

**From:** [REDACTED]

**Sent:** 30 September 2021 11:00

**To:** First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>; Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>; Cabinet Secretary for Health and Social Care <[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>

**Cc:** Cabinet Secretary for Finance and Economy <[CabSecFE@gov.scot](mailto:CabSecFE@gov.scot)>; Permanent Secretary <[PermanentSecretary@gov.scot](mailto:PermanentSecretary@gov.scot)>; DG Health & Social Care <[DGHSC@gov.scot](mailto:DGHSC@gov.scot)>; Lamb C (Caroline) <[Caroline.Lamb@gov.scot](mailto:Caroline.Lamb@gov.scot)>; First Minister Covid Briefing Unit <[FMcovidbriefingunit@gov.scot](mailto:FMcovidbriefingunit@gov.scot)>; [REDACTED] ; Covid-19 Director <[covid-19.director@gov.scot](mailto:covid-19.director@gov.scot)>; [REDACTED]; SGLD Covid Legislation <[DLDGCAEAPSGLDPHB@gov.scot](mailto:DLDGCAEAPSGLDPHB@gov.scot)>; [REDACTED]; [REDACTED] ; Cameron J (Jonathan) <[Jonathan.Cameron@gov.scot](mailto:Jonathan.Cameron@gov.scot)>; [REDACTED]; [REDACTED] [REDACTED] ; Chief Medical Officer <[CMO@gov.scot](mailto:CMO@gov.scot)>; DCMO Health COVID19 <[DCMOHealth.COVID19@gov.scot](mailto:DCMOHealth.COVID19@gov.scot)>; Kleinberg D (Daniel) <[Daniel.Kleinberg@gov.scot](mailto:Daniel.Kleinberg@gov.scot)>; Sadler E (Elizabeth) <[Elizabeth.Sadler@gov.scot](mailto:Elizabeth.Sadler@gov.scot)>; [REDACTED]; [REDACTED] ; Digital Health Covid Hub <[DHCCovidHub@gov.scot](mailto:DHCCovidHub@gov.scot)>; Communications Health & Social Care <[CommunicationsHealth&SocialCare@gov.scot](mailto:CommunicationsHealth&SocialCare@gov.scot)>; Communications DFM & Co; [REDACTED]; covid Recovery <[CommunicationsDFM&CovidRecovery@gov.scot](mailto:CommunicationsDFM&CovidRecovery@gov.scot)>; [REDACTED]

**Subject:** IMMEDIATE: ICO & NHS Scotland Status App

Thanks [REDACTED]

For the benefit of the copy list, we have a further meeting with the ICO at 11:30 today and we will advise after that.

Thanks,

[REDACTED]

[REDACTED]

### ***Digital Health & Care***

**From:** [REDACTED] **On Behalf Of** Communications Health & Social Care

**Sent:** 30 September 2021 09:47

**To:** Cabinet Secretary for Health and Social Care <[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>; [REDACTED] ; First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>; Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>

**Cc:** Cabinet Secretary for Finance and Economy <[CabSecFE@gov.scot](mailto:CabSecFE@gov.scot)>; Permanent Secretary <[PermanentSecretary@gov.scot](mailto:PermanentSecretary@gov.scot)>; DG Health & Social Care <[DGHSC@gov.scot](mailto:DGHSC@gov.scot)>; Lamb C (Caroline) <[Caroline.Lamb@gov.scot](mailto:Caroline.Lamb@gov.scot)>; First Minister Covid Briefing Unit <[FMcovidbriefingunit@gov.scot](mailto:FMcovidbriefingunit@gov.scot)>; [REDACTED] Covid-19 Director <[covid-19.director@gov.scot](mailto:covid-19.director@gov.scot)>; [REDACTED] ; SGLD Covid Legislation <[DLDGCAEAPSGLDPHB@gov.scot](mailto:DLDGCAEAPSGLDPHB@gov.scot)>; [REDACTED] [REDACTED] Cameron J (Jonathan) <[Jonathan.Cameron@gov.scot](mailto:Jonathan.Cameron@gov.scot)>; [REDACTED] [REDACTED] [REDACTED]; Chief Medical Officer <[CMO@gov.scot](mailto:CMO@gov.scot)>; DCMO Health COVID19 <[DCMOHealth.COVID19@gov.scot](mailto:DCMOHealth.COVID19@gov.scot)>; Kleinberg D (Daniel) <[Daniel.Kleinberg@gov.scot](mailto:Daniel.Kleinberg@gov.scot)>; Sadler E (Elizabeth) <[Elizabeth.Sadler@gov.scot](mailto:Elizabeth.Sadler@gov.scot)>; [REDACTED] [REDACTED] [REDACTED] [REDACTED] Digital Health Covid Hub <[DHCCovidHub@gov.scot](mailto:DHCCovidHub@gov.scot)>; Communications Health & Social Care <[CommunicationsHealth&SocialCare@gov.scot](mailto:CommunicationsHealth&SocialCare@gov.scot)>;

Communications DFM & Covid Recovery

<[CommunicationsDFM&CovidRecovery@gov.scot](mailto:CommunicationsDFM&CovidRecovery@gov.scot)>; [REDACTED] [REDACTED] [REDACTED] News Desk <[Newsdesk@gov.scot](mailto:Newsdesk@gov.scot)>; [REDACTED] [REDACTED]

**Subject:** RE: IMMEDIATE: ICO & NHS Scotland Status App

Adding comms colleagues to the copylist.

Grateful if everyone could come back on this thread.

Thanks,

[REDACTED]

[REDACTED]

**COVID-19 Communications – Health and Social Care**

Scottish Government | St Andrew's House | Regent Road | Edinburgh | EH1 3DG | [REDACTED]

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**From:** [REDACTED]

**Sent:** 01 October 2021 20:12

**To:** Cabinet Secretary for Health and Social Care <[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>; [REDACTED]

**Cc:** Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>; First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>; Cabinet Secretary for Health and Social Care

<[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>; Cameron J (Jonathan) <[Jonathan.Cameron@gov.scot](mailto:Jonathan.Cameron@gov.scot)>; Covid-19 Director

<[covid-19.director@gov.scot](mailto:covid-19.director@gov.scot)>; Sadler E (Elizabeth) <[Elizabeth.Sadler@gov.scot](mailto:Elizabeth.Sadler@gov.scot)>; [REDACTED]; Grieve

DA (Derek) <[Derek.Grieve@gov.scot](mailto:Derek.Grieve@gov.scot)>; Kleinberg D (Daniel) <[Daniel.Kleinberg@gov.scot](mailto:Daniel.Kleinberg@gov.scot)>

**Subject:** RE: IMMEDIATE: Update on Access to Covid Certificates

[REDACTED]

Our assessment is not to draw too much attention to this at this stage - people trying to use the system over the next period will presume the error they are getting is the same as the one widely reported (which it is). We also indicated 'up to an hour' as that was the worst case scenario - it is anticipated to be much shorter than that.

On the second point, it is difficult to say, NSS will have to see how quickly the backlog reduces. We are liaising throughout with NSS and Will give initial indications when the fix is through.

We will also confirm when it is back online.

Thanks,

[REDACTED]

**From:** [REDACTED] on behalf of: Cabinet Secretary for Health and Social Care  
<[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>

**Date:** Friday, 01 Oct 2021, 7:51 pm

**To:** [REDACTED]

**Cc:** Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>, First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>, Cabinet Secretary for Health and Social Care <[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>, Cameron J (Jonathan) <[Jonathan.Cameron@gov.scot](mailto:Jonathan.Cameron@gov.scot)>, Hodgson A (Alistair) <[Alistair.Hodgson@gov.scot](mailto:Alistair.Hodgson@gov.scot)>, Covid-19 Director <[covid-19.director@gov.scot](mailto:covid-19.director@gov.scot)>, Sadler E (Elizabeth) <[Elizabeth.Sadler@gov.scot](mailto:Elizabeth.Sadler@gov.scot)>, McCormack M (Marion) <[Marion.McCormack@gov.scot](mailto:Marion.McCormack@gov.scot)>, Grieve DA (Derek) <[Derek.Grieve@gov.scot](mailto:Derek.Grieve@gov.scot)>, Kleinberg D (Daniel) <[Daniel.Kleinberg@gov.scot](mailto:Daniel.Kleinberg@gov.scot)>

**Subject:** RE: IMMEDIATE: Update on Access to Covid Certificates

[REDACTED]

Mr Yousaf has noted and commented if the system is effectively down for an hour, do we need to make that clear? Secondly, for those that are getting the "no match" error, how quickly after the fix will this be resolved?

Thanks,

[REDACTED]

**From:** [REDACTED]

**Sent:** 01 October 2021 17:32

**To:** Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>; First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>; Cabinet Secretary for Health and Social Care <[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>

**Cc:** Cameron J (Jonathan) <[Jonathan.Cameron@gov.scot](mailto:Jonathan.Cameron@gov.scot)>; [REDACTED] Covid-19 Director <[covid-19.director@gov.scot](mailto:covid-19.director@gov.scot)>; Sadler E (Elizabeth) <[Elizabeth.Sadler@gov.scot](mailto:Elizabeth.Sadler@gov.scot)>; [REDACTED] Grieve DA (Derek) <[Derek.Grieve@gov.scot](mailto:Derek.Grieve@gov.scot)>; Kleinberg D (Daniel) <[Daniel.Kleinberg@gov.scot](mailto:Daniel.Kleinberg@gov.scot)>

**Subject:** IMMEDIATE: Update on Access to Covid Certificates

**Importance:** High

**DFM, Cab Sec Health**

**CC: FM, Cab Sec Finance**

This is a short note to provide **advance notice of the need to temporarily suspend access to certificates to allow the NHS Systems to be rebooted.**

As you know, we published the NHS Scotland Covid Status App at around 17:00 yesterday. This provided an additional means for people to be able to access their vaccine record – the online portal accessible through NHS Inform remains (where it is possible to view your record, request a paper copy or download a PDF).

As indicated in other advice and notes, there are no current issues with the App itself (although we recognise that's not necessarily the perception) – rather, there continue to be challenges with the systems it links to. This has manifested itself in two ways to begin with:

- The first of these is the IDV system run by Jumio, which can only process a set number of ID checks per minute at a global level. The initial couple of hours so numbers exceed capacity. Jumio responded accordingly and numbers for this aspect have now stabilised and are within the expected ranges. Current match rates are over 88% once the user is able to reach this part of the process.
  - o There are currently no known issues with the ID verification component of the app. Other issues, e.g. cameras not taking a good enough photo of the individuals ID, are down to a combination of the hardware the user has and user error (as well as aspects such as lighting conditions where the user is). We are looking to see if further information or advice could be provided to users to help with these issues.

Note the remaining 12% who were unable to be matched are overwhelmingly because they have provided poor quality images or had the wrong type of ID (e.g. photocopies) – so they are officially classed as ‘denied’

- **The primary issue is with the second external system - the CHI lookup system that the app links out to.** This system is run by NSS and is being put under unprecedented strain, at its peak dealing with over 13,000 requests an hour. Capacity has been boosted by NSS and we are seeing some improvements in performance. There was also a secondary issue that resulted in the ‘load’ not being distributed properly across a number of servers. This was identified earlier today and a fix identified. **This fix has now been tested and will be implemented at 20:00 tonight. This requires the back end NHS system to be rebooted, which means it will be taken offline for up to an hour.** This will impact on both the app and the downloadable PDF. **All users attempting to use the app for the first time or get a PDF for the first time will encounter the same error messages currently experienced by a smaller number of people.**

**We will advise Ministers once the fix has been implemented and will continue to closely monitor all systems.**

In addition, we recognise that the uncertainty facing some people and the ongoing challenges individuals are facing in being able to access the proof they may require for this weekend as created some additional anxiety for businesses and events covered by the scheme.[Redacted s30(c)], we have issued the following statement via our sectoral leads to external stakeholders:

*As you will be aware there have been some teething issues with the introduction of the Covid App.*

*This is primarily down to the volume of requests and urgent work is underway to resolve this and we expect the problems, and the associated backlog, to be cleared within the next couple of days.*

*People can also present evidence of their vaccine status via the downloadable PDF or a paper copy accessible from NHS Inform – well over three quarters of a million have already been issued.*

*It is important to stress that thousands of people have been able to set up their App successfully, so we still expect it to be used by many people over this weekend. We also know that people’s data is being updated in their apps after a few hours, so many of those who have not been able to be matched initially now have full access to the information they need. We have deliberately provided a grace period before the enforcement provisions in the regulations come into force to allow the system to be tested. Under the scheme businesses should be asking a proportion of people to present their vaccine certificate as part of their responsibility to have a reasonable system of checking. The guidance sets out the sorts of checking systems businesses should have in place. There is nothing in the regulations or guidance which allows for any enforcement action to be taken against businesses who admit individuals who cannot provide evidence of their vaccine status this weekend, and it is not a criminal offence to do so.*

Regards,

[REDACTED]

**Digital Health & Care Division**

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**From:** [REDACTED]

**Sent:** 01 October 2021 22:54

**To:** Cabinet Secretary for Health and Social Care <[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>

**Cc:** Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>;

[REDACTED] First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>; Cameron J (Jonathan) <[Jonathan.Cameron@gov.scot](mailto:Jonathan.Cameron@gov.scot)>; Covid-19 Director <[covid-19.director@gov.scot](mailto:covid-19.director@gov.scot)>; Sadler E (Elizabeth) <[Elizabeth.Sadler@gov.scot](mailto:Elizabeth.Sadler@gov.scot)>; [REDACTED] Grieve DA (Derek) <[Derek.Grieve@gov.scot](mailto:Derek.Grieve@gov.scot)>; Kleinberg D (Daniel) <[Daniel.Kleinberg@gov.scot](mailto:Daniel.Kleinberg@gov.scot)>; DG Health & Social Care <[DGHSC@gov.scot](mailto:DGHSC@gov.scot)>; Digital Health Covid Hub <[DHCCovidHub@gov.scot](mailto:DHCCovidHub@gov.scot)>; Covid 19 - Certification Hub <[covid19-certificationhub@gov.scot](mailto:covid19-certificationhub@gov.scot)>; [REDACTED] [REDACTED] [REDACTED] [REDACTED]

**Subject:** RE: IMMEDIATE: Update on Access to Covid Certificates

Thanks [REDACTED]

I can confirm the system was back up before 9, in line with intentions, and is currently operating.

However, further issues have been identified which resulted in an additional temporary fix applied just before 10:30pm.

This is resulting in much improved numbers on current volumes. NSS are however still working through the issues which required the temporary fix and it will take into the morning to identify the permanent fix. Early indications are that this may require the engagement of a third party supplier for some critical support.

The team will reconvene in the morning, to assess the situation and required action plan. For the past few hours this work has been supported by the full team on from NSS, NES, Netcompany and Netscape, for which we are grateful.

A further update will be provided in the morning.

Thanks,

[REDACTED]

**From:** [REDACTED]

**Sent:** 02 October 2021 09:35

**To:** Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>; Cabinet Secretary for Health and Social Care <[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>

**Cc:** Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>;

[REDACTED]D First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>; Cameron J (Jonathan)

<[Jonathan.Cameron@gov.scot](mailto:Jonathan.Cameron@gov.scot)>; Covid-19 Director <[covid-19.director@gov.scot](mailto:covid-19.director@gov.scot)>; Sadler E

(Elizabeth) <[Elizabeth.Sadler@gov.scot](mailto:Elizabeth.Sadler@gov.scot)>; [REDACTED] Grieve DA (Derek) <[Derek.Grieve@gov.scot](mailto:Derek.Grieve@gov.scot)>;

Kleinberg D (Daniel) <[Daniel.Kleinberg@gov.scot](mailto:Daniel.Kleinberg@gov.scot)>; DG Health & Social Care <[DGHSC@gov.scot](mailto:DGHSC@gov.scot)>;

Digital Health Covid Hub <[DHCCovidHub@gov.scot](mailto:DHCCovidHub@gov.scot)>; Covid 19 - Certification Hub <[covid19-](mailto:covid19-certificationhub@gov.scot)

[certificationhub@gov.scot](mailto:covid19-certificationhub@gov.scot)>; [REDACTED] [REDACTED] [REDACTED] [REDACTED]

**Subject:** RE: IMMEDIATE: Update on Access to Covid Certificates

Thanks [REDACTED]

NSS have this morning confirmed that the fix implemented last night is holding up well and are currently assessed as successful.

There has been a significant improvement in performance seen and a large reduction in error rates overnight (albeit against a lower volume overall).

The team continue to monitor the performance of the NHS systems (the app itself continues to function well and we have no concerns with that) and will provide us with a further update at lunchtime.

(NB we are also monitoring traffic to NHS Inform and calls to the helpline as part of this).

Thanks,

[REDACTED]

**From:** [REDACTED] on behalf of: Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>  
**Date:** Saturday, 02 Oct 2021, 8:55 am  
**To:** [REDACTED] Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>; Cabinet Secretary for Health and Social Care <[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>  
**Cc:** Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>; [REDACTED] First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>; Cameron J (Jonathan) <[Jonathan.Cameron@gov.scot](mailto:Jonathan.Cameron@gov.scot)>; Covid-19 Director <[covid-19.director@gov.scot](mailto:covid-19.director@gov.scot)>; Sadler E (Elizabeth) <[Elizabeth.Sadler@gov.scot](mailto:Elizabeth.Sadler@gov.scot)>; [REDACTED] Grieve DA (Derek) <[Derek.Grieve@gov.scot](mailto:Derek.Grieve@gov.scot)>; Kleinberg D (Daniel) <[Daniel.Kleinberg@gov.scot](mailto:Daniel.Kleinberg@gov.scot)>; DG Health & Social Care <[DGHSC@gov.scot](mailto:DGHSC@gov.scot)>; Digital Health Covid Hub <[DHCCovidHub@gov.scot](mailto:DHCCovidHub@gov.scot)>; Covid 19 - Certification Hub <[covid19-certificationhub@gov.scot](mailto:covid19-certificationhub@gov.scot)>; [REDACTED] [REDACTED] [REDACTED] [REDACTED]  
**Subject:** RE: IMMEDIATE: Update on Access to Covid Certificates

Good morning [REDACTED]

DFM has noted and would like to be kept updated on this.

Many thanks

[REDACTED]

Deputy Private Secretary

Deputy First Minister and Cabinet Secretary for Covid Recovery, John Swinney MSP

Tel: 07824482427

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**From:** [REDACTED]

**Sent:** 03 October 2021 12:55

**To:** Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>; Cabinet Secretary for Health and Social Care <[CabSecHSC@gov.scot](mailto:CabSecHSC@gov.scot)>

**Cc:** Deputy First Minister and Cabinet Secretary for Covid Recovery <[DFMCSCR@gov.scot](mailto:DFMCSCR@gov.scot)>; [REDACTED] First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>; Cameron J (Jonathan) <[Jonathan.Cameron@gov.scot](mailto:Jonathan.Cameron@gov.scot)>; Covid-19 Director <[covid-19.director@gov.scot](mailto:covid-19.director@gov.scot)>; Sadler E (Elizabeth) <[Elizabeth.Sadler@gov.scot](mailto:Elizabeth.Sadler@gov.scot)>; [REDACTED] Grieve DA (Derek) <[Derek.Grieve@gov.scot](mailto:Derek.Grieve@gov.scot)>; Kleinberg D (Daniel) <[Daniel.Kleinberg@gov.scot](mailto:Daniel.Kleinberg@gov.scot)>; DG Health & Social Care <[DGHSC@gov.scot](mailto:DGHSC@gov.scot)>; Digital Health Covid Hub <[DHCCovidHub@gov.scot](mailto:DHCCovidHub@gov.scot)>; Covid 19 - Certification Hub <[covid19-certificationhub@gov.scot](mailto:covid19-certificationhub@gov.scot)>; [REDACTED] [REDACTED] [REDACTED] [REDACTED]

**Subject:** RE: IMMEDIATE: Update on Access to Covid Certificates

DFM/Cab Sec

By way of quick update, NSS continue to monitor the situation closely and it appears that the fix put in place on Friday night is holding up and the backlog has cleared. We have gone from over 300,000 CHI lookup failures (these don't equate to unique individuals) to only a few dozen, which is within expected ranges.

The issue also affected the PDF downloads and the ability to request a paper copy, and the fix has also resolved access issues through the portal.

We are currently seeing no performance issues across any of the routes into accessing your vaccine record.

We also now have a range of stats across different aspects of the certification system. However these still require a bit of analysis to allow us to present them in a usable format, and there is a time lag in the reporting from Apple.

Thanks,

[REDACTED]

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