

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

October 2022

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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 Andrews 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 the Adult Disability Payment (ADP) claims and 'the Services' DWP will provide to support this. The Services are described in **Annexes A to T**.
- 2.2 ADP will replace DWP's Personal Independence Payment (PIP) and will be administered by Social Security Scotland. ADP followed a multi-phase rollout consisting of a pilot for new applications, case transfer pilot for existing PIP awards and a national launch that includes transfer of Disability Living Allowance Working Age (DLA WA) awards for clients resident in Scotland.
- 2.3 The pilot phase for new applications initially covered three areas in Scotland and commenced on 21 March 2022. This was extended to additional areas in Scotland prior to a full national launch in August 2022, at this point, DWP will cease to process new PIP claims for clients resident in Scotland. DWP will continue to deliver the existing operational service for both PIP and DLA WA until full case transfer occurs. 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.
- 2.4 Under the **[Redacted]** 'Data Sharing Agreement', as referenced in Section 4 (Derivation) of this Agreement, DWP provide the necessary data to enable Social Security Scotland to process applications for ADP.
- 2.5 DWP and Scottish Ministers shall work in partnership to ensure that the Services are delivered in accordance with the terms of this Agreement.
- 2.6 The partnership will seek continuous improvement in delivery standards including sharing lessons from delivery of the service insofar as relevant.
- 2.7 Each party will act transparently and work in a practical way in regard to reaching mutual agreements on any issues that may arise.

3. Duration

- 3.1 This Agreement shall become effective on the date on which DWP deliver their Services as outlined in **Annexes A to T**. Scottish Ministers launched the ADP Pilot for new applications in a multi-phased rollout which commenced on 21 March 2022. Subject to termination by either party, it shall remain in force until full case transfer of all PIP and DLA WA cases is completed. This Agreement is subject to review by each party on or before the date twelve (12) months after the Commencement Date of ADP national launch 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 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 put forward in writing and shall form an amendment to this Agreement.
- 3.3 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.
- 3.4 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 Ministers (SM) 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, 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

<p>Memorandum of Understanding between Scottish Ministers (SM) 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 'SM/DWP Single MoU') and the following Annexes: Disability Living Allowance Agency Agreement Personal Independence Payment Agency Agreement [Redacted] Memorandum of Understanding [Redacted] Data Sharing Agreement [Redacted] Service Agreement [Redacted] Data Sharing Agreement [Redacted] Service Level Agreement [Redacted] Data Processing Agreement</p>	<p>January 2019</p>
<p>Memorandum of Understanding For Post Office® card account and Payment Exception Services Between Department for Work and Pensions and Scottish Ministers</p>	<p>September 2021</p>
<p>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</p>	<p>March 2020</p>
<p>The Agreement between the Scottish Government and the United Kingdom Government on the Scottish Government's fiscal framework</p>	<p>February 2016</p>
<p>Scottish Devolution: Financial Arrangements for Formal Agreements</p>	<p>June 2021</p>
<p>Scottish Devolution: Financial Summary to support the Adult Disability Payment Service Level Agreement between Department for Work and Pensions and Scottish Ministers</p>	<p>March 2022</p>

Scottish Devolution: 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 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).

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 set out in the 'SM/DWP 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/DWP 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 shall deliver the Services in accordance with the terms of this Agreement to:

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

7.3.2 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.

7.3.3 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. Contact will be made between SPoCs through secure e-mail inboxes as follows:

8.1.1 **[Redacted]** Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex A**.

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

8.1.2 **[Redacted]** a Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex B**.

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

8.1.3 **[Redacted]** Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex C(1)** and **C(2)**.

Social Security Scotland Inbox	DWP Inboxes
[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 **Annexes D(1)** and **D(2)**.

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

8.1.5 **[Redacted]** Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex E**.

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

8.1.6 **[Redacted]** Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex F**.

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

8.1.7 **[REDACTED]**

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

8.1.8 Where a Disability Living Allowance Working Age case instigates **[Redacted]** Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annexes G(1)** to **G(11)**.

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

8.1.9 **[Redacted]** Scottish Ministers will follow the process at **Annex H**.

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

8.1.10 Where DWP receive a **[Redacted]** from a client resident in Scotland or a client in receipt of an ADP award, Scottish Ministers and DWP will follow the process as detailed in **Annex I**.

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

8.1.11 Where Scottish Ministers receive an **[Redacted]** and there is a PIP open claim, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex J**.

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

8.1.12 Where a **[Redacted]** case is reported to the ADP or DWP team during case transfer, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex K**.

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

8.1.13 Where **[Redacted]** case is reported and the DWP case transfer **[Redacted]**, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annex L**.

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

8.1.14 Where Armed Forces Independence Payment (AFIP) cases are identified, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annexes M(1)** and **M(2)**.

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

8.1.15 Where **[Redacted]** cases are identified, Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annexes N(1) to N(3)**.

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

8.1.16 Scottish Ministers and DWP will confirm with either party the **[Redacted]** cases, as detailed in **Annexes O(1) and O(2)**.

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

8.1.17 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 P(1) to P(4)**.

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

8.1.18 **[Redacted]**

8.1.19 Details of the specific data being shared can be found in the **[Redacted]** Data Sharing Agreement as referenced in Section 4 (Derivation) of this Agreement.

8.1.20 The turnaround time for responding to dedicated email enquiries relating to the processes, as detailed in **Annexes A to G(11)**, will be as soon as reasonably practical and within 5 working days. For any enquiries, which are complex and are off-system the turnaround time will be 10 working days.

8.1.21 The turnaround time for responding to dedicated email enquiries relating to **[Redacted]** cases will be 1 working day, as detailed in **Annexes J to L**. For any enquiries, which are complex and are off-system the turnaround time will be 10 working days.

8.1.22 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 M(1) and M(2)**. 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 **[Redacted]** will be as soon as reasonably practical and within 15 working days as detailed in **Annexes N(1) to N(3)**.

8.1.24 The turnaround time for responding to dedicated email enquiries relating to **[Redacted]** will be 2 working days, as detailed in **Annexes O(1)** and **O(2)**.

8.1.25 The turnaround time for responding to dedicated email enquiries relating to appointees will be as soon as reasonably practical and within 5 working days, as detailed in **Annexes P(1)** to **P(4)**. For enquiries that relate to **[Redacted]** claims, the turnaround time will be 48 hours.

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

8.1.27 **[Redacted]**. Further details are set out in the **[Redacted]** Data sharing Agreement and **[Redacted]** 'Memorandum of Understanding' as referenced, in Section 4 (Derivation) of this Agreement.

8.1.28 DWP will respond to Social Security Scotland within 24 hours for any **[Redacted]** cases and will be dealt with by Social Security Scotland dedicated officers.

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 customer.

8.2.3 When 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]

9. Fraud

9.1 The following processes have been agreed by each party:

9.1.1 Key Fraud referral processes **[Redacted]**, as detailed in **Annex Q**.

9.1.2 Key Fraud referral processes **[Redacted]**, as detailed in **Annex R**.

9.1.3 Key Fraud Common Interest, **[Redacted]**, as detailed in **Annex S(1)**.

9.1.4 Key Fraud Common Interest, **[Redacted]**, as detailed in **Annex S(2)**.

9.1.5 Key Fraud Common Interest, **[Redacted]**, as detailed in **Annex S(3)**.

9.1.6 Key Fraud data share process for checking the relevance of the [Redacted] interest, as detailed in **Annex T**.

9.1.7 Referrals in the form of Word documents will be transferred by email:

Social Security Scotland transfer to DWP	DWP transfer to Social Security Scotland
[Redacted]	[Redacted]

9.2 As soon as each party identifies a fraud interest affecting the other party, all necessary information as detailed in **Annexes Q to T** shall be sent over as soon as reasonably practicable.

9.3 The agreed method to transfer will be as detailed in the [Redacted] Data Sharing Agreement' as referenced in Section 4 (Derivation) of this Agreement. There will be no transfer of referrals that cannot be conducted by secure email.

9.3 Social Security Scotland and DWP will keep the above processes under review.

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 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 ADP that may impact on 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' and 'Financial Summary to support the ADP Service Level Agreement between Department for Work and Pensions and Scottish Ministers' 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' and 'Financial Summary to support the Adult Disability Payment Service Level Agreement between Department for Work and Pensions and Scottish Ministers' 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': 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 '[Redacted] Data Sharing Agreement' as referenced in Section 4 (Derivation) of this 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, 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 co-operate with each other where appropriate to enable each to meet their 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
[Redacted]	[Redacted]

19. Right of Access Requests

- 19.1 The parties will work together, when appropriate, and are expected to comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018) and must respond to right of access requests accordingly.
- 19.2 DWP agrees to inform Scottish Ministers as soon as possible (within 3 working days) of all right of access requests received from data subjects requesting copies of data held by Scottish Ministers. Where necessary, DWP will assist Scottish Ministers in processing the requests in line with the requirements of the UK GDPR and the DPA 2018.
- 19.3 Scottish Ministers agree 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, Scottish Ministers will assist DWP in processing the requests in line with the requirements of the UK GDPR and the DPA 2018.

19.4 Details of the specific data being shared can be found in the **[Redacted]** Data Sharing Agreement' as referenced, in Section 4 (Derivation) of this Agreement.

Social Security Scotland Data Protection Team	DWP Right of Access Request
Data Protection Officer PO Box 10298 Dundee DD1 9FS [Redacted]	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 contacts 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]** Service Level Agreement and 'Data Processing Agreement (DPA)' and the **[Redacted]** between DWP and Scottish Ministers in relation to **[Redacted]** and the Scottish Ministers **[Redacted]** as referenced, in Section 4 (Derivation) of this Agreement.

22. Signatories

Signed by: [Redacted]

Print name: James Wallace

Date: 5 August 2022

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

Signed by: [Redacted]

Print name: Rob O'Connor obo Beverley Warmington

Date: 04/08/22

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

Signed by: [Redacted]

Print name: Martin Brown

Date: 05/08/2022

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

Signed by: [Redacted]

Print name: Sara Mason obo Vikki Knight

Date: 04/08/2022

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

Signed by: [Redacted]

Print name: Margarita Morrison

Date: 09/08/2022

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

Annex A - [Redacted]
Annex B - Cross Border Scotland to England/Wales/Northern Ireland [Redacted]
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Annex S(3) - Part 3: [Redacted]
Annex T - Key Process [Redacted]

Annex U - Glossary of Terms

This 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.

AFIP	Armed Forces Independence Payment
ATS	Appeals Tribunal Service
AVE	Accessible Vehicles and Equipment
[Redacted]	[Redacted]
BAU	Business As Usual
ADP	Adult Disability Payment delivered by Scottish Ministers
CAA	Constant Attendance Allowance
[Redacted]	[Redacted]
[Redacted]	[Redacted]
CoA	Change of Address
[Redacted]	[Redacted]
CDP	Child Disability Payment
DFC	Department for Communities (Northern Ireland)
DLA WA	Disability Living Allowance for Working Age people
[Redacted]	[Redacted]
DPA	Data Processing Agreement
DPA 2018	Data Protection Act 2018
DSA	Data Sharing Agreement
[Redacted]	[Redacted]
[Redacted]	[Redacted]
DWP	Department for Work and Pensions
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
FOI	Freedom of Information (DWP)
FoI(S)A	Freedom of Information (Scotland) Act 2002
[Redacted]	[Redacted]
[Redacted]	[Redacted]
GDPR	General Data Protection Regulation
[Redacted]	[Redacted]
IIDB	Industrial Injuries Disablement Benefit
IS	Income Support (DWP)
IT	Information Technology
MOTA	Motability Agreement
PC	Pension Credit (DWP)
PIP	Personal Independence Payment
[Redacted]	[Redacted]
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]
SSSA	Social Security Scotland Agency
UC	Universal Credit (DWP)
[Redacted]	[Redacted]
UK GDPR	United Kingdom General Data Protection Regulation



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St Andrew's House
Edinburgh
EH1 3DG

ISBN: 978-1-80525-082-1 (web only)

Published by The Scottish Government, October 2022

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
PPDAS1176122 (10/22)

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