

Service Level Agreement Between The Secretary of State for Work and Pensions and Scottish Ministers in Respect of Adult Disability Payment

September 2023

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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 and the Scottish Ministers of, St Andrew's House, Regent Road, Edinburgh EH1 3DG acting in some instances through Social Security Scotland.
- 1.2 References to the Scottish Government (SG), 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 Secretary of State for Work and Pensions 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 Scottish Ministers and DWP in relation to Adult Disability Payment (ADP) claims and 'the Services' DWP will provide to support this. The Services are described in **Annexes 1 to 18**.
- 2.2 ADP is replacing DWP's Personal Independence Payment (PIP) and Disability Living Allowance Working Age (DLA WA) in Scotland and will be administered by Social Security Scotland. DWP will continue to deliver the existing operational service for both PIP and DLA WA until full case transfer is completed. This arrangement is covered by the terms of the 'Personal Independence Payment' and 'Disability Living Allowance' Agency Agreements, as referenced in Section 4 (Derivation) of this Agreement.
- 2.3 Separate arrangements have been agreed in relation to the interaction between ADP and reserved benefits. Where a client is in receipt of ADP in the qualifying period for Christmas Bonus, Scottish Ministers will provide data to DWP to ensure the reserved benefit is assessed accurately.
- 2.4 DWP and Scottish Ministers shall work in partnership to ensure that the Services are delivered in accordance with the terms of this Agreement.
- 2.5 The partnership will seek continuous improvement in delivery standards including sharing lessons from delivery of the Services insofar as relevant.
- 2.6 Each Party will act transparently and will work in a practical way in regard to reaching mutual agreement on any issues that may arise.

3. Duration

- 3.1 The Initial Agreement commenced on 21 March 2022 when DWP first delivered the Services as outlined in **Annexes 1 to 18**. This Agreement replaces the Initial Agreement. It shall commence on the date this Agreement is signed and will

remain in force until full case transfer of all PIP/DLA WA cases that are eligible for ADP are completed ('the Term'). This Agreement is subject to review by each Party on or before the date twelve (12) months after the signing of this Agreement or when deemed appropriate and agreed 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 and no additional/further work will be undertaken until principles for funding the work are agreed.
- 3.3 For the avoidance of doubt, any variations agreed between the Parties must be put forward in writing and shall form an amendment to this Agreement.
- 3.4 In the event of DWP or Scottish Ministers choosing to terminate this Agreement, DWP and Scottish Ministers 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 ADP.
- 3.5 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 (MoU) between Scottish Ministers (SM) and Secretary of State for Work and Pensions (SSWP) 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, and any subsequent arrangements which are agreed and support this Agreement, insofar as they are not replaced or terminated in the future:

Document	Version/Date
Concordat between the Department for Work and Pensions and the Scottish Government	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 (MoU) between Scottish Ministers (SM) and Secretary of State for Work and Pensions (SSWP) 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 (SM/SSWP Single MoU) and the following Annexes: <ul style="list-style-type: none"> • Disability Living Allowance Agency Agreement • Personal Independence Payment Agency Agreement 	January 2023

Initial Service Level Agreement (Inc variations of that agreement agreed from time to time) between Department for Work and Pensions and the Scottish Ministers in respect of Adult Disability Payment – V1.0 (the ‘Initial Agreement’)	March 2022
Financial Services Category Memorandum of Understanding Between Department for Work and Pensions and Scottish Ministers	March 2023
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	March 2020
The Agreement between the Scottish Government and the United Kingdom Government on the Scottish Government’s fiscal framework	February 2016
Scottish Devolution: Financial Arrangements for Formal Agreements between Department For Work and Pensions and Scottish Ministers	August 2022
Scottish Devolution: A Framework for Audit and Accountability	March 2019
DWP and SG Joint Communications Framework	August 2021
[Redacted]	[Redacted]

5. Revision to this Agreement

- 5.1 DWP agrees to inform Scottish Ministers 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 paragraph 3.2 and 3.3 above.
- 5.3 Any mutually agreed minor changes or amendments will be dealt with through normal means of communications, by the following single points of contact (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 as detailed in 3.2 and 3.3 above.

6. Disputes

- 6.1 Each Party to this Agreement will notify the other of any concerns or complaints regarding any matter covered by this Agreement. Wherever possible, these issues will be resolved by the process set out in the 'SM/SSWP Single MoU' as referenced in Section 4 (Derivation) of this Agreement. In the event of a formal escalation of an issue, the process for dispute resolution is outlined in Section 6 of the 'SM/SSWP Single MoU'.

7. Roles and Responsibilities

- 7.1 Scottish Ministers 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 ADP 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 Scottish Ministers shall at all times retain responsibility for ADP and its delivery.

- 7.3 DWP will, as set out in this Agreement:

- 7.3.1 Deliver the Services in accordance with the terms of this Agreement.
- 7.3.2 Work in partnership with Scottish Ministers in respect of any potential impacts and changes that may affect or require changes to the Services.
- 7.3.3 Inform Scottish Ministers 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.
- 7.3.4 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 Where a clerical PIP claim has been received by DWP from a client resident in Scotland, DWP will follow the process to provide the relevant information, as detailed in **Annex 1**.

SPoC as follows:

Social Security Scotland Inbox
[Redacted]

- 8.1.2 Where a client has been awarded ADP and moves to England or Wales, Scottish Ministers and DWP will follow the process to provide each other with the relevant information, as detailed in **Annex 2**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inboxes
[Redacted]	[Redacted]

- 8.1.3 Where a Linking Award has been identified, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex 3 to 3(b)**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

- 8.1.4 Where Industrial Injuries Disablement Benefit and Constant Attendance Allowance (IIDB CAA) cases are identified, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex 4 and 4(a)**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

- 8.1.5 Where Scottish Ministers identify an issue with a Global Unique Identifier (GUID), Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex 5**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.6 Where a client resident in Scotland and under state pension age incorrectly sends an Attendance Allowance (AA) claim to DWP, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex 6**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.7 Where Scottish Ministers require DWP to provide case transfer paper forms and evidence to support case transfer, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex 7**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.8 Where DWP require Scottish Ministers to confirm an AA interest/award, Scottish Ministers and DWP will follow the process to provide each other with relevant information as detailed in **Annex 8**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.9 Where Scottish Ministers and DWP need to provide each other with relevant case transfer information relating to DLA WA cases, they will follow the process as detailed in **Annexe 9 to 9(g)**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.10 Where Scottish Ministers require DWP to confirm whether DLA WA is currently awarded prior to ADP being awarded, Scottish Ministers and DWP will follow the process at **Annex 10**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.11 When a Special Rules Terminally Ill (SRTI) case, change in needs is reported to DWP, they will follow the process to provide Scottish Ministers with relevant information, as detailed in **Annex 11**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.12 Where a PIP claimant is residing abroad and Genuine Sufficient Link (GSL) to Scotland is a consideration or any other case transfer scenario not already covered, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex 12**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.13 Where a terminal illness change in needs case is reported to Scottish Ministers and DWP is unable to transfer the case, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex 13**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.14 Where Scottish Ministers receive an inbound Benefits Assessment for Special Rules in Scotland (BASRiS) form and there is an open PIP claim, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex 13**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.15 Where Social Security Scotland identifies Armed Forces Independence Payment (AFIP) cases, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annexes 14 and 14(a)**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.16 Where Electronic Exchange of Social Security Information (EESSI) cases are identified, Scottish Ministers and DWP will follow the process

to provide each other with relevant information, as detailed in **Annexes 15 to 15(b)**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.17 Scottish Ministers and DWP will confirm with the other Party the [Redacted], as detailed in **Annexes 16 and 16(a)**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.18 Where a new appointee or a change to appointee is identified, Scottish Ministers and DWP will follow the processes to provide each other with relevant information, as detailed in **Annexes 17 to 17(c)**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.19 [Redacted]

8.1.20 Where a case is identified as being problematic for both Parties during the agreed case transfer process, which is impacting the client, both Parties will work together to resolve by following the process as detailed in **Annex 18**.

SPoCs for each Party are as follows:

Social Security Scotland Inbox	DWP Inbox
[Redacted]	[Redacted]

8.1.21 Details of the specific data being shared can be found in the associated Data Sharing Agreement.

8.1.22 The turnaround time for responding to dedicated email enquiries relating to the processes, as detailed in **Annexes 1 to 12**, will be as soon as reasonably practicable and within 5 working days. For any enquiries, which are complex and are off system the turnaround time will be 10 working days.

8.1.23 The turnaround time for responding to dedicated email enquiries relating to SRTI cases will be 1 working day, as detailed in **Annexes 13 and 13a**. For any enquiries, which are complex and are off system the turnaround time will be 10 working days.

8.1.24 The turnaround time for responding to dedicated email enquiries relating to Armed Forces Independence Payment cases will be 2 working days, as detailed in **Annexes 14** and **14(a)**. For any enquiries, which are complex and are off system the turnaround time will be 10 working days.

8.1.25 The turnaround time for responding to dedicated email enquiries relating to **[Redacted]**, will be as soon as reasonably practicable and within 15 working days as detailed in **Annexes 15** to **15(b)**.

8.1.26 The turnaround time for responding to dedicated email enquiries relating to **[Redacted]** will be 2 working days, as detailed in **Annexes 16** and **16(a)**.

8.1.27 The turnaround time for responding to dedicated email enquiries relating to appointees will be as soon as reasonably practicable and within 5 working days, as detailed in **Annexes 17** to **17(c)**. For enquiries that relate to SRTI claims, the turnaround time will be 48 hours.

8.1.28 The turnaround time for responding to dedicated email enquires relating to known system issues are:

Priority	Timescale	Scenarios
High	Within 24hrs	Preventing payment to a client, SRTI, Scottish Ministers or Parliamentary enquiry
Medium	Within 72 hrs	Case queries which don't prevent payment but have a negative impact on client journey
Low	Within 5 days	General Process issues

As detailed in **Annex 18**.

8.1.29 The agent-to-agent email service will be available from 8.00 am to 6.00 pm Monday to Friday excluding public and privilege holidays.

8.1.30 Scottish Ministers will provide updates to, and retrieve data from, a number of DWP data services which will enable Scottish Ministers to assess eligibility for ADP. Further details are set out in the associated Data Sharing Agreement.

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:

8.2.1 Where Service Delivery Standards have not been met.

8.2.2 Where there are cases when the normal Service Delivery Standards would have an unacceptable impact on the client.

8.2.3 When Social Security Scotland business continuity plans are invoked which would result in a higher than anticipated number of enquiries to DWP.

SPoCs for each Party are as follows:

SG Escalation SPoC	DWP Escalation SPoC
[Redacted]	[Redacted]

9. Fraud

- 9.1 Fraud processes are being developed in a test and learn environment and are under continuous review by DWP and Social Security Scotland. Each Party should refer to their operational guidance for current processes.
- 9.2 The agreed method to transfer referrals will be as detailed in the associated Data Sharing Agreement. There will be no transfer of referrals that cannot be conducted by email.
- 9.3 As soon as each Party identifies a fraud interest affecting the other Party, all necessary information shall be sent over as soon as reasonably practicable.
- 9.4 DWP Referrals will be in the form of Word documents which will be transferred by email.

DWP transfer to Social Security Scotland
[Redacted]

- 9.5 Social Security Scotland will provide an [Redacted] to DWP which will be transferred by email:

Social Security Scotland transfer to DWP
[Redacted]

10. Management Review

- 10.1 Each Party will act transparently and work in a practical way in the spirit of co-operation, trust, respect and confidentiality in regards to any issues that may arise. 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 Scottish Ministers will be wholly responsible for the evaluation of ADP.

Each Party will work together to ensure the agreed service standards are delivered.

12. Complaints

- 12.1 Each Party will follow their defined Business as Usual (BAU) Customer/Client complaints procedures.

13. Service Design and Delivery

- 13.1 It is understood by each Party that the design of the Services will evolve. Each Party agrees to inform the other as soon as reasonably practicable of any changes with its own legislation relating to PIP or ADP that may impact or require changes to the delivery of ADP or the Services.
- 13.2 Scottish Ministers will deliver ADP 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' as referenced in Section 4 (Derivation) of this Agreement.

14. Communications

- 14.1 Communications in relation to ADP will be as in the agreed document 'DWP and SG Joint Communications Framework' as referenced in Section 4 (Derivation) of this Agreement.

15. Financial Arrangements

- 15.1 DWP will recharge Scottish Ministers agreed costs associated with the delivery of the Services. The agreed financial arrangements and the costs are contained in the 'Scottish Devolution: Financial Arrangements for Formal Agreements' as referenced in Section 4 (Derivation) of this Agreement.

16. Audit Arrangements

- 16.1 DWP and Scottish Ministers will abide by the principles of audit and accountability as set out in the document 'Scottish Devolution: A Framework for Audit and Accountability' as referenced in Section 4 (Derivation) of this Agreement.
- 16.2 DWP and Scottish Ministers remain subject to their overall existing accountabilities to, respectively, the UK and Scottish Parliaments, and their associated audit bodies.
- 16.3 DWP and Scottish Ministers will abide by the principles in 'The Agreement between the Scottish Government and the United Kingdom Government on the Scottish Government's fiscal framework' as referenced in Section 4 (Derivation) of this Agreement: 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.'

- 16.4 In 2020/2021 a new audit approach was adopted and agreed by DWP, Social Security Scotland, National Audit Office and Audit Scotland; Special Purpose Audit Framework will be used going forward as set out in the 'Financial Arrangements for Formal Agreements' document, as referenced in Section 4 (Derivation) of this Agreement.

17. Data Processing

- 17.1 Further details of the data controller, and roles and responsibilities of Scottish Ministers and DWP in relation to the sharing of personal data, are set out in the associated Data Sharing Agreement.

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 and having regard to the 'MoU on Devolution' as well as the 'Concordat between the Department for Work and Pensions and the Scottish Government' as referenced in Section 4 (Derivation) of this Agreement.
- 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).

SG FOI(S)A contact	DWP FOI Contact
Fol@gov.scot	Freedom-of-information-request@dwp.gov.uk

19. Data Subject Requests

- 19.1 When either Party receives a right of access request from a data subject requesting copies of data shared by the other Party, they will for any relevant information they hold as an independent data controller and in line with Article 15 of the UK GDPR and ICO's UK GDPR guidance on the right of access:

- confirm that they are processing any such personal data;
- provide a copy of the personal data held; and provide other supplementary information as appropriate.

- 19.2 In addition, if it appears the data subject is requesting information held by the other Party, they will also, at the same time, return the request to the sender with details of the correct address (of the other Party) as soon as reasonably practicable and within regulatory deadlines. The request itself must not be forwarded.
- 19.3 Details on how to make an access request to DWP can be found in the DWP Information Charter – The DWP Personal Information Charter can be found at this link - [DWP Personal Information Charter](#)
- 19.4 Details on how to make an access request to Scottish Ministers can be found in the Social Security Scotland Privacy Notice. The Social Security Scotland Privacy Notice can be found at this link - [Social Security Scotland Privacy Notice](#)
- 19.5 Details of the specific data being shared can be found in the associated Data Sharing Agreement.

Address details for each Party are as follows:

Social Security Scotland Data Protection Team	DWP Right of Access Request
Data Protection Officer PO Box 10298 Dundee DD1 9FS dataprotectionofficer@socialsecurity.gov.scot	Right of Access Gateway Team Post Handling Site A Wolverhampton WV98 2EF [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 and communication points of contact are in place in respective business continuity teams.

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 ADP. Each Party will thereafter co-operate with the other to minimise the impact that such changes may have on delivery of ADP. Incident management processes are detailed within the '[Redacted]' and '[Redacted]' and the '[Redacted]' as referenced in Section 4 (Derivation) of this Agreement.

22. Signatories

Signed: [Redacted]
Print Name: JAMES WALLACE
Date: 28/07/2023

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

Signed: [Redacted]
Print Name: HELGA SWIDENBANK
Date: 26/07/2023

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

Signed: [Redacted]
Print Name: MARGARITA MORRISON
Date: 01/08/2023

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

Signed: [Redacted]
Print Name: MARTIN BROWN
Date: 26/07/2023

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

Signed: [Redacted]
Print Name: VIKKI KNIGHT
Date: 26/07/2023

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

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Annex 18 - [Redacted]

ANNEX 19 - Glossary of Terms

The Glossary 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 have the meanings set out below.

AA	Attendance Allowance
ADP	Adult Disability Payment
BASRiS	Benefit Assessment for Special Rules in Scotland
BAU	Business as Usual
Commencement Date of ADP	The date in 2022 on which delivery of ADP Services commenced
DLA WA	Disability Living Allowance Working Age
DWP	Department for Work and Pensions
EESSI	Electronic Exchange of Social Security Information
FoI(A)	Freedom of Information Act 2000
FoI(S)A	Freedom of Information (Scotland) Act 2002
GSL	Genuine Sufficient Link
GUID	Global Unique Identifier
Linking Awards	Linking Awards is where entitlement to the new claim is based on previous awards to qualifying benefit
MoU	Memorandum of Understanding
PIP	Personal Independence Payment
Public and Privilege holidays	All public and privilege dates in England and Scotland including regional specific dates in Social Security Scotland Agency.
Resident in Scotland	Ordinarily resident in Scotland or either in the EEA or Switzerland with a genuine and sufficient link to Scotland.
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 <i>Para 2</i>
SG	Scottish Government
SLA	Service Level Agreement
SM	Scottish Ministers
SM/SSWP Single MoU	Memorandum of Understanding between Scottish Ministers and the Secretary of State for Work and Pensions dated January 2023 as amended.
SPA	State Pension Age
SPoC	Single Point of Contact
SRTI	Special Rules Terminally Ill
SSWP	Secretary of State for Work and Pensions
Term	Has the meaning set out in <i>Para 3</i>
[Redacted]	[Redacted]
UK GDPR	UK General Data Protection Regulations
WA	Working Age



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