**Product of FoI Request [DWP/CSA]**

*“I attach a copy of an email which confirms there are at least 40 service level agreements in place between the Child Support Agency [& Commission] and others. These are listed on the Intranet under an A-Z Service Level Agreement page.*

*Please provide me with a list of all the SLA’s in place between the Agency [& Commission] and the relevant stakeholder. “*

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**DWP response**

Your request

*Please provide me with a list of all the SLA’s in place between the Agency [& Commission] and the relevant stakeholder.*

Our response

The Department for Work and Pensions (the Department) is responsible for the child maintenance system in Great Britain.

The Child Maintenance Group (CMG) has the following Service Level Agreement in place:”

1. Crown Office and Procurator Fiscal Services
2. Driver and Vehicle Licensing Agency (DVLA)
3. Generic Memorandum of Understanding (MOU) by DVLA
4. DVLA MOU specific to CSA

1. DWP Audit Trail Analysis Service
2. DWP Corporate Banking and Method of Payments

1. DWP Corporate IT
2. DWP Debt Management
3. DWP Decision Making and Appeals
4. DWP Information Division":'" Human Resources Management Information
5. DWP Information Governance and Security (IGS) Intranet Live Team
6. DWP Operations (services formerly provided by Jobcentre Plus)
7. DWP Operations- (services formerly provided by DWP Carers Allowance Unit)
8. DWP Operations (services formerly provided by the Pension Service)
9. DWP Independent Case Examiner
10. 'HM Land Registry (England and Wales)
11. HM Land Registry (Croydon)
12. HM Land Registry (Data Wash)
13. HM Revenue and Customs 2012 Scheme Processes
14. HM Revenue and Customs Benefits and Credits
15. HM Revenue and Customs Debt Management and Banking
16. HM Revenue and Customs National Insurance Contributions and Employer Office
17. HM Revenue and Customs PAYE Self Assessment National Insurance Contributions
18. HM Revenue and Customs Umbrella Agreement with DWP
19. Legal Aid Agency
20. Ministry of Defence (incorporating Service Personnel and Veterans Agency)
21. Ministry of Justice - Reciprocal Enforcement of Maintenance Orders Unit
22. National Offenders Management Service
23. Northern Ireland':' What services the Child Maintenance and Enforcement Division (CMED) provide for the CMG
24. Northern Ireland - What services the CMG provide to CMED
25. The Office of the Advocate General
26. Registers of Scotland
27. The Department for Business, Innovation and Skills
28. UK Border Agency