



Social Security Scotland  
Tèarainteachd Shòisealta Alba


# Social Security Scotland

Feb 2020




Dignity, fairness, respect.

# Background

- Devolving £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 Timetable

Benefit	Client Group	Implementation Date
Carers Allowance Supplement	Carers in receipt of Carer's Allowance	Paid every 6 months based on a qualifying date
Best Start Grant	People on low incomes and receiving certain qualifying benefits	<ul style="list-style-type: none"> <li>• Pregnancy and Baby Payment opened 10 December 2018</li> <li>• Early Years Payment opened 29 April 2019</li> <li>• School Payment opened 3 June 2019</li> </ul>
Best Start Foods	People on low incomes and receiving certain qualifying benefits from pregnancy through to the child reaching 3 years old	12 August 2019
Funeral Support Payment	People on low incomes and receiving certain qualifying benefits	16 September 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.	21 October 2019
Job Start Payment	Young people aged 16-24, who are on certain qualifying benefits and are moving into work after a period of unemployment	Spring 2020

# Our Timetable (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
Scottish Child Payment	Low income families for children under 6 years old	Summer 2020
Disability Assistance for Working Age People	People aged under state pension age needing additional care or with mobility difficulties	Spring 2021
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	2021
Scottish Child Payment	Low income families for children under 16 years old	By end 2022
Carer's Assistance	People under state pension age providing more than 35 hours care a week to a person receiving particular disability benefits	2022
Winter Heating Assistance	Eligible older people in Scotland who receive another type of payment from us	Winter 2021
Cold Spell – Winter Heating Assistance	A payment made to households on certain benefits during prolonged periods of cold weather.	Winter 2021

# Services so far....

## **Carer's Allowance Supplement (CAS)**

- Since September 2018 payments of £52.5 million have been paid to over 91,000 carers who were eligible in any of the 2018/2019 eligibility dates.
- Payments were £221 in 2018/2019 and £226.20 in 2019/2020

## **Best Start Grant /Best Start Foods**


- Over 4,000 Best Start Grant Pregnancy and Baby applications were received on the first day applications opened.
- From 10 December 2018 to June 2019, 71 thousand applications have been received for all 3 elements of Best Start Grant
- We've paid out £17.8 million to families across 2019.

# Services so far....(continued)

## **Funeral Support Payment**

- From 16 September 2019 to 31 October 2019, 950 Funeral Support Payment applications were received.
- We've paid out £483,549, with an average payment value of £1,521.

## **Young Carer Grant**

- From 21 October 2019 to 30 November 2019, 750 Young Carer Grant applications were received.
  - £66,900 has been paid to young carers in Scotland.
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A man with a shaved head, wearing a dark blue button-down shirt, is sitting at a desk in an office. He is looking towards the camera with a slight smile. The background shows a modern office environment with glass partitions and indoor plants.

# Social Security Scotland

- Executive Agency of the Scottish Government
- Interim Corporate Plan now published on Social Security Scotland website - [socialsecurity.gov.scot](https://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.



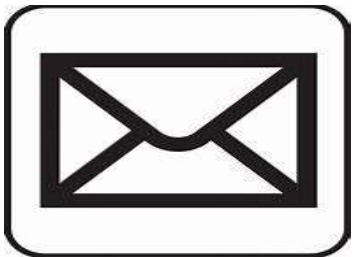
# How you can contact us



Freephone - 0800 182 2222. Monday to Friday 8am to 6pm




Online – [mygov.scot](https://mygov.scot)



By post – PO Box 10301, Dundee, DD1 9FY

# 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;
  - 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
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# 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 we have 32 Client Support Team Leaders
- One for each Local Authority area
- As well as 68 Client Support Advisers
- Located across each Local Authority
- Recruitment Activity will continue as the Agency expands and takes on responsibility for increasing number of devolved benefits.



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Any Questions?

# Break out session

## Delivering through partnership

- What would make great partnership working?
  - What can we do to achieve this ? Think about from both perspectives, Social Security Scotland and CAB
- What would make a seamless referral process?
  - What can we do to achieve this ? Think about from both perspectives, Social Security Scotland and CAB



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Thank you.....