

# The Common Agricultural Policy: Integrated Administration and Control System (IACS):

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## Notes for Guidance 2020

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These notes tell you about the Common Agricultural Policy's Integrated Administration and Control System (IACS) 2020. Please read these notes and the "How to fill in your Single Application Form 2020" booklet carefully before you start to fill in your Single Application Form.

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For more information contact your Scottish Government, Rural Payments and Inspections Division's area office or visit the Rural Payments and Services website <https://www.ruralpayments.org>

We are a non-advisory organisation and provide general guidance on scheme eligibility rules and how to complete our forms.

If you need specific business advice, please ask a professional adviser for help.

### IMPORTANT

#### Changes and points to note

- If you are claiming Basic Payment Scheme (this includes Greening, Young Farmers Payments and applications to the National Reserve) we must receive your supporting documentation by 15 May 2020 for you to avoid reductions to the payments that become due.
- If you have a Beef Efficiency Scheme contract you must tick the Beef Efficiency Scheme claim box on your IACS(2) (SAF base form).
- If you want to submit an application for an allocation of Basic Payment Scheme entitlements from the National Reserve you **can only** submit this online as part of your Single Application Form (SAF) online.
- If you want to claim for the Scottish Upland Sheep Support Scheme (SUSSS) you must submit a valid SAF, claim Basic Payment Scheme and meet the SUSSS scheme land eligibility requirements. Full details of eligibility requirements are available at [www.ruralpayments.org](http://www.ruralpayments.org)
- If you want to claim for the Scottish Suckler Beef Support Scheme (SSBSS) you must submit a valid SAF. Full details of eligibility requirements are available at [www.ruralpayments.org](http://www.ruralpayments.org)
- If you want to authorise an advisory firm or business representative to submit your SAF you need to mandate them to allow them access to your details. You can do this online at <https://www.ruralpayments.org> or you and your agent or business representative need to complete a Business Mandate Form (PF05). You can get a form at <https://www.ruralpayments.org> or from your area office. We cannot accept a SAF from them until you have done this.
- You are advised to review your "Business Type" entry in the RP&S register when you complete your SAF. This entry reflects the legal basis on which your commercial activity takes place, and must reflect the status of your business correctly in line with HMRC or Companies House etc. records. Failure to do so may result in further enquiries having to be made.



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## **Selected abbreviations used in this booklet**

AECS	Agri-Environment Climate Scheme
BES	Beef Efficiency Scheme
BPS	Basic Payment Scheme
FGS	Forestry Grant Scheme
HMRC	Her Majesty's Revenue and Customs
IACS	Integrated Administration and Control System
JAC	June Agricultural Census
LFASS	Less Favoured Area Support Scheme
LMF	Land Maintenance Form
LPID	Land Parcel Identifier
LPIS	Land Parcel Identification System
RP	Rural Priorities
RPID	Rural Payments and Inspections Division
SAF	Single Application Form
SSBSS	Scottish Suckler Beef Support Scheme (Mainland and Islands)
SUSSS	Scottish Upland Sheep Support Scheme
YFP	Young Farmers Payment

## KEY DATES

### Date

### Event



Start of the SAF year. You must meet all Cross Compliance conditions from this date.

Start of the Less Favoured Area Support Scheme year.

Start of the Rural Priorities annual recurrent scheme year.

Start of the Agri-Environment Climate Scheme annual recurrent scheme year.

Start of the Forestry Grant Scheme annual management scheme year.

Start of the Scottish Suckler Beef Support Scheme year



Deadline for RPID to receive an application to transfer Basic Payment Scheme (BPS) 2019 entitlements with an effective date of 15 May 2020.



Deadline for RPID to receive your Single Application Form (SAF) and BPS supporting documents if you are to avoid late claim reduction(s).

Deadline for RPID to receive your application and supporting documentation for an allocation of BPS entitlements from the National Reserve if you are to avoid a penalty reduction.

Basic Payment Scheme 2020 entitlements transfer window opens.



Deadline for RPID to receive amendments/additions to your SAF (if RPID received it on or before 15 May 2020) without reducing your payments.



Final deadline for RPID to receive your SAF. We will not accept your SAF after 9 June 2020.

We will not accept BPS and BPS National Reserve supporting documentation after 9 June 2020.

Last day for applications and supporting documentation for an allocation of BPS entitlements from the National Reserve.

Last day to nominate or change the currency (euros or sterling) in which your Direct Payments support is paid.



Payment window for BPS, Scottish Suckler Beef and Scottish Upland Sheep Support Schemes 2019 closes.

The last day we can allow Forestry Grant Scheme Woodland Creation initial planting capital claims to be received if the woodland creation supports the area of land you entered on your SAF 2020. If your woodland creation has not been claimed by this date, you will lose this year's woodland creation annual maintenance grant.



Scottish Upland Sheep Support Scheme application window opens.



Scottish Upland Sheep Support Scheme application window closes.



Payment window for Direct Payments schemes 2020 opens.



Cross Compliance for the current period ends.



The last date by which you must have completed and submitted your documentary evidence in support of your SAF 2020 Forestry Grant Scheme Sustainable Management of Forests activities.



Deadline for RPID to receive an application to transfer Basic Payment Scheme 2020 entitlements with an effective date of 15 May 2021.

# IACS – Single Application Form (SAF) 2020

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## 1. Introduction

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The Common Agricultural Policy (CAP) requires us to set up an Integrated Administration and Control System (IACS) to support schemes covered by the Single Application Form (SAF) and other aid applications. This booklet sets out the detailed rules of the IACS and the SAF.

You must complete and submit a SAF 2020 if you wish to claim:

- Basic Payment Scheme (including Greening and Young Farmers Payment)
- Scottish Suckler Beef Support Scheme
- Scottish Upland Sheep Support Scheme
- Less Favoured Area Support Scheme
- Rural Priorities annual recurrent options
- Agri-Environment Climate Scheme annual recurrent options
- Forestry Grant Scheme annual maintenance and management grants

The SAF is a declaration of all the permanent and seasonal agricultural and non-agricultural land parcels greater than or equal to 0.10 hectare you have in the United Kingdom as a separate IACS business. Business is the term we use to describe all our customers, even though you may not class yourself as a business.

If you do not declare all your land, we may apply penalties.

If you do not submit a SAF, we cannot make payment under any of the schemes listed above.

If you have land outside Scotland please read the guidance on cross border applications in section 3.

We will use the land-use data you declare on your permanent, seasonal and common grazings land data sheet(s) to meet the data requirements of the June Agricultural Census.

You need to read the scheme guidance for any scheme you are claiming under, which requires you to submit a SAF. If the scheme requires you to comply with Cross Compliance you also need to read the Cross Compliance guidance. If you are claiming Basic Payment Scheme (BPS) you must also read the Greening guidance.

You can see all our guidance online at <https://www.ruralpayments.org>

### **The Single Application Form (SAF)**

The paper SAF has four parts:

- an IACS(2) base form
- an IACS(3) permanent land data sheet
- an IACS(4) seasonal land data sheet
- an IACS(5) common grazings data sheet

You must complete an IACS(2). You must also complete IACS(3) and IACS(4) data sheets detailing all the permanent and seasonal land you have on 15 May 2020.

An IACS(5) must be completed if you have permanent shares in common grazings. Common grazing shares can support claims for Basic Payment, Less Favoured Area Support, Rural Priorities, Forestry Grant Scheme or Agri-Environment Climate Scheme.

If you submit a Scottish Upland Sheep Support Scheme claim we will use the areas claimed for payment under the Basic Payment Scheme to assess your eligibility.

### **Advisory firms**

You can authorise an advisory firm to act for you or your business. An advisory firm can't act on your behalf until they are mandated.

If you want to do this you have to mandate your advisory firm online at <https://www.ruralpayments.org>.

Alternatively you and your advisory firm must jointly fill in a Business Mandate Form (PF05). You can get a Business Mandate Form and guidance online or from your area office.

If you also have a forestry business and you deal with more than one advisory firm, you will have to mandate one to act as a submission agent.

You will still be responsible for meeting scheme rules, for any penalties we might apply and for the recovery of any over-payment for breaches of scheme rules by yourself or the business.

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## **2. Eligibility**

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To be eligible to claim under the Basic Payment Scheme, Scottish Suckler Beef Support Scheme, Scottish Upland Sheep Support Scheme you must be a farmer/crofter carrying out an agricultural activity.

If all or part of your holding is classed as being naturally kept in a state suitable for grazing or cultivation, you must also undertake minimum farming activities on that land.

To be eligible to claim under the Less Favoured Area Support Scheme (LFASS) you must be a farmer/crofter carrying out an agricultural activity, as defined in the Basic Payment Scheme guidance. You must also actively farm the LFASS eligible land for the majority of the LFASS claim year.

To be eligible to claim Rural Priorities (RP), Forestry Grant Scheme (FGS) and Agri-Environment Climate Scheme (AECS), you must hold an approved contract. You must also have annual recurrent options and/or activities scheduled to be claimed in 2020.

**Note:** you must be 16 years of age or older to submit a SAF.

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## **3. Claiming subsidy**

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### **Completing your Single Application Form (SAF)**

The easiest way to complete your SAF is using our new, secure and streamlined system – Rural Payments and Services. To do this you need to register with us and then login to Rural Payments and Services at <https://www.ruralpayments.org>

By completing the form online, you'll be able to:

- get access to a pre-populated application form with your permanent land, last year's claimed seasonal land and any approved scheme contracts
- get your Greening requirement checked and instant initial validation
- create your own tailored form based on your scheme selection – our system will automatically fill in parts of your form
- check your form for errors – our system will notify these to you before you can go on to the next stage
- access up-to-date map and boundary information
- store all your communications, from us to you and from you to us, in one place
- view and manage your own information – for example, changing your bank account details
- get 24-hour access, seven days a week

If you register with our online service, we'll send you a reminder each year ahead of the SAF submission window opening.

Your SAF can also be submitted online or on paper by:

- a business partner
- an authorised advisory firm or business representative, that is farm/land manager or company official or business partner
- the designated lead person for a rural community holding a Rural Priorities contract, or their mandated advisory firm
- an Executor of a will

## **Businesses**

We need to carry out checks to identify all aid applications and payment claims submitted by the same beneficiary, to ensure that a beneficiary of support:

- submits only one SAF
- receives only one payment under the BPS
- does not gain an undue advantage in terms of the funding they receive

We also need to check that payments are not made to businesses that have set up artificial arrangements to get payments they are not entitled to, or to circumvent scheme rules (such as cross compliance obligations).

RPID will withhold (or if paid, recover) subsidy if it discovers that businesses have been created for the sole purpose of artificially creating the conditions for obtaining subsidy.

If you are involved in different businesses, we may already have assessed whether the businesses are separate. If we have assessed that each business is managed as a separate business, you can submit a separate SAF for each one. If we have not, we may need to seek more information from you.

There are four criteria we can use to assess whether businesses are separate or one for IACS purposes. These are:

- legal status
- economic structure and organisation
- commercial management
- operational arrangements

If an individual/group of individuals/company has majority ownership/shareholding in multiple businesses the likelihood is these businesses will be deemed one business for the purposes of administering applications and payments under IACS. This does not affect an individual business' trading status in law for tax or any other purpose.

If your business structure changes after 15 May 2020, this may affect the aid which you can subsequently claim. You should inform your area office before the changes occur. You will have to complete a Register a Business Form (PF01).

### **Cross border applications**

If you have land in different parts of the UK, which you manage as one business, you must enter the land in each country, on that country's forms. You should return each country's forms to the local office of the country that processes your claims. In Scotland, this is the RPID area office which deals with your main location code.

However, if all the land you have in other parts of the United Kingdom is non-agricultural land and you do not claim any payments on this land you only have to complete and submit a Scottish SAF.

Under IACS rules only one country can be responsible for the processing and payment of your BPS (including Greening and Young Farmers Payments) claim. In most cases, we will already have assessed which country is responsible for this. As a general rule your Paying Agency will be the country where the majority of your land is.

### **Registering your business**

It is essential that we hold up-to-date information about your business on Rural Payments and Services. You must also tell us if:

- your name, address and contact details are not the same as on the pre-printed information on your SAF 2020
- you have changed your business name or structure since 15 May 2019
- you change your business name or structure after 15 May 2020
- You should also validate your "Business Type" entry in the RP&S register. This entry reflects the legal basis on which your commercial activity takes place, and must reflect the status of your business correctly in line with HMRC or Companies House etc. records. Failure to do so may result in further enquiries having to be made.

You can do this online at <https://www.ruralpayments.org> or using the Register a Business Form. You can get a Register a Business Form and guidance at <https://www.ruralpayments.org> or from your area office.

## Registering your land

It is essential that we hold up-to-date information about your land. You must fill in a Land Maintenance Form (PF06) to tell us if the pre-printed information on your SAF 2020 is incorrect. You should do this now. Please don't wait until you submit your SAF 2020. If the information we have is wrong, it may lead to delays in processing your application and any payments that become due.

Please tell us if you have:

- bought or sold land
- transferred land from one holding to another for any reason other than change of owner
- made changes to the permanent boundary of a land parcel
- moved internal permanent land parcel boundaries to merge or split a land parcel
- moved whole or part land parcels between holdings
- added or modified a BPS permanent ineligible feature
- removed a BPS permanent or soft ineligible feature
- land parcels to register for agriculture or forestry use for the first time
- land parcels going out of agriculture

You should also tell us if you make any of these changes after you submit your SAF 2020 as soon as they take place.

The Land Maintenance Form can be submitted either by the owner of the land parcel or by the long term tenant on whose SAF it appears. Seasonal tenants should arrange for the owner or long-term tenant to submit a Land Maintenance Form. An agent can also submit a Land Maintenance Form providing they have been mandated to do so.

There is more information about land parcels and maps in Annex 3. You can get the form and guidance online at <https://www.ruralpayments.org> or from your area office.

## Transfer of land

Your SAF must show **all** the permanent and seasonal agricultural and non-agricultural land you have on 15 May 2020.

If, during the IACS year, you take over the whole of a holding which another business has claimed or declared in 2020, we may be able to transfer the whole area on their SAF to you to support your claims under the Basic Payment and Less Favoured Area Support Schemes.

Your area office can provide more information and a transfer application form.

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## 4. Deadline for applications

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Your area office must receive your SAF and all supporting documentation no later than 15 May 2020.

### Late applications

We can accept your SAF and BPS supporting documentation up to 25 calendar days after the closing date of 15 May 2020.

If your SAF is late, all the payments you receive will be reduced (see table below) unless you had a force majeure/exceptional circumstance that prevented you from submitting your SAF by the deadlines.

If your BPS supporting documentation is late only your BPS payments will be reduced unless you had a force majeure/exceptional circumstance that prevented you from submitting your supporting documentation by the deadlines. You can read more about force majeure/exceptional circumstance at section 5.

<b>Scheme</b>	<b>Days late/Penalty</b>
Basic Payment Scheme National Reserve  Basic Payment Scheme National Reserve supporting documentation	1-25 calendar days  <ul style="list-style-type: none"> <li>3% reduction in the amounts to be paid on the entitlements allocated for each working day your SAF is late</li> </ul> Over 25 calendar days  <ul style="list-style-type: none"> <li>no award will be made</li> </ul>
Basic Payment Scheme (including Greening, Young Farmers Payments and National Reserve award)  Less Favoured Area Support Scheme  Rural Priorities  Scottish Suckler Beef Support Schemes  Scottish Upland Sheep Support Scheme  Agri-Environment Climate Scheme  Forestry Grant Scheme	1-25 calendar days  <ul style="list-style-type: none"> <li>1% reduction in the amounts to be paid for each working day your SAF is late</li> </ul> Over 25 calendar days  <ul style="list-style-type: none"> <li>no payments will be made</li> </ul>
Basic Payment Scheme supporting documentation (for example Ecological Focus Area map, Seasonal Common Grazings form)	1-25 calendar days  <ul style="list-style-type: none"> <li>1% reduction in the amounts to be paid for Basic Payment Scheme for each working day your supporting documentation is late</li> </ul> Over 25 calendar days  <ul style="list-style-type: none"> <li>no Basic Payment Scheme payments will be made</li> </ul>

### **Acknowledging the SAF**

We will acknowledge receipt of your SAF. If you submitted your SAF online you will be able to access our acknowledgement via your online account on Rural Payments and Services in your Communication Log.

If you sent us a paper form we will send you a letter which you can also access on Rural Payments and Services if you have set up an online account.

Our acknowledgement letter will confirm (if applicable):

- the schemes being claimed
- the currency 2020 Direct Payments funding will be paid in
- an illustration of BPS entitlements held
- BPS area claimed
- YFP claimed
- if BPS Greening requirements have been met
- LFASS area claimed
- a summary of RP annual recurrent options
- a summary of AECS annual recurrent options
- a summary of the FGS annual maintenance and/or annual management grants
- a land use summary table
- a summary of Supporting Documents (received or to be submitted)
- any queries or outstanding errors on your SAF

You must check the information in the acknowledgement letter and tell us if anything is incorrect.

If we dispute receiving your paper or online SAF, you must be able to produce evidence which shows we received it on or before the closing date.

We recommend you submit your SAF online at <https://www.ruralpayments.org> or send the paper SAF to us by recorded delivery.

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## **5. Amendments and additions**

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You can amend your SAF up to and including 31 May 2020 to:

- add land parcels
- add common grazings shares
- change the land use of land parcels declared
- change the schemes claimed for land parcels declared
- add RP options that you have an approved contract for
- add AECS options that you have an approved contract for
- add FGS annual maintenance and/or annual management grants that you have an approved contract for

You can only make these changes if:

- we have not told you of an error affecting the parcel you want to amend
- we have not told you of an intended inspection

If we receive amendments after 31 May 2020, we will reduce the payments on each land parcel amended by one per cent for each working day the amendment is late.

We will not accept any amendments after 9 June 2020.

### **Withdrawal**

You can withdraw all or part of your SAF at any time if:

- you write to your area office
- we have not told you of an error in your SAF
- we have not told you of an intended inspection, which subsequently reveals an error in the area you wish to withdraw

If you want to withdraw land you must identify the land parcel and the scheme you no longer wish to claim for.

### **Notified error**

After you send us your SAF you may realise it is incorrect or has become incorrect since it was lodged. For example, you have included in error an area of land that is ineligible for the payment you have claimed, or not told us about all the agricultural land you have. You can correct errors like these at any time and we will not penalise you if:

- you write to your area office
- we have not told you of the error first
- we have not told you of an intended inspection

Your SAF cannot be amended after 9 June 2020 to add and claim a parcel, or increase areas claimed on a parcel. If you tell us about a land parcel you haven't declared on your SAF after that date, we will correct your SAF and we will not apply under declaration penalties. But you will not receive payment on that parcel.

### **Obvious error**

You can correct a mistake in your SAF and supporting documentation, at any time, if we classify it as an obvious error. An obvious error is one of a purely clerical nature that is obvious to us during a simple examination of your SAF. It could also be an error we find during our coherence checks which reveals a contradiction in the information you have provided on your SAF only or supporting documents.

Decisions on obvious error depend on the overall facts and circumstances of each individual case.

We cannot correct a mistake you made because you misunderstood scheme rules or forgot to claim:

- for any of the land-based schemes in their entirety
- a land parcel for Basic Payment/Less Favoured Area Support
- an Rural Priorities annual recurrent option

- an Agri-Environment Climate Scheme annual recurrent option
- an Forestry Grant Scheme annual maintenance and/or annual management grant

We have no obligation to check your SAF for obvious error.

### **Force majeure/exceptional circumstances (FM/EC)**

We may accept that you have been prevented from meeting certain obligations due to a force majeure/exceptional circumstance (FM/EC) event. A FM/EC event comprises an objective element (an unusual circumstance, outside your control which prevented you from complying with scheme rules) and a subjective element (the consequences of which you could not have avoided in spite of the exercise of all due care).

Some examples of a force majeure/exceptional circumstance event are:

- the death of the beneficiary
- long-term professional incapacity of the beneficiary
- a severe natural disaster gravely affecting the holding
- the accidental destruction of livestock buildings on the holding
- an epizootic or a plant disease affecting part or all of the beneficiary's livestock or crops respectively
- expropriation of all or a large part of the holding if that expropriation could not have been anticipated on the day of lodging the application

To apply for force majeure/exceptional circumstances, you must write to your area office within 15 working days of being able to tell us about it.

You will need to send us as much evidence as you can to show the failure to comply with your obligations was solely due to the FM/EC event. This must include proof that the event occurred. We will consider each case on its merits and then notify you of our decision.

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## **6. Inspections and records**

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### **Inspections**

We must carry out inspections. If we select your business for inspection we will check to ensure you meet the rules of the scheme(s) you are claiming under.

We are not required to provide advance notice of inspections. If you, or others acting on your behalf, prevent an inspection from being carried out, we will not pay you. More detailed information about inspections is available at <https://www.ruralpayments.org> or from your area office.

### **Records**

You are required to keep all records relating to any scheme you have claimed under for four years from the end of the calendar year in which you made your claim. For Land Managers Options, Rural Priorities, Agri-Environment Climate Scheme and Forestry Grant Scheme you need to keep all records for six years from the date of the last payment.

More detailed information about the records you need to keep is available from your area office.

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## 7. Reductions, exclusions and penalties

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### **Failure to declare all the land you have**

You must declare **all** the permanent, seasonal and common grazings agricultural land that you have on 15 May 2020 on your SAF. You must **also** declare any non-agricultural land which is either being claimed for support payments in 2020 or which is under a continuing maintenance commitment having previously received support payments under the current or previous Scotland Rural Development Programmes. The relevant schemes are listed below:

Agri-Environment Climate Scheme (AECS)

Forestry Grant Scheme (FGS)

Rural Development Contract Rural Priorities (RP)

Farm Woodland Scheme (FWS)

Farm Woodland Premium Scheme (FWPS)

Scottish Forestry Grant Scheme (SFGS)

Land Managers Options (LMO).

If we find a difference between the total area you declare on your SAF and the total land that you should have declared we may have to reduce payments that become due to you.

### **Discrepancies in areas claimed**

We cannot pay you on an area greater than the area you claim on your SAF.

If we find an area greater than the area you claim on your SAF, we will only pay on the area you claim.

### **Under declaration penalties**

If there is a difference between the total area you declare on your SAF and the total land you should have declared, we may have to apply penalties.

### **Over declaration penalties**

Where we find a difference between the number of hectares you claimed and the number of hectares of eligible land determined (found) we may have to apply penalties.

If the ineligible land was claimed in a previous year we may have to penalise these claims too and recover some or all of the payments we have made.

### **Other penalties**

There are also penalties on LFASS and BPS payments for under activity and penalties for failure to comply with your BPS Greening or cross compliance obligations.

You can find more detailed information on all the reductions, exclusions and penalties we may apply in guidance notes for each scheme. Penalties for Cross Compliance breaches are detailed in the Cross Compliance guidance.

You can find all our guidance on our website at <https://www.ruralpayments.org>

### **False declarations**

A false declaration made intentionally or recklessly is a criminal offence. If we find that you have intentionally or recklessly made a false declaration you will be liable to prosecution.

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## 8. Payments

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### **Sterling**

Please note that all schemes will be paid in Sterling this year following the withdrawal of the UK from the European Union. If you haven't provided a Sterling bank account to RPID before you will need to follow the guidance below.

### **Payments by BACS**

We make payments under all schemes covered by IACS using the Bankers Automated Clearing Services (BACS).

We can only make payments to a bank account which accepts BACS payments. If we do not already have your business' nominated bank account details, or if you want to change them, you can do this online at <https://www.ruralpayments.org>

Alternatively, you can fill in a Register your Bank Details Form – Sterling (PF03) and send it to your area office. Blank forms are available on our website at <https://www.ruralpayments.org> or from your area office.

Please keep your bank details up to date in Rural Payments and Services to avoid payment delays.

Please note, if you register a new bank account or tell us of a change to your bank account, we will carry out checks for your security. These take at least 10 days and we cannot make payments during this period.

We are not responsible for delays to your payments because you or your agent gave us incorrect bank details or did not tell us about a change to your bank account details before we processed your payment(s).

We will not process requests for mandates.

### **Publishing your payment details**

The European Commission introduced legislation in 2014 that requires Member States to publish annually, certain details of the amounts paid to their CAP beneficiaries on a website hosted by each Member State. Specific data must be published for all beneficiaries on this searchable website. The data will be updated annually and remain available on this website for only two years from the date it is published. It will include the name and locality of the beneficiary, and details of the amounts and schemes for which subsidy has been paid. However, for those receiving less than the equivalent of €1,250 in grant subsidies, the name of the beneficiary will be withheld. The first data published in this format was made available from 31 May 2015 and covered all payments made in the period 16 October 2013 to 15 October 2014. Any payments arising from the submission of a SAF 2020 will not be published before 31 May 2021.

You can view the payments data at <http://cap-payments.defra.gov.uk/Default.aspx>

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## 9. How we look after your information

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We will use the information provided in the SAF to process any claims or applications you make and to keep you informed on the progress of your application.

We will also use the land use data you declare on your permanent, seasonal and common grazings land data sheet(s) to meet the data requirements of the June Agricultural Census.

We take our responsibilities for the way we store, secure and use your personal information seriously, and always seek to respect your privacy and to meet our legal obligations.

These obligations include the General Data Protection Regulation, the UK Data Protection Act, and other regulations and legislation relating to privacy and communications. To see details on how we use your information and who we share your information with, please see our privacy policy located at:

<https://www.ruralpayments.org/publicsite/futures/privacy-policy/> or available in paper form from your area office.

Our Privacy Policy explains the purposes for which we use personal data and the legal basis for that use. It explains our responsibilities for collecting data and what happens if you fail to provide data we need or provide incorrect data. We set out the categories of data we collect and how we acquire it, especially in those cases where it may come from another party.

The Privacy Policy also sets out our approach to sharing data and gives information about the organisations with whom we share data and why we do so. Finally, we advise you of your various rights and how to exercise them.

If you are providing information to us on behalf of someone else (for example, as an agent representing a SAF beneficiary), you are advised to draw this section of the Guidance and the Privacy Policy to the attention of any individual whose data is being processed. This is in order to help you fulfil your obligations under data protection legislation towards your clients or those whom you represent.

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## **10. Appeals**

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### **Appealing against our decision**

If we have written to tell you we have already, or soon will, refuse, reduce or recover some or all of your expected payment and you are not sure why we have made this decision, you should urgently contact your area office for more information.

If after this discussion you are still not satisfied with our decision, you may wish to ask us to formally review our decision under our EU Rural Payments Appeals procedure.

To do this you must submit a written request to your area office. This has to be received, no later than 60 days (legal timescale) from the date of our original decision letter on a Request for a Review form (PF19).

Area office staff will then arrange to meet with you – or phone you if you prefer – to formally review your appeal in more detail.

By law they must do this no later than 60 days from the date they receive your Request for a Review form (PF19). This will give you the opportunity to explain to a senior member of staff why you think our decision is incorrect, provide additional evidence, ask any related questions and seek relevant clarification.

The area office must then send you a written report of the review meeting within 60 days. The report will either confirm or amend our original decision, or revoke it entirely and substitute a new decision.

If after this you are still not satisfied with our decision, you can consider submitting an appeal direct to the Scottish Land Court. They must receive your request within 60 days of you receiving the area office report.

You can get further information on our EU Rural Payments Appeals procedure and the Request for a Review form (PF19) at <https://www.ruralpayments.org> or from your area office.

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## 11. Complaints

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### **Complaints about our standard of service**

A complaint is an expression of dissatisfaction with our standard of service, procedures, or processes that you feel requires a response or explanation from us.

You or your representative can complain in person by phone, by email or in writing.

All complaints will be treated seriously by us and you will receive a full response.

Our complaints procedure has two stages:

#### **Stage One – frontline resolution**

Frontline resolution aims to quickly resolve straightforward customer complaints that require little or no investigation. Under this part of the procedure you should direct your complaint to the officer in charge of the staff you have been dealing with.

This person is likely to be located in your area office or with RPID in Edinburgh. They may be able to answer your concerns to your satisfaction. We aim to address your Stage One complaint in five working days.

If you are dissatisfied with our response you can ask us to consider your complaint at Stage Two.

#### **Stage Two – investigation**

We will look at your complaint at this stage if you are dissatisfied with our response at Stage One. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation before we can resolve the issue.

We will acknowledge receipt of your complaint within three working days. For Stage Two complaints we will appoint an independent investigating officer who has sufficient knowledge of the issue you are complaining about. You will receive a report at the end of the investigation.

We aim to issue this report as soon as possible but no later than 20 working days.

You can obtain further information about our complaint handling procedure at <https://www.ruralpayments.org> or by emailing us at [SGComplaints@gov.scot](mailto:SGComplaints@gov.scot)

If you are not satisfied with the decision reached in the Stage Two report, you or your representative have the right to ask the Scottish Public Services Ombudsman (SPSO) to investigate your case.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court for example the Scottish Land Court

You can contact the SPSO at the following address: (No stamp required)

#### **Freepost SPSO**

Further information about the Scottish Public Services Ombudsman is available at <http://www.spsso.org.uk>

The telephone number is 0800 377 7330.

If you are satisfied with the service we have provided, or wish to highlight some exceptional performance, we would be happy to hear from you. We would welcome your suggestions on how we might build on the service we provide.

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## **12. Legal base**

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The legal base for the Integrated Administration and Control System is in Regulation (EU) No 1306/2013 of the European Parliament and of the Council; Commission Delegated Regulation (EU) No 640/2014; and Commission Implementing Regulations (EU) No 809/2014 and 908/2014.

The legal base for the Direct Payments Schemes for farmers under the CAP is in Regulation (EU) No 1307/2013 of the European Parliament and the Council; Commission Delegated Regulation (EU) No 639/2014; and Commission Implementing Regulation (EU) No 641/2014.

The legal base for the Less Favoured Area Support Scheme is in Regulations (EU) 1305/2013 and 1306/2013 of the European Parliament and of the Council; Commission Delegated Regulations (EU) No 640/2014 and 807/2014; and Commission Implementing Regulation (EU) 808/2014.

The legal base for Land Managers Options is in Regulations (EU) 1305/2013 and 1306/2013 of the European Parliament and of the Council; Commission Delegated Regulations (EU) No 640/2014 and 807/2014; and Commission Implementing Regulation (EU) 808/2014.

The legal base for Rural Priorities is in Regulations (EU) 1305/2013 and 1306/2013 of the European Parliament and of the Council; Commission Delegated Regulations (EU) No 640/2014 and 807/2014; and Commission Implementing Regulation (EU) 808/2014.

The legal base for the Agri-Environment Climate Scheme is in Regulations (EU) 1305/2013 and 1306/2013 of the European Parliament and of the Council; Commission Delegated Regulations (EU) No 640/2014 and 807/2014; and Commission Implementing Regulation (EU) 808/2014.

The legal base for the Forestry Grant Scheme is in Regulations (EU) 1305/2013 and 1306/2013 of the European Parliament and of the Council; Commission Delegated Regulations (EU) No 640/2014 and 807/2014; and Commission Implementing Regulation (EU) 808/2014.

The legal base for the Beef Efficiency Scheme is in Regulations (EU) 1305/2013 and 1306/2013 of the European Parliament and of the Council; Commission Delegated Regulations (EU) No 640/2014 and 807/2014; and Commission Implementing Regulation (EU) 808/2014. The following also have to be adhered to regarding animals: Regulation (EC) 1760/2000 as amended.

Regulation (EU) 2017/2393 of the European Parliament and of the Council of 13 December 2017 amending Regulations (EU) No 1305/2013 on support for rural development by the European Agricultural Fund for Rural Development (EAFRD), (EU) No 1306/2013 on the financing, management and monitoring of the common agricultural policy, (EU) No 1307/2013 establishing rules for direct payments to farmers under support schemes within the framework of the common agricultural policy, (EU) No 1308/2013 establishing a common organisation of the markets in agricultural products and (EU) No 652/2014 laying down provisions for the management of expenditure relating to the food chain, animal health and animal welfare, and relating to plant health and plant reproductive material.

We aim to provide as much guidance as is practicable on the IACS. It is not however a definitive statement of the effect of the relevant legislation, which can only be provided by the courts. If you have any legal questions, you should get appropriate legal advice from a solicitor.

You should note in that respect that EU legislation has, or will be, rolled over into domestic law as 'retained EU law' over the course of 2020.

## **ANNEX 1**

### **June Agricultural Census (JAC)**

We will use the land data you declare on your permanent, seasonal and common grazings land data sheets to meet the land use requirements of the June Agricultural Census (JAC).

It is crucial for JAC purposes, that you declare all the land you have on your SAF.

The JAC has additional questions that are not included in the SAF. You can use the Rural Payments and Services website to provide this information, using the Ag Census page. We will inform you when this page becomes available.

If you have not previously used the website to complete the JAC, we will still send you a paper form. However, to save you time, we encourage you to use the Ag Census page on the Rural Payments and Services website.

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### **Land seasonally let out**

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In order to provide comprehensive coverage of all activities on your land, you will need to record land use codes on all the land you seasonally let out in column H on your IACS(3) permanent land data sheet(s). We need this because not all land that is seasonally let in is declared on the IACS(4) (seasonal land data sheet). We will record the activity on the land using the LLO code (land let out). For example, if Ware Potatoes are being grown on land you have seasonally let out, you will need to report this as “LLO-WPOT”.

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### **Land use**

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We also have to collect information on specific crops that are required for the JAC. Some examples are:

- vegetables
- fodder crops
- nursery stock
- strawberries
- bedding and pot plants

You can see the full list of land use codes in the “How to fill in your Single Application Form 2020” booklet.

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### **Intended land use on 15 May 2020**

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When you complete your SAF please tell us, as best you can, what the land use will be on 15 May 2020. This applies to land which has not yet been sown or on which a final decision has not yet been taken. In these cases, please complete the forms for JAC purposes with the best information available to you at the time of completion.

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## **Livestock data**

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We use cattle data we collect from the British Cattle Movement Service's (BCMS) Cattle Tracing System (CTS) database, rather than the data on livestock you tell us about on your SAF for the JAC. This is because:

- there are considerable differences in terms of definitions and reference dates
- SAF data is collected at the aggregate business level but we need holding level data for the JAC

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## **JAC database**

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We will collate the SAF data on land use to the holding level using the information you give us on your permanent, seasonal and common grazings land data sheet(s).

We will combine your data from the land details section with the other holding level information collected from the reduced JAC form, including livestock, labour, rental agreements and total holding areas (including any un-mapped land).

All cattle data is sourced from the British Cattle Movement Service's Cattle Tracing System (CTS) database.

All of this data will be combined to create the JAC database. The SG Agriculture Statistics Unit (ASU) will hold the data in strictest confidence, stored in a secure location with access restricted to those staff needed to process it.

Occasionally, we will use the JAC database to contact holdings. For example, in emergencies, during a disease outbreak or with information which the Scottish Government considers will be beneficial to holdings. We may also provide contact details for specific research projects, run by authorised research bodies or academia, that the Government believes are beneficial to the industry.

Data that is on the JAC database is held confidentially, in line with the data protection legislation. However, data may sometimes be shared with authorised research bodies or academia, for research purposes, under strict confidentiality restrictions (secure storage, restricted access, deletion after use, no publication that identifies individuals etc.), in line with section 80 of the Agriculture Act 1947. You can view the Agriculture Act 1947 at [www.opsi.gov.uk](http://www.opsi.gov.uk)

## ANNEX 2

### Hemp growers

If you want to grow hemp you must get a licence from the Home Office. It is a criminal offence to grow hemp in the United Kingdom, for any purpose, without a licence.

A fee is payable for a new licence or the replacement of an existing licence. Applications for licences are made online via the Home Office website at:

**<https://www.gov.uk/guidance/controlled-drugs-licences-fees-and-returns#industrial-hemp>**

You should apply for a licence as early as possible. They are not issued, or renewed, automatically. The Home Office will ask where and why you plan to grow hemp.

You may be asked for evidence that you have a contract to supply hemp. A “Growers Factsheet” is available on the Home Office website - existing and prospective growers should familiarise themselves with this document and ensure they are fully aware of the limitations to the ‘industrial hemp licensing process’. Specifically, only non-controlled parts of ‘EU approved’ varieties of the plant (industrial use of fibre and seed) are acceptable ‘end uses’ for this policy. Green material (leaves and flowers) cannot be used or supplied for use.

Hemp cultivation licences are presently issued for three growing seasons, but there is a requirement to submit an Annual Grower Statement to the Home Office by 1 May of each year, irrespective of whether you cultivated hemp in the previous growing season.

The Home Office Drugs & Firearms Licensing Unit can be contacted by phone at 0207 035 8972 or by email at [dflu.dom@homeoffice.gov.uk](mailto:dflu.dom@homeoffice.gov.uk)

All individuals named on a licence application form must complete an enhanced Disclosure and Barring Service (DBS) Disclosure. The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 enables the Drug and Firearms Licensing Unit (DFLU) to ask questions about spent convictions for the purpose of assessing applicants suitability to obtain a licence.

DFLU has contracted Security Watchdog (part of CAPITA PLC) to provide a scheme to enable DFLU licence applicants to obtain DBS enhanced disclosures. A DBS disclosure guidebook is available from the Security Watchdog website <http://www.securitywatchdog.org.uk/>

To apply for a DBS enhanced disclosure contact Security Watchdog on: +44 (0) 1420 558 752 (Monday to Friday 9.00am to 5.30pm). During the call all aspects of the disclosure application process will be explained to you.

The Home Office **does not** undertake DBS checks on your behalf. Please note a fee is payable to Security Watchdog for each enhanced DBS disclosure request.

DBS disclosures completed for other organisations – for example in the course of employment or voluntary work – are not “portable” for drug licensing purposes.

However, as a general rule, where you have obtained an enhanced criminal records or DBS check for the purposes of Home Office drug licensing, we will not require you as an individual to renew that check within three years of the disclosure date.

Furthermore, if you have paid an additional fee for the optional ‘update’ service now offered with an enhanced DBS check obtained for another purpose, you should contact the Home Office before applying for a further check.

The contents of the DBS enhanced disclosures for all applicants named on the application form will also be taken into account in the decision as to whether or not to issue a licence.

The Home Office applies application cut-off dates for industrial hemp licence applications. Further information can be found at:

<https://www.gov.uk/guidance/controlled-drugs-industrial-hemp#growing-season---important-dates-for-prospective-applicants>

You must declare all the land on which you grow hemp for fibre or other purposes on your permanent, seasonal and common grazings data sheets. Land on which you grow hemp for fibre or other purposes is eligible to support a claim under the Basic Payment Scheme.

If you are claiming BPS on this land you must use certified seed of one of the eligible varieties listed in the Common Catalogue of Varieties of Agricultural Plant Species on 15 March 2020.

You must send the original official labels for the hemp you are growing to us with your SAF. We will return the labels to you. If sowing takes place after 15 May 2020 you must submit the labels no later than 30 June 2020.

If you need more information please contact:

Direct Payments Team  
Q1 Spur  
Saughton House  
Broomhouse Drive  
Edinburgh  
EH11 3XD

## ANNEX 3

### Land parcels and maps

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#### 1. Introduction

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Under the legislation governing the IACS the Scottish Government require to maintain a register of land parcels. This register must have unique land parcel identifiers (LPID) and areas, against which we can check all claims. We hold the unique LPID and gross areas for your land on this register and this information is on the maps we issue to you. You can also view your maps on <https://www.ruralpayments.org> if you have an online account. You must use these unique land parcel identifiers and areas in your SAF.

Land located in other parts of the UK is subject to the Land Parcel Identification System operated in that country.

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#### 2. IACS maps

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##### General

Rural Payments and Inspections Division (RPID) are now issuing a new style of IACS map printable at A3 size.

When any land changes have been made to your location code you will receive a covering letter, a separate table with 4 columns which is linked to the map by the counter number in column one, the second column shows your Land Parcel Identifiers (LPIDs), the third column shows the gross area of the land parcel and the fourth shows the total of any BPS ineligible land in the land parcel.

You will also receive an overview map of all your land parcels with a map index overlaid. The map index refers to more detailed map(s) with a standard aerial photography background with land parcels identified by yellow boundaries. BPS ineligible areas will also be depicted on the more detailed maps in red.

Both the table and maps will have a version date please ensure you use the same version as this may cause severe issue if you do not.

The areas held on the register correspond to the plan area within the land parcel boundary. We must validate your claim against the register before payment is made. It is, therefore, essential that you use the most recent map for the land that you are claiming and/or declaring.

##### In summary:

- Your map supports your Pillar 1 and Pillar 2 (including Legacy Ari-Environment and Forestry Schemes) subsidy claims
  - Your map reflects the gross areas for your subsidy claim
  - It is your responsibility to keep your maps up-to-date (boundaries, ineligible areas etc.)
  - We will consider and confirm any changes you make and maintain your maps
  - If your communication preference is via email on RP&S you will be emailed a PDF copy of your map following confirmation of your change
  - Hard copy maps are available on request via email using [FIS\\_Team@gov.scot](mailto:FIS_Team@gov.scot)
  - Your most up-to-date map can also be viewed and downloaded online.
  - You can find more information on the Land Maintenance Form (LMF) (PF06) and when you should submit one in Section 3.
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In addition to the guidance in this annex we also have published guidance on “Mapping Rules for Land Managers” and “Assessing your Land Eligibility”. These provide additional practical examples to aid your understanding. You can see this guidance online at <https://www.ruralpayments.org>.

Please note these maps are for IACS purposes only and have no legal standing. They do not represent the ownership of the land.

### **Ineligible areas (unusable areas, such as roads, yards, buildings, ponds, and impenetrable areas of vegetation)**

You must check your current land parcels maps for ineligible areas and ensure you do not claim on them. It is your responsibility to ensure that you deduct any ineligible land when you claim.

Please submit a Land Maintenance Form (LMF) with supporting documentation, for example a map of the area and photographic evidence, if you:

- add or modify a BPS permanent ineligible feature
- remove a BPS permanent or soft ineligible feature

Ineligible features are recorded on the LPIS and will eventually be shown on your IACS maps.

### **Disagreement over area sizes**

If you do not agree with the area shown on your map, you should first check whether the boundary of the land parcel is shown correctly. If not, then amend it by completing a LMF.

If you agree with the land parcel boundary shown, but are unhappy with the area, you can make your own arrangements to have the land professionally measured and to submit those measurements to us for approval.

Any plans you submit under these arrangements should be surveyed and certified by an independent person who must hold a qualification from the Royal Institution of Chartered Surveyors (RICS), the Institution of Civil Engineers (ICE) or a similar professional body.

Any map you provide under these arrangements should be drawn to scale and clearly show the areas in question, the underlying OS MasterMap detail and the OS map reference number.

### **Maintaining the Land Parcel Register**

It is important that you notify us immediately whenever you make a boundary change, think that the boundary of a land parcel is wrong, or land is bought/sold. You do this by completing an LMF and sending it to us. This form is available on our website at <https://www.ruralpayments.org> or you can get one from your area office. It is in your interest to submit the form well before 15 May 2020, the deadline for your Single Application Form (SAF).

When submitting an LMF with land parcel changes, supply a map with the details of every change clearly shown. If you have an existing map, you must use it to notify changes.

If using an LMF, do not use correction fluid when altering your boundaries. Mark crosses on the line to be altered and make any amendments in ink (not in blue or yellow ink) for maps with aerial photography as the backdrop.

If you have a new land parcel which has not been registered, draw the boundaries clearly on your existing map. Check if the previous owner/occupier has already received a new unique land parcel identifier and use this number.

If the land parcel cannot be drawn on the map, supply another map showing the land parcel. The map should be an OS map (or a professional equivalent) at 1:10000 scale (or 1:2500) for land parcels up to 2000 hectares, and 1:25000 scale (or 1:10000) for land parcels above 2000 hectares. Make sure that the map sheet reference is marked on the map.

If you purchase or sell a land parcel which has already been registered you should enter the unique Land Parcel Identifier on the LMF showing the type of change, date of change, area etc. You do not need to submit a map if the boundaries have not changed.

For a new land parcel larger than 2000 hectares, the map should be at a scale of at least 1:25000 (maps at 1:10000 scale are also acceptable).

Your map(s) must include:

- the location code number of the holding
- for each land parcel, the land parcel boundary in blue and the estimated area in hectares. Note that acres are not acceptable. To convert from acres to hectares divide by 2.47
- for each land parcel, the reference number which you have used on your data sheet (if an LMF submitted along with SAF)

## **Special categories**

### **Common Grazings**

The Grazings Clerk or other appointed person should submit a LMF relating to changes to the Common Grazings. Forms relating to apportionments from the Common Grazings must only be submitted once the apportionment has been officially approved and a Final Order produced by the Crofting Commission.

If you are submitting a SAF for the first time and you have a share in a Common Grazings that is not recorded on our LPIS, which you use for forage, then we require a map of 1:25000 scale covering the whole Common Grazings.

We only need one map of the grazing so you may wish to contact the other shareholders in the Common Grazings. You can arrange with them for a map to be submitted to the relevant area office by the Township Clerk, Grazing Constable or other suitable person on behalf of the Township, Sheep Stock Club or Grazings Committee. Your SAF will not be processed until the map is supplied.

The boundary of the Common Grazings should be marked on the map and the person who submits the map should sign it on behalf of all shareholders. The map should show (or be accompanied by) a list of all shareholders with their allocated shares.

Any apportionments granted should be clearly marked on the map and the area of the Common Grazings (excluding apportioned land) should be marked in hectares. If you are having difficulties supplying a map or identifying apportionments please consult your area office, who will advise on appropriate sources of information.

### **Legacy Agri-Environment and Forestry schemes**

A Land Maintenance Form is required and a land parcel identifier given if an area has never previously been captured and is not part of an existing land parcel.

A Land Maintenance Form will be accepted and a Land Parcel Identifier given if the area is part of an existing land parcel, over 0.01 hectares and fenced-off from the remaining area of the land parcel. This will only be where the area is to be permanently enclosed, for example an area to be managed under an agri-environment scheme.

A Land Maintenance Form is not required when the area is part of an existing land parcel already covered by a unique Land Parcel Identifier and under 0.01 hectares, whether fenced off or not.

**Who to contact if you require additional information about land parcels, maps and the register**

You can call the Land Parcel Identification System (LPIS) Team on 0300 244 1938 between 9am-5pm, Monday to Thursday and 9am-4.30pm on Fridays. An answer machine service is available outside these hours.

If you wish to write regarding a query, write to:

LPIS Team  
RPID  
D1 Spur  
Saughton House  
Broomhouse Drive  
Edinburgh  
EH11 3XD

## ANNEX 4

### Area office and contacts' address details

RPID area offices

Email: [sgrpid.areaoffice@gov.scot](mailto:sgrpid.areaoffice@gov.scot) (for example [sgrpid.ayr@gov.scot](mailto:sgrpid.ayr@gov.scot))

#### **AYR**

RPID  
Russell House  
King Street  
AYR  
KA8 0BE  
Tel: 0300 244 6300

#### **BENBECULA**

RPID  
Balivanich  
ISLE OF BENBECULA  
HS7 5LA  
Tel: 0300 244 9600

#### **DUMFRIES**

RPID  
Government Buildings  
161 Brooms Road  
DUMFRIES  
DG1 3ES  
Tel: 0300 244 5888  
Fax: 0300 244 8844

#### **ELGIN**

RPID  
Alexander Fleming  
House  
8 Southfield Drive  
ELGIN  
IV30 1QN  
Tel: 0300 244 1570

#### **GALASHIELS**

RPID  
Cotgreen Road  
Tweedbank  
GALASHIELS  
TD1 3SG  
Tel: 0300 244 1400

#### **GOLSPIE**

RPID  
The Links  
Golspie Business  
Park  
GOLSPIE  
KW10 6UB  
Tel: 0300 067 6841

#### **HAMILTON**

RPID  
Cadzow Court  
3 Wellhall Road  
HAMILTON  
ML3 9BG  
Tel: 0300 244 3665

#### **INVERNESS**

RPID  
Government Building  
28 Longman Road  
INVERNESS  
IV1 1SF  
Tel: 0300 244 4968

#### **INVERURIE (Thainstone)**

RPID  
Thainstone Court  
INVERURIE  
AB51 5YA  
Tel: 0300 244 6822

#### **KIRKWALL**

RPID  
Government Buildings  
Tankerness Lane  
KIRKWALL  
KW15 1AQ  
Tel: 0300 244 9626

#### **LERWICK**

RPID  
Charlotte House  
Commercial Road  
LERWICK  
ZE1 0HF  
Tel: 0300 244 9599

#### **OBAN**

RPID  
Cameron House  
Albany Street  
OBAN  
PA34 4AE  
Tel: 0300 244 9340

#### **PERTH**

RPID  
Broxden Business  
Park  
Lamberkine Drive  
PERTH  
PH1 1RX  
Tel: 0300 244 5400

#### **PORTREE**

RPID  
Estates Office  
PORTREE  
IV51 9DH  
Tel: 0300 244 6716

#### **STORNOWAY**

RPID  
10 Keith Street  
STORNOWAY  
HS1 2QG  
Tel: 0300 2448501

#### **THURSO**

RPID  
Strathbeg House  
Clarence Street  
THURSO  
KW14 7JS  
Tel: 0300 244 3534

## **Other contacts**

### **Land parcels and maps**

RPID

Land Parcel Identification System Team

D1 Spur

Saughton House

Broomhouse Drive

Edinburgh

EH11 3XD

Tel: 0300 244 1938\*

Email: FIS\_Team\_Mailbox@gov.scot

### **Basic Payment Scheme Entitlements Transfers**

RPID

Entitlement Transfer Unit

10 Keith Street

Stornoway

HS1 2QG

Tel: 0300 2448501

Email: EntitlementTransferUnit@gov.scot

\* Open 9am-5pm Monday to Thursday  
and 9am-4.30pm on Fridays

## **Scottish Forestry: Conservancy Offices**

### **Highland & Islands Conservancy**

'Woodlands'  
Fodderty Way  
Dingwall  
Ross-shire  
IV15 9XB  
Tel: 0300 067 6950  
Email: [highland.cons@forestry.gov.scot](mailto:highland.cons@forestry.gov.scot)

### **Central Scotland Conservancy**

Bothwell House  
Hamilton Business Park, Caird Park  
Hamilton  
ML3 0QA  
Tel: 0300 067 6006  
Email: [centralscotland.cons@forestry.gov.scot](mailto:centralscotland.cons@forestry.gov.scot)

### **South Scotland Conservancy**

Greystone Park  
55/57 Moffat Road  
Dumfries  
DG1 1NP  
Tel: 0300 067 6500  
Email: [southscotland.cons@forestry.gov.scot](mailto:southscotland.cons@forestry.gov.scot)

### **Grampian Conservancy**

Portsoy Road  
Huntly  
AB54 4SJ  
Tel: 0300 067 6210  
Email: [grampian.cons@forestry.gov.scot](mailto:grampian.cons@forestry.gov.scot)

### **Perth and Argyll Conservancy**

Upper Battleby  
Redgorton  
Perth  
PH1 3EN  
Tel: 0300 067 6005  
Email: [panda.cons@forestry.gov.scot](mailto:panda.cons@forestry.gov.scot)

### **South Scotland Conservancy Area Office**

Weavers Court  
Forest Mill  
Selkirk  
TD7 5NY  
Tel: 0300 067 6007  
Email: [southscotland.cons@forestry.gov.scot](mailto:southscotland.cons@forestry.gov.scot)

