



Social Security Scotland
Tèarainteachd Shòisealta Alba

Social Security Scotland

June 2019

Dignity, fairness, respect.



Background

- ❖ 2014 – Smith Commission
 - ❖ 2016 – Scotland Act
 - ❖ The power to create new benefits
 - ❖ The power to ‘top-up’ UK benefits
 - ❖ Responsibility for delivering 11 benefits, previously reserved by the UK Government
 - ❖ For people on low incomes, disabled people and carers
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Developing the Social Security Scotland system

- ❖ Our key purpose in designing the new Scottish social security system is to ensure that the system actually works for the people who use it.
- ❖ We are designing a system for people, working closely with people who have direct experience of claiming the benefits that will be devolved.
- ❖ Working with Experience Panel members, User Research Teams, Stakeholders, Clients.
- ❖ Recently run Disability Assistance Consultation, collecting insight and feedback from clients & stakeholders with experience of the current disability systems.

Timeline 2018/19:



Our benefits are being rolled out in a way that allows us to continually test, build and learn

Our Timeline

Benefit	Client Group	Implementation Date
Disability Assistance for Children and Young People (new claims)	Under 18s needing additional care or with mobility difficulties	Summer 2020
Disability Assistance for Older People (new claims)	Over state pension age with a physical or mental disability that necessitates support from a carer or supervision	Winter 2020
Disability Assistance for Working Age People	People aged under state pension age needing additional care or with mobility difficulties	Early 2021
Carer's Assistance	People under state pension age providing more than 35 hours care a week to a person receiving particular disability benefits	End 2021
Winter Heating Assistance	Eligible older people in Scotland who receive another type of payment from us	Winter 2021
Cold Spell – Winter Heating Assistance		Winter 2021

2020 and after - Assessments

Assessments are required for Disability Living Allowance, Attendance Allowance and Personal Independence Payment.

The Cabinet Secretary made an announcement in September 2018 that committed to the following:

- ❖ We will seek to reduce the need for face to face assessments as much as possible;
- ❖ Under the Scottish Government system clients will be given greater choice and control over their assessment.
- ❖ Clients will be invited at a time that suits them, to a location that suits them and for those with difficulty travelling, the assessor will come to them.
- ❖ Audio recordings of all assessments will be standard.

Recruitment

- ❖ Recruitment activity in the Agency continues, currently interviewing for Client Support Team Leaders & Client Support Advisers
- ❖ Agency staff will be located across each Local Authority area
- ❖ Recruit for attitude, train for skills
- ❖ Ensuring teams are well trained, supported and well equipped to do their jobs
- ❖ Local presence, with a local knowledge; from April 2020



Local Delivery

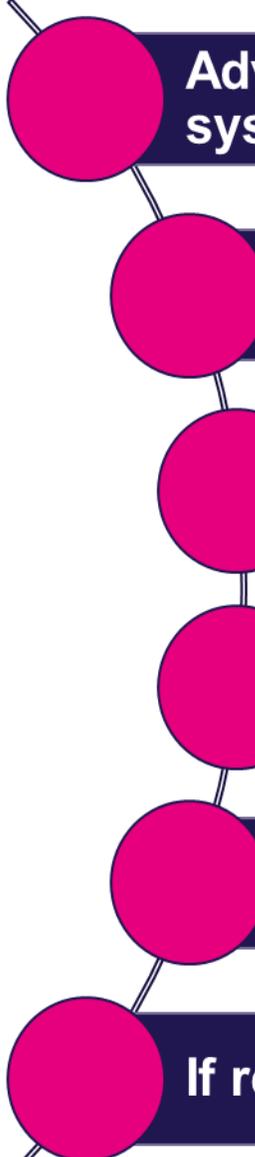
We will provide that service in the form of:

- ❖ A dedicated, co-located service delivered from a permanent location alongside existing local services.
- ❖ Regular 'surgeries' in places where our clients go i.e. Medical Centres, Community Centres etc.
- ❖ Visits to prison and hospitals to offer advice and support to people during their stay and in preparation for their release and discharge.
- ❖ Home visits
- ❖ Consider and deliver on ad-hoc requests and manage effectively

Clients will have a choice in how they access our services:

- ❖ Access on-line
- ❖ Paper forms
- ❖ Drop into a local site or outreach location for a face-to-face discussion
- ❖ Contact us by phone
- ❖ Visits carried out at home, hospital, prison
- ❖ Be referred to us via a third party
- ❖ Can use existing services if they prefer (local welfare advice services)

Local Delivery



Advising people on what they're eligible to claim through the Scottish social security system;

Assisting the completion of application forms;

ID and document verification;

Benefit maximization

Advice and support for a client whilst their application is in progress; and

If required, advice on requesting a redetermination or appeal



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Thank you.....

Any questions?

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