



Social Security Scotland
Tèarainteachd Shòisealta Alba


Social Security Scotland

**CVS Forum - Agency & Local
Delivery Overview
– Gill Winters
21 March 2019**


Dignity, fairness, respect.



Background

- Devolving c.£3bn of benefits from the UK Government to Scottish Government under the Scotland Act 2016
 - The power to create new benefits
 - The power to 'top-up' UK benefits
 - **Establishing a new social security agency**
 - Taking an approach which has a safe and secure transition at its heart
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Why are we here?

- To administer the new Scottish Social Security System in accordance with:
 - The Social Security (Scotland) Act 2018
 - The Charter
 - Rights-based approach
 - A system developed with people, for people
 - Incremental introduction
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Our Timeline

Benefit	Client Group	Implementation Date
Carers Allowance Supplement	Carers in receipt of Carer's Allowance	First two run completed in September and December 2018
Best Start Grant	People on low incomes and receiving certain qualifying benefits	<ul style="list-style-type: none"> • Pregnancy and Baby Payment opened 10 December 2018 • Early Years Payment Summer 2019 • School Payment 3 June 2019 • Best Start Foods by Summer 2019
Funeral Expense Assistance	People on low incomes and receiving certain qualifying benefits	By Summer 2019
Young Carer Grant	Young people aged 16 to 17 (or 18 and still at school) who do at least 16 hours of caring a week.	By Autumn 2019

Our Timeline (continued)

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

Services so far....

- Carers Allowance Supplement (CAS) – September 2018 First payments, £16.5 million to help over 75,000 carers.
- Second CAS payment in December 2018, £16.8 million
- Over 4,000 Best Start Grant (BSG) applications were received on the first day applications opened.
- Over £2.7 million in BSG payments now made to more than 7000 families.

Social Security Scotland

- Executive Agency of the Scottish Government
- Interim Corporate Plan now published on Social Security Scotland website - [socialsecurity.gov.scot](https://www.socialsecurity.gov.scot)
- employing 1,900 people when fully operational
- head office Dundee - 750 jobs once fully operational
- second major site in Glasgow - 750 jobs once fully operational
- nationwide local presence - 400 jobs once fully operational.

Local Delivery

Our Local Delivery teams will provide face to face pre-claims support.

- Advising on eligibility;
- Assisting the completion of application forms;
- ID and document verification;
- Benefit Maximisation
- Advice and support for a client whilst their application is in progress; and
- If required, advice on requesting a redetermination or appeal and making a complaint will be given, however assistance on these processes will not be given

Local Delivery – Face to Face Services

We will provide that service in the form of:

- Co-located services.
- Regular ‘surgeries’ or ‘drop in’ sessions.
- Visits to prison and hospitals
- Home visits

How clients will reach us

Customers will have a choice in how they access our services.

- drop into a local site or outreach location for a face-to-face discussion.
- contact us by phone.
- be referred to us via a third party

Customers will have a choice in how they can apply for benefits

- Access services in different formats – telephone; online; paper form; face to face
- Can use existing services if they prefer (local welfare advice services)

Next Steps

Local Delivery Teams

- Currently Advertising Vacancies for 32 Client Support Team Leaders
- One for each Local Authority area
- Later in year will be recruiting 68 Client Support Advisers
- To be located across each Local Authority
- Start of Recruitment Activity as the Agency expands and takes on responsibility for increasing number of devolved benefits.



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Thank you....

and any Questions?