

## Purpose and aims

1. This Service Level Agreement (SLA) is to provide a governance structure for NRPF Connect users to enable a framework for the Home Office and local authorities to review progress, maintain joint monitoring arrangements and assess performance in operating the database. Any arising areas of concern will be considered by the NRPF Network and the Home Office Local Authority Partnership and Referral Interventions Tracker Team (RITT) managers.
2. This Service Level Agreement:
  - 2.1. addresses the provision of services by one party to another
  - 2.2. sets performance requirements to which those services must be provided
  - 2.3. details how the provision of services, in line with agreed levels, can be monitored for consistency
  - 2.4. makes clear the processes, responsibilities and timescales for responses and actions for each key user
3. Performance will be monitored quarterly and results reported back to a joint local authority and Home Office governance group called the 'NRPF Steering Group'. The NRPF Steering Group has been set-up with the support of the Department of Communities and Local Government (DCLG) to ensure that measures taken to address NRPF service provision are effective.

Type of request	Local Authority action	Home Office action
<p><b>New Case alert</b>            Received by the Home Office when a Local Authority (LA) creates a case on NRPF Connect to provide an immigration status check.</p>	<p><b>To ensure basic information is included when creating a case on NRPF Connect:</b></p> <ul style="list-style-type: none"> <li>• Full name</li> <li>• D.O.B.</li> <li>• Nationality</li> <li>• Dependents</li> <li>• Home Office reference number (where available)</li> </ul> <p><b>To provide additional information to help the Home Office in responding, for example:</b></p> <ul style="list-style-type: none"> <li>• Notes on LA involvement</li> <li>• Address</li> <li>• Dependants</li> <li>• Uploading ID documentation</li> </ul>	<p><b>When LA has provided sufficient information to perform a check:</b></p> <ul style="list-style-type: none"> <li>• To provide a status check within 5 working days of receipt of the New Case Alert.</li> </ul> <hr/> <p><b>Where further information is required to perform a check:</b></p> <ul style="list-style-type: none"> <li>• To raise a query to the local authority within 5 working days of receiving the new case alert.</li> <li>• When the LA provides the additional information, to provide a status check to the updated request, within 5 working days</li> </ul> <hr/> <p><b>In all cases:</b></p> <ul style="list-style-type: none"> <li>• To update CID (Case Information Database) with respect to the LA's involvement. This includes putting an NRPF flag on the system, which will pick up cases for reporting purposes. The case will also be logged on the I&amp;SD (Interventions and Sanctions Directorate) Tracker, in order for progress to be monitored.</li> <li>• To assess what further action is required and forward the case details to the relevant section within the Home Office, within 1 working day of dealing with the alert.</li> </ul>

		<p><b>Where a new LA uploads over 30 records:</b></p> <p>A status check will be provided within 20 working days of the new case alert being activated.</p>
<p><b>Local Authority update Alert</b></p> <p>Generated when a LA updates a record already checked by the Home Office.</p>	<p><b>LA update alerts to the Home Office will be generated when:</b></p> <ul style="list-style-type: none"> <li>• New dependants are added</li> <li>• Changes to principal applicant (PA) or dependant’s details are made.</li> <li>• Documents are uploaded onto the database (PA or dependant pages).</li> <li>• Updates to the Immigration Page are recorded when, for example, a service user informs the LA of a claim for Leave to Remain (LTR) being submitted.</li> </ul>	<p><b>Take the following action to the alert in 5 working days.</b></p> <ul style="list-style-type: none"> <li>• Update CID and Tracker with new information provided.</li> <li>• Provide confirmation of the Home Office understanding of case status.</li> <li>• To assess what further action is required and forward the case details to the relevant section within the Home Office, within 1 working day of dealing with the alert.</li> </ul>
<p><b>Query</b></p>	<ul style="list-style-type: none"> <li>• To ensure the query details what additional information is required by the local authority and why.</li> <li>• To respond to new queries or replies from the Home Office, requesting further information/ clarification within 10 working days.</li> </ul>	<ul style="list-style-type: none"> <li>• To provide an answer to the query within 10 working days, whether this is an initial query from the LA or subsequent information given in the message chain.</li> </ul>
<p><b>Checking case progress or action</b></p>	<ul style="list-style-type: none"> <li>• To leave at least 4 weeks between requests for updates via the query function on case status / progression.</li> <li>• To send one query requesting progress and allowing 10 working days for a response to be provided.</li> </ul>	<ul style="list-style-type: none"> <li>• To run a CID MI (Management Information) report every week from CID on case outcomes – i.e. grants of status and removals.</li> <li>• Alert the LA via Connect if there is a final outcome, within 7 working days (from the</li> </ul>

		report being run).
Urgent cases/requests for information	<ul style="list-style-type: none"> <li>• Ensure the case is on Connect with all available details added before contacting I&amp;SD.</li> <li>• To call the nominated Tracker Team Manager (I&amp;SD) in the first instance stating the reason why a case is considered priority, following up with information by email if required</li> <li>• If she is not available, contacting The LA lead (I&amp;SD).</li> <li>• The above contact details are available to LA users on the Help button on NRPF Connect.</li> </ul>	<ul style="list-style-type: none"> <li>• To look at the request within 1 working day, respond and advise of further actions required as appropriate.</li> </ul>
<b>Closing cases</b>	<ul style="list-style-type: none"> <li>• LAs must close cases on NRPF Connect in line with last date of financial payment. Failure to close cases in this way will be a breach of the data sharing agreement.</li> <li>• In the case of an open referral which is not financially supported, LA to close case where no further action is being taken.</li> </ul>	<ul style="list-style-type: none"> <li>• When a case is closed by a local authority on NRPF Connect, a Case Closed Alert will be generated for the Home Office. The Home Office will:</li> <li>• Update CID and the I&amp;SD Tracker to record the end of a LA's involvement with a case.</li> <li>• Close the Case Closed Alert on NRPF Connect.</li> </ul>
<b>Data quality</b>	<p><b>To ensure that:</b></p> <ul style="list-style-type: none"> <li>• There are no duplicate cases entered onto NRPF Connect.</li> <li>• That care is given to entering personal details (this can make a difference between recognition of subject and not).</li> </ul>	<p><b>To ensure that:</b></p> <ul style="list-style-type: none"> <li>• Discrepancies in personal data are fed back to the LA to ensure correct records are maintained.</li> <li>• Correct immigration information is fed back to the LA including reasons for case</li> </ul>

	<ul style="list-style-type: none"> <li>Records are updated in-line with information provided by the Home Office when Immigration Update alerts are received; this includes checking Home Office notes for detail of spellings / DOB differences and making changes to the relevant PA and dependant fields.</li> <li>Update the Immigration Page of a person’s record on NRPF Connect where information has been presented to the LA that will be relevant to the Home Office – for example, when new claims for LTR are submitted or Judicial Review (JR) proceedings are being pursued.</li> </ul>	<p>resolution and any steps being undertaken to resolve a case, correct dates of applications/appeals and grants of status/removals. Steps being undertaken to resolve a case, correct dates of applications, appeals and grants of status and removals.</p> <ul style="list-style-type: none"> <li>Immigration Information is provided at a reasonable level so that:</li> <li>The LA can determine whether the exclusions to support listed under Schedule 3 Nationality Immigration and Asylum Act (NIAA) 2002 apply and, if so, whether there are legal barriers in place preventing return to Country of Origin.</li> <li>Material information held by the Home Office deemed relevant to a LA’s assessment of destitution is made available.</li> </ul>
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