

[Redacted]
[Redacted]
30 January 2019

Cabinet Secretary for Social Security and Older People

DWP CASE TRANSFER STRATEGY

Purpose

1. Further to my submission of 27 November (attached for reference at Annex A) on dates for transfer of the devolved benefits and the process for client-initiated transfers from DWP, to:

[Redacted]
[Redacted]
[Redacted]
[Redacted]

Priority

2. Routine.

Background

3. [Redacted]
[Redacted]
[Redacted]

4. The scope of the case transfers covered by this paper is: Disability Living Allowance for children (DLA Child), Disability Living Allowance for adults aged 65 and over (DLA 65+), Carer's Allowance (CA), Personal Independence Payments (PIP) and Attendance Allowance (AA). [Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Discussion

Client centric case transfer principles

5. The following are proposed as the core client-centric case transfer principles on which our proposed transfer strategy is/will be based, and which will require to be agreed with DWP:-

- i. TP01 - We will ensure that clients continue to receive the correct payments at the correct time;
- ii. TP02 - We will transfer client cases as soon as possible, subject to TP01 above;
- iii. TP03 - Clients will not need to re-apply for their benefit as part of the case transfer;
- iv. TP04 - When their case transfers, clients will receive the same amount for the Scottish benefit, as they received for the equivalent UK benefit;
- v. TP05 - No-one will be subject to a face to face re-assessment by DWP after we launch new claims for PIP/Disability Assistance for Working Age People;

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Research on case transfer strategy

6. We have taken the first steps in co-designing our transfer approach with benefit recipients in January 2019 by way of a survey of Experience Panel members, to gather feedback on their priorities for transfer of existing cases. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

7. The more complex case transfer subjects, such as communications with clients and what data to transfer, will be explored via focus groups. Focus group work will start in February 2019 with the write up completing in May 2019. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Recommendation: Agree in principle with our proposal to commence focus group discussions in February.

[REDACTED]

[REDACTED]

[REDACTED] Existing case transfers can only commence when Wave 2 new cases have launched for each benefit, so that there is a system in place for

existing clients to move into. The proposed time taken for the transfer is 5 years.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

11. On 1 April 2020 all the remaining devolved benefits will become the responsibility of Scotland. This will require Agency Arrangements to be put in place that allow you to request DWP to continue to deliver them on their behalf for a specified period. [REDACTED]

[REDACTED]

12. We anticipate therefore that although we are building a different benefits system to meet the principles set out in the Social Security (Scotland) Act 2018, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Recommendation: Agree in principle with our recommended approach of completing the “safe and secure” transfer of all in-scope client benefit cases from DWP by 2024.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

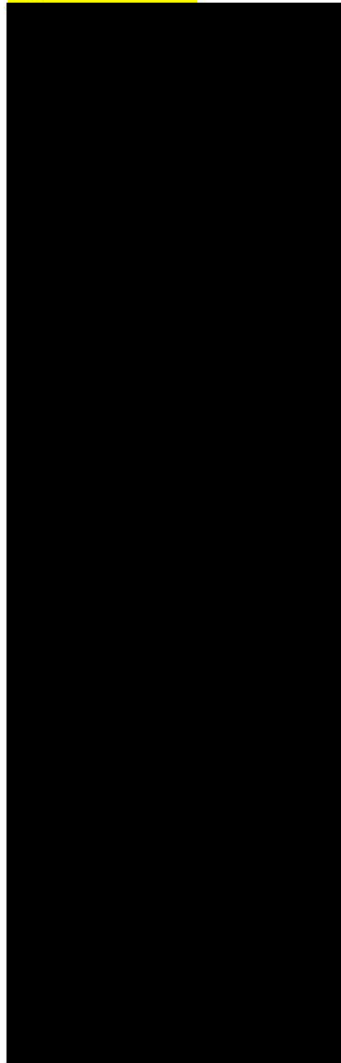
Recommendations (collated)

38. As set out above, you are invited to note the above advice and agree in principle :
- i. the proposed case transfer principles (refer paragraph 5);
 - ii. with our proposal to commence focus group discussions in February (refer paragraphs 6 to 8);
 - iii. our recommended approach of a total time for completing the “safe and secure” transfer of all in-scope client benefit cases from DWP by 2024 (refer paragraphs 9 to 12);

[REDACTED]

Copy List:	For Action	For Comments	Portfolio Interest	General Awareness

DG Organisational Development and Operations



SSPD Stakeholder Insight & Strategic Engagement Unit

DWP CASE TRANSFER STRATEGY

Annex A – 27 November Submission on transfer of the wave 2 benefit cases from DWP

[REDACTED]
Social Security Directorate
27 November 2018

Cabinet Secretary for Social Security and Older People

TRANSFER OF THE WAVE 2 BENEFIT CASES FROM DWP

Purpose

1. Further to our submission of 2 November on delivery of the Wave 2 benefits, and your meeting with officials on 14 November, to:

[REDACTED]

Priority

2. Routine.

Background

3. You met [REDACTED] 14 November to discuss the Wave 2 submissions. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

4. As well as building capacity to accept new claims for the devolved benefits, Social Security Scotland (“the Agency”) will take over and administer existing claims for these benefits from DWP.

5. The key principle underlying the proposed transfer approach is that the transfer of existing DWP cases to the new benefits must be a “safe and secure” transition for the people who rely on them.

6. Our proposal, which we intend to begin co-designing with benefit recipients in February 2019, is that the transfer should largely take place in the next parliamentary term, after delivery of (most of) the Wave 2 benefits. This is to:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Expected response from clients

25. We will ensure that our transfer approach is underpinned by research with clients. We plan to conduct research with our User Experience Panels in February 2019 to gather their views on our transfer approach and identify areas for co-design.

26. Our proposed approach to transferring existing claims is not yet in the public domain, and some existing clients may have expected SG to take over administration of their claims during this parliamentary term. Research with the Experience Panels will allow us to gauge the expectations of clients about existing case transfers, and to develop an approach to mitigate as far as we can any concerns that they raise.

[REDACTED]

27. At the meeting on 14 November you asked for further details about [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

39. [REDACTED] The initial programme resource requirements for transfer planning and delivery have been identified and are progressing through programme governance. [REDACTED]

[REDACTED]

Recommendations (collated)

40. As set out above, you are invited to note the above advice and to:

[REDACTED]

[REDACTED] and
h. Agree that we should undertake further work with the User Experience Panels in February 2019 to obtain their views on our recommended transfer approach and identify areas for co-design (refer paragraph 6).

[REDACTED]
Social Security Directorate
[REDACTED]

23 November 2018

Copy List:	For Action	For Comments	Portfolio Interest	General Awareness

DG Organisational Development and Operations



CSSE Communications
Social Security Comms
SSPD Stakeholder Insight & Strategic
Engagement Unit

DWP CASE TRANSFER STRATEGY

Annex B – [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Key Transfer Risks

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>
<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>

¹ House of Commons Work and Pensions Committee, Universal Credit Managed Migration, Twentieth Report of Session 2017-19

<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>
<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>
<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>

<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>
<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>

<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>
-------------------	-------------------	-------------------	-------------------	-------------------

[REDACTED]

■