

Empowerments

Introduction

What is empowerment?

Empowerment is giving someone the power to act on behalf of the business when dealing with us. You need to tell us who you want to empower, including yourself. We then know that we are dealing with the correct person.

Types and levels of empowerment

People have different types and levels of empowerments which determine what business we can do with them. We ask who you want to access the information we hold about your business, and who you want to empower to act on behalf of your business.

Types of empowerment

There are two types of empowerments:

- Business empowerments.
- Scheme empowerments.

Business empowerments

Business empowerments can be one of three different levels:

- Partial.
- Full.
- Legal.

Partial empowerment: Allows you to access all information held for the business on our Customer Register. However, you will not be able to make any changes to information we hold for the business. Partial empowerment does not allow you to appoint an agent to deal with SPS.

Full empowerment: Allows you to access all information we hold for the business on our Customer Register. You can add other people with full empowerment or change certain business details such as the business address, telephone numbers and e-mail addresses. Full empowerment allows you to deal in all areas of SPS or to appoint an agent to deal with SPS matters for the business.

Legal empowerment: Allows you to access and change all details we hold for the business on our Customer Register. If you are legally empowered, you can change the business address and bank details, add other people to the business record with the same or a lower level of empowerment, and in some cases, remove other legally empowered people. Legal empowerment allows you to deal in all areas of the Single Payment Scheme (SPS) or to appoint an agent to deal with SPS matters for the business. This is the only empowerment that allows you to change all details for the business.

Only people who are legally empowered can change controlled information:

- the name of the business;
- the legal status of the business;
- payment details; and
- remove the legal empowerment of people within the business.

Some of these details can be changed over the telephone after answering security questions, or can be changed by using a *Customer Registration Amendment form* (CREG 10).

One person can be nominated as the 'Primary Contact' for the business. Certain items of mail that we produce will be sent to this person. You can read about the addressing scheme for mail on page 4.

Scheme empowerment

There are three increasing levels of scheme empowerment for SPS:

1. **View:** Allows you to access information we hold for the business regarding SPS. You cannot change any details with this level of empowerment.
2. **View/Amend:** As above and allows you to provide or change SPS claim information.
3. **View/Amend/Receive mail:** As above and all standard mail for SPS will be sent to the person with this empowerment. This includes the SPS application and entitlement information. Only one person in the business can have this level of empowerment.

	Empowerment level			
	Legal	Full	Partial	** Scheme
Change the name of the business	✓			
Change the legal status of the business	✓			
Give legal empowerment	✓			
Remove legal empowerment	✓			
Change your payment details	✓			
Appoint an agent	✓	✓		
Submit applications	✓	✓		2
Give full empowerment	✓	✓		
Change business address	✓	✓		
Change telephone numbers	✓	✓		
Change e-mail addresses	✓	✓		
View Customer Register details	✓	✓	✓	
View SPS claim information	✓	✓		1
Change SPS claim information	✓	✓		2
Receive SPS mail	✓	✓		3
Submit an RLE 1 *	✓	✓		2
Change an RLE 1 *	✓	✓		2

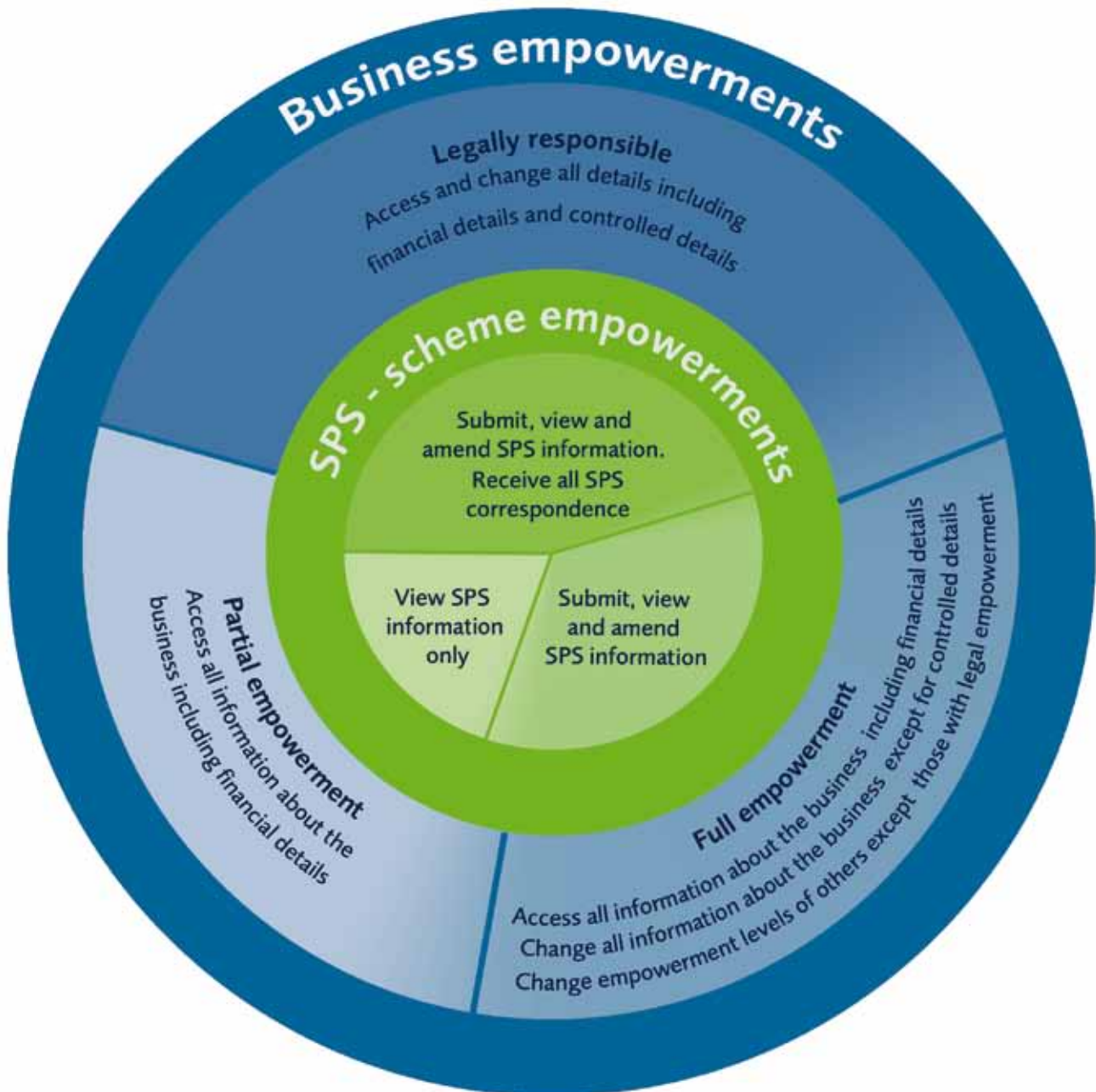
* *Request for changes to the Rural Land Register and for the transfer of entitlements* (RLE 1)

** Scheme empowerment levels

1. View
2. View/Amend
3. View/Amend/Receive mail

An agent submitting an SPS application must have the correct level of empowerment which is 'View and amend SPS claims'. This is needed to apply for SPS both electronically and using a paper SPS application form (SP5). If you want to empower an agent to submit an application, you must either contact our Customer Service Centre on 0845 603 7777 or we must receive a completed *Agent/Partnership Authorisation* form (SP9) from you, by the application deadline.

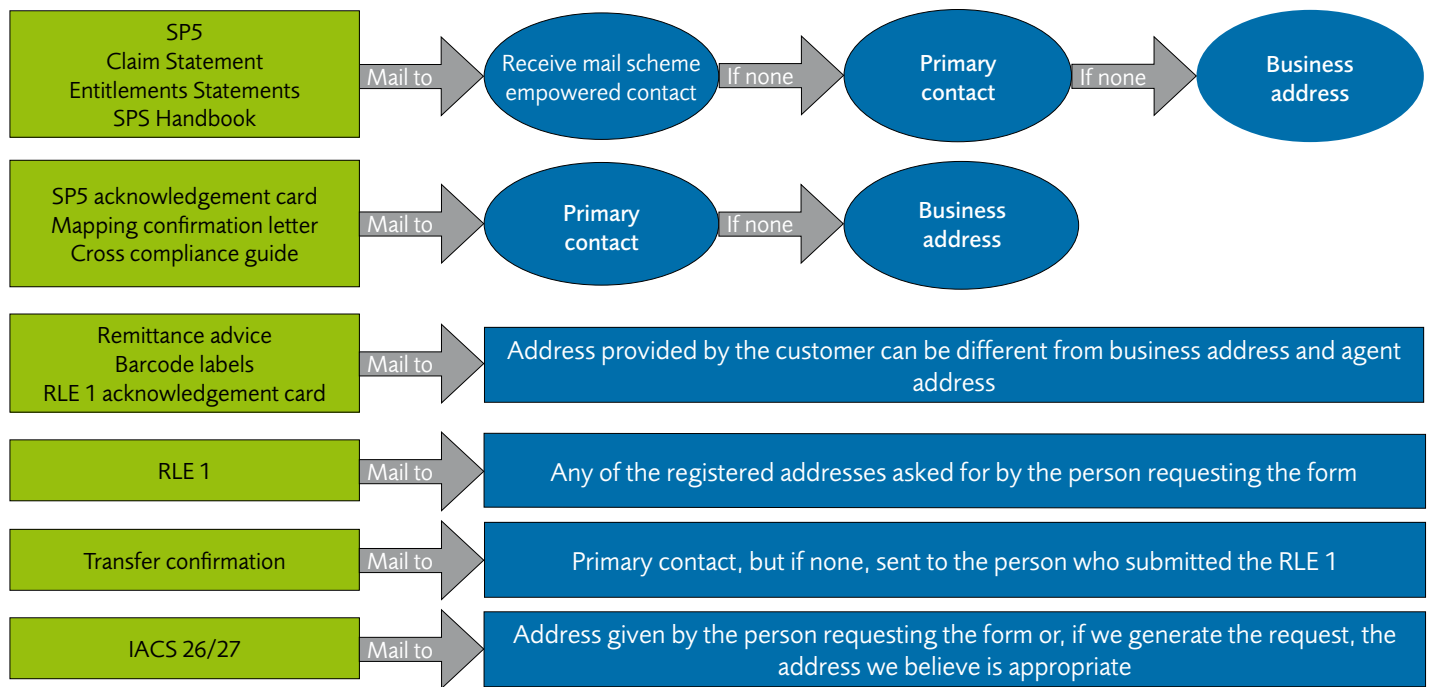
If an agent submits an SPS application without the correct level of empowerment, processing may be held up while we verify the correct position. We will allow 28 days for clarification of an anomaly being discovered. If we cannot confirm that the person making the application is empowered to do so, we cannot pay them.



Controlled details:

- Business name
- Legal status of business
- Payment details
- Legal empowerment

Empowerments and Mail



Commons Associations

For Commoner's Associations (CA) (or similar body) claiming for RDPE agri-environment schemes, such as the Uplands Entry Level Stewardship Scheme (UELS), we need to know everyone who is a party to the agri-environment agreement, and that they acknowledge their involvement. Similarly for CAs claiming SPS, we need to know everyone who is in the CA and that they acknowledge their involvement.

At least two of the Officers of any CA must complete and submit a CReg 01 form indicating that they are responsible people within the CA and will act as the main business contacts on behalf of the CA. We give these people full and legal empowerment on our Customer Register. All members of the CA who aren't Officers of the CA must also register with us using the CReg 01 form (Part 3) or the CREG 10 form. The CA can give some or all members full, legal or partial empowerment.

A cross check is carried out to ensure that all people who are party to the agri-environment agreement are registered with us for the CA.

Getting empowered and changing empowerments

How can I find out if I am empowered?

Call our Customer Service Centre on 0845 603 7777 and we will tell you if empowerments are in place for the business.

How can I get empowered?

If you are a member of a farming business (partner, director or sole trader), call our Customer Service Centre and we will usually be able to register your details over the telephone. Where this is not possible, we will send the appropriate registration form to you.

How can I empower someone to act on behalf of the business?

You can do this over the telephone if you have legal or full empowerment. Call our Customer Service Centre, and choose the 'Customer Registration' option. To add a legally empowered person to the business the person making the request must be legally empowered.

Alternatively, there are three forms you can use to empower a person. The form you need to fill in depends on whether or not you are already registered with us.

Customer Registration Form (CReg 01) – Fill in this form to tell us about all the people responsible for the business (for example, partners, directors) and the people you want to empower for the business (for example, an agent).

Customer Registration Amendment form (CREG 10) – Fill in this form if you have previously filled in a CReg 01 and now want to add someone new to the business. However, if the person is only to have scheme empowerment for SPS use an SP9.

SPS Agent/Partnership Authorisation form (SP9) – Fill in this form to tell us about who you want to represent your business for SPS. This will allow an agent to submit an SPS application on your behalf either electronically or using the paper form (SP5).

How can I set my security details?

Call our Customer Service Centre and choose the 'Customer Registration' option. We will ask you for a date, a location and an event that only you know the answer to.

When you are registered as an empowered contact for the business we will send a Personal Identifier (PI) to you.

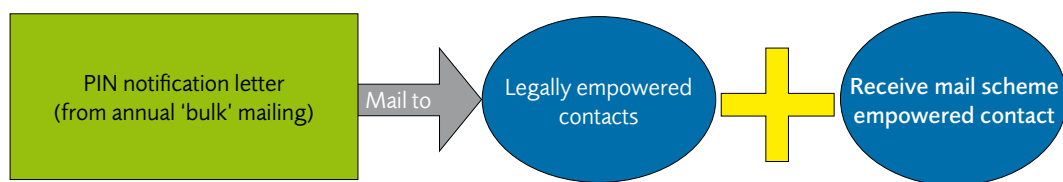
I can't remember my Personal Identifier (PI), what do I need to do?

Call our Customer Service Centre, and choose the 'Customer Registration' option. We will resend your PI to you.

Empowerments and PINs

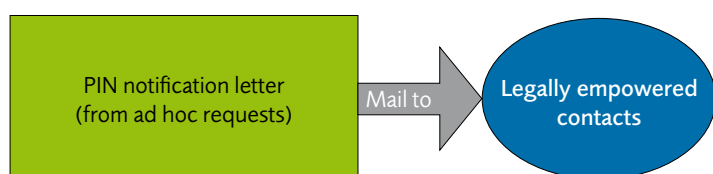
The Personal Identification Number (PIN) for the Electronic Channel Service allows people to submit SPS claims electronically and track their progress on-line.

Each year we mail PINs to people who represent businesses that didn't submit SPS claims electronically in the previous scheme year.



We also issue PINs to legally empowered contacts who ask for them.

These requests generate a new PIN which replaces the existing one.



How can I remove empowerments?

To remove a legally empowered person the business must fill in a CREG 10. To get a CREG 10 call our Customer Service Centre and choose the 'Customer Registration' option. Or, you can print a copy from our website at rpa.defra.gov.uk/creg.

To remove any other empowered person the business will need to call our Customer Service Centre. The person making the request must have legal or full empowerment.

An agent can remove their details from a business by calling our Customer Service Centre.

Using an online service for SPS

To use the RPA Online services or a Farm Software Package, you need to be registered and enrolled. You will need a Personal Identification Number (PIN) for your business. We only send PIN letters to the legally empowered people for a business.

To use SPS Online 'Make a claim' or a Farm Software Package to submit an SPS application you must have one of the following levels of empowerment:

- Legal empowerment;
- Full empowerment; or
- Scheme empowerment: For SPS, either View/Amend or View/Amend/Receive mail.

Any person acting as an agent on behalf of a farmer must be empowered to submit the SPS application. The level of empowerment needed is 'View and amend SPS claims'. This level of empowerment is needed to apply for SPS both electronically or using a paper form (SP5). If you want to empower an agent to submit an application, we must receive a completed SP9 by the application deadline.

Once you have empowered an agent to act on your behalf for SPS, you can give them your PIN so they can link you as a client to themselves on SPS Online. Or, you can link them yourself using the Government Gateway. They will also be able to send additional SPS related documents or call and discuss your SPS application with us.

Agents acting on behalf of a business online for SPS need their PI as well as a PIN. If you do not already have these you should call our Customer Service Centre to get them, allowing up to 10 working days for them to arrive.

If you have any questions about empowerments please call our Customer Service Centre on 0845 603 7777.