



Social Security Scotland
Tèarainteachd Shòisealta Alba

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Dignity, fairness, respect.



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Agency Structure

- Executive Agency
- Employing 1,900 people when fully operational
- Two administrative centres
 - Dundee Headquarters
 - Glasgow
- Nationwide local presence being developed
- Freephone number: 0800 182 2222
- 8am to 6pm, Monday to Friday

Delivery Requirements: User 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

Delivery Requirements: Social Security Scotland Act 2018

- 8 principles
- Charter
- Legislative duties in relation to:
 - Benefit take up
 - Independent advice
 - Inclusive communications
 - Advocacy
- Independent Scrutiny

Timeline

Benefit	Client Group	Implementation Date
Carers Allowance Supplement	Carers in receipt of Carer's Allowance	In delivery (first run September 2018)
Best Start Grant	People on low incomes and receiving certain qualifying benefits	<ul style="list-style-type: none">• Pregnancy and Baby Payment by Christmas 2018• Early Years and School Payment by Summer 2019• Best Start Foods by Summer 2019
Funeral Expense Assistance	People on low incomes and receiving certain qualifying benefits	By Summer 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.	By Autumn 2019



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Carers Allowance Supplement

- For people in receipt of Carer's Allowance from DWP.
- Not paid those in receipt of carers premium in UC or with an underlying entitlement to CA
- Paid twice a year
- Each payment covers six months
- First two payments are £221



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Carers Allowance Supplement

- Automatic payment
- Disregarded for other benefits
- Taxable though so clients should notify HM Revenue and Customs
- Carers will still pay no tax if their income is less than £11,850

Best Start Grant

Before Christmas 2018: Pregnancy and Baby Payment

- paying £600 rather than £500 for the first child
- introducing £300 payments for second and subsequent children.
- extending eligibility to anyone on tax credits or housing benefit and all under 18s.
- not placing a limit on the number of children who can qualify.
- extending the application window to 24 weeks pregnant to 6 months after birth, giving clients longer to apply.
- taking applications on the phone and on-line as well as on a paper form, to give a choice depending on the needs of the client.
- no longer requiring health professionals to sign the form to evidence pregnancy. We will use baby box data to verify pregnancy or other evidence such as the MATB1 form if the applicant has not had a baby box.

Best Start Grant / Best Start Foods

Before Summer 2019

- A further 2 separate Best Start Grant payments of £250, per child, will be introduced to help with the costs of early learning at the age of 2-3.5 and when they start school.
- Best Start Foods smartcards will replace Healthy Start Vouchers to support low income families with young children to access affordable nutritious food.
- Best Start Foods will increase payments and expand the range of eligible foods available through the scheme.
- Administration of Best Start Foods and Best Start Groups will be combined. This will mean that applicants can apply for both schemes at the same time.



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Local Delivery Service

- Face-to-face 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 and services
- Developing low level design of our service

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For more information contact us:
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