



Welfare Rights Conference 2025

Moving to Scottish benefits – an update

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Overview

- Taking stock on transfers to Scottish benefits – where we are and how it has gone
- Consider the new Scottish adult DLA:
 - how it differs from DLA
 - the transfer process
 - choices for some people
- More changes to come - cross border issues
- Questions

Case Transfer Update

David Hilber

Team Leader – Case Transfer Policy



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Case transfer progress

	No. of awards we expect to transfer	No. of awards completed transfer	No. of awards selected for transfer
DLA to child disability payment	Around 47,000	47,355 COMPLETE	47,355
PIP to adult disability payment	Around 330,000	345,955 as of 30/4/25	347,190 as of 31/5/25
DLA to adult disability payment	Some of the 39,000 awards	4,520 as of 30/4/25	4,590 as of 31/5/25
Carer's allowance to carer support payment	Around 130,000	109,550 as of 31/3/25	126,480 as of 31/3/25
AA to pension age disability payment	Around 169,000	375 as of 30/4/25	Not available
DLA to Scottish adult DLA	Around 66,000	1,510 as of 31/5/25	12,050 as of 31/5/25

Issues and solutions

Case Transfer timescales

- For adults receiving DLA or PIP, a change of circumstance triggers the transfer process and change considered after transfer completes
- Reduced transfer timescales from 13-17 to 4-8 weeks
- Send CoC form at start of transfer process

Interactions with other benefits

- DWP systems sharing and using information about Carer Support Payment
- HB/CTR/UC impacted - DWP have issued advice to Local Authorities and Universal Credit staff setting out how to access the correct data to administer their benefits
- Carer Support Payment awards for carers on 'New-Style' Employment and Support Allowance awards – worked with DWP to correct ESA awards



Client survey – April-Sep 2024

Process

Majority felt informed (79%) & reassured (73%) about the transfer process. Over 75% rated their transfer experience as either 'very good' or 'good'

"It was made so easy and stress free and I was informed all about the case transfer from start to finish throughout the process I can't fault the system at all, thank you."

Anxiety

Around 48% felt having their award transferred made them feel anxious

"It was an easy process the change over, but I was anxious thinking I would have to go through lots of paperwork, it wasn't like that in the end."

Comms

Around 80% felt the case transfer communications were clear and easy to understand and had a friendly tone

"The process was straightforward for me and letters explained everything I needed to know."

Client Survey - Experiences of the Case Transfer process - Apr-Sep 2024



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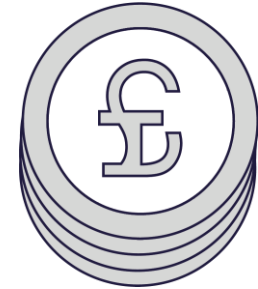
End of Case Transfer



- On track to complete by the end of 2025
- DLAc-CDP, PIP-ADP, CA-CSP – completed selecting relevant cases for transfer
- Anyone in Scotland still receiving these benefits should contact Social Security Scotland
- DLAA-SA DLA, AA-PADP begun and aim to complete this year

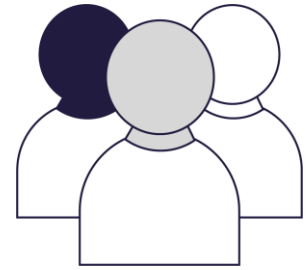


Pension age disability payment



- For people in Scotland over pension age when they claim
- Available across Scotland since 22 April 2025
- Replaces attendance allowance with same disability tests (except for terminally ill). No mobility component
- Transfer from AA to PADP a managed transfer process
- Until transferred stay on AA and report changes to DWP

Scottish adult DLA (SADLA)



- Launched 21 March 2025
- 'Closed' benefit - no new claims for this
- Only for adults aged 18 or over, getting DLA , and living in Scotland
- Two groups still on adult DLA. Those under 65 on 8 April 2013 and those 65 or over on that date.
- If you are getting adult DLA, you'll now be transferred to Scottish adult DLA regardless of which group
- Disability tests the same as DLA – some differences

SADLA – differences from DLA

- Scottish definition of terminal illness - highest rates of both components paid (but age restrictions on mob component)
- Paid by Social Security Scotland and Scottish rules for challenging decisions apply.
- Short-term assistance available while challenging decision to reduce benefit
- Rolling awards rather than fixed award dates
- Prisoners – payment can continue for 28 days
- Severe visual impairment and HR mobility – have insufficient vision to enable you to be *'independently mobile in familiar places outdoors'*.
- Severe mental impairment and HR mobility – disruptive behaviour doesn't include damage to property

Moving to Scottish adult DLA

- Usual principles of 'safe and secure' transfer.
 - Same rate of benefit and pay dates
 - No application needed
- Aim to complete by end of 2025
- Shorter process timescale of – 4-8 weeks
- A managed transfer process with random selection in stages for most people

BUT

Some differences depending on which 'group' you are in.....

Moving to SADLA – differences

Those who were 65 or over on 8 April 2013

Reported changes still dealt with by DWP (unless terminally ill by Scottish definition, but not UK)

Transfer to SADLA will be by managed process

Will remain on SADLA unless no longer entitled

Those who were under 65 on 8 April 2013

Reporting a relevant change triggers transfer to SADLA

SSS will review SADLA award **after** transfer

Once transferred to SADLA can stay on SADLA or **choose to apply** for ADP

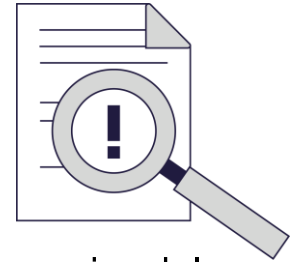
If transfer triggered by reported change

- Initially awarded same rate as DLA (unless terminally ill)
- Reviewed as soon as 'reasonably practicable'
- Increases can be effective from date change reported (or earlier)
- Won't be reviewed if you request a redetermination
- If now over pension age - mobility component is restricted.
- Once on SADLA can remain on this so long as remain eligible

OR You can **then** choose to apply for ADP

Moving to ADP – if under 65 on 8/4/2013

- Must have already moved to SADLA
- Must claim ADP as normal – not a transfer
- Interim determination of ADP - mirrors SADLA
- Once awarded ADP, SADLA ends
- Reviewed under normal ADP rules when reasonably practicable (unless redetermination requested).
- No mobility restrictions in that first review for pension age claimants if claim on or before 31/12/2027
- If ADP higher on review, entitlement begins when ADP would have started– paid the difference between that and SADLA/ADP already received during that period
- If lower, entitlement from date of determination



Example – Assim

Assim is now 70 years old. He gets middle rate care DLA but no mobility. He reports a change in his condition to DWP. As he was under 65 in 2013 this will trigger a transfer to SADLA.

- Initially gets same amount as his DLA. Later reviewed and he is awarded higher rate care but no mobility - it's restricted because now over pension age. Can stay on that 'indefinitely'.
- Should he consider claiming ADP ? Think about risks to existing award vs potential gain.
 - Might get mobility component too
 - NO guarantees he will get ADP at all or may get less.
 - Future PIP changes may impact on ADP, making it less 'secure'

Cross Border

Moving from the rest of the UK to Scotland

David Hilber

Team Leader – Case Transfer Policy

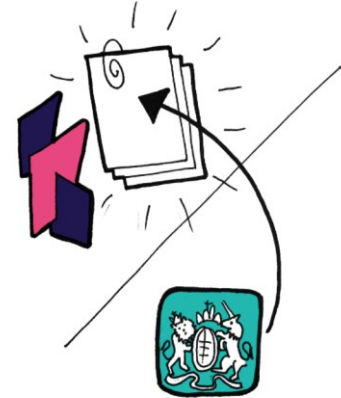


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Cross Border: What is Cross Border

Case Transfer is coming to an end

- On track to complete by the end of 2025
- Cross Border replaces these CT processes



Cross Border

- Unlike Case Transfer, Cross Border will be an ongoing requirement
- Client base – individuals moving to Scotland from the rest of the UK, in receipt of an equivalent benefit from DWP or DfC
- Clients will need to make a new application for Scottish benefits
- Volumes are expected to be around 300 per month across all relevant benefits

Cross Border: background and aims

Background

- Scottish Government preference was a process similar to case transfer which would enable a determination without application for movers
- DWP could not facilitate this for reasons of reducing reliance on digital data sharing
- Worked towards a joint agreement with the aim of reducing the impact on clients moving between the rest of the UK and Scotland
- Amendment regulations required for the new cross border process

Aims

- to ensure a smooth client journey
- to minimise breaks in payment
- to minimise gaps in entitlement



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The Social Security (Cross-border Provision, Case Transfer and Miscellaneous Amendments) (Scotland) Regulations 2025

Timeline for regulations

- to be laid in Parliament on 24 June 2025
- will come into force (CIF) on:
 - for CDP, ADP and CSP – 6 November 2025
 - for PADP and SADLA – date TBC (expected to be 1 April 2026)



The Social Security (Cross-border Provision, Case Transfer and Miscellaneous Amendments) (Scotland) Regulations 2025 (cont)

Key points

- To be treated as a cross border client an individual must:
 - ✓ be in receipt of a relevant benefit from DWP or DfC
 - ✓ move to Scotland from another part of the UK
 - ✓ submit name and date of birth to Social Security Scotland within 26 weeks of the date of move
 - ✓ submit full application within 32 (CDP) or 34 (ADP/PADP/SADLA) weeks of move. For CSP, which does not have a two part application process, submit a full application within 26 weeks of a move.
- Provision to backdate cross border claims to day after DWP entitlement ends to minimise gaps in entitlement.
- Regs ensure clients who apply late for a good reason can still have their award backdated.
- Clients who move and inform DWP before the CIF dates will go through existing case transfer process



Cross Border: User Research

Identifying key needs and concerns of users of the cross border process

6 rounds of research conducted: 2 with Third Sector Organisations, 3 with Clients: 1 with Social Security Scotland staff (client advisors, case managers, team managers), and desk research



DWP Client
moving from
rest of UK to
Scotland



Third Sector staff
supporting people
applying for
benefits



Social Security
Scotland
Operational
Staff

Concerned about stress
of moving, confusion
around process and not
receiving my benefit

Need clear info that we
can share with clients
and understand how
best to support them

Need clear guidance
and training on the
cross border process



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Cross Border: reducing impacts on clients

To address these concerns and minimise gaps in payment, we have:

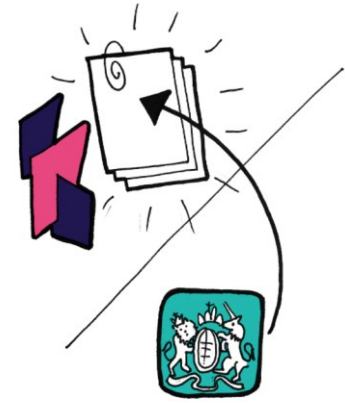
- agreed a 13-week run on period with DWP/DfC, where the client is paid for 13 weeks after their date of move
- included provisions to backdate their claim to the day after DWP entitlement ends so that clients don't have a gap in entitlement
- agreed DWP will signpost clients to Social Security Scotland when client informs them of the move
- allowed sufficient time for clients to self-identify to Social Security Scotland after their move
- protected clients who apply late if they have a valid reason for doing so
- worked towards producing clear client-facing guidance
- designed a process that identifies cases quickly upon application so clients receive the correct communications
- agreed to prioritise cases to minimise delay in receiving benefit



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Cross Border: Further information

- Clear, comprehensive guidance will be published on Mygov.scot for cross-border movers along with fact sheets
- What can welfare advisers do?
 - Signpost clients to support and guidance available
 - Make clear that a new application is needed
 - Explain the need to apply as soon as possible after the move to reduce the possibility of any gap in payment



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Help for advisers in Scotland



Advice by telephone:
0141 552 0552

Monday to Thursday, 10am - 4pm,
Friday 10am - 12 noon

Advice by email:
advice@cpagscotland.org.uk

Free, independent, expert, up-to-date advice and information to frontline advisers and support staff on all aspects of the benefits and tax credits system.

More resources for advisers can be found at **cpag.org.uk/welfare-rights**

2025/26 Courses

Now available to book

- Online courses until March 2026
- Experienced tutors
- Small training groups

cpag.org.uk/scotland/training



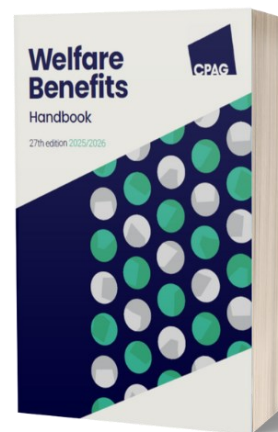
New Welfare Benefits Handbook

The structure of this edition reflects that, in 2025/26, income support, income-based jobseeker's allowance and tax credits are due to be fully replaced by universal credit. It covers transitional protection for people who get less money on universal credit and the special rules for pensioners who were getting tax credits.

Written by a team of over 20 experts, our flagship handbook is an essential guide to navigating the social security system. It equips you with the knowledge to maximise your clients' income, conduct thorough benefits checks, assist with claims, and confidently handle challenges when things go wrong.

We've also produced a wall chart (available in A2 and A4) which give quick and handy access to the benefit rates for 2025/26.

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