# Social Security Scotland – case transfer for Adult Disability Payment

## Introduction

If you have sight loss, or provide care for someone who does, there are a number of welfare benefits you may be entitled to. Some of these benefits can help provide you with an income if you are not able to work, while others can help towards the extra costs that often make life more expensive if you have a disability.

We have produced various factsheets to help you learn more about the benefits that you are most likely to be entitled to if your life is affected by sight loss.

This factsheet is about Adult Disability Payment (ADP) and the process of transferring from your current benefit over to ADP.

Social Security Scotland is replacing some benefits that are administered by the Department for Work and Pensions with their own benefit system.

ADP can help with the extra costs of living with a disability or health condition. It will replace Personal Independence Payment (PIP) and Disability Living Allowance (DLA) for most adults living in Scotland.

The process of moving adult claimants of PIP or DLA, across to ADP, started on **29 August 2022**.

## What is case transfer?

Case transfer is the process of:

* Moving existing records from the Department for Work and Pensions to Social Security Scotland safely and securely.
* Transferring theresponsibility for delivering benefits from the Department for Work and Pensions to Social Security Scotland.
* Legally changing the benefit awards of individual claimants to the new Scottish benefits.

## When is it happening?

The process started in August 2022 and is expected to take approximately three years to complete for most PIP and DLA claimants living in Scotland. Each individual transfer will take between 13 and 17 weeks.

Your transfer from PIP/DLA will be prompted when you either report a **relevant** change of circumstances (a change which would impact on your award), your PIP/DLA is due to be renewed or reviewed or your award is coming to an end. If these routes do not apply to you, you will still be transferred to ADP but later.

If your PIP/DLA award review started before August 2022, the Department for Work and Pensions must conclude their review before you can begin the transfer to ADP.

## What can claimants expect during the transfer?

You do not need to do anything for the transfer process. Social Security Scotland will write to anyone affected to let them know the transfer has begun.

DWP will send you a letter to let you know when:

* your benefit will move to Social Security Scotland
* your PIP/DLA award will end.

Social Security Scotland will also send you a letter to let you know what will happen during the move and a further letter when the move is complete to let you know when your ADP is going to start. DWP will continue to make payments until Social Security Scotland start to pay you. There will be no gap in your payments.

During the move, Social Security Scotland may call or write to you to confirm details like your address.

Claimants:

* will not automatically be re-assessed
* do not need to apply
* will receive the same payment at the same rate on the same day.

If you were due to have your PIP benefit reviewed by the DWP after 22 August 2022, this will start the transfer process . At this point your rate of benefit could go up, down or remain the same. As the criteria for ADP currently matches that of PIP, we do not expect many people’s benefit to be reduced during a review, unless their condition or ability to manage their condition has improved.

If you are in receipt of DLA, once the transfer is finished, Social Security Scotland will contact you with a review form. This form must be completed with information about your condition and any changes. The review will be completed within 12 months of the transfer starting. At this point your rate of benefit could go up, down or remain the same. As the criteria for DLA and ADP are different, you may see a change in the amount of benefit awarded.

## People who are terminally ill

If you’re receiving benefits because you're terminally ill, you do not need to do anything. Social Security Scotland will make sure you get the right amount of ADP when they move you over to your newbenefit. Your transfer to ADP should be completed within 4-5 weeks.

If you get PIP/DLA and become terminally ill after ADP is available across Scotland, you will be prioritised for transfer and the move to ADP should be completed in 4-8 weeks.

If a healthcare professional has confirmed that you are terminally ill:

* you'll get the highest award for care
* you'll get the highest award for mobility
* Social Security Scotland will not review your ADP.

## Adult Disability Payment consultations

Social Security Scotland will only ask you to take part in a consultation if they cannot get the information, they need from the contacts you have given. A contact could be someone like your doctor or support worker. Consultations (or health assessments as they are often referred to) will be much less commonplace for ADP than they are for PIP. Any such consultation will also be carried out by an employee of Social Security Scotland, rather than outsourced to an external provider.

The Social Security Scotland practitioner carrying out the consultation will:

* only ask for information that is missing
* take as long as you both need
* have experience of working with learning disabilities or difficulties, or a mental condition if this is what the consultation is about
* meet you in a way that suits you- by phone, video call or in person
* meet you in your home or in a nearby partnership venue like a community centre or GP surgery
* not carry out a medical examination.

Consultations can be audio-recorded so that:

* The case manager can listen back to the recording when they need to make a decision.
* The practitioner can concentrate on your conversation, not on typing.

## Other benefits and services

You'll still be eligible for related benefits and services. This includes the benefits you get because you get PIP, like a Blue Badge or a discount on your Council Tax. If you get related benefits or services from other organisations like your local council, you will need to tell them when ADP replaces your PIP.

## Motability vehicles

Changing from PIP/DLA to ADP will not affect your Motability lease at the point of transfer.

Social Security Scotland will:

* tell the company you lease the vehicle from about the transfer
* take over payments from DWP.

If you have a vehicle through Motability now, you'll be able to keep it until the end of your lease. After the end of your lease, you'll be able to lease a vehicle from the Accessible Vehicles and Equipment (AVE) scheme. You can lease:

* cars
* wheelchair accessible vehicles
* powered wheelchairs
* scooters.

All leases include insurance, breakdown cover, servicing and road tax.

## If your needs or personal details change

You’ll need to contact either DWP or Social Security Scotland if anything changes.

### Support available from Social Security Scotland

Social Security Scotland has advisers across Scotland who can help clients to with any aspect of benefits that they administer, including form completion. You can call Social Security Scotland free on **0800 182 2222**. They can refer you to the advocacy service provider VoiceAbility, or you can contact them directly by calling **0300 303 1660** or email them at **helpline@voiceability.org**.

## Further information

### Social Security Scotland

Tel: **0800 182 2222**

Web: **mygov.scot/benefit-transfer**

### VoiceAbility

Tel: **0300 303 1660**

Text Relay Service: **18001 +0300 244 4000**

Email: **helpline@voiceability.org**

Web chat: **chat.socialsecurity.gov.scot**

## How we can help

If you would like any more information about Adult Disability Payment, you can speak to our Sight Loss Advice service by calling our Helpline. Our advisors can also carry out a full benefit check with you and give you advice about applying for other benefits you may be missing out on.

Our Welfare Benefit Sight Loss Advisers are available to offer you help if you would like to challenge a benefit decision or think you should be awarded more than you have been. Our advisers can help you with the mandatory reconsideration and First-Tier Tribunal (appeals) process.

RNIB’s Legal Rights service is available to offer you help with more complex benefit queries and appeals, such as those to the Upper Tribunal, once the initial appeals process to the First-Tier Tribunal has been completed.

### RNIB Helpline

If you need someone who understands sight loss, call our Helpline on **0303 123 9999**, say **“Alexa, call RNIB Helpline”** to an Alexa-enabled device, or email **helpline@rnib.org.uk**. Our opening hours are weekdays from 8am – 8pm and Saturdays from 9am – 1pm.

### Sight Advice FAQ

Sight Advice FAQ answers questions about living with sight loss, eye health or being newly diagnosed with a sight condition. It is produced by RNIB in partnership with other sight loss organisations. **sightadvicefaq.org.uk**

### Connect with others

Meet or connect with others who are blind or partially sighted online, by phone or in your community to share interests, experiences and support for each other. From book clubs and social groups to sport and volunteering, our friendly, helpful and knowledgeable team can link you up with opportunities to suit you. Visit **rnib.org.uk/connect** or call **0303 123 9999**.

The factsheet gives general guidance only and is not an authoritative statement of the law.



**RNIB Legal Rights Service**

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