

Message

From: [NR] POLICY GROUP DWP and DHSC Joint Work Health Directorate [NR] @DWP.GOV.UK]
Sent: 27/06/2025 09:33:52
To: [NR] POLICY GROUP DWP and DHSC Joint Work Health Directorate [NR] @DWP.GOV.UK]
Subject: FW: Grid for CX [for comment by 18.45]
Attachments: SSP rebate - operational options - FOR HMRC COMMENTS.docx

[NR]

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E_M_A_I_L_B_L_O_C_K

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Sent: 04 March 2020 19:13
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Subject: FW: Grid for CX [for comment by 18.45]

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Sent: 04 March 2020 17:58
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All –

Sorry for the slight delay on this. We were slightly delayed by a last minute request to brief the CST – but back-on-track again!

Thanks for all the work across HMRC today – really appreciated, and impressive stuff.

We've pulled together the attached (many thanks to [NR] on this) – which sets out the main differences between options 1, 2, 3 and now 4. Please can we have comments / mark-up from HMRC colleagues by **18.50**. We've highlighted the bits that we are particularly clear need answering on the basis of the CXs earlier questions.

In addition – I would welcome initial views on what we should be recommending on the best way to deliver this. Some of this will depend on what information you are due to provide – but my initial view was that:

- The no. of manual claims under 1 and 2 makes them quite unattractive unless we are really clear that this is about reimbursement and not cash flow. It will place significant pressure on HMRC
- Option 3 looks more consistent, and has a lot of potential upsides relative to 1 and 2 – if it takes 3-4 months, that quicker than option 2 and the manual repayments under option 1 – but with fewer downsides. This looks particularly attractive if HMRC can firm-up the delivery timetable and bring that closer to 2/3 months. Welcome a view on that.
- Option 4 carries a lot of risks – particularly fiscally as we will be paying out regardless of who gets ill. In addition – (depending on where you get to re: time putting out cheques) it sounds like it could still take a long-time.

On that basis, I'd be leaning towards Option 3, or potentially going back to Option 1 (if we are doing other interventions to support cash flow & HMRC think manual process can be delivered) – but welcome others thoughts.

Also copying DWP colleagues.

Thanks,

NR



NR

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