

Delivery of devolved Social Security benefits Stakeholder Toolkit

Revised Version – July 2019



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Riaghaltas na h-Alba
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PURPOSE

This stakeholder toolkit is designed for all public, third sector and charitable organisations who are involved in the delivery of, or providing advice on, the new social security benefits which are being devolved to the Scottish Government under the Scotland Act 2016. These include a range of powers over disability and carers, as well as powers to make administrative changes to Universal Credit and vary the housing costs element.

The toolkit has been produced by the Scottish Government and provides resources and information to help you to communicate with your staff and clients about the significant changes happening in the field of social security in Scotland.

You can use the information and facts in this toolkit on your organisation's intranet to inform your employees about the changes. You could also use it on your external website, newsletters and social media to let your clients and local partners know about the new social security benefits being introduced and how they might affect them.

OVERVIEW: DELIVERY OF DEVOLVED BENEFITS

What has happened so far?

The Social Security (Scotland) Act received Royal Assent in June 2018. Since then, the Scottish Government has:

- Established Social Security Experience Panels – 2,400 people with lived experience of the social security system who provide advice and guidance on the design and delivery of the new social security benefits.
- Established Social Security Scotland with its Head Office in Dundee, and an office in Glasgow, and have started recruitment for its local presence across the country.
- Introduced a new Carer's Allowance Supplement, supporting more than 83,000 carers across Scotland with an additional £442 a year in people's pockets in 2018/19, to be up-rated annually in line with inflation, rising up to £452.40 in 2019/20. This means that in 2019/20 annual investment in carers will rise to around £37 million.
- Launched the Best Start Pregnancy and Baby Payment, which supports low income families at key stages in the life of a child. In the first 3 months, more than 9,700 families have benefitted from these increased payments of £600 for first child, £300 for subsequent children and an additional £300 for multiple births.
- Launched the Best Start Grant Early Learning Payment, a £250 payment that helps low income families around the time a child would normally start nursery. More than 6,000 applications for Best Start Grant were received in just two days following the launch of the Scottish Government's new Early Learning Payment.
- Launched the Best Start Grant School Age Payment, a £250 payment that helps low income families around the time a child starts school.
- Following the launch of the School Age Payment on 3 June, all three Best Start Grant Payments are now open for applications.

- Launched the Social Security Charter – co-produced by those who rely on social security, setting standards for service that will form part of everything the Scottish Government does.

What's next?

By the end of 2019, the Scottish Government will have also delivered: Funeral Support Payment, Young Carer's Grant and Best Start Food.

On 1 April next year (2020), the Scottish Government will take full responsibility - both payment and policy - for the remaining devolved benefits.

This means that both the UK and Scottish Governments will, for the first time, share clients and those eligible for benefits on the grounds of disability and ill health will get payments from both the DWP and Social Security Scotland. Those payments need to interact with one another, so both agencies' systems need to work together seamlessly, to ensure people get the right money at the right time.

Following transfer of responsibility in April 2020, the Scottish Government will take on new claims for devolved benefits starting with disability benefits. Case transfer of clients from the DWP to Social Security Scotland will start in 2020 after Disability Assistance for Children and Young People is delivered.

The Scottish Government delivery plans are based on three principles:

- Protecting people and their entitlements;
- Acting quickly to reform aspects of the current system which research shows cause most stress; and
- Ensuring that it puts in place a dignified, respectful system, from application to appeal, that works for the people of Scotland.

The roll out of devolved benefits will start with the three forms of disability assistance, then move to carer's assistance and the other devolved benefits.

The Scottish Government has announced it will introduce a new benefit for low income families to reduce levels of child poverty in Scotland. The Scottish Child Payment will be made to children under the age of 6 before the end of this parliamentary term (March 2021); and all eligible children aged under 16 by the end of 2022. It will be administered by Social Security Scotland.

By early 2022, the Scottish Government will be delivering new claims for Disability and Carer's Assistance, and supporting families with their winter fuel bills.

The Scottish Government will transfer more than half a million client cases from the DWP to Social Security Scotland (around 10% of the total population). People have been transferred from one benefit to another before, but not transferred from one government agency to another.

The Scottish Government is clear that this must be done in a way which causes minimal stress, while safeguarding the payments people are currently getting.

Therefore at the point when the case transfer begins:

- Payments will be protected;
- The Scottish Government will not require anyone to make a new claim - as is the case with migration to Universal Credit; and
- No-one will be reassessed - as is the case for the majority moved from Disability Living Allowance to Personal Independence Payment.

With the DWP's co-operation, the Scottish Government expects the majority of people to be transferred by 2024, and all cases fully transferred in 2025.

DELIVERY TIMETABLE

What is happening next and when?

When	What
Summer 2019	Best Start Foods
Summer 2019	Funeral Support Payment
Autumn 2019	Young Carer Grant
As soon as practicable	Job Grant
By the end of this Parliamentary term (March 2021)	Scottish Child Payment (under 6s)
Summer 2020	Disability Assistance for Children and Young People will open to new claims (replaces Disability Living Allowance for children).
Summer 2020	Eligibility for Disability Assistance for Children and Young People extended from age 16 to age 18.
By end 2020	Children who receive the highest care component of Disability Assistance become entitled to Winter Heating Assistance (16,000 children; £200 payment).
Early 2021	Disability Assistance for Working Age People will open to new claims (replaces UK Government's Personal Independence Payment).
Early 2021	Start new additional payment for carers who look after more than one disabled child.
2021	Disability Assistance for Older People (over 65) will open to new claims (replaces Attendance Allowance).
Winter 2021	Winter Heating Assistance and Cold Spell Heating Assistance delivered to eligible recipients in their current form and to those in receipt of assistance from Social Security Scotland.
Early 2022	Scottish Carer's Allowance opens to new claims (this will be one regular payment made up of Carers Allowance, Carer's Allowance Supplement and, if applicable payments for carers of more than one disabled child).
Autumn 2022	Employment Injury Assistance
By the end of 2022	Scottish Child Payment (all children under 16)

FACTSHEETS

Background

The Cabinet Secretary for Social Security and Older People made a statement on 28 February to the Scottish Parliament on the timetable for the remaining devolved benefits to be delivered. You can read it [here](#).

On 26 June, the Cabinet Secretary for Communities and Local Government announced the Scottish Government will introduce a new benefit for low income families to reduce levels of child poverty in Scotland called the Scottish Child Payment. You can read it [here](#).

The Scottish Government has published a [full suite of position papers](#) on various matters relating to the development of the devolved social security benefits in Scotland. The following pages provide key factsheets for each paper and, for completion, factsheets on what has happened so far and plans for 2019.

FACTSHEET 1:

What has happened so far

- The Scotland Act 2016 devolved a number of benefits to the Scottish Parliament, including a range of powers relating to assistance for disabled persons and carers, as well as powers to make administrative changes to Universal Credit and vary the housing costs element.
- In July 2016, the Scottish Government launched a consultation on social security. 521 responses were received.
- An outline business case for the establishment of a new social security agency, with a local presence providing face to face advice, and a central administrative function, was published on 27 April 2017. Social Security Scotland was formally established in September 2018.
- The Social Security Bill began its journey through the Scottish Parliament on 20 June 2017 and was passed unanimously on 25 April 2018.
- The Scottish Government set up Social Security Experience Panels – 2,400 people with lived experience of the social security system who provide advice and guidance on the design and delivery of the new social security benefits.
- The first use of the Scotland Act 2016 powers was the introduction of Universal Credit Scottish Choices on 4 October 2017, giving people in Scotland the choice of being paid Universal Credit twice a month rather than monthly, and having their Universal Credit housing element paid direct to their landlord.
- The first benefit delivered by Social Security Scotland was Carer's Allowance Supplement, which has put an extra £442 into the pockets of more than 83,000 carers, an investment of over £33 million in 2018/19. This is to be up-rated annually in line with inflation rising up to £452.40 in 2019/20. This increases to an annual investment to around £37 million in 2019/20.
- There have also been payments of the Best Start Grant Pregnancy and Baby Payment, Best Start Grant Early Learning Payment and

the Best Start Grant School Age Payment to more than 9,700 low income households during the first 3 months of operation, totalling £3.5 million.

- There was an announcement by the Scottish Government in September 2018 that there will be no private sector involvement in assessments for disability support. Assessments for disability support will be carried out by Social Security Scotland, fully supported by public sector healthcare professionals – and people will be given greater choice and flexibility over their assessments.
- The Social Security Charter received unanimous Parliamentary approval on 6 February 2019. It was co-produced by people with lived experience of social security. It outlines in detail what can be expected from the Scottish Government and Social Security Scotland for anyone accessing Scotland's new social security system.
- On 28 February, the Cabinet Secretary for Social Security and Older People made a statement in the Scottish Parliament that on 1 April next year (2020), the Scottish Government will take full responsibility - both payment and policy - for the remaining devolved benefits.
- On 26 June, the Cabinet Secretary for Communities and Local Government announced the Scottish Government will introduce a new benefit for low income families to reduce levels of child poverty in Scotland called the Scottish Child Payment.

FACTSHEET 2:

Plans for 2019

- By the end of 2019, the Scottish Government will have delivered **three** new benefits. This is in addition to continuing to deliver the Carer's Allowance Supplement and the three payments that make up the Best Start Grant package. This will bring the number of live benefits to seven by the end of 2019.
- The new benefits are:
 - **Best Start Foods** Replacement for UK Government's Healthy Start Vouchers scheme. Paper vouchers will be replaced by a Payment Card giving eligible low income families more choice and flexibility to buy healthy food such as: fresh/ frozen/tinned fruit and vegetables; cow's milk and infant formula; eggs; and dried or tinned pulses e.g. peas, lentils beans and barley.
 - **Funeral Support Payment** (replacing Funeral Expenses Payment) by summer 2019. Provides eligible low income families with a contribution towards the cost of a funeral, with improvements on the equivalent DWP benefit that increase eligibility by around 40%.
 - **Young Carer Grant** by autumn 2019. The grant will be awarded to young carers aged 16 to 18 who do at least 16 hours of caring a week, but don't qualify for Carer's Allowance.
- Our delivery plans for 2020 onwards are set out in Factsheets 3 to 14.

FACTSHEET 3:

Delivery of disability and carers benefits

- The benefits currently being delivered by Social Security Scotland, or due to be delivered later in 2019, are mainly in the form of one-off or lump sum payments and grants.
- The delivery of the remaining devolved benefits i.e. carers and disability benefits from 2020 is more complex. This is because:
 - They involve regular payments to individuals, who will have an ongoing relationship with Social Security Scotland.
 - People's circumstances may well change during that relationship, requiring adjustments to their payments.
 - To establish whether someone is eligible for a disability or carer benefit is complex and will involve information gathering and more sophisticated decision-making.
 - Social Security Scotland will carry out face to face assessments when it is the only practical way to obtain information.
- The Scottish Government wants to introduce the devolved benefits in their Scottish form as quickly as it can - taking into account some key considerations:
 - Ensuring a safe and secure transition;
 - Allowing sufficient time between benefit launches; and
 - For each benefit, introducing a new claims service before we transfer existing claims from the DWP to Social Security Scotland.
- The Scottish Government believes the most sensible approach is to deliver new claims for the main disability benefits, in increasing order of complexity and size of caseload, and then to deliver Carer's Allowance in its Scottish form.
- The timetable for delivery is set out at page 6.

FACTSHEET 4:

Disability Assistance assessments

- The Scottish Government's approach to how decisions should be made about eligibility to Disability Assistance, and the nature of that process, continues to be informed by the Disability and Carers Benefits Expert Advisory Group and Experience Panels.
- The Scottish Government is creating a holistic, person centred approach to providing Disability Assistance to ensure the needs of individuals are met.
- Individuals will be provided with a choice of application channels including online, telephone, paper and in-person.
- Case Managers will gather information on an individual's behalf, where possible, to inform the decision making process. Various sources of information, suggested by the individual, will be accessed. Only in circumstances in which there is no other practicable way to make a decision about entitlement to Disability Assistance for Working Age People will an individual be required to attend a face to face assessment.
- The Scottish Government will provide suitably qualified staff to undertake assessments for people with conditions that may require more specialist knowledge. In addition, the Scottish Government will provide a proportion of assessors with additional training in the impact of mental health conditions and learning disabilities, to enable them to carry out face to face assessments of people with these conditions.
- When invited to attend a face to face assessment an appointment will be made for the individual at a location that suits them, taking into account where they live and their access needs.
- No one applying for Scottish Disability Assistance will be assessed by a private sector provider; all face to face assessments will be delivered by Social Security Scotland.
- Individuals will have a right to be accompanied to an assessment and to have that person participate. Social Security Scotland will also ensure access to advocacy support for disabled people.

- Individuals will routinely be provided with a copy of the report written by the assessor without having to request it. Assessments will be audio recorded as standard.
- The Scottish Government carried out a wide ranging public consultation on all of our proposals relating to Disability Assistance, which closed on 28 May 2019.

FACTSHEET 5:

Disability Assistance awards and entitlements

- The principles being adopted by the Scottish Government for the duration of disability awards was informed by the Disability and Carer Benefits Expert Advisory Group and the Ill Health Reference Group.
- The Duration of Award Principles specify that all awards should be made on a rolling basis, with no set date for an award ending; and that there will be no auto-entitlement thus ensuring all decisions will be person-centred.
- The Principles also make it clear that Disability Assistance should not stop whilst an award review is being undertaken; that review dates will be set at a date that takes account of the likelihood of that person's needs changing; and that reviews will be light-touch and, as far as possible, minimise stress.
- The Disability Assistance regulations will include a requirement to set an Award Review date for each individual's award, and also provide a framework for awards to be made on a rolling basis.
- Under the Scottish Government's Principles moving into work will not be regarded as a change of circumstance.
- The Principles will also require Social Security Scotland to give a reason to individuals where their award is reviewed earlier than the date set, and to publish the numbers of cases where awards are reviewed earlier than the date set at initial decision.
- In cases where there is no likelihood of improvement there will be at least five years between Light-Touch reviews and awards will have a maximum period of 10 years between Light-Touch Reviews.

FACTSHEET 6:

Disability Assistance qualifying periods

- Disability Assistance in Scotland will be made up of three forms of assistance:
 - Disability Assistance for Children and Young People;
 - Disability Assistance for Working-Age People; and
 - Disability Assistance for Older People.

- Qualifying Period rules are time limits that ensure that people must have had, or be expected to have, a disability or long-term condition for a certain period of time to be eligible for Disability Assistance.

- As part of the Scottish Government's development of the new disability benefits it has carefully considered whether any of these qualifying periods should be changed. It concluded that these Qualifying Periods should not be changed for the following reasons:
 - Significant policy changes could impact on the fundamental purpose of Disability Assistance which is to target long-term conditions. Keeping eligibility targeted to those for whom Disability Assistance is intended would be a significant challenge with any reduction in the qualifying periods. If the qualifying periods are reduced this will extend eligibility to people with shorter term conditions, who may not have significant additional financial requirements associated with their condition as many disabled people have, but who are able to meet the immediate requirements of the disability assessment.

 - The challenges associated with identifying specific benefits or age groups for change.

 - Any change in policy that increases entitlement may incur additional costs and threaten eligibility for reserved passported benefits.

 - It would incur significant financial costs.

FACTSHEET 7:

Employment Injury Assistance

- The Industrial Injuries Benefit Scheme (UK Government) provides no-fault compensation for people who are disabled because of an accident at work, or who have one of certain prescribed diseases caused by their work. The main benefit in the scheme is Industrial Injuries Disablement Benefit (IIDB).
- The number of new cases has been on a general downward trend since 2002. Responses to the Scottish Government's 2016 Consultation on Social Security in Scotland demonstrated that there is little consensus on the scheme.
- It will be difficult to undertake significant reform of the scheme since key policies relating to the benefit remain reserved, for example, employment, insurance, occupational health and safety, and self-employment.
- While the scheme has a relatively low caseload in Scotland, it is likely to be one of the most complex to transition. Detailed information about current and previous scheme recipients is almost entirely held by the DWP in paper files in remote storage. Transferring these paper files and cases would require entirely new processes and an electronic system to be designed, built, tested and implemented.
- Industrial Injuries Advisory Council (IIAC) has a role in scrutinising Industrial Injury benefits regulations. The UK Government has decided that the role of IIAC should remain unchanged and that it should provide advice to UK Ministers only.
- In advance of transferring the scheme the Scottish Government will have to decide whether, and how, to provide a Scottish equivalent of IIAC. Securing the necessary expertise could be challenging.
- For the above reasons, IIDB will continue to be delivered by the DWP using an Agency Agreement until we begin delivering new claims in Autumn 2022. This allows the DWP to carry out functions on behalf of Scottish Ministers, and specifies what the DWP is being asked to do.

FACTSHEET 8:

Severe Disablement Allowance

- Severe Disablement Allowance (SDA) is a work-related benefit and designed to replace income lost due to someone being unable to work due to illness or disability. It has been closed to new applicants since 2001.
- In May 2018 around 2,000 individuals in Scotland received SDA, of which only 2% of these were under age 65.
- The equivalent benefit available now for people unable to work due to illness or disability is Employment Support Allowance (ESA), which is not being devolved to Scotland and is one of the benefits being replaced by Universal Credit.
- Of those who responded to questions on SDA in the Scottish Government's 2016 Consultation on Social Security in Scotland, 83% agreed with the Scottish Government's proposal to continue to deliver SDA without making any changes. Responses to a 2018 Experience Panels survey on SDA did not raise any significant issues.
- The Scottish Government believe that there is no benefit in transferring SDA, because:
 - There will be no new claims for SDA.
 - There is a small and declining caseload for SDA.
 - The Scottish Government is not proposing to make changes to the benefit and this proposal is largely supported by stakeholders and individuals.
 - The interaction with the State Pension could cause unnecessary confusion for clients.
 - Transferring the benefit may cause unnecessary disruption to some SDA clients.
- SDA will continue to be delivered by the DWP using an Agency Agreement. This allows the DWP to carry out functions on behalf of Scottish Ministers, and specifies what the DWP is being asked to do.

FACTSHEET 9:

Short-term assistance

- The Scottish Government will provide Short-Term Assistance (STA) where Social Security Scotland has made a decision to reduce or stop a continuing payment (such as disability, carer's and employment injury assistance), and that decision is subject to a request for re-determination or an appeal.
- The purpose of STA is to ensure an individual is not discouraged from challenging that decision by having to manage, for a period, with a reduced income.
- Provision for STA is set out in Section 36 of the Social Security (Scotland) Act (the 2018 Act), along with Schedule 10.
- STA is available for devolved assistance where on-going payments are made.
- STA cannot be used to support people whose reserved benefit is reduced or stopped. Similarly, people would not be able to access any passporting entitlements to the reserved system, or those that are not controlled by the Scottish Government in the devolved system during the period that STA is being paid.
- Where there is a successful appeal, an individual's entitlement record would be adjusted from the point at which it was reduced/stopped or from the point as decided by the tribunal, including passport benefits.
- STA can only be made available once the request for a re-determination or an appeal is made.
- STA will be available until the First-tier Tribunal (FtT) has made a determination.
- The Scottish Government will undertake a consultation to inform the detailed design and operation of how STA will operate. In the first instance, it will consult on residency requirements; fraud investigations; servicing an overpayment; and process decision appeals.

FACTSHEET 10:

Social security case transfer

- Over 500,000 existing cases will be transferred from the DWP to Social Security Scotland (around 10% of the total population in Scotland).
- Case transfer will start in 2020 after Disability Assistance for Children and Young People is delivered. This will replace DWP's Disability Living Allowance for Children.
- Case transfer for all existing in scope DWP cases is targeted to complete in 2025 with the majority being completed in 2024. The scope of transfers includes:
 - Adults aged 65 and over, and people in receipt of Disability Living Allowance for children;
 - Working age people in receipt of Personal Independence Payment; and
 - People in receipt of Carer's Allowance and people in receipt of Attendance Allowance.
- A transfer strategy for people in receipt of Industrial Injuries Disablement Benefit from the DWP will be designed when plans for new claims for this benefit are more advanced.
- The Scottish Government is not proposing to transfer existing claims of Severe Disablement Allowance.
- The Scottish Government will continue to work with benefit recipients and stakeholders in the co-design of the case transfer processes. The case transfer process will be based on a series of transfer principles including:
 - Continuation of the correct payment at the correct time.
 - No reapplications for benefits as part of the case transfer.
 - No face to face re-assessment by DWP when new claims for PIP/Disability Assistance for Working Age People are open.
 - Completing the transfer as soon as possible, but without endangering payments.
 - Clear communication with clients.
- Experience Panel research on case transfers is now expected to be published in July 2019.

FACTSHEET 11:

Support for carers

- The Scottish Government's first change when the Social Security (Scotland) Act was passed was to introduce Carer's Allowance Supplement (CAS) in September 2018, bringing the amount paid in line with Job Seeker's Allowance through two additional payments a year.
- CAS has helped more than 83,000 Scottish carers, increasing Carer's Allowance by 13%, with an investment of over £33 million in 2018/19, and a commitment to increase CAS annually in line with inflation. This means that in 2019/20 investment will rise to around £37 million.
- Carer's Allowance is delivered by the DWP through an Agency Agreement. This ensured the Scottish Government could pay CAS ahead of building the systems that Carer's Allowance will require.
- The Young Carer Grant will be introduced in autumn 2019. It will help around 1,700 young carers each year through an annual payment of £300. The Scottish Government will also start delivery of additional financial support to carers of more than one disabled child in spring 2021.
- We are introducing Scottish Carer's Allowance after Disability Assistance because it is one of the most complex benefits to be transferred, given its interactions with UK Government tax and low income benefits.
- The Scottish Government will open new applications for all parts of Carer's Assistance by early 2022. To begin with, new claims for Carer's Assistance will be on broadly the same terms as the existing DWP benefit.

FACTSHEET 12:

Terminal Illness Definition and Rules

- The Scottish Government included provision in the Social Security (Scotland) Act 2018 to introduce a new definition of terminal illness that differs from the current UK Government definition.
- The Act says that “*An individual is to be regarded as having a terminal illness ifit is the clinical judgement of a registered medical practitioner that the individual has a progressive disease that can reasonably be expected to cause the individual's death*”.
- The new definition sets no arbitrary timeframe of prognosis, recognising instead that a person-centred approach to terminal diagnosis should be based on the clinical judgement and expertise of the registered medical practitioner.
- The Chief Medical Officer has established a Short-Life Working Group on Terminal Illness for Disability Assistance to develop guidance. A Reference Group (SHRG), which comprises wider stakeholders, has also been established to enrich the development of the draft guidance.
- The groups have finalised an initial draft of the guidance. A managed consultation process was launched on 12 February and closed on 19 April 2019. Given the clinical nature of the guidance, it has been issued to a wider group of medical professionals, as well as representatives of support and advocacy organisations whose views will inform its continued development.
- Registered Medical Practitioners, who certify that their patient is terminally ill for the purposes of determining eligibility for disability assistance under special rules, will communicate this directly and securely to Social Security Scotland.
- For an eligible person there will be no qualifying period; no requirement to undergo further assessment; awards will be calculated from date of application; and entitlement will be to the highest rate(s) of assistance for the relevant benefit.

FACTSHEET 13:

Cold Spell and Winter Heating Assistance

- In Scotland, Winter Heating Assistance will replace Winter Fuel Payments and Cold Spell Heating Assistance will replace Cold Weather Payments.
- The Winter Fuel Payment is a universal, annual tax-free payment made to pensioners to help towards their winter heating costs.
- The Scottish Government's first priority is to ensure current and new recipients receive the benefit they are entitled to. However we are working to improve the way that the new Winter Heating Assistance will be delivered to households, in particular, in remote rural and island communities that are not on the gas grid.
- From the end of 2020, any family living in Scotland with a child who is in receipt of the higher rate component of Disability Assistance for Children and Young People will be eligible for Winter Heating Assistance.
- Progressively from winter 2021 onwards, the Scottish Government will pay Winter Heating Assistance to everyone in Scotland as they reach the female State Pension age. Delivery of the Winter Heating Assistance will continue on the basis of existing eligibility.
- Cold Weather Payments are made to households in receipt of certain benefits during prolonged periods of cold weather.
- The first payments of new Cold Spell Heating Assistance will be made from winter 2021 onwards. It will be designed and delivered based upon the existing Cold Weather Payment; there are no plans to change the current eligibility for this benefit or to change the amount of benefit paid.
- The Scottish Government will seek the views of households who have received Winter Fuel Payments and Cold Weather Payments. It has consulted on the introduction of Winter Heating Assistance for severely disabled children as part of the consultation on Disability Assistance in Scotland, which closed on 28 May 2019.

FACTSHEET 14:

Scottish Child Payment

- The Scottish Government has announced it will introduce a new benefit for low income families to reduce levels of child poverty in Scotland. The Scottish Child Payment will be made to children under the age of 6 before the end of this parliamentary term (); and to all eligible children aged under 16 by the end of 2022. It will be administered by Social Security Scotland.
- We anticipate that an estimated 410,000 children will be eligible for the benefit. We anticipate that around 170,000 of those children in around 140,000 households are in the under age 6 group.
- It will be an application-based payment to families in receipt of Universal Credit delivered by Social Security Scotland. Given the lifetime of our plan and our desire to reduce child poverty and as payments will begin before UC is fully in place to all families, we have also included other qualifying benefits.
- It will be a regular cash payment for families who are in receipt of qualifying benefits and who have responsibility for a child. The rate will be £10 per week, per child, to be paid on a monthly basis.
- The Scottish Child Payment will not have any cap on the number of eligible children a family can receive a payment for.
- Payments will be made to an individual, on behalf of a household. The payment process will use technology being built for the existing devolved benefits, with payments made monthly to the client's bank account.

SPREADING THE WORD ABOUT THE DEVOLVED SOCIAL SECURITY BENEFITS

Intranet Article

You can add this article, **for your staff**, onto your organisation's intranet about the Scottish Government's social security plans.

The Scottish Government is establishing a new social security system administered by Social Security Scotland.

Once fully operational, it will deliver benefits to 1.4 million people and provide £3.5 billion in payments every year.

The benefits (shown in the table below) will include a number of payments previously offered through the Department for Work and Pensions (DWP), including Disability Assistance, as well as brand new benefits such as the Scottish Child Payment and the Young Carer's Grant.

The Scottish Government will gradually introduce the benefits that it is creating, including the ones that will replace the DWP benefits in Scotland.

On Thursday 28 February, the Scottish Government's Cabinet Secretary for Social Security and Older People updated the Scottish Parliament on the high level delivery timetable for benefits. On the 26 June 2019, the Cabinet Secretary for Communities and Local Government introduced a new benefit for low income families called the Scottish Child Payment. These announcements are reflected in the table below.

The people that we support and work with may have an interest in what this means for them. The Scottish Government has created a question and answer document that they will continue to add to. This can be found at www.gov.scot/policies/social-security

Department for Work and Pensions benefit	Our replacement benefit	Date available
Not applicable – new benefit	Carer's Allowance Supplement	Available now
Sure Start Maternity Grant	Best Start Grant Pregnancy and Baby Payment	Available now
Not applicable – new benefit	Best Start Grant Early Years Payment	Available now
Not applicable – new benefit	Best Start Grant School Age Payment	Available now
Healthy Start Vouchers	Best Start Foods	Summer 2019
Funeral Expense Payment	Funeral Support Payment	Summer 2019
Not applicable – new benefit	Young Carer Grant	Autumn 2019
Not applicable – new benefit	Job Grant	As soon as practicable.
No equivalent	Scottish Child Payment for under 6s	By the end of this parliamentary term (March 2021)
Child Disability Living Allowance	Disability Assistance for Children and Young People	Summer 2020
No equivalent	Children who receive the highest care component of Disability Assistance become entitled to Winter Heating Assistance	By end of 2020
Personal Independence Payments	Disability Assistance for Working Age People	Early 2021
No equivalent	Additional payments to carers who look after more than one disabled child	Early 2021
Attendance Allowance	Disability Assistance for Older People	2021
Winter Fuel Payment	Winter Heating Assistance	Winter 2021
Cold Weather Payment	Cold Spell - Heating Assistance	Winter 2021
Carer's Allowance	Scottish Carer's Allowance	Early 2022
Industrial Injuries Disablement Benefit	Employment Injury Assistance	Autumn 2022
No equivalent	Scottish Child Payment for under 16s	By the end of 2022

SPREADING THE WORD ABOUT THE DEVOLVED SOCIAL SECURITY BENEFITS

Website Newsletter/Article

You can add this news story to your organisation's website or newsletter **to inform your clients** about the Scottish Government's plans.

Spread the Word about Best Start School Age Payment

Have you a child starting school? You could be due £250

The Scottish Government has increased the level of financial support available to low income families with children with the launch of its Best Start Grant School Age Payment.

The £250 School Age Payment is made around the time a child normally starts Primary 1 to help with the costs of a child starting school. You can use it for anything from school bags, shoes, a warm coat, after school clubs, books or days out – it is not a loan so does not have to be paid back.

Delivered by Social Security Scotland, the School Age Payment is part of the Best Start Grant, a package of three payments that gives extra money to parents and carers on certain benefits or tax credits during the early years of a child's life. The other payments include the Pregnancy and Baby Payment - £600 for your first child and £300 for all other children – and Early Learning Payment - £250 when a child would normally start nursery.

You should apply for a payment if your child was born between 1 March 2014 and 28 Feb 2015. This also applies to parents who have deferred entry for their children who should still apply in the 3 June to 29 February window. If you wait until next year it will be too late and you will miss out on your payment. You do not need to take up a school place to get this payment.

Are you eligible?

- You have a child starting Primary this August.
- You live in Scotland, regardless of whether you are in work or not.
- You receive certain qualifying benefits including: Universal Credit

Income Support, Income-Based Jobseeker's Allowance, Income Related Employment and Support Allowance, Pension Credit, Housing Benefit, Child Tax Credit and Working Tax Credit.

- If you are under 18 you are automatically eligible and don't have to be on a qualifying benefit.
- If you are 18 or 19, in full time education or training and dependent on someone else like a parent or carer who is claiming either child benefit, child tax credit, pension credit or universal credit for you, then you are eligible.

How do you apply?

- Social Security Scotland are taking applications via their freephone helpline on 0800 182 2222, by post or online at: mygov.scot/schoolpayment

How long to get a payment?

- You should receive your money within 14-21 days. If we need any more information or further evidence to check that you are eligible it could take longer.

SPREADING THE WORD ABOUT THE DEVOLVED SOCIAL SECURITY BENEFITS

Blogs

If you have a blog channel and would welcome guest blogs, **please find below content that can be attributed to the Cabinet Secretary for Social Security and Older People, Shirley-Anne Somerville.** Please also feel free to use any quotes from this blog in any news pieces that you wish to produce.

School Age Payment Launched: Fairer Scotland

It is projected that by 2030, one in three children could be living in poverty in Scotland as a result of UK Government welfare cuts. This is not acceptable in the 21st century.

We are putting more money into the pockets of low income families with the Best Start Grant. A package of three payments that will support over 40,000 families this year – with a total investment of around £21m this financial year.

Our Pregnancy and Baby Payment launched in December 2018, replacing the UK Government's Sure Start Maternity Grant increasing funding to families with a new baby. The Early Learning Payment started taking applications in April 2019.

And now eligible families can apply for the new School Age Payment.

The £250 School Age Payment is for low income families with a child old enough to start Primary One this year.

Like the Early Learning Payment, it is a completely new payment that does not exist in the UK benefits system. Covering the costs of a child starting school puts pressure on family finances, and this money will help ease that burden. It can be used for anything from paying school clubs, helping travel costs, days out or buying a warm coat.

We want to use our social security powers to invest in young children and their future. The entire Best Start Grant package will provide total support of £1,900 to eligible families – that's £1,400 more than they would get under the previous UK system.

I have seen for myself the difference this money is making. I recently met families in Midlothian who have had a number of Best Start Grant

payments. Some were parents to young babies, while others had children in nursery or about to start school. It was lovely to hear how one mum was using her payment to buy “a big boy bed” for her son, while another family were going to buy a sandpit and a balance bike. These key transitions in a child’s life can put real financial pressure on families and I am proud of the difference we are making with these payments.

Meeting these families and hearing their stories shows what can be achieved when we do things differently. By simplifying the application process, providing a range of channels for people to apply and working with frontline service staff who are promoting payments we are able to ensure as many people as possible are aware they can access this support.

Tackling – and ultimately eradicating – child poverty in Scotland is one of this Government’s top priorities. And I am determined that our new benefits system plays its part in achieving this.

By building our new public service with people at its heart we can maximise the income available to low income families and ensure Scotland is the best place for a child to grow up.

A benefits system with people at its heart

From 1 April next year, responsibility for all devolved benefits, including their funding, will sit with the Scottish Government.

Beginning from next year, around half a million cases – the equivalent of around 10% of people in Scotland – will transfer from the Department for Work and Pensions to Social Security Scotland.

Within a programme which is already the largest transfer of powers since devolution, these forms of assistance are incredibly complex.

I want to ensure that there is real trust placed in our social security system in Scotland. To gain this trust we must uphold our values of treating people with dignity, fairness and respect.

We will continue to listen to people and gather views to inform our thinking and check that what we are proposing is right before we progress to developing regulations.

SPREADING THE WORD ABOUT THE DEVOLVED SOCIAL SECURITY BENEFITS

For example, in support of the disability benefits due to launch next year and into 2021, the Scottish Government has completed a consultation on the Scottish approach to Disability Assistance.

The consultation sought views on whether the policy proposals, developed on the basis of the findings from 2016 consultation and continued work with Experience Panels and Stakeholders, will meet the needs of the children and adults it is intended to help.

The responses, including some from several events held across Scotland, are now being analysed and they will continue to inform policy development and service design.

Getting it right for Scotland

We have repeatedly heard about the stress and anxiety caused by the current UK Government system. We will ensure that the Scottish social security system is different. We will create a fair, transparent system which respects the needs of individuals and works for people, not against them.

We've come a long way in a short time. I do not underestimate the complexity nor the importance of the work still to be done. But the prize of getting it right is a great one - a social security system with dignity, fairness and respect at its heart which works for the people of Scotland.

Social Media

Here is some social media for you to use.

[Tweet 1.](#)

The Scottish Government has set out its ambitious timetable for the delivery of replacement benefits that will be introduced using its new Social Security powers.

		
Department for Work and Pensions benefit	Scottish Government replacement benefit	Date available
Disability Living Allowance (child)	Disability Assistance for Children and Young People	Summer 2020
Attendance Allowance	Disability Assistance for Older People	2021
Personal Independence Payments	Disability Assistance for Working Age People	Early 2021
Carer's Allowance	Carer's Assistance	Early 2022
Winter Fuel Payment	Winter Heating Assistance	Winter 2021
Cold Weather Payment	Cold Spell - Heating Assistance	Winter 2021
N/A	Scottish Child Payment children under 6	by the end of this Parliamentary Term
N/A	Scottish Child Payment All children under 16	Winter 2022

Tweet 2.

Got a question about the new social security system in Scotland and what this could mean for you? Find some common questions and answers available on the Scottish Government website - www.gov.scot/publications/social-security-questions-and-answers/



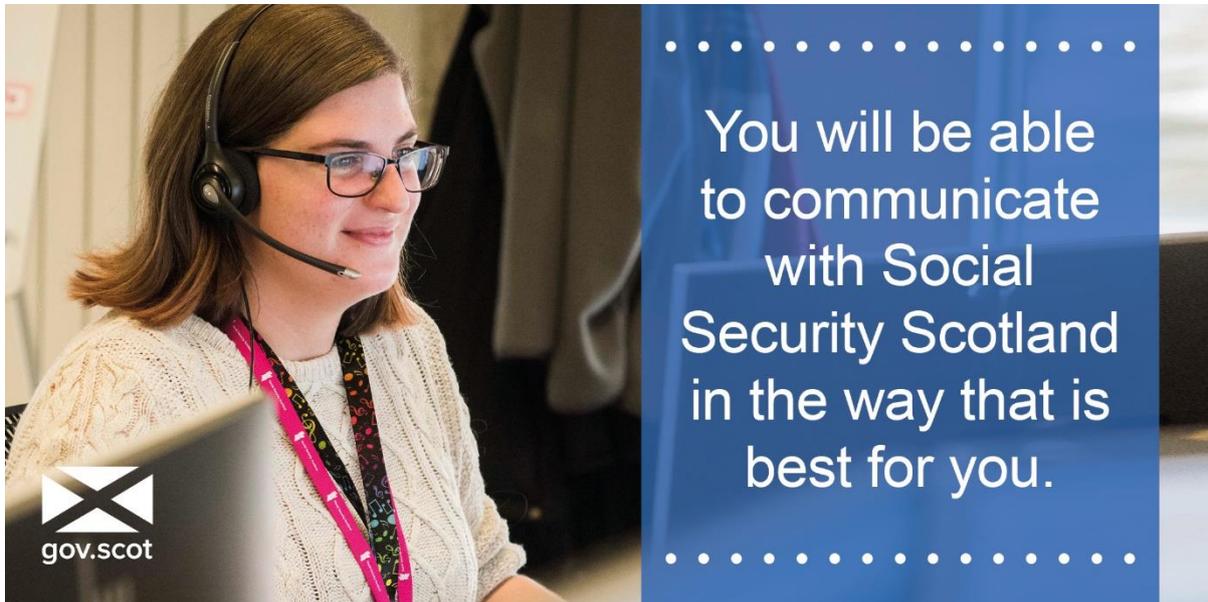
Tweet 3.

The Scottish Government has created a series of documents with updates on the disability assistance they will introduce - www.gov.scot/publications/social-security-policy-position-papers/



Tweet 4.

You will be able to communicate with Social Security Scotland in the way that is best for you.



Tweet 5.

Once fully operational, you will be able to apply for Social Security Scotland benefits online, by phone, post or in person.



Tweet 6.

The Scottish Government will not means test disability assistance and if you are employed this will have no impact on your entitlement.



Tweet 7.

Social Security Scotland will take into consideration how your condition affects you and your circumstances.



Tweet 8.

The Scottish Government is committed to reducing the number of individuals required to attend a face to face assessment.



The Scottish Government is committed to reducing the number of face-to-face assessments.



Tweet 9.

If you do need to have a face to face assessment, you will be able to bring a supporter with you, or have access to independent advocacy if you have a disability that means that you would find it difficult to engage fully in the assessment.



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If you need to have an assessment, with the Scottish Government's new Social Security system, you will be able to bring a supporter with you.

.....

Tweet 10.

In the new Scottish social security system, if a face to face assessment is required, it will be audio recorded as standard and individuals will routinely be provided with a copy of the report written by the assessor without having to request it.

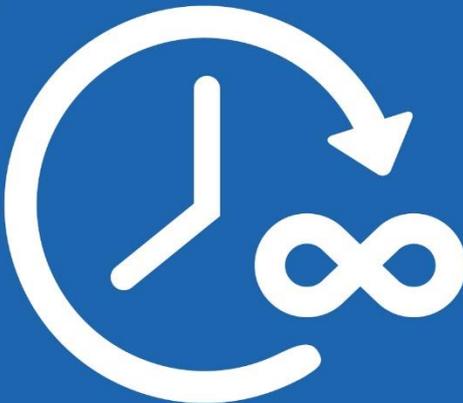
If an assessment is required in the new Scottish social security system, it will be audio recorded as standard.



Tweet 11.

The Scottish Government social security system will make awards that are person-centred. Awards will be made on a rolling basis, which means that awards will not be stopped when a review is underway.

All awards for Disability Assistance in the Scottish Government social security system will be indefinite.



Tweet 12.

The Scottish Government will improve provision for people with a terminal illness. There will be no requirement to undergo further assessment, awards will be calculated from the date of application and entitlement to the highest rate of assistance that a person is eligible for.



FREQUENTLY ASKED QUESTIONS

What benefits have the Scottish Government delivered so far?

- Since 4 October 2017, we have been giving people in Scotland the choice to receive their Universal Credit award either monthly or twice monthly and to have the housing costs in their Universal Credit award paid directly to their landlord in both the privately and socially rented sectors. These are known as the Universal Credit Scottish choices. By the end of February 2019, 133,480 people making new Universal Credit full service claims had been offered the choices. Around 63,360 people (almost 50 per cent) took up the offer of one or both of the choices.
- In 2018 the Scottish Government opened Social Security Scotland to deliver devolved benefits. It began by delivering the Carer's Allowance Supplement which brings Carers Allowance to the same level as Jobseeker's Allowance – an increase of 13% and investment of £33 million in 2018/19 and £37 million in 2019/20.
- The Scottish Government then introduced the new Best Start Grant Pregnancy and Baby Payment for low income parents and carers, offering £600 on the birth of their first child, £300 for any subsequent children and an additional £300 for a multiple birth.
- Best Start Grant Early Learning Payment is now available – a new £250 payment that will be made to low income families around the time a child can start nursery.
- Best Start Grant School Age Payment is now available – a new £250 payment that will be made to low income families around the time a child can start school.

What benefits are you delivering in 2019?

- Funeral Support Payment, starting in the summer – replacing the UK Government's Funeral Expenses Payment and providing eligible low income families with a contribution towards the cost of a funeral with improvements that widen eligibility by around 40%.
- Young Carer Grant, starting in autumn 2019 – the grant will be awarded to young carers aged 16 to 18 who do at least 16 hours of caring a week, but don't qualify for Carer's Allowance.

- Replacement of the UK Government's Healthy Start Vouchers scheme. Paper vouchers will be replaced by a Payment Card giving eligible low income families more choice and flexibility to buy healthy food.
- The Scottish Government recently consulted on its new Job Grant, to provide support for young people moving back into employment. The consultation closed on 9 April 2019.

What benefits will be delivered from 2020 onwards?

- From April 2020 the Scottish Government take full responsibility for the remaining devolved benefits, which means benefits will start to be fully funded by the Scottish Government.
- This means that both the UK and Scottish Governments will, for the first time, share clients and people will get payments from DWP and Social Security Scotland. Those payments need to interact with one another, so both agencies systems need to work together seamlessly, to ensure people get the right money at the right time.
- Following the benefit transfer in April 2020, the Scottish Government will then start to roll out new claims for devolved benefits starting with disability benefits, then move to carers assistance and other devolved benefits.
- Following that, the case transfer of clients from the DWP to Social Security Scotland will take place.
- By early 2022 the Scottish Government will be delivering new claims for all Disability and Carer's Assistance, and supporting families with their winter fuel bills.
- By the end of 2022 the Scottish Government will be delivering the Scottish Child Payment to low income families for all eligible children aged under 16.

Factsheets on each of the benefits is available at pages 8 to 23 and the timetable for the delivery of new claims for devolved assistance is on page 6.

How will cases be transferred from the UK Government to Social Security Scotland?

- Over half a million cases will be transferred from the DWP to Social Security Scotland. This equates to approximately 10% of the population of Scotland.
- The Scottish Government will do this in a way which causes minimal stress, and keep people updated through the transfer. At the point of transfer the Scottish Government will not require anyone to make a new claim; payments will be protected; and people will not be reassessed.
- The Scottish Government will start this transfer next year (2020). If the DWP is able to match the Scottish Government's pace, the majority of cases will be transferred by 2024, and completed by 2025.

How did the Scottish Government choose what to deliver first?

- The Scottish Government asked their Experience Panels - people with lived experience of the current benefits system – what they thought.
- The Scottish Government is aiming to strike a balance between moving at pace and ensuring that it takes over the devolved benefits safely, with minimal disruption to people who rely on them.

Who decides policy on these benefits?

- As of 1 April 2020 the Scottish Government will have policy and payment responsibility for all the remaining devolved benefits.
- From next year (2020) when the Scottish Government takes on responsibility for these benefits, the Scottish Government will progressively take over administering them, while taking the time to ensure that it safeguards people's regular payments.

- The Scottish Government will work with the DWP to develop agency agreements to partially administer the devolving benefits until Social Security Scotland is delivering them in full. Agency agreements are necessary to ensure there are no gaps in service for people who rely on these benefits as they are transferred.

What will happen to a person's current claim with the DWP?

- The Scottish Government will start transferring people's existing claims from next year (2020). If a person has an existing award with DWP for one of the devolved benefits then they don't need to do anything.
- They will not need to make a new claim in order to move onto the Scottish benefits, and he/she won't be reassessed at the point when the case transfers.
- The Scottish Government will work with the DWP to arrange for the transfer to happen automatically, and the Scottish Government will keep people informed of what will happen and when – before and during the process.



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