



Service Level Agreement

RESTRICTED – MANAGEMENT AND COMMERCIAL

Service Level Agreement

between

The Scottish Executive Environment and Rural Affairs Department

and

The Scottish Agricultural Science Agency

for

The provision of Scientific Services



19. **Penalties**

19.1 If SASA fails to perform the Services as specified in Annex 1 or exceeds an agreed budget total or pre-determined level of Departmental subsidy *without prior approval*, SEERAD may terminate the relevant part (or whole) of the SLA and put the work out to tender.

19.2 If a different organisation is required to take on particular Services at the expiry or termination of the SLA, SASA shall co-operate in the transfer.

20. **Arbitration**

20.1 Disputes that the parties cannot resolve will be referred to Secretary, SEERAD for settlement.

Annual Report

6. SASA will submit an annual report detailing the work carried out during the preceding financial year and highlighting any problems that might have been encountered.

Exchange of information

7. Scottish Ministers will provide to SASA such information as they may at any time reasonably require for the purpose of performing the functions specified in the agreement, and SASA will provide to Scottish Ministers such information as they may at any time reasonably require in connection with the performance of those functions.

Financial arrangements

8. Activity undertaken by SASA under this approved programme of work, and the financial provision for it will be considered annually in the context of revisions to the Service Level Agreement between SASA and the Scottish Executive.

Period of Agreement

9. This agreement shall come into immediate effect and shall terminate on the expiry of 6 months written notice given at any time by either party.

*SERVICE LEVEL AGREEMENT 2005/2006 –
Section 3 - Plant Health*

<i>Function</i>	<i>Description of services</i>	<i>Performance Targets</i>	<i>Arrangements for reporting on performance</i>	<i>Other participants or critical features</i>	<i>Customer</i>
3.3 Technical support on certification and marketing schemes (bulbs, soft fruit)	Disease and pest diagnoses; surveys	Meet agreed levels of diagnostic support; meet agreed level of support in the event of an outbreak	Results reported directly to Agricultural Staff; monitoring of complaints by ERAD; completion of agreed test reports and forms; Quinquennial review of health of stocks	Services integrated with activities of Agricultural Staff	ERAD PHP
3.4 Potato quarantine testing	Testing of material as required from outside the EC, breeding lines and gene banks, for pests and diseases	Tests according to plant health protocols; success in excluding pathogens potentially harmful to UK crops	Biennial review meetings with ERAD, Defra, DARD and BSPB; annual report to SASA Management Board on unit costs of diagnosis	Liaison with other quarantine stations and international organisations, including CIP	ERAD PHP; other Agricultural Departments

**SERVICE LEVEL AGREEMENT 2005/2006 –
Section 3 - Plant Health**

<i>Function</i>	<i>Description of services</i>	<i>Performance Targets</i>	<i>Arrangements for reporting on performance</i>	<i>Other participants or critical features</i>	<i>Customer</i>
3.8 Support for seed potato exports.	Pro-active liaison with importing countries, industry, SASA colleagues and ERAD regarding the establishment, interpretation and application of conditions for Scottish seed potatoes. Ensuring that conditions for export are fully understood and applied by industry, ERAD and SASA, and responsibility for the accurate provision of information and statistics regarding exports.	Accurate provision of export conditions and statistics via the SASA website.	Biannual SASA/ERAD Seed Potato liaison meeting. Annual meeting with seed potato exporters.	Ag Staff/PHP	PHP

**SERVICE LEVEL AGREEMENT 2005/2006 –
Section 4 - Seed Certification and Enforcement**

<i>Function</i>	<i>Description of services</i>	<i>Performance Targets</i>	<i>Arrangements for reporting on performance</i>	<i>Other participants or critical features</i>	<i>Customer</i>
4.3 Training	Training and examining official and licensed personnel in crop inspection, seed sampling and testing, and post-licensing control checks. Training to comply with UK, EC and international protocols	Provision of training, examination and related advice to timetable as required by ERAD	Test results reported to ERAD; check inspection report to ERAD PHP and Defra; customer satisfaction by course questionnaires; candidates informed of their own results	Agricultural Staff; Close liaison necessary with ERAD PHP; Demand-led	ERAD PHP
4.4 Enforcement and Certification Control	Advice and technical support including identification of possible infringements, field plot work, seed testing and analysis of seed treatments	Meet demand for services to timetable set with ERAD	Report suspected infringements to ERAD PHP within one week; start seed testing within 2 days of receipt; Annual report to and annual meeting with ERAD PHP and Agricultural Staff	Integrated activity with ERAD PHP and Agricultural Staff; Demand-led	ERAD PHP

***SERVICE LEVEL AGREEMENT 2005/2006 –
Section 4 - Seed Certification and Enforcement***

<i>Function</i>	<i>Description of services</i>	<i>Performance Targets</i>	<i>Arrangements for reporting on performance</i>	<i>Other participants or critical features</i>	<i>Customer</i>
4.6 Advice to the industry	Handling general enquiries from, and provision of technical and scientific advice and services including non statutory training, analytical and other services, to: the seed trade; farmers; and others	Initiate supply of information and documentation on certification within 2 working days; maintain levels of customer satisfaction by Annual Customer Service Survey and Customer Care surveys completed at the end of training courses (where appropriate)	Annual report to ERAD PHP	Priority to be accorded to meeting other ERAD requirements where resources are limited	ERAD PHP

**SERVICE LEVEL AGREEMENT 2005/2006 –
Section 6 – Pesticides**

<i>Function</i>	<i>Description of services</i>	<i>Performance Targets</i>	<i>Arrangements for reporting on performance</i>	<i>Other participants or critical features</i>	<i>Customer</i>
6.5 Development (in support of policy functions)	Strategic development of analytical methodology to support customer requests; specific objectives to extend capability, increase analytical efficiency and reduce unit costs; extension of usage surveys to cover new areas	Ensure that procedures reflect current scientific knowledge and understanding; generation of standard operating procedures (SOPS) and accredited analytical methods; accommodate changing reporting requirements for WPPUS	SOPs added to quality system; extensions/ amendments to scope of UKAS accreditation; feedback/response from WPPUS peer reviews	SASA ITS; Priority to meeting other ERAD requirements where resources are limited	ERAD PHP ERAD APPP
				TOTAL (Section 6)	

**SERVICE LEVEL AGREEMENT 2005/2006 –
Section 9 – Support on Genetically Modified Organisms**

<i>Function</i>	<i>Description of services</i>	<i>Performance Targets</i>	<i>Arrangements for reporting on performance</i>	<i>Other participants or critical features</i>	<i>Customer</i>
9.3 Development (in support of policy functions)	Strategic development of analytical methodology to support enforcement activities.	Ensure that procedures reflect current scientific knowledge and understanding; generation of standard operating procedures (SOPS) and accredited analytical methods; maintain membership of ENGL	Annual report on molecular biology to SMB; participation in ring tests and other trials; peer-reviewed publication.	Co-ordination with CSL and liaison with Defra	
				<i>TOTAL (Section 9)</i>	

Key to Subject Categories

- BDC - **B**ee **D**isease **C**ontrol
- PVS - **P**lant **V**arieties and **S**eeds
- PH - **P**lant **H**ealth
- P - **P**esticides
- SP - **S**eed **P**otatoes
- VW - **V**ertebrate **W**ildlife (including rabies control)
- AR - Applies to work **A**s **R**equired

