



Social Security Scotland
Tèarainteachd Shòisealta Alba

Social Security Scotland Local Delivery

Lyndsey Maricic
November 2019

Dignity, fairness, respect.



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Social Security Scotland

- Executive Agency of the Scottish Government
- Employing 1,900 people once fully operational
- Two administrative centres
 - Dundee Headquarters, Dundee House
 - Glasgow, 220 High Street
- Contact: 0800 182 2222 or www.gov.scot
- 8am to 6pm, Monday to Friday
- Developing a local presence across Scotland

Delivery Requirements: Social Security Scotland Act 2018

- 8 principles
- Charter
- Corporate Plan

- Legislative duties in relation to:
 - Benefit take up
 - Independent advice
 - Inclusive communications
 - Advocacy

- Independent Scrutiny

Using Experience to Identify Needs

A friendly, helpful, knowledgeable service

POLITE, PROFESSIONAL AND FRIENDLY

A system which listens and responds

advice on what you are entitled to

Consistent accurate information

Access to independent advice and support if needed

CLEAR INFORMATION ON WHAT TO EXPECT AND WHEN

TRUST

Accessible language and terminology

A joined up approach

Choice of communication channels

Current Benefits

Benefit	Communities	Date
Carer's Allowance Supplement	Carers in receipt of Carer's Allowance	October 2018
Best Start Grant Pregnancy and New Baby	People on low incomes and receiving certain qualifying benefits – from 6 th month of pregnancy to 6 month old baby	December 2018
Best Start Grant Early Learning Payment	People on low incomes and receiving certain qualifying benefits – child aged 2-3	April 2019
Best Start Grant School Payment	People on low incomes and receiving certain qualifying benefits – child aged 4-5	June 2019
Best Start Foods (replacing Healthy Start Vouchers)	People on low incomes and receiving certain qualifying benefits – pregnancy to child aged 3	Aug 2019; phased
Funeral Support Payment	People on low incomes and receiving certain qualifying benefits – responsible for planning funeral	Sept 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.	October 2019

Benefits to be introduced – ‘wave 1’

Benefit	Communities	Date
Job Start Payment	Young people aged 16-24 returning to work after a period of six months unemployment.	Spring 2020
Scottish Child Payment – children up to 6 yrs old	People on low incomes and receiving certain qualifying benefits – children aged up to 6	End of 2020

www.mygov.scot

<https://www.gov.scot/policies/social-security/scottish-child-payment/>

Benefits to be introduced – ‘wave 2’

Benefit	Communities	Date
Disability Assistance for Children and Young People	People currently entitled to Disability Living Allowance (child)	2020
Disability Assistance for Working Age People	People currently entitled to Personal Independence Payments	2021
Disability Assistance for Older People	People currently entitled to Attendance Allowance	2021
Winter Heating Assistance	Entitled to Winter Fuel Payment	2021
Cold Spell – Winter Heating Assistance	Entitled to Cold Weather Payment	2021
Carer’s Assistance	People currently entitled to Carer’s Allowance	2022
Scottish Child Payment	People on low incomes and receiving certain qualifying benefits – children up to 16	2022



Local Delivery Service

- Face-to-face pre-claim support in offices, outreach centres or home visits
- Co-located in accessible places where people currently visit
- Importance of complementing local arrangements
 - Overarching partnership agreement signed with COSLA
 - Local advice agencies, existing expertise & models



Local Delivery Service – Fife

- Welfare Reform and Anti-Poverty Partnership and delivery groups
- Links to local WRAP groups
- Outreach to reflect needs of 7 local areas and approaches already in place
- Building contacts for local handovers, referrals and signposting
- Team being expanded; technical training early 2020



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Client Experience

Our Client Experience Team operates separately to our Operations teams and are responsible for managing:

- complaints, suggestions and feedback
- re-determinations; and
- appeals.

The Social Security Chamber is part of the first-tier Tribunal for Scotland and deals with appeals against decisions made by Social Security Scotland.

www.socialsecuritychamber.scot

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Assessments

- Assessments are currently required for Disability Living Allowance, Attendance Allowance and Personal Independence Payment.
- We will begin to take new claims for Disability Assistance for Children and Young People in summer 2020

Commitments

- We will seek to reduce the need for face to face assessments as much as possible;
- Under the Scottish Government system clients will be given greater choice and control over their assessment.
- Clients will be invited at a time that suits them, to a location that suits them and for those with difficulty travelling, the assessor will come to them.
- Audio recordings of all assessments will be standard.



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Lyndsey Maricic, Local Delivery Relationship Lead
07341 790 193 Lyndsey.maricic@socialsecurity.gov.scot

Ashley Oswald, Client Support Team Leader
07585 102 456 Ashley.Oswald@socialsecurity.gov.scot

socialsecurity.gov.scot

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Any Questions?