of communications, via the single point of contacts ('SPoCs'). SPoCs for each party are as follows:

SG SPoC	DWP SPoC
[REDACTED]	[REDACTED]

5.4 Where more significant change is required the SPoCs will apply the appropriate Business as Usual (BAU) change control processes. Where the change is agreed it will be incorporated into this Agreement as an amendment following any review.

6. DISPUTES

6.1 Each party to this Agreement will notify the other of any issues, concerns or complaints regarding any matter covered by this Agreement. Wherever possible, these difficulties will be resolved by the process of consultation set out in the DWP/SG Single MoU. In the event of a formal escalation of an issue, the process for dispute resolution is outlined in Section 6 of the DWP/SG Single MoU.

7. ROLES AND RESPONSIBILITIES

7.1 SM will, as set out in this Agreement:

7.1.1 Be responsible for payment to DWP for **'The Services'** in accordance with paragraph 15 (Financial Arrangements).

7.1.2 Inform DWP, as soon as reasonably practicable, if they become aware of any deficiency in the quality of The Services delivered under this Agreement and seek to agree steps to resolve such issues.

7.1.3 Work in partnership with DWP in respect of any potential changes to the delivery of JSP as these may impact on The Services.

7.1.4 Be responsible for the effective identification and management of risks arising from the delivery of The Services.

7.2 For the avoidance of doubt, each party acknowledges that SM shall at all times retain responsibility for JSP and its delivery.

7.3 DWP shall deliver The Services in accordance with the terms of this Agreement to:

7.3.1 Work in partnership with SM in respect of any potential impacts and changes that may affect or require changes to The Services.

7.3.2 Inform SM, as soon as reasonably practicable, if they become aware of any deficiency in the quality of The Services delivered under this Agreement and take steps to resolve such issues.

7.3.3 Be responsible for the effective identification and management of risks arising from the delivery of The Services.

8. SERVICE DELIVERY STANDARDS

8.1 The Services will be delivered in accordance with The Service Delivery Standards set out below:

8.1.1 Social Security Scotland will contact DWP via secure, dedicated email inboxes to -

8.1.1.1 Confirm the award status for applicant when clerical cases are identified in the [REDACTED], see **Annex A**.

Social Security Scotland Single Inbox	DWP Inboxes
[REDACTED]	[REDACTED]

8.1.1.2 Confirm the award status for the applicant when Exceptions cases are identified in the [REDACTED] see **Annex B**.

Social Security Scotland Single Inbox	DWP Inboxes
[REDACTED]	[REDACTED]

8.1.1.3 Confirm the control measures associated with [REDACTED] cases, see Annex C.

Social Security Scotland Inbox	DWP Single Inbox
Social Security Scotland Agents individual inbox	Enquiries will be sent to the [REDACTED], via secure e-mail: [REDACTED]

8.1.2 Details of the specific data being shared can be found in the Generic Aspects Data Sharing Agreement.

8.1.3 The turnaround time for responding to dedicated email enquiries relating to clerical and [REDACTED] cases will be 3 working days. For any enquiries, which are complex and are off-system, the turnaround time will be 10 working days, see Annexes A – B.

8.1.4 The turnaround time for responding to dedicated email enquiries relating to [REDACTED] will be 2 working days. See Annex C.

8.1.5 The agent-to-agent e-mail service will be available from 08:00 – 18:00 Monday to Friday excluding Bank Holidays.

8.2 Escalation will be between SPoCs, at Team Management Level, between Social Security Scotland and DWP Operational Teams in appropriate cases including, but not limited to, where:

8.2.1 Service Delivery Standards have not been being met.

8.2.2 There are exceptional cases where the normal Service Delivery Standards would have an unacceptable impact on the customer.

8.2.3 There are appointee issues impacting on payment of benefit or customer welfare.

8.2.4 Social Security Scotland business continuity plans are invoked which would impact a higher number than anticipated enquiries to DWP.

SG Escalation SPoC	DWP Escalation SPoC
[REDACTED]	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

9. FRAUD AND ERROR

9.1 The following processes have been agreed by each party for day one:

9.1.1 Key fraud referral processes from DWP to Social Security Scotland have been agreed see **Annex D**.

9.1.2 Key fraud referral processes from Social Security Scotland to DWP have been agreed see **Annex E**.

9.1.3 Referrals in the form of Word documents will be transferred via secure email:

[REDACTED]

9.2 As soon as each party identifies a fraud interest of the other party, all required information shall be sent over as soon as reasonably practicable.

9.3 The agreed method to transfer will be as detailed in the Generic Aspects Data Sharing Agreement (DSA). From day one, there will be no transfer of referrals that cannot be conducted by secure email.

9.4 Both Social Security Scotland and DWP will keep the above processes and timeline under review.

10. MANAGEMENT REVIEW

10.1 Each party will act transparently and will work in a practical way in regards to any issues that may arise in the spirit of co-operation, trust, respect and confidentiality. In general, the working arrangements covered by this Agreement should be reviewed at least every twelve (12) months during the period this Agreement is in place, this may involve meetings between each party at a working level.

11. EVALUATION

11.1 Each party agrees that no personal data will be shared for the purposes of evaluation.

11.2 SM will be wholly responsible for the evaluation of Job Start Payment. Each party will work together to ensure the agreed Service Delivery Standards are delivered.

12. COMPLAINTS

12.1 Each party will follow their defined BAU Customer / Client complaints procedures.

13. SERVICE DESIGN AND DELIVERY

13.1 It is understood by each party that this design of The Services will evolve. The parties agree to inform one another, as soon as reasonably practicable, of any changes in supporting legislation to JSP that may impact on or require changes to the delivery of JSP or The Services.

13.2 SM will deliver JSP while seeking continuous improvement in delivery as part of BAU processes. Each party will work to ensure cost-effective delivery; subject to the overarching financial arrangements as described in the Scottish Devolution: Financial Arrangements for Formal Agreements and Financial Summary to support the Job Start Payment Service Level Agreement between Department for Work and Pensions and Scottish Ministers.

14. COMMUNICATIONS

14.1 Communications in relation to JSP will be as in the agreed document 'DWP and SG Joint Communications Framework'.

15. FINANCIAL ARRANGEMENTS

15.1 DWP will recharge SM agreed costs associated with the delivery of The Services. The agreed financial arrangements and costs are contained in the Scottish Devolution: Financial Arrangements for Formal Agreements and Financial Summary to support the Job Start Payment Service Level Agreement between Department for Work and Pensions and Scottish Ministers.

16. AUDIT ARRANGEMENTS

16.1 DWP and SM will abide by the principles of audit and accountability as set out in the document 'Scottish Devolution: A Framework for Audit and Accountability'.

16.2 DWP and the SM remain subject to their overall existing accountabilities to the UK and Scottish Parliaments, and their associated audit bodies.

16.3 DWP and the SM will abide by the principles in the Agreement between the Scottish Government and the United Kingdom Government on the Scottish Government fiscal framework: Paragraph 39 which states that 'All costs incurred by the UK Government where the Scottish Government is expected to meet the cost will be subject to audit.'

17. DATA PROCESSING

17.1 Further details of the data controller and roles and responsibilities of SM and DWP in relation to the sharing of personal data are set out in the Generic Aspects DSA and [REDACTED] DSA.

18. FREEDOM OF INFORMATION REQUESTS, PARLIAMENTARY QUESTIONS, MINISTERIAL CORRESPONDENCE AND 'TREAT OFFICIAL' CORRESPONDENCE

18.1 Each party is to follow existing processes and obligations for requests to that party, having regard to the MoU on Devolution as well as the Concordat between DWP and SG.

18.2 Each party will assist and cooperate with each other where appropriate to enable each to meet its obligations.

18.3 This Agreement does not supersede any legal obligations under the Freedom of Information Act 2000 (FoIA) and the Freedom of Information (Scotland) Act 2002 (Fol(S)A).

19. RIGHT OF ACCESS REQUESTS (RARs)

19.1 The parties will work together, when appropriate, and are expected to comply with the Data Protection Act 2018 and EU General Data Protection Regulation and must respond to right of access requests accordingly.

19.2 DWP agrees to inform SM, as soon as possible (within 3 working days), of all right of access requests received from data subjects requesting copies of data held by SM. Where necessary, DWP will assist SM in processing the requests in line with the requirements of the DPA 2018 and GDPR.

19.3 SM agrees to inform DWP, as soon as possible (within 3 working days), of all right of access requests which may be received from data subjects requesting copies of data held by DWP. Where necessary, SM will assist DWP in processing the requests in line with the requirements of the DPA 2018 and GDPR.

19.4 Details of the specific data being shared can be found in the Generic Aspects Data Sharing Agreement

Social Security Scotland RAR	DWP RAR
[REDACTED]	[REDACTED]

20. BUSINESS CONTINUITY

20.1 If DWP or Social Security Scotland business continuity plans are invoked which affect The Services, the party invoking their business continuity plan will advise the other party of the issue, impact and resulting action as soon as reasonably practicable. Individual continuity plans are in place in DWP and Social Security Scotland.

21. TECHNICAL CAPABILITIES

21.1 Each party will, as soon as reasonably practicable, inform the other party of any proposed changes to its IT environment that would impact on the delivery of Job Start Payment. Each party will, thereafter, co-operate with the other to minimise the impact that such changes may have on Job Start Payment. Incident management processes are detailed within the Payment and Accounting Services Service Level Agreement (SLA) and Data Processing Agreement (DPA) and the Live Service Incident Management Process between DWP and SM in relation to **[REDACTED]** and the Scottish Ministers **[REDACTED]**.

SIGNATORIES

Signed by:
[REDACTED]

Print name: Beverley Warmington, Director of Disability Services, Decision Making and Working Age

Date: 11/11/2020

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

Signed by:
[REDACTED]

Print name: Margarita Morrison, DWP Area Director, Scotland

Date: 12/11/2020

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

Signed by:
[REDACTED]

Print name: James Wallace, Deputy Director, Finance and Corporate Services, Social Security Scotland

Date: 13/11/2020

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

Annex A – Confirmation of Qualifying Benefit, Clerical Process [REDACTED]

Annex B – [REDACTED] Process [REDACTED]

Annex C – [REDACTED] Control Measures

Annex D – Key Processes for Fraud Referral

[REDACTED]

Annex E – Referral received by Social Security Scotland cannot progress in Social Security Scotland

[REDACTED]

Annex F - Glossary of Terms

Annex defines various words, abbreviations and phrases which have specific meanings in the context of this Agreement. Unless otherwise provided or the context otherwise requires, the following expressions shall have the meanings set out below.

BAU	Business As Usual
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
DPA	Data Processing Agreement
DPA 2018	Data Protection Act 2018
DSA	Data Sharing Agreement
DWP	Department for Work and Pensions
DWP/SG Single MOU	The Memorandum of Understanding between Scottish Government and The Department for Work and Pensions dated 25 October 2016 as amended.
[REDACTED]	[REDACTED]
FOI	Freedom of Information
[REDACTED]	[REDACTED]
GDPR	General Data Protection Regulation
MoU	Memorandum of Understanding
MOU	Mail Opening Unit
RAR	Right of Access Request
Service Delivery Standards	The service delivery standards to be met by DWP for the delivery of The Services as set out at Para 8.
Services	Has the meaning set out in Para 2
SG	Scottish Government
SLA	Service Level Agreement
SM	Scottish Ministers
[REDACTED]	[REDACTED]
SPoC	Single Point of Contact
[REDACTED]	[REDACTED]