

# DWP Scottish Annual Forum 2011

Hilton Edinburgh Grosvenor Hotel  
9 November 2011

# Executive summary

The DWP Scottish Annual Forum for organisations that work with DWP customers took place at the Hilton Edinburgh Grosvenor Hotel on Wednesday 9 November 2011.

The event attracted an attendance of 85 representatives from organisations who work with, advise and represent our customers, mainly from the adviser world, disability lobby, and other intermediary organisations.

The format of the day included:

- an operational plenary session that included short presentations from senior representatives of Jobcentre Plus and the Pension, Disability & Carers Service, followed by a question and answer session
- a Welfare Reform plenary session
- workshops on a variety of topical subjects
- exhibition stands

Delegates were asked to evaluate the event and results showed a 77% satisfaction rate amongst delegates and 83% said they would recommend this event to a colleague.

These events give us the opportunity to hear from you about how our services are working. Your feedback is helping to improve our service in each of the key areas that are important to our customers – Right Treatment, Right Result, On Time and Easy Access. You can find out more from the DWP Customer Charter at [Directgov - Customer Charter](#).

Roger Pugh  
DWP Communications

Email [corporate.stakeholders@dwp.gsi.gov.uk](mailto:corporate.stakeholders@dwp.gsi.gov.uk)

**You may find the [DWP Adviser and Intermediaries](#) website useful in your work. The website has the latest information about services and benefits for advisers, intermediaries and other professionals who work with DWP customers.**

**You may also be interested in [Touchbase e-zine](#). This monthly publication contains news about benefits, pensions and other DWP services and relevant news from other government departments and agencies.**

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# 1. Plenary Sessions

Please contact [linda.francis@dwp.gsi.gov.uk](mailto:linda.francis@dwp.gsi.gov.uk) if you would like the full speeches of Stefan Czerniawski and Mary Hipkin.

## 1.1 Q&A session on Employment & Support Allowance

This plenary session was an opportunity for delegates to question an expert panel on issues connected to Employment & Support Allowance.

### Panel Members

- Ron Platt, WCA Harrington Review Project Manager
- Joss Barker, ESA Legislative Changes Project Manager
- Gregor Alexander, Jobcentre Plus, Coatbridge Benefit Centre Manager
- Alan Downey, Atos Healthcare Regional Manager
- Dr Barrie McKillop, Atos Healthcare Clinical Leadership Team

### What is happening now as a result of the Harrington Review?

Fourteen of the recommendations arising from the Review affected Jobcentre Plus and these have now all been implemented. These cover improvements for the customer journey through the ESA process; improvements in the way in which our Decision-Makers (DMs) come to the decisions on ESA and improvements in the way in which Atos conduct their business. Professor Harrington has just come to the end of his second year review. The Governments response can be found at [Government's Response to Professor Harrington's Second Independent Review of the Work Capability Assessment](#)

### You are looking at how ATOS conducts its business; can you give a bit more detail?

**DWP** - When Professor Harrington looked at the process for the Work Capability Assessment he concluded that it lacked transparency and the personal touch. He also said communications were poor. When looking at the recommendations as they apply to Atos, the Department wanted to ensure there were improved communications between the two organisations. One thing we have been working on is ensuring that our DMs and the Health Care Professionals (HCP's) in Atos work closer and communicate more. It was not always easy for a DM to quickly understand the position from the assessment so Atos now provide a personalised summary statement for the customer. This enables DMs to provide a detailed justification of their decision.

**Atos** - A major benefit to the HCP's arising from the Review has been the introduction of mental health champions. We have always had doctors and nurses within Atos with a significant background in mental health, and we have now formally recognised their experience. There are 60 champions across the country.

### Can you provide more detail about Mental Health Champions? How many are there in Scotland?

There are 60 in total spread throughout Great Britain and seven in Scotland. All of these Champions have been chosen because of their background and ongoing special interest

in the fields of mental health, learning disability or forms of cognitive impairment. Champions are available for every Atos region, Monday to Friday, and can be contacted either in person if they are on site, or by phone or email. We will consider the numbers as this role evolves.

**Is there an expectation that the Mental Health Champions will only be called in as and where their opinion is specifically needed?**

A third of all the 400 or so assessments that we conduct in Scotland every day will principally be claiming because of a mental health problem. Broadly speaking, another third on top of that will have a mental health condition as well as some physical health problem so two thirds to three quarters of all cases we see every day will have a mental health component. Our HCP's are trained and selected very carefully for their ability to assess physical and mental health cases. There will however be situations where the condition is more complex or where they may be a significant mental health problem or there may be specific issues for that claimant. The HCP will approach the Champion for advice on those cases but it was never intended that the Mental Health Champions would spend their time assessing people with mental health problems.

**You need to look at implicit consent rules for support workers as some DWP staff are calling them but then refusing to deal with them if the claimant is not present, and they usually are not.**

We have to make sure we are speaking to the right person, but implicit consent can apply and, if it does, this should allow the support worker to continue with the call without the claimant being present; providing they have the information that we can use to pass our security requirements. If this situation arises, we advise you to speak to a supervisor.

**People waiting for tribunals who are appealing about going into the support group, have to attend work focused interviews. This causes difficulties problems as they are either not well or have caring responsibilities.**

If a customer is physically unable to attend the interview, or does not have the mental capacity, or is undergoing treatment at that time, this should be taken into account. Each individual case needs to be looked at on its own merits. There is a Departmental task force working with the tribunal service to look at the whole area of delays in appeals.

**One recommendation was that further medical evidence should be considered when the Decision Maker is making their final assessment. How does this work in practice as it is not my experience?**

The rationale for Professor Harrington's recommendation is putting the DM at the heart of the decision-making process, ensuring they have all the appropriate evidence, and allowing them to make more accurate decisions. The key evidence is the assessment from Atos. If the claim is going to be disallowed, we will call the claimant and talk through the reasons for the decision. If the claimant provides further information we will take that into account. We ask the claimant to provide details of any other medical practitioner they wish us to refer to.

The ESA50 has recently been changed, and encourages claimants to send in any other medical evidence that might help to support the claim. HCPs work with us at the pre-board scrutiny stage before the customer is called for examination. We are seeing significantly more cases coming through with extra medical evidence attached and we are now able, on a much more regular basis, to refer back to the DM without calling the claimant for an

examination. If the medical evidence is received after the appointment has been booked, we will ask a HCP to look at it again; or if the appointment is not then necessary, we will cancel that appointment.

We have already fully adopted the recommendation for the IB reassessment element of the WCA process, in terms of considering every aspect of the claimant submission. We also phone every claimant before we make a decision on a disallowance and this is having a positive impact on some of the outcomes.

**One delegate said that making phone calls to claimants is not always the best way; some people are not able to answer questions and can get lost in the process.**

**You say you are trialling a summary statement. If you decide to use it, will it become part of the evidence?**

Yes, it will form part of the evidence and will be a key part of the evidence in any appeal submission.

**The delays in dealing with appeals can be confusing; some claimant's medical condition can change in the time it takes to deal with the appeal.**

The appeals task force is well aware that the delays are a priority area. In addition, under the Harrington review, we are also looking at the reasons why there are so many appeals. Two of the key reasons are that the decision is wrong or that claimants do not understand why we have made the decision. To address these issues we have undertaken a significant training programme for all our DMs nationally. To ensure this is embedded, we are introducing a quality framework, which includes checks to be undertaken on DMs.

We are also sending out a letter early to advise people what to expect as part of the process and making telephone calls to claimants to ensure that people better understand the decision. These steps should go some way to help us resolve the appeals problem.

**GP's are asking people to pay for additional letters. It makes it difficult for some people to obtain additional evidence and can mean that the case does not get properly sorted until it goes to an appeal.**

It is the responsibility of the DM to make sure that all reasonable information is available when they make their decision. If there is a suggestion that there is further medical evidence, DMs should seek that. We regularly phone GPs and claimants for additional information. Atos also has a responsibility within their role and they do contact GPs.

**Some people are getting zero points when they go for a second assessment even though they have previously passed the medical assessment on a previous appeal. Is the information known to the assessor from the appeal 6 or 8 months ago?**

The appeals information is not always provided. It would do no harm at all if the representative or the claimant has a copy of the appeal decision, to copy it and send it along with the ESA50.

## 1.2 Universal Credit Stefan Czerniawski, Customer & Design Director

Stefan provided information on Universal Credit (UC) and the plans for implementation and transition. He outlined the reasons for reform and provided information on changing attitudes to work; by clear incentives; simplified processes and making financial management as similar as possible both in and out of work.

Claimants and front line staff have been involved in designing the service from the outset. DWP is adopting an agile development approach which starts with understanding the experience and the different needs of claimants by way of customer journeys. Design ideas are then developed through prototypes and tested with groups of customers.

Stefan said migration will be a significant challenge as 19 million claims will be converted to eight million household accounts. Migration will happen in three stages:

- the first stage is a natural migration; primarily people on JSA; over an 18-month period we expect 95% of JSA recipients to have gone onto some other form of financial support and we will use any point of change as an opportunity to move them onto UC
- the second phase will be for anyone who is not a JSA claimant and therefore in a more stable benefit situation; for these groups we will intervene, and move them over to UC in a reasonable sequence
- around 2015, we will switch over to a more geographically based approach and work with local authorities to bring in any remaining Housing Benefit customers.

The system will be digital by default. Research shows that for a very substantial part of the UC customer base, this is how they want and expect us to offer the service. Many claimants are keen to use on-line services, but some will need encouragement and support to make the change. DWP is therefore developing a channel migration strategy and working closely with Race Online 2012 and others to help people get on-line

Stefan concluded that UC is a huge change but the fundamental ambition is that it does deliver welfare that works.

## 1.3 Universal Credit - Q&A session

**The Government has vastly overestimated access to on-line services. In our recent survey only 26% of our tenants currently have access to on-line services.**

It is not surprising that the kind of survey you have done would get a very different result from a national survey of the entire potential UC customer base. This means that we have to concentrate our efforts in different ways; by encouraging the people who can, to use on-line services and this will give us more capacity to handle and support those who can't.

**UC removes the right of choice under the current system for direct payments.**

**Housing costs are going directly to the individual. What about mortgage lenders?**

**We have systematically taught people how not to budget. Are you going to teach people budgeting skills now?**

There is no 'one size fits all' solution. UC is intended to be about developing self-sufficiency and this works for a very large proportion of the potential UC customer base. It does not work for everybody and we will need to make provision to support people who need it. There will be a provision within UC to make direct payments for some customers.

**If you are planning on-line testing, consider testing via intermediaries too.**

We will consider the role and needs of intermediaries.

**I represent one of the most deprived areas of Scotland. Where are the jobs?**

This is about long term change and is about being ready for an economic upturn. As jobs are created, we need to make sure now that more people are ready to take those jobs and have an attitude that aligns them with work. It is one part of an approach which, over time, is intended to change the way that people relate to work.

**There seems to be a big discrepancy in earning disregards, depending on whether there are housing costs. The disregard is much lower if there are no housing costs.**

UC will include an element for housing costs to help meet the cost of rent for mortgage interest. Therefore, claimants in receipt of large amounts of housing support will have a higher award of UC than those with low or no housing costs. In order to address this and target resources fairly, we intend to allow those claimants who receive little or no support with their housing costs to keep more of their earnings. We intend to do this by setting higher earnings disregards in these circumstances.

**We are very disappointed that there is still little detail on UC. Large numbers of claimants are on Incapacity Benefits and these are people with severe physical and mental illnesses. This is not being addressed at the moment within the scheme. There has been a lack of detail for some time now and we still don't know what and when it is going to happen.**

We do not yet have primary legislation completed and we are two years away from implementation, so we cannot provide every detail on how this is going to work. We accept completely that many people's circumstances vary and are complex and there are people whose inability to work is not going to change. There will be people who will be expected to be on a journey towards work or more work but there will be other people whose circumstances are recognised as exempting them from that expectation either for a period of time or indefinitely.

**Moving the housing element to DWP does not make sense as you are taking away the experience. Local authorities have the most expertise and experience and many of the associations have a relationship with them.**

The advantages of keeping the local authority role are exactly the ones you describe. Inevitably it is a balance of factors. The disadvantage is that it perpetuates a fragmented system. The judgement has been made that the advantages of having a single administrative system outweigh the disadvantages of the discontinuity in the expertise. There is work ongoing to look at how we may draw in some of that expertise. We also need to ensure that for the more complex cases, the fact that we take out one element from the local authority does not mean that the entire social support system breaks down.

**The smooth taper you spoke of does not take account of Support for Mortgage Interest (SMI) payments.**

The way that UC will be calculated means that the taper will apply to earnings and not directly to the UC maximum amount (which SMI would form a part of). Furthermore, SMI is usually only paid to unemployed people and this concept is likely to be carried forward into UC. Therefore, there is unlikely to be any earnings to taper in SMI cases.

**Can you clarify if SMI payments will go directly to claimants and if so, how do lenders feel about that?**

In broad terms, the policy intention is that the housing element of UC will be paid to the claimant, but there will be exceptions to this for situations where this is inappropriate. This broad intention applies to SMI too, but Ministers are aware of the concerns of lenders and will look closely at the responses to the [Call for Evidence](#) (end date 27 February 2012) before the policy is finalised.

## **1.4 Personal Independence Payment**

### **Mary Hipkin, Disability & Carers Benefits Division**

Mary set out the case for reforming DLA and the plans for implementation of the Personal Independence Payment (PIP). She said DLA has remained broadly unchanged since it was introduced in 1992. Claimants do not properly understand what the benefit is for and whether they should make a claim; around 70% of awards are for an indefinite period and have not been reassessed on a regular basis and costs are unsustainable in the long term.

The features of DLA that people value will be carried forward into PIP, for example, being non-means tested, non-taxable, paid to people whether they are in or out of work and the freedom to spend the money in the way that best meets individual needs. Entitlement will not be solely based on health conditions or impairments, but will be a more individualised approach, looking at individuals' ability to carry out a range of every day activities.

The assessment will be fairer, more objective, and more transparent. Claimants will continue to provide evidence about their circumstances and the impact of their condition on their day-to-day lives. Part of the process for most people will be a face-to-face assessment with a Health Care Professional, where there will be more evidence gathering.

The assessment criteria has been developed in collaboration with a group of independent experts, which includes representatives of disabled people and a range of different experts. Over the summer, we consulted on initial proposals and tested them by carrying out sample assessments on around 900 volunteers. We received 170 responses and met around 60 organisations including those in Scotland. We have listened to the extensive feedback and will be reflecting this in the second draft of the assessment criteria.

The consultation earlier in the year attracted over 5,500 responses from a mixture of organisations and individuals. There are ongoing discussions with a range of people to ensure we design a benefit that will work. The PIP Implementation Development group brings together a number of grass roots and user-led organisations to help us think about the design and how we approach migration and transition. They will initially be looking at issues around passporting and customer communications.

Mary concluded by outlining the next steps which include detailed scrutiny of the provisions by the Lords Committee; an extensive programme of engagement and consultation and developing regulations, design and delivery.

## 1.5 Personal Independence Payment - Q&A

**Uncertainty about how transition will work is causing a lot of concern.**

We must comply with the law and we have to be absolutely certain that we can justify why we would pick out one group of customers rather than another. We are therefore looking at a number of possible approaches and we are talking to people about the options. We want to let people know in sufficient time that they are about to enter reassessment, because they need the opportunity to consider what it means for them and may want to take advice.

**There appears to have been a complete reversal of policy from when DLA was introduced. It was said then that self-assessment was important and there should be no adjudication by medical diagnosis - people were being over-examined.**

Self-assessment and the ability to describe the impact of the condition on people and daily lives will continue to be an important part of the process. The new assessment is not a functional medical assessment; it takes a number of everyday activities and looks at the ability to undertake them. It is not just what people can do, but how they need to do it.

**Although there are different avenues for evidence to be obtained, DWP financial restrictions, targets and time limits work against their effective use.**

The majority of people will have a face-to-face assessment with a health professional, giving them the opportunity to work through the different criteria and related impacts. It will be different to the current system, and a consistent approach will be taken for everyone.

**A lot of the problems in the current system are more about the administration. For example, having to get permission for a doctor's visit due to cost implications.**

DMs do not make decisions according to real or perceived budget pressures or local management direction. The opportunity for claimants to tell us their story and have an assessment with a trained and qualified person will be an intrinsic part of the PIP process.

**Face-to-face assessment and conditionality create barriers to claiming benefit.**

It is not the intention to create a new barrier to people or to deter people from applying. It is the intention to make sure that we are targeting the available resources on the people that most need it. Not everyone will have to go through a face-to-face assessment. If there is sufficient evidence from other sources, we, or the health professional, may decide that face-to-face assessment is not required. Recognising the anxiety that the assessment can cause to some people, we will ensure they can bring a friend or advocate along with them.

**Are you going to learn the lessons from Harrington?**

Yes. We will build these into the development of PIP.

**Will people on DLA be invited to claim PIP if their condition deteriorates?**

We are considering options on this. For example, if a current DLA claimant has a change of circumstance after April 2013, this may be the opportunity to invite them to claim PIP.

## 2 Workshops

### 2.1 The Work Programme

This workshop provided information for advisers to explain to customers what services and support is available on the Work Programme (WP), both from providers and Jobcentre Plus. Key issues arising included:

**Does Flexible Support Fund offer travel to interview assistance to Job Seekers?**

Yes, although this is at the discretion of Jobcentre Plus.

**Is there a web link that provides information about Sector based work academies?**

Yes. [Sector-based work academies](#)

**Mandatory Work Activity – Is childcare provision available?**

Yes, see guidance at [Mandatory Work Activity](#).

**What are the contact details for Work Programme Suppliers in Scotland?**

**Ingeus** - contact Louise Chisholm on 0141 2024300 or at [lchisholm@ingeus.co.uk](mailto:lchisholm@ingeus.co.uk).

**Working Links** - contact Nick Young on 07974432566 or at [nicholas.young@workinglinks.co.uk](mailto:nicholas.young@workinglinks.co.uk).

**What happens to customers at the end of their 2-year WP?**

Customers will have an exit report completed and will be referred back to Jobcentre Plus. Follow-on activities will be piloted over the coming months.

**What is the complaint process for WP participants?**

Each supplier must supply participants with details of their internal complaint procedure. If this fails to find a resolution, the complaint can be referred to an Independent Case Examiner. This can result in a penalty for the supplier of up to £5,000. See [Complaints](#).

**Where do carers fit into the WP and what specialist help is available?**

Carer's Allowance (CA) claimants may also be in receipt of benefits which entitle or require them to attend the WP, but not all CA claimants will be entitled or required to join WP. The level and type of participation will depend on the underlying benefit being claimed and the restrictions that caring responsibilities place upon their availability. The level and type of participation may also change during the 104 weeks if they transfer to another benefit or their personal circumstances change.

Further information on opportunities for Carers can be found on the website: [Advice and support for carers preparing for work](#).

**What is the WP eligibility status of full-time students?**

Full time students starting their course after commencement of the work programme would still be regarded as participants even if they are no longer in receipt of benefits. Part-time students would be expected to participate in WP activities while studying for less than 16 hours per week.

Further information on the WP and other activities can be found at [Work Programme Provider Guidance](#).

**Useful web pages**

[DWP](#) and [Merlin Standard](#)

## 2.2 HM Revenue & Customs 'Customer Journeys'

This workshop was an opportunity to share the work HMRC have undertaken on mapping the customer journeys for customers with disabilities and to identify gaps and areas for improvement.

Discussion took place on the customer journeys which delegates liked and endorsed. Key issues arising included:

- Not all delegates were aware that an intermediary telephone number is available. The number is **0845 300 3946**.
- The process to fax form TC689, the third party authorisation form, was clarified. The third party must have an identification number to put on the TC689 which they fax through to the Tax Credit Office. The ID is checked and the TC689 'fax received process' is then followed. A discussion followed around how to improve the TC689 process. Ideas have been taken away for consideration.
- Perth CAB raised a concern that the Enquiry Centre (EC) was only open one day per week. Delegates were advised that when the customer rings the helpline they are asked if they need assistance and the helpline arranges an appointment time.

## 2.3 Information for Advisers

The purpose of the workshop was to establish the information needs of advisers and intermediaries who work with our customers. As welfare reforms gather pace we know that those who work with our customers will need information about what we are doing.

The [DWP Advisers and Intermediaries website](#) has the latest information about services and benefits for advisers, intermediaries and other professionals who work with DWP customers. [Touchbase e-zine](#) and the [DWP Stakeholder bulletin](#) contain news about benefits, pensions and other DWP services.

Key issues arising included:

- Touchbase e-zine and the DWP Stakeholder bulletin received positive feedback, some delegates read both, they are easily recognisable, well written, and the bulletin is a good summary
- some delegates were not aware of the e-alert email for Touchbase e-zine
- other websites are seen as more impartial than DWP, such as Rightsnet
- the DWP Adviser and Intermediaries website has improved and is easy to navigate, has reliable information and it is fairly easy to find information. Warnings were given that it should not be over-crowded
- the DWP Adviser website should be maintained and be separate from Business Link and Directgov
- it is currently too early to say what information needs delegates have, they want to know more details about the future of Welfare Reform
- concerns remain about DWP staff being unaware of implicit consent
- suggestions were made for a portal on the DWP Adviser site to allow delegates to provide feedback to DWP. Delegates do not expect a response, just the chance to raise issues. DWP could check for trends and patterns
- delegates would like to see advice and guidance on the Adviser site on the smaller volumes of more difficult cases; what do they need to do differently and how can they help
- guidance could be provided in simpler language and published on the Adviser site for example, Easy Read versions
- delegates wanted to know how they can play a part in shaping Welfare Reform and the introduction of Universal Credit
- the Benefit Calculator is now very good
- without the Scottish Annual Forum, delegates would use other organisations for information like CPAG, but there were concerns raised this may put even more demands on external organisations
- one delegate will put details of this Forum into a newsletter that is distributed to 2000 contacts

## 2.4 Sayce Review of Specialist Disability Employment Programmes

The Sayce Review was an independent review of the Government's specialist disability employment programmes, led by Liz Sayce, the Chief Executive of RADAR. From this, a report was produced called [Getting in, staying in and getting on](#).

This workshop summarised the recommendations from the Sayce Review, the consultation process and the potential next steps and timing for decision-making. Key issues arising include:

- there is still a need for specialist services
- the individual needs support in Access to Work for example, an advocate between individual and employer
- Access to Work is not always the answer and sometimes complex for employers
- suggestion that financial incentives would be required as positive step in encouraging employers to consider disabled jobseekers
- concern over money not going to fund disability units and local delivery issues need addressed
- concern over what would replace Remploy factories if they are taken away
- difficulty in striking the balance of operating Remploy factories as a commercial unit and as a stepping stone to another job

## 2.5 A Better Alignment of Scotland's Employment Services

The Scottish Government, Jobcentre Plus, Skills Development Scotland and other key agencies in Scotland are working together to develop a coherent offer of employability services to jobseekers and employers, to support efforts to grow the economy and create jobs. Work is being carried out in two work streams; one looking at the Employer Offer and the other the Customer Journey.

This workshop provided an overview of progress to date, plans for the future and provided attendees with an opportunity to make comments and ask questions. Key issues arising include:

- any move to streamline and align was welcomed
- suggestions were made that there were organisations not included in the BASES work; for example, volunteer groups and Work Programme providers; although Work Programme providers were involved in the National Delivery Group, an action point has been taken away to consider how they would be involved as stakeholders
- consideration to be given as to how Work Choice and disability employment should be involved; in England there is considerable involvement by the NHS Primary Care Trusts into employability
- there are inconsistencies across Scotland in terms of college provision; there was a challenge to get more working with the colleges and involvement in the employability agenda

## 2.6 Personal Independence Payment - reassessing existing working age DLA Cases

This workshop shared initial thoughts on the options for reassessing adult DLA cases to Personal Independence Payment (PIP).

### General

- PIP applies to DLA claimants of working age
- reassessment is planned for April 2013 – March 2016
- DLA claimants with indefinite or “life” awards will need to apply for PIP. Staying on DLA is not an option
- DLA will continue to be processed in accordance with DLA rules up to the start of PIP
- we will learn from the experiences of IB/ESA
- we will ensure that the necessary resources are in place to deliver PIP

### Migration/Reassessment

- it is intended that the special provisions in DLA for those with terminal illness would carry forward into Personal Independence Payment
- we are alert to the need to learn from the appeals experiences in IB/ESA.

### Assessment

- a contractor will be appointed after a tendering process
- the assessment is still in development and there are separate consultation arrangements already underway
- we will learn from the experiences of IB/ESA and will be exploring if and how assessment and/or findings might be shared.

### Communications

- we are in the early stages of developing communications and are working with the Personal Independence Payment Development Group
- there is an ongoing programme of User Centre Design consultations
- we will work with partner organisations and those representing people with disabilities in the development work.

We recognise the need to have properly targeted and easily accessible information, and to adapt communications and approaches where there are specific needs or where claimants are particularly vulnerable.

### 3. Evaluation

<b>Attendance</b>	85 external delegates attended (105 expected; 81% attendance); 27% had not attended before. Types of organisations represented: <ul style="list-style-type: none"> <li>• disability (18%)</li> <li>• LA (30%)</li> <li>• local support organisations (15%)</li> <li>• Citizens Advice service (7%)</li> <li>• housing (18%)</li> <li>• general advice services (11%)</li> <li>• health sector (4%)</li> <li>• ageing society/older people (6%)</li> <li>• employment &amp; training (10%)</li> </ul>
<b>Interactive Voting</b>	
<i>Aspect</i>	<i>Outcome</i>
Overall satisfaction rating of the event	77%
Would you recommend this event to a colleague?	83%
How will you use information gained?	98% of the delegates will proactively use the information from the event to feed back to colleagues and inform staff training – 46% will feed back to over 10 colleagues
How many claimants to you deal with each week, on average?	99% of the delegates deal with our claimants on the front line every week, with 39% dealing with on average over 25 claimants every week
<p><b>Comments</b></p> <p><b><i>Strengths of the event</i></b></p> <ul style="list-style-type: none"> <li>• Provides the opportunity for partner organisations to discuss directly with those at the heart of future developments</li> <li>• Very valuable to be able to meet and talk with the Universal Credit, Head of Customer and Service Design</li> </ul> <p><b><i>Suggestions for improvement</i></b></p> <ul style="list-style-type: none"> <li>• Table signs should be bigger on the information points so that people can identify them more clearly</li> </ul> <p><b><i>General</i></b></p> <ul style="list-style-type: none"> <li>• Disappointment that there is still very little information on the detail of Universal Credit and Personal Independence Payment</li> </ul>	

## 4. Delegates

<b>Name</b>	<b>Organisation</b>
Ian Alcorn	West Lothian Council
Craig Anderson	Stirling Citizens Advice Bureau
Lorne Anderson	Shetland Islands Council
Clare Archibald	Scottish Homelessness & Employability Network
Moira Bayne	Ownership Options
Barbara Beaufoy	Four Square Scotland
Nicole Bethune	Midlothian Council
Neeru Bhatnagar	Trust Housing Association
Jim Boyle	Bridges Project
Rosemary Brotchie	Shelter Scotland
Marie Burns	Glasgow Association for Mental Health
Alastair Cameron	Claverhouse Group
John Campbell	North Lanarkshire Council
Mandy Campbell	Glasgow City Council
Suzanne Campbell	Perennial
Yvonne Cassidy	Musselburgh CAB
Irene Clark	East Ayrshire Advocacy Services
John Clow	Strathard Community Council
Mary Conn	NHS Greater Glasgow & Clyde
Marion Connolly	Welfare Rights East Lothian Council
Eric Coull	Scottish Wildlife Trust
Dermot Coyle	Maggie's Cancer Caring Service
Pauline Coyle	West Lothian Council Advice Shop
Linda Davis	Angus Carers Centre
Nicole Debrincat	Raploch Community Enterprise
Frances Dennis	Motability
Teri Devine	Action on Hearing Loss
Moira Escreet	Hillhead Housing Association 2000
Lesley Fletcher	Dundee City Council
Ben Forsyth	Midlothian Council
Anne Foster	Maggie's Centre
Karen French	Shelter Scotland
Catherine Garrod	Lothian Centre for Inclusive Living LCiL
Andy Groves	Lothian Centre for Inclusive Living
Anne Hannah	City of Edinburgh Council
Anne Hastie	Haddington CAB
Eileen Heirs	Perth CAB
Ann Henderson	Enable Scotland
Euan Henderson	Glasgow City Council
Carrie Ho	Scottish Huntington's Association
Peter Jamieson	West Lothian Council
Nicola Jones	Glasgow City Council
Caroline Keir	Castle Rock Edinvar Housing Association
David Kelly	Argyll Community Housing Association
Derek Kelter	Momentum Scotland

## **DWP Scottish Annual Forum 2011**

Carol Kemmett	Gartnavel Royal Hospital
Hazel Kennedy	The Rights Office
Aileen Macdonald	Apex Scotland
Katrina Macpherson	AAVO The Council for Voluntary Service In Angus
Craig Mason	Dundee City Council
Jacquie Mather	Melville Housing Association
Nan McCabe	Age Concern Scotland
Diane McConnell	Hillhead Housing Association 2000
Karen McConnell	City of Edinburgh Council
Margaret McCulloch	NHS Ayrshire & Arran NHS Trust
Donna McDonald	South Lanarkshire Council
John Macfarlane	RSABI
Lorna McIlreavy	Epilepsy Connections
Kathleen McLaughlin	Gartnavel Royal Hospital
Karen McLean	Hillcrest Housing Association
Allan Millar	Dundee City Council
Marina Miller	Midlothian Council
Margaret-Ann Moran	Argyll & Bute Council
David Moriarty	Glasgow City Council
Alison Murray	Glasgow City Council
Aisha Nadeem	Trust Housing Association
Gerald O'Brien	SACRO
Ruth Pollock	Parkhead Housing Association
Alison Prophet	Hillcrest Housing Association
Stuart Reid	Aberdeen City Council
Susan Rew	One Parent Families Scotland
Mairi Robinson	Dunedin Canmore Housing
Tony Rogers	Motability
Elaine Rosie	Viewpoint Housing Association
Carol Scott	Maggie's Cancer Caring Service
Janet Scott	City of Edinburgh Macmillan Welfare Rights Partnership
Gary Smith	Dundee City Council
Naren Sood	Ethnic Minorities Forum
Paul Spicker	Robert Gordon University
Lesley Stirton	South Lanarkshire Council
Ian Sutcliffe	West Lothian Council
Jim Thompson	Dunedin Canmore Housing Association
Kay Wilson	Follow Up
Linda Wright	Prestonfield Neighbourhood Project
Barbara Wylie	Action on Hearing Loss Scotland

### **Officials**

Gregor Alexander	Jobcentre Plus Coatbridge Benefit Centre Manager
Jerry Ashworth	ATOS
Joss Barker	DWP Change & Products Directorate
Paula Blyth	DWP Communications
Jacqueline Brown	Pension, Disability & Carers Service
Stefan Czerniawski	DWP Universal Credit Directorate
Allan Darling	Jobcentre Plus Office for Scotland

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Alan Downey	ATOS Healthcare Regional Manager, Scotland
Christine Drennan	Jobcentre Plus Office for Scotland
Alison Evans	DWP Employment Group
Fiona Evans	Pension, Disability & Carers Service
Bill Farrell	DWP PIP Implementation Programme
Glenn Finlayson	DWP Employment Group
Linda Francis	DWP Communications
Simon Francis	DWP Disability & Work Division
Susie Frew	ATOS
Pat Friel	Pension, Disability & Carers Service
Ann Gardiner	HMRC
Jill Gillatt	DWP Communications
Heather Gray	DWP PIP Implementation Programme
Paul Guile	HMRC
David Hall	DWP Employment Group
Mary Hipkin	Disability & Carers Benefits Division
Steve Hutcheon	DWP Information Directorate
Catherine Jones	Pension, Disability & Carers Service
Janet Lambe	DWP Communications
Steve Lismore	DWP Disability & Work Division
Maureen McFarlane	HMRC
Dr Barrie McKillop	ATOS Healthcare Clinical Leadership Team
Kate Marsden	HMRC
Graham Millward	DWP Internal Communications
Graham Mowat	DWP Universal Credit Directorate
Patricia Muirhead	Jobcentre Plus
Anne-Marie Mulcahy	DWP Information Directorate
Kuldip Pangalia	DWP Welfare & Wellbeing Group
Graham Peart	HMRC
Ron Platt	DWP Change & Products Directorate
Jane Porter	DWP Employment Group
Roger Pugh	DWP Communications
John Reid	Jobcentre Plus Office for Scotland
Kirsty Scholefield	Jobcentre Plus Communications & Stakeholder Division
Geoff Sheelan	DWP Universal Credit Directorate
Lewis Smith	DWP Welfare & Wellbeing Group
Moira Smith	DWP Information Directorate
Diane Taylor	DWP Welfare & Wellbeing Group
Chris Thornes	Pension, Disability & Carers Service
Derek Tilstone	HMRC
Brian Wallace	Jobcentre Plus
Ian Whitelaw	DWP Employment Group
Tamsin Woodeson	HMRC