



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# Social Security Scotland

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Dignity, fairness, respect.

# Agenda

- **Introduction and housekeeping**
- **Overview of Social Security Scotland**
- **Adult Disability Payment**
- **Local Delivery**
- **Questions**
- **Survey and Close**

# Who are we and what we do



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Social Security Scotland is an Executive Agency of Scottish Government.

We have been set up to administer Scotland's social security system.

The benefits we deliver are being introduced in stages. Once fully operational, we will be delivering benefits for people on low incomes, disabled people, carers, young people entering the workplace and to help people heat their homes.

# What we do



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## Our purpose

Administer the Scottish social security system effectively and in accordance with the principles in the Act and Our Charter

## Our promise

We will deliver support built around clients when and where they need it

## Our values

Dignity, fairness and respect

# Our current benefits



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Carer's Allowance Supplement

Funeral Support Payment

Young Carer Grant

Job Start Payment

Child Winter Heating Assistance

Child Disability Payment

Adult Disability Payment

5 family payments including:

- Scottish Child Payment
- Best Start Grant Pregnancy and Baby Payment
- Best Start Grant Early Learning Payment
- Best Start Grant School Age Payment
- Best Start Foods

**For more information visit:**

[www.socialsecurity.gov.scot/benefits](http://www.socialsecurity.gov.scot/benefits)



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# Adult Disability Payment

Extra money to help with the costs of living with a disability or ill-health condition.



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# What we are doing differently

## Supporting Clients Advocacy Service

- Independent Advocacy service provided by VoiceAbility launched in January 2022
- This is an additional source of support for people with a disability to engage with Social Security Scotland
- People can access this service by contacting Social Security Scotland by telephone or web chat or by post.
- People can also self refer via the VoiceAbility website or by telephone – 0300 303 1660
- Advocacy workers support from initial application stage through to re-determination and appeals
- A factsheet is available in a range of formats with further information Social Security Scotland

# What we are doing differently



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## Policy- Award Duration/Indefinite Awards

- All awards of Adult Disability Payment will be rolling, with no set end date
- Instead, a date will be set for an award to be reviewed
- A review will be done to check that a person is still getting the right amount of Adult Disability Payment
- Reviews of a client's award will be light touch and as non-intrusive as possible
- For people with a condition unlikely to improve, there will be indefinite award



# What we are doing differently



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## Policy- Short term assistance

- The intention of Short-term Assistance is to ensure an individual is not discouraged from challenging a decision
- Short term assistance applies when:
  - a decision has been made to reduce or stop payment of Adult Disability Payment
  - and that decision is subject to a request for re-determination or an appeal.
- Where a person is eligible for Short-term Assistance, the value will be the difference between the amount paid prior to the reduction and what it was reduced to.

# What we are doing differently



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## Policy -Decision Making and Supporting Information

### Supporting Information

- We will support the applicant in gathering supporting information
- Only one piece of information from a professional is required to support the general care and mobility needs in a client's application

### Consultations

- Will only occur where it is the only practicable way of collecting the information required to support an application
- Person-centred and starting from a position of trust
- Discussion between a client and a practitioner employed by Social Security Scotland
- Will not include any functional examinations

# What we are doing differently



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## Policy- Light Touch Review

- Gather supporting information on behalf of a client
- Considering existing information and utilising previous decisions to help us avoid asking unnecessary questions
- Reducing the number of overall assessments with consultations for Adult Disability Payment clients
- A single client journey with a single form to fill in, if clients have changes to report
- Providing practitioners within Social Security Scotland who will further reduce the need for intrusive questions.

# What we are doing differently



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## Policy- Special Rules for Terminal Illness

- Fast-tracked route with specially trained case managers
- Automatically receive the highest level of award
- Awards will have no review period/ No qualifying period
- Individual or their legal guardian can submit applications
- Third party application process could include; family, friend, welfare rights advisor, nurse
- Applications by all channels
- Simpler application form
- BASRiS/DS1500 forms

# Case Transfer



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## Case Transfer Principles

- No-one will be required to apply for their benefit as part of the transfer
- Clients will continue to receive the right payment, with no break in entitlement
- Complete as soon as possible while maintaining “safe and secure”
- Clear communication with clients

# Case Transfer



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- Case transfer of clients receiving Personal Independence Payment to Adult Disability Payment started in Summer 2022
- We are aiming to safely and securely transfer the awards of around 300,000 Scottish Personal Independence Payment clients to Adult Disability Payment

# Conditions for entitlement



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An individual is not entitled to Adult Disability Payment while they are entitled to:

- Armed forces independence payment
- Attendance Allowance
- Child Disability Payment
- Disability Living Allowance or
- Personal Independence Payment

# Making an application

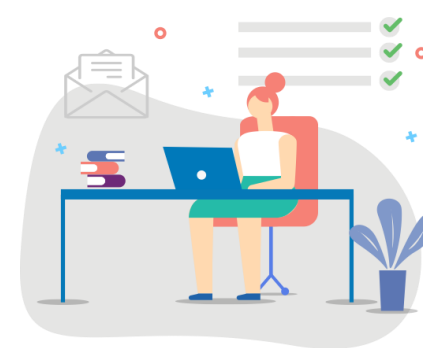
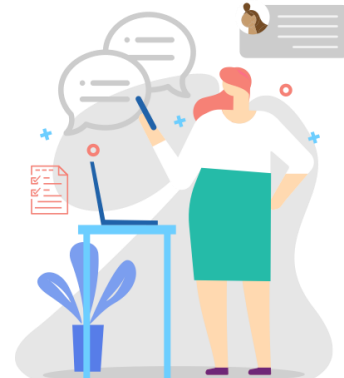
- Applications can be made by clients or their legal representatives
- Clients can choose between online, on paper or with support in person from our nationwide Local Delivery team.
- Applications are made in two parts:
  1. About the applicant (name, address etc.)
  2. About how their disability affects them (conditions, medication, functional questions etc.)



# Decision Making Journey



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**Case Manager  
receives  
application**

**Gathers  
supporting  
information**

**Learns through a  
Case Discussion  
and other tools**

**Documents  
decision**

**Sends decision  
report to the  
Client**

# Making a decision

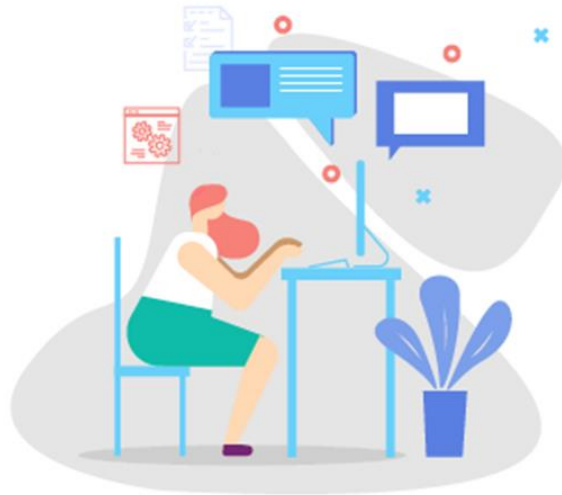


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- Working within the same points system as Personal Independence Payment.
- Our approach to making decisions has completely changed.
- Clearly considers and documents their understanding of the client's care and support needs.
- Supported by a series of tools, resources and people to help them understand someone's needs.

# Doing things differently

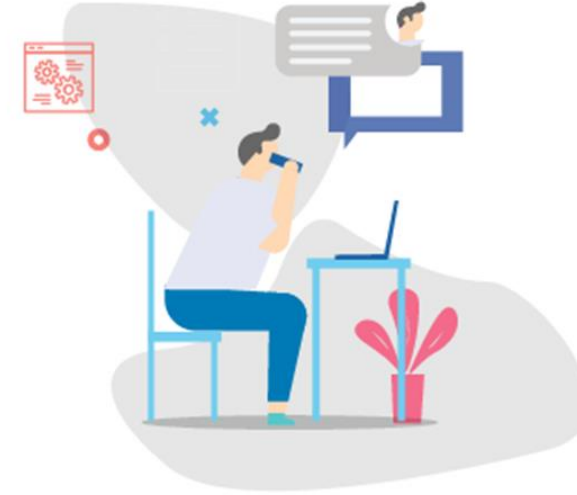
## The Journey



**Detail the request for a consultation**



**Meeting with Decision Team Manager & Senior Practitioner & consultation request sign-off**



**Case Manager gathers preferences and client requirements such as interpreters**

# Consultation



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- We will assign appropriate practitioner skill and knowledge to client where possible
- We will have a variety of professional skills to call upon in the practitioner team which will include social work and social care.

Practitioners have experience of working with clients/ patients in one of the following areas of practice;

- Mental Health/ Social Care
- Adult Health/ Social Care
- Disability and neurodiversity/ autism in adults
- Learning Disability/ Social Care

# Receiving a decision



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- The report is available in many formats.
- The report will show how much money you will receive and what to do next.
- The report aims to be clear in how and why decisions have been made.
- The language and tone is clear, personal and empathetic to the client's situation.

# Decision report



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The Client will receive a copy of their **decision letter**; including decision summary and justification.

Should the client wish to challenge the decision, they can return a **Redeterminations form**

They can then make use of the **Change of Circumstances form** anytime in the future.

**Notice of Determination**

John Garcia  
138G King Street  
Aberdeen  
Scotland  
AB24 5BD

Social Security Scotland  
PO Box 10300  
Dundee  
DD1 9FU  
Freephone: 0800 182 2222  
[mygov.scot/benefits](https://mygov.scot/benefits)

6 May 2021

**Adult Disability Payment**

Dear John

Thank you for applying for Adult Disability Payment. This is your Notice of Determination. It tells you what you have been awarded and is based on your application and any supporting information provided. We explain the reason for the award further on.

We have awarded:

- standard rate daily living payment at £59.15 a week
- no mobility payment

This means we will be paying a total of £236.60 every 4 weeks (£59.15 a week).

**About your award**

We will pay £236.60 into the bank account you have chosen every 4 weeks on a Thursday beginning the 13 May 2021. This payment will always be for the previous 4 week period.

We will also pay £828.10 into your account on 6 May 2021. This is the money backdated from 24 January 2021 to 6 May 2021. This is because you were able to claim this payment from the date you submitted your application.

**Your award will be reviewed**

Your award starts on 24 January 2021 and your needs will be reviewed in January 2024. We explain why we will review you in 3 years further on.

Dignity, fairness, respect. **Keep this page as evidence of your award**

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**Challenge our decision**  
Adult Disability Payment

Once finished, return this form in the pre-paid envelope.  
If you do not have this envelope, call us free on 0800 182 2222 and we'll send you one.

mygov.scot

Social Security Scotland  
PO Box XXXXX  
DUNDEE  
DD1 XXX

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**Change of circumstances**  
Adult Disability Payment

Once finished, return this form in the pre-paid envelope.  
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Social Security Scotland  
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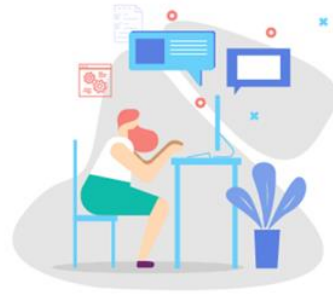
This combination is sent every time we make a 'new' decision e.g. after an Application, a Redetermination, a Change of Circumstances, or a Review.

# The Re-determination Journey



Up to 42 days.

Client receives a determination from Social Security Scotland



Up to 56 days.

Client submits a request for a re-determination



A different team in Social Security Scotland considers the application afresh and makes a re-determination

# The appeals journey

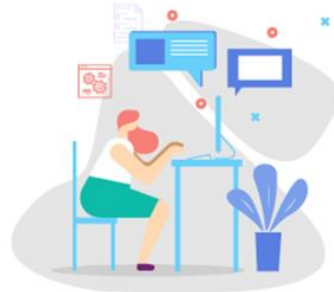


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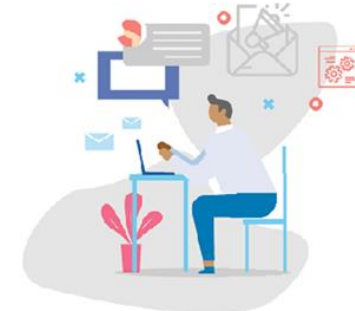
Up to 31 days

Social Security Scotland makes a re-determination or Social Security Scotland doesn't make a re-determination within the 56 day window



Within 7 days

Client can appeal by sending a completed appeal form to Social Security Scotland



Social Security Scotland sends the completed appeal form to the First-tier Tribunal



# Benefit Suspensions



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It will be possible to temporarily suspend ongoing payments of Adult Disability Payment in limited circumstances in order to protect vulnerable clients.

These circumstances are when:

- a third party is receiving payments on behalf of a vulnerable individual and suspension is necessary to ensure that the vulnerable individual actually benefits from the payments that they are entitled to receive
- Social Security Scotland requests information from an individual, which is needed to review their entitlement, and the individual does not respond to this request within a reasonable time.

The second circumstance will not be used punitively, individuals will have sufficient time to provide the requested information.

# Benefit Suspensions

Social Security Scotland will inform the client of their decision including providing;

- The reasons for their decision
- Actions the client can take to ask Social Security Scotland to end the suspension
- Information about their right for the decision to be reviewed within 31 days of notice being received
- Inform the client about the outcome of the review including the reasons for the decision

The suspension can be ended upon;

- Receiving the requested information
- Reviewing the financial circumstances of the client

Payments will resume and be backdated if appropriate once all relevant conditions are met

# Improvements in our new service



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## New Scottish service

There will be a telephone, online and face-to-face service and a take up strategy

There will be a local delivery service for support in making applications available to people when they want to use it

There will be a multi-channel approach for applications including digital, face-to-face, telephone and paper

Case managers will be empowered to speak to clients for further information

# Improvements in our new service



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## New Scottish service

We will provide a number of notifications to keep clients updated on the progress of their case (e.g. confirmation application is received)

We will seek one source of supporting information from a professional but case managers will have the discretion to make an award in the absence of supporting information

With every notice of determination we will provide detailed reasons to the client about how we reached our decision

Clients can apply for 'Short Term Assistance' whilst challenging a determination or re-determination to reduce, or stop, an ongoing payment

# What we are doing differently



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## Our commitments

- Our Charter - [Our Charter](#)
- Take up strategy - [Social security - benefit take-up strategy: Fairer Scotland Duty summary - gov.scot \(www.gov.scot\)](#)
- Inclusive communications - [Social Security Scotland - Inclusive Communications](#)

# How people access our support



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Currently, support is available to our clients:

- Online at [mygov.scot](https://mygov.scot)
- Through our helpline 0800 182 2222
- Calling us when living abroad on +44 (0)1382 931 000
- Via Webchat on [mygov.scot](https://mygov.scot)
- British Sign Language users can use the contact SCOTLAND app to contact us by video relay

If a client does not want to apply in English, they can call us to

- Apply over the phone in over 100 languages
- Ask for a paper form to be sent to them in over 100 languages



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# Social Security Scotland

**Lyndsey Maricic,  
Local Delivery Relationship Lead**

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# How people access our support – Local Delivery



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Clients can also receive support from our Local Delivery team, this can be done either:

- In person, with a Local Delivery client support advisor
- By video, with a Local Delivery client support advisor
- By telephone, with a Local Delivery client support advisor


Clients can book an appointment with Local Delivery by calling us free on **0800 182 2222**, through our Webchat facility or by writing to request an appointment.



## Our Local Delivery teams 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
  - if required, advice on requesting a redetermination or appeal and making a complaint
- 

## Working together with local organisations:

- Appointments in community venues
  - Area-wide networks and groups
  - Services and initiatives in neighbourhood areas
  - Linking with specific services and organisations
  - Focused work on improving uptake amongst specific groups
  - Building relationships between practitioners in community venues
- 

# Questions?



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# Survey Questions

- Live survey to gather feedback about today's event
- Answers are anonymous and information gathered will be used to improve future events
- Each question will provide multiple answers, please select one of these
- Access via the link provided in the pre-event email, or the following QR code
- Alternatively you can join via Slido.com and insert the code: **#101286**



# Thank You



Thank you for attending our event today. We look forward to welcoming you to our future events.

Please contact the National Engagement and Partnership Team if you have any questions about Adult Disability Payment

[NationalEngagementandPartnershipTeam@socialsecurity.gov.scot](mailto:NationalEngagementandPartnershipTeam@socialsecurity.gov.scot)