



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# Social Security Scotland

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Dignity, fairness, respect.

## What is Supporting Information [Help with supporting information - mygov.scot](https://mygov.scot/help-with-supporting-information)

Supporting information helps Social Security Scotland to make sure it has as much detail as possible before making a determination on an application or reviewing an existing award.

This is information that describes how the client is affected and what support they need. This will help Social Security Scotland understand how the clients condition affects their life.

Supporting information documents are usually copies of documents about clients daily living or mobility needs that they may have already.

Supporting information will be used to help us understand:

- the client's diagnosis and any symptoms they may experience
- the severity and impact or symptoms
- current daily living and mobility needs
- treatments, therapies or adaptations the client may have

# Public Sector Supporting Information: Key Principles

- The client is at the heart of this design.
- We will only gather supporting information on behalf of clients where they have explicitly given authorisation for us to do so.
- We will look to gather the information we need from the most relevant professional.

# Public Sector Supporting Information: Key Principles

- We will look to gather the minimum information required for the case manager to make a decision
- Requests for supporting information will be carried out in compliance with GDPR, in line with relevant legislation and with Data Sharing Agreements in place where possible
- We will continually iterate, develop and improve these processes based on user feedback and experience

# What is Public Sector Supporting Information?

Through the application form the client can specify people in their life who may hold some useful information about things like;

- their condition
- any medication they take
- the impact of their condition and symptoms on elements of their day to day life.

This may be for example;

- Friends or family members
- Carers or befrienders
- condition-specific specialist or third sector organisations
- staff within local authorities and Health Boards.

# What is Public Sector Supporting Information?

At the point of applying for Adult Disability Payment a client can provide any supporting information that they may have available. This might include information such as;

- A prescription list
- A social care assessment
- A letter from a clinician confirming a diagnosis
- An email from an Allied Health Professional about therapeutic progress

In some circumstances our case managers may require more information to reach a decision.

A client can give permission for Social Security Scotland to gather this information on their behalf.

# How will we gather Public Sector Supporting Information?

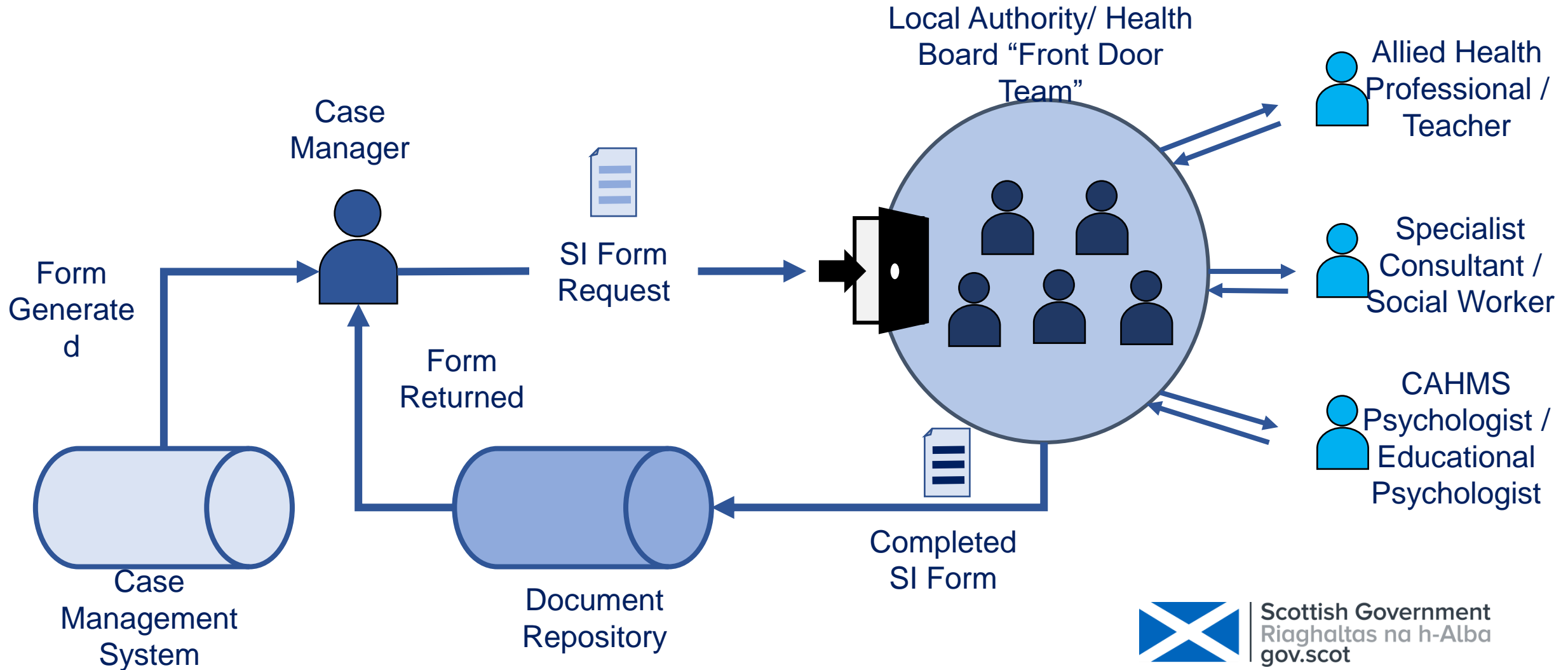
- Consistent approach to gathering supporting information on behalf of clients.
- We also want to ensure that each request for supporting information is specific to the needs of the individual case.
- We have created a Supporting Information Form (SI Form) that will be used to gather this information.

# How will we gather Public Sector Supporting Information?

- The form will be a standard template
- Questions tailored to the needs of the person
- Case Managers will ask specific questions of professionals
- In most cases these questions will relate to the following descriptors:
  - Preparing food
  - Managing their condition and relevant treatments
  - Managing toilet needs
  - Communicating
  - Mixing with other people
  - Planning and following a journey
  - Eating and drinking
  - Washing and bathing
  - Dressing and undressing
  - Reading
  - Making budgeting decisions
  - Moving around



# Process for requesting Supporting Information – Local Authorities and Health Boards



# Process for requesting Public Sector Supporting Information – GPs

For GP requests an existing NHS system called SCI Gateway is used to request supporting information on behalf of clients.

A new message type has been created on gateway and this message type will contain the same content as the form being used for Local Authorities and Health Boards.



**SCI Gateway**

# Who are our users?

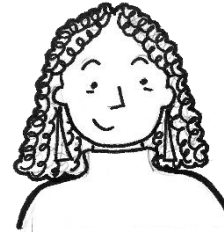
## The client



## The client's support network



Friends  
and Family



Health and care  
professionals



Third sector  
organisations



Other support  
organisations

## Job roles of people working within the Agency



Client Advisers



Local Delivery  
Support Advisers



Case Managers /  
Client Experience  
Officers



Health and Social  
care Practitioners



Decision Team  
Managers & Senior  
Practitioners

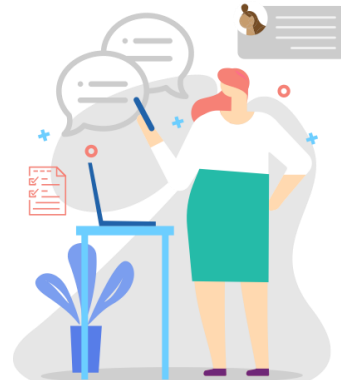


Decision Support  
Team

# Decision Making Journey



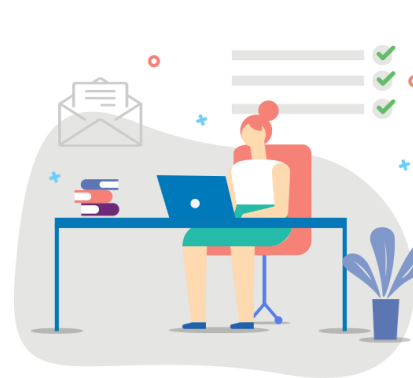
**Case Manager  
receives  
application**



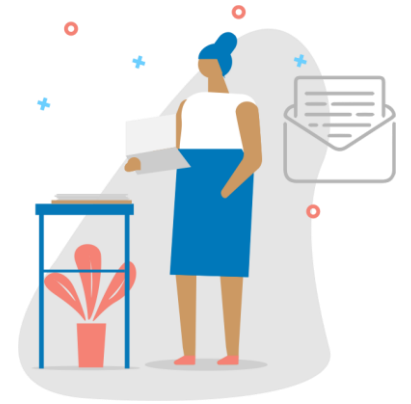
**Gathers  
supporting  
information**



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



**Documents  
decision**



**Sends decision  
report to the  
Client**



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# Sarah – Case Study

Sarah has recently been diagnosed with depression and been taking medication to help with her symptoms of low mood.

Sarah requires support from her partner Matthew. However he is finding it increasingly difficult to manage due to needing to take increased time off work to help care and support Sarah.

Matthew learned about Adult Disability Payment through Sarah's GP and thought that Sarah could be eligible. After some initial research Matthew has helped Sarah apply online for the first time.



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# Receiving Sarah's Application

Sarah's case file has been created after passing the initial eligibility checks. The Case Manager begins to read through the application to build an understanding of Sarah and her needs.

Through using the decision tools, the Case Manager identifies that they need to understand more about Sarah's level of need.



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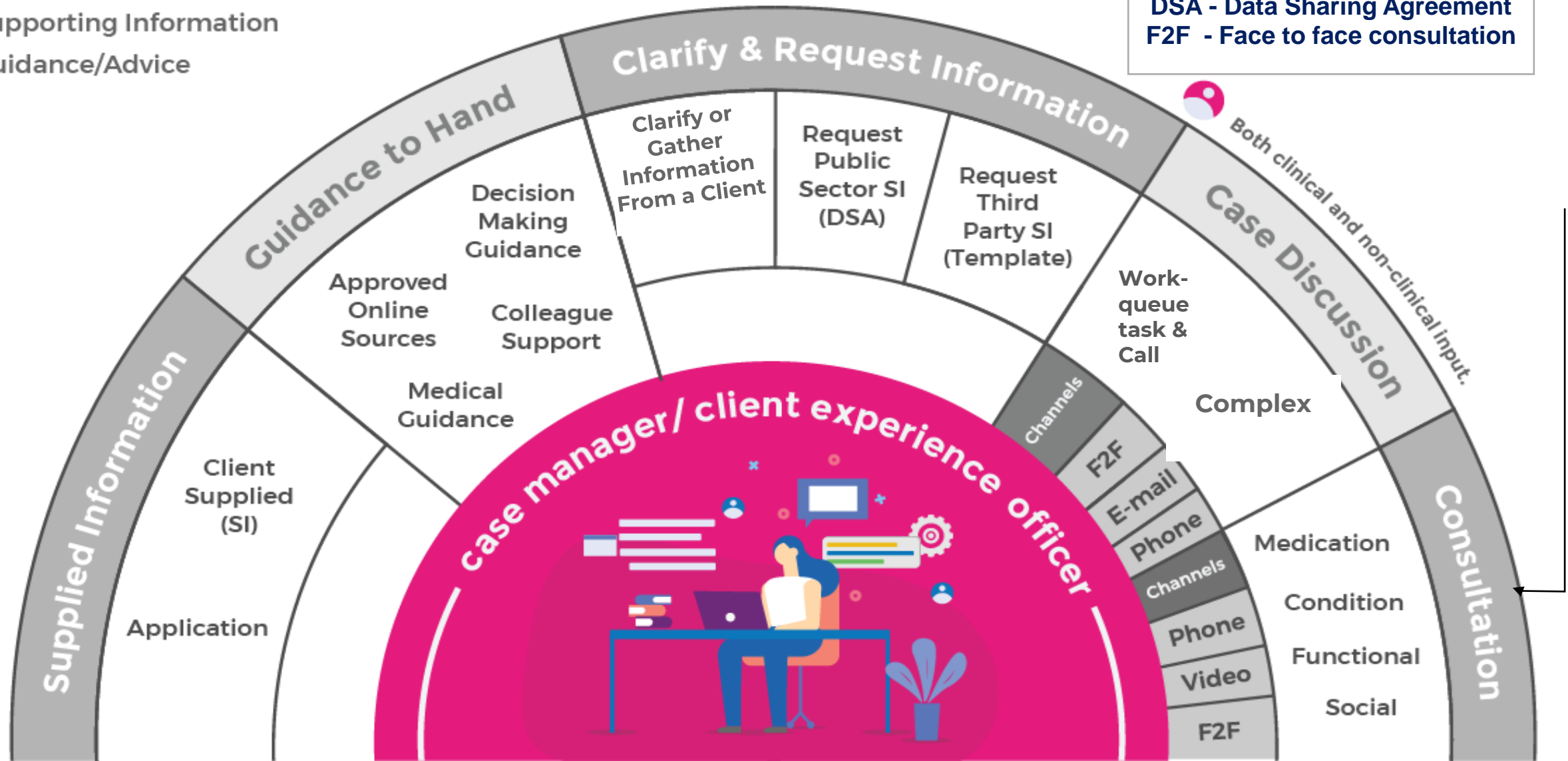
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# Tools available to access support, services and resources as a case manager or client experience officer

- Supporting Information
- Guidance/Advice

Acronym Key:

SI - Supporting Information  
DSA - Data Sharing Agreement  
F2F - Face to face consultation



# Gathering supporting information

After reading the application information, the Case Manager would like to further understand Sarah's diagnosis, medication and needs so that they can decide on the appropriate level of award.

During a phone call with Sarah and Matthew, the Case Manager identifies that gathering some additional information from Sarah's GP is the next best step.

Sarah and Matthew would prefer that the Case Manager gathers this information on her behalf.



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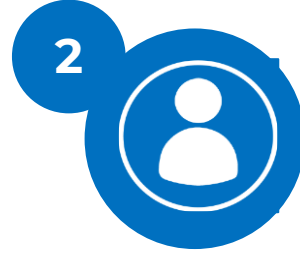


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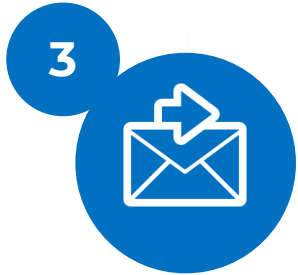
# Gathering Additional Supporting Information



1 The Case Manager defines a clear question or set of questions to be answered.



2 They identify the appropriate person and route to gathering supporting information.



3 The Case Manager may call the client or named contact or will create the relevant template that is then sent to the professional or client.



4 The client, appointee or professional receives the form with the relevant questions to be answered with clear guidance on how to complete.



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# Learning about Sarah's needs through a Case Discussion

After receiving the supporting information form back from Sarah's GP the Case Manager identifies that further guidance and information is needed to understand how Sarah's lack of motivation and intrusive thoughts are affecting her with everyday activities.

The Case Manager needs some additional support and through a Case Discussion seeks clarification from a Social Security Scotland practitioner with a Mental Health background by asking defined questions.



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# The Journey



**Detail the request for a  
Case Discussion**



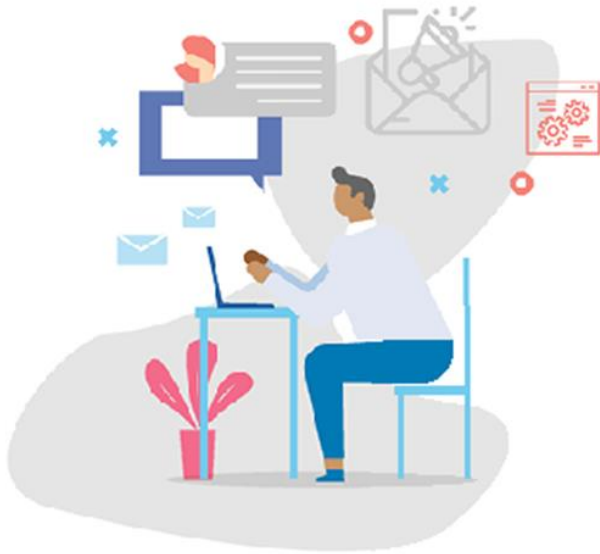
**The Decision Team Manager  
reviews & signs  
off the request for a Case  
Discussion**



**Case Discussion with  
the relevant Professional**



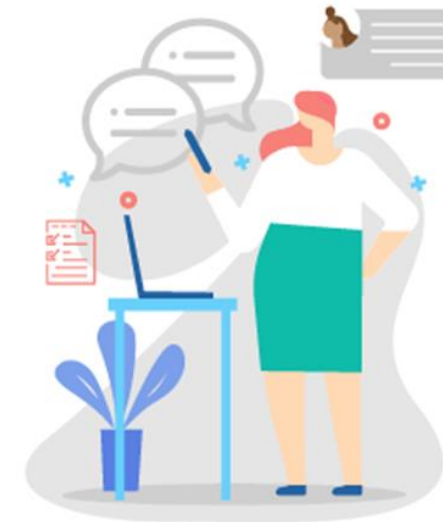
# The Journey



**Practitioner completes case discussion report write-up**



**The Agency Quality Assurance team will review the report**



**Case Manager reviews the report and the Client's application**



# Process for requesting Public Sector Supporting Information – GPs

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# Supporting Information Fee Payment

- If you complete and return a request for supporting information you can claim a fee
- £33.50 is payable following the completion and return of the form
- More information [here](#)



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# Further Information

If you would like further information on these processes then you can use the following links to the Social Security Scotland Website.

## GPs

[Social Security Scotland - Adult Disability Payment: GP guidance for supporting information requests](#)

[Social Security Scotland - Adult Disability Payment: GP questions guidance for supporting information requests](#)

## Local Authorities

[Social Security Scotland - Adult Disability Payment: Local guidance for supporting information requests](#)

[Social Security Scotland - Local Authorities question guidance for supporting information requests](#)

## Health Boards

[Social Security Scotland - Adult Disability Payment: Health Boards guidance for supporting information requests](#)

[Social Security Scotland - Health Boards question guidance for supporting information](#)



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# Question

Please use this QR code to share any reflections you may have. All responses are anonymous.



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# Question

What are the difficulties you experience when assisting someone to provide supporting information to Social Security Scotland?



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# Question

What would make this process easier for you in your role as a Community Link Worker?



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# Questions?



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