

KEY MESSAGES



GIVING A VOICE TO SCOTLAND'S COMMUNITY LINK WORKERS

SCLWN Event: Adult Disability Payment Independent Review

Introduction

Voluntary Health Scotland and the Scottish Community Link Worker Network recently worked with Edel Harris, OBE, to host a discussion event in relation to Adult Disability Payment (ADP) Review. The aim of the event was to enable community link workers to contribute to the Adult Disability Payment Independent Review which Edel is leading. The purpose of the review is to look at how well ADP has worked since its launch in 2022 and make recommendations on improvements.

The Review team was keen to meet with Community Link Workers to gather their feedback on their and their clients' experiences of applying for ADP. The session started by introducing the purpose of the review before asking CLWs their experiences as practitioners on their general awareness of ADP, making applications and reflecting on their clients' experiences. The Review's interim report will be published in November 2024 with the final report due in the summer of 2025.

Key messages

Some key points that CLWs raised during the discussion included:

- Better awareness of ADP is needed, particularly in relation to those groups of people who may not think they are eligible for the payment e.g. those struggling with fluctuating long-term conditions.
- Both paper and digital application methods for ADP are still needed.
- Some clients found the process of completing the ADP application form disheartening, especially with issues around providing evidence and

answering questions in relation to mobility. Waiting to find out if their application was successful could increase their anxiety.

- There is still stigma within particular communities around applying for support, for example, those from minority ethnic backgrounds.
- Some clients worry that their benefit will be taken away from them if they try to engage in healthy activities such as health walks.
- CLWs based in island communities praised the Social Security Scotland local delivery teams for their support with clients.
- The Social Security website needs to be more accessible, particularly for those whose first language isn't English or who are visually impaired.

Further information

Thanks to all the CLWs who contributed to the discussion. If anyone wants to raise additional points, they can contact the ADP Review Team at adpreview@gov.scot

Roisin Hurst
Project Manager, Scottish Community Link Worker Network
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18 York Place, Edinburgh EH1 3EP // 0131 474 6189 // mail@vhscotland.org.uk // www.vhscotland.org.uk // @VHSComms
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