

# **Service Level Agreement between The Secretary of State for Work and Pensions and Scottish Ministers in Respect of Scottish Adult Disability Living Allowance**

V1.0

<b>Key personnel</b>	<b>Name</b>	<b>Role</b>
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	Martin Brown	DWP Director for Retirement Services
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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 Scottish Adult Disability Living Allowance (SADLA) and 'the Services' DWP will provide to support this. The Services are described in **Annexes 1 to 15(a)**.
- 2.2 Scottish Adult Disability Living Allowance will be replacing DWP's Disability Living Allowance for eligible clients resident in Scotland and will be administered by Social Security Scotland. Scottish Adult Disability Living Allowance is anticipated to commence on 24 March 2025. DWP will continue to deliver an operational service for people resident in Scotland with existing Disability Living Allowance claims until full case transfer of Disability Living Allowance claims in Scotland to Scottish Adult Disability Living Allowance is completed. This arrangement is covered by the terms of the 'Disability Living Allowance Agency Agreement', as referenced in Section 4 (Derivation) of this Agreement.
- 2.3 Under the associated Data Sharing Agreement, DWP will provide necessary data to enable Social Security Scotland to begin making payments for Scottish Adult Disability Living Allowance.
- 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 regards to reaching mutual agreement on any issues that may arise.

### 3. Duration

- 3.1 This Agreement shall become effective on the date on which DWP first deliver the Services as outlined in **Annexes 1 to 15(a)**. Subject to termination by either Party, it shall remain in force until full case transfer of all Disability Living Allowance cases in Scotland are completed ('the Term'). This Agreement is subject to review by each Party on or before the date twelve (12) months after the Commencement Date of Scottish Adult Disability Living Allowance 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.
- 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 Scottish Adult Disability Living Allowance.
- 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 ( <b>MoU on Devolution</b> )	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 ( <b>SM/SSWP Single MoU</b> ) and the following Annexes:	January 2023

<ul style="list-style-type: none"> <li>Disability Living Allowance Agency Agreement</li> <li>[Redacted]</li> </ul>	
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	August 2023
Scottish Devolution: A Framework for Audit and Accountability	March 2019
Scottish Devolution: Financial Arrangements for Formal Agreements	October 2023
DWP and SG Joint Communications Framework	December 2023
[Redacted]	[Redacted]
[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 to this Agreement will be dealt with through normal means of communications, by the single point of contacts (SPoC's).

SPoC's for each Party are as follows:

SG SPoC	DWP SPoC
[Redacted]	[Redacted]

- 5.4 Where more significant change is required, the SPoC's 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 In the first instance DWP and Scottish Ministers will notify each other of any issues, concerns or complaints regarding any matter covered by this agreement.

SPoCs for each Party are as follows:

<b>SG</b>	<b>DWP</b>
<b>[Redacted]</b>	<b>[Redacted]</b>

- 6.2 The process for dispute resolution is outlined in Section 6 (Escalation) of the 'SM/SSWP Single MoU', as referenced in Section 4 (Derivation) of this Agreement.

## **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 Scottish Adult Disability Living Allowance 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 the responsibility for Scottish Adult Disability Living Allowance and its delivery.

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

- 7.3.1 Deliver the Services in accordance with 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. Contact will be made between SPoC's through email inboxes as follows:

8.1.1 Where Social Security Scotland 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 1**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
[Redacted]	[Redacted]

8.1.2 When a client reports a new or change to Special Rules for End of Life (SREL) during case transfer and DWP have not made an award under SREL, DWP will accelerate transfer to Social Security Scotland to consider Special Rules for Terminal Illness (SRTI). Both Parties will follow the process detailed in **Annex 2**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
[Redacted]	[Redacted]

8.1.3 Where Scottish Ministers identify an issue with a DWP Global Unique identifier (GUID), Scottish Ministers and DWP will follow the process to provide each other with relevant information, as detailed in **Annexes 3 and 3(a)**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
[Redacted]	[Redacted]

8.1.4 Where a client moves abroad on a temporary basis, prior or during case transfer Social Security Scotland and DWP will follow the process as detailed in **Annex 4**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
[Redacted]	[Redacted]

8.1.5 Where a client has requested the use of a foreign language, Social Security Scotland and DWP will follow the process as detailed in **Annex 5**.



<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
<b>[Redacted]</b>	<b>[Redacted]</b>

8.1.6 Consideration to Genuine Sufficient Link to Scotland will be established, for Disability Living Allowance claimants who have an exportability indicator in place, during case transfer. Each party will contact each other by secure email as detailed below.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
<b>[Redacted]</b>	<b>[Redacted]</b>

8.1.7 When a customer novates, terminates or starts a new Motability agreement, DWP and Social Security Scotland will follow the processes detailed in **Annexes 6 to 6(b)**

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
<b>[Redacted]</b>	<b>[Redacted]</b>

8.1.8 When a client provides updated information that they moved into or moved out of Alternative Accommodation during case transfer, Social Security Scotland and DWP will follow the process as detailed in **Annex 7**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
<b>[Redacted]</b>	<b>[Redacted]</b>

8.1.9 When a suspension is input or removed from Disability Living Allowance during the case transfer period DWP will inform Social Security Scotland and will follow the process as detailed in **Annex 8**.

SPoC as follows:

<b>Social Security Scotland Inbox</b>
<b>[Redacted]</b>

8.1.10 Where Armed Forces Independence Payment (AFIP) cases are identified, Social Security Scotland and DWP will follow the process to provide each other with relevant information, as detailed in **Annex 9**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
<b>[Redacted]</b>	<b>[Redacted]</b>

8.1.11 Where a client moves from Scotland to England or Wales during case transfer both Parties will follow the process as detailed in **Annex 10 to 10(a)**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
[Redacted]	[Redacted]

8.1.12 Where Social Security Scotland identify cases with a payability/overlapping benefit code both Parties will follow the process as detailed in **Annex 11**

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
[Redacted]	[Redacted]

8.1.13 Where a change of circumstances has been identified that requires case transfer to be stopped Social Security Scotland and DWP will follow the process to provide each other with the relevant information as detailed in **Annex 12**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
[Redacted]	[Redacted]

8.1.14 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 13 to 13(b)**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
[Redacted]	[Redacted]

8.1.15 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 14 to 14(c)**.

SPoCs for each Party are as follows:

<b>Social Security Scotland Inbox</b>	<b>DWP Inbox</b>
[Redacted]	See client advisor guidance to identify correct mailbox:

8.1.16 Scottish Ministers and DWP will confirm with the other Party the control measures associated with Keeping Customer Interactions Safe (KCIS)/ Unacceptable Actions (UA) cases in **Annex 15 and 15(a)**

SPoCs for each Party are as follows:

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

- 8.1.17 Details of the specific data being shared can be found in the associated Data Sharing Agreements.
- 8.1.18 The turnaround time for responding to dedicated email enquiries relating to the processes, as detailed in **Annexes 1 to 13(b)** 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.
- 8.1.19 The turnaround time for responding to dedicated email enquiries relating to BASRiS or SRTI cases will be 1 working day, as detailed in **Annex 2**. For any enquiries, which are complex and are off system the turnaround time will be 10 working days.
- 8.1.20 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 14 to 14(c)**.
- 8.1.21 The turnaround time for responding to dedicated email enquiries relating to Keeping Customer Interactions Safe Control Measures/ Unacceptable Actions will be 2 working days, as detailed in **Annexes 15 to 15(a)**.
- 8.1.22 The agent-to-agent email service will be available from 8.00 am to 5.00 pm Monday to Friday excluding Public and Privilege holidays.
- 8.1.23 DWP will respond to Social Security Scotland within 24 hours for any exception cases, which 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 client.
- 8.2.3 When Social Security Scotland business continuity plans are invoked which would result in a higher number of anticipated enquiries to DWP.

SPoCs for each Party are as follows:

<b>SG Escalation SPoC</b>	<b>DWP Escalation SPoC</b>
<b>[Redacted]</b>	<b>[Redacted]</b>

## 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 PDF documents which will be transferred by email.

<b>DWP transfer to Social Security Scotland</b>
<b>[Redacted]</b>

- 9.5 Social Security Scotland will provide an intelligence report to DWP which will be transferred by email:

<b>Social Security Scotland transfer to DWP</b>
<b>[Redacted]</b>

## 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 regard 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 Scottish Adult Disability Living Allowance. 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 Scottish Adult Disability Living Allowance that may impact on or require changes to the Delivery of Scottish Adult Disability Living Allowance or the Services.
- 13.2 Scottish Ministers will deliver Scottish Adult Disability Living Allowance 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 Scottish Adult Disability Living Allowance 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 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 fiscal framework' as referenced in Section 4 (Derivation) of this Agreement: Paragraph 29 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 DWP, Social Security Scotland, National Audit Office and Audit Scotland have agreed the Special Purpose Audit Framework is being used 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).

<b>SG FOI(S)A contact</b>	<b>DWP FOI Contact</b>
<a href="mailto:Fol@socialsecurity.gov.scot">Fol@socialsecurity.gov.scot</a>	<a href="mailto:Freedom-of-information-request@dwp.gov.uk">Freedom-of-information-request@dwp.gov.uk</a>

## **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:

<b>Social Security Scotland Data Protection Team</b>	<b>DWP Right of Access Request</b>
Data Protection Officer PO Box 10298 Dundee DD1 9FS <a href="mailto:dataprotectionofficer@socialsecurity.gov.scot">dataprotectionofficer@socialsecurity.gov.scot</a>	Right of Access Gateway Team Post Handling Site A Wolverhampton WV98 2EF <b>[Redacted]</b>

## **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 Scottish Adult Disability Living Allowance. Each Party will thereafter cooperate with the other to minimise the impact such changes will have on delivery of Scottish Adult Disability Living Allowance. **[Redacted]**

## 22. Signatories

**Signed:**

**Print Name:** Stephanie Devenny

**Date:** 05/02/2025

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

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**Signed:**

**Print Name:** Martin Brown

**Date:** 11.02.2025

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

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**Signed:**

**Print Name:** Helga Swidenbank

**Date:** 06/02/2025

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

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**Signed:**

**Print Name:** Vikki Knight

**Date:** 11/02/2025

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 1-** Clerical information required by Social Security Scotland **[Redacted]**  
**ANNEX 2 -** Accelerated Transfer **[Redacted]**  
**ANNEX 3 -** GUID **[Redacted]**  
**ANNEX 3(a) –** GUID **[Redacted]**  
**ANNEX 4 -** Absence Abroad **[Redacted]**  
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**ANNEX 6(b) -** Motability Case Transfer **[Redacted]**  
**ANNEX 7 -** Alternative Accommodation **[Redacted]**  
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**ANNEX 14 -** Process for a new Appointee **[Redacted]**  
**ANNEX 14(a) -** Process for a new Appointee **[Redacted]**  
**ANNEX 14(b) -** Notification of a change of Appointee **[Redacted]**  
**ANNEX 14(c) -** Notification of a change of Appointee **[Redacted]**  
**ANNEX 15 -** KCIS/UA **[Redacted]**  
**ANNEX 15(a) -** KCIS/UA **[Redacted]**

## ANNEX 16 - 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.

<b>DLA</b>	Disability Living Allowance (delivered by DWP) Disability Living Allowance includes DLA working age adults (age 16 to State Pension age) and DLA for pensioners (State Pension age and over) including those who are still within scope of being invited to claim PIP because they were under the age of 65 and in receipt of DLA on 8 April 2013
<b>Commencement Date of Scottish Adult Disability Living Allowance</b>	The date in 2025 on which Scottish Ministers begin delivery of Scottish Adult Disability Living Allowance
<b>Alternative Accommodation</b>	Accommodation that provides: - Nursing Care, Personal Care or Personal Support
<b>DWP</b>	Department for Work and Pensions
<b>FOI(A)</b>	Freedom of Information Act 2000
<b>FOI(S)A</b>	Freedom of Information (Scotland) Act 2002
<b>GUID</b>	Global Unique Identifier
<b>KCIS</b>	Keeping Customers Interactions Safe
<b>Resident in Scotland</b>	Ordinarily resident in Scotland or either in the EEA or Switzerland with a genuine and sufficient link to Scotland.
<b>PADP</b>	Pension Age Disability Payment
<b>Public &amp; Privilege holiday</b>	All public and privilege dates in England and Scotland including regional specific dates in Social Security Scotland Agency.
<b>SADLA</b>	Scottish Adult Disability Living Allowance
<b>Service Delivery Standards</b>	The service delivery standards to be met by DWP for the delivery of the Services as set out at Para 8.
<b>Services</b>	Has the meaning set out in Para 2
<b>SG</b>	Scottish Government
<b>SM/SSWP Single MoU</b>	Memorandum of Understanding between Scottish Ministers and the Secretary of State for Work and Pensions dated January 2023 as amended.
<b>SLA</b>	Service Level Agreement
<b>SM</b>	Scottish Ministers
<b>SPoC</b>	Single Point of Contact
<b>SREL</b>	Special Rules for End of Life
<b>SRTI</b>	Special Rules for Terminal Illness
<b>Term</b>	Has the meaning set out in Para 3
<b>UA</b>	Unacceptable Actions
<b>UK GDPR</b>	UK General Data Protection Regulations