



## Welcome from the research team

---

Hello, and a **very warm welcome to the first edition of Experience News**, which updates you on Experience Panels and more widely the development of Scotland's new social security system. This edition we have updates from the Chief Executive of Social Security Scotland, from the Cabinet Secretary for Social Security and Older People, and an interview with Social Security Scotland's head of local delivery and client experience.

## Update on Social Security Scotland

---

David Wallace

**Chief Executive, of Social Security Scotland**

Scotland's new social security agency, **Social Security Scotland**, is now up and running and has made the first payments of Carer's Allowance Supplement and Best Start Grant Pregnancy and Baby Payment.

Over the next few years, we will take over responsibility for the other benefits that are being devolved to Scotland.

Work with you as Experience Panel members has been shaping these new benefits and how social security works in Scotland. Your role is a key part in ensuring Social Security Scotland delivers a service with dignity, fairness and respect.

Social Security Scotland is now looking for new Client Support Team Leaders to help us deliver social security across Scotland.

Making sure that people with experience of disabilities and from a wide range of backgrounds feel able to apply is key to ensuring that we can benefit from a wide range of experience and skills.

If you are interested in applying or would like to find out more, visit [www.socialsecurity.gov.scot](http://www.socialsecurity.gov.scot) or contact [SocialSecurityLDrecruitment@gov.scot](mailto:SocialSecurityLDrecruitment@gov.scot) if you need an alternative format.



## Update on future benefits transferring to Social Security Scotland

---

Shirley-Anne Somerville MSP

**Cabinet Secretary for Social Security and Older People**

This year and next, Social Security Scotland will start to take over other benefits currently managed by the Department for Work and Pensions (DWP) and it will introduce a number of completely new benefits.

For those benefits that we will be taking over from the DWP, we want to **make sure that we take the time to get this right**, ensuring that people who are receiving these benefits continue to get paid on time, every time.

Social Security Scotland is already making payments of the first benefit to move to the Scottish system – **Best Start Pregnancy and Baby Payment**, as well as paying extra money to people receiving Carer's Allowance with the **Carer's Allowance Supplement**.



Later in 2019, **four new benefits will start being delivered by the agency:**

- **The Best Start Grant Nursery and School Payments**
- **Funeral Expense Assistance** (replacing Funeral Expense Payment)
- **Young Carer Grant**

- We're also consulting on our brand new **Job Grant** for young people moving into employment.

**From summer 2020, the remaining benefits will start to move over to Social Security Scotland.** After carefully considering the feedback from research with Experience Panel members and extensive discussions with my officials, **I have just announced the timetable for delivering the remaining benefits.** You can find out more about this here: <https://www.gov.scot/publications/devolution-of-benefits-ministerial-statement/>



In **summer 2020**, we will start taking applications for **Disability Assistance for Children and Young People** (replacing Child Disability Living Allowance).

We will also **extend eligibility for Child DLA from age 16 to age 18** for anyone living in Scotland, to allow for continuity for families during the transition from being a child to an adult.



From **winter 2020**, we will start accepting claims for **Disability Assistance for Older People** (replacing Attendance Allowance).



In **early 2021**, we will start accepting claims for **Disability Assistance for Working Age People** (replacing Personal Independence Payment). This is the largest and most complex disability benefit, which is why we are delivering it last of the three forms of Disability Assistance.

In **early 2021**, we will also **introduce an additional payment for carers of more than one disabled child**, recognising the higher costs they face.

And as we've already committed, we'll ensure that:

- We significantly reduce face-to-face assessments
- Where assessments are needed, we deliver these through our own agency, not through the private sector.

- People are invited to attend assessments at a time and place that suits them – with the assessor coming to them if required.



By the end of **2021** we will launch our new claims service for **Scottish Carer's Allowance** (replacing Carer's Allowance) and folding together the benefit with Carer's Allowance Supplement and additional payments for carers of more than one disabled child, in a way that meets carers' needs.



In **winter 2021**, we will make the first payments of **Winter Heating Assistance** (replacing Winter Fuel Payments). At the start, Social Security Scotland will only make payments to people who are receiving another Scottish benefit. DWP will continue to make payments to people not receiving other Scottish benefits in the meantime.

We will also make the first payments of **Cold Spell Heating Assistance** (replacing Cold Weather Payments). Again DWP will make payments to the remaining recipients.



In **autumn 2022**, we will start accepting claims for **Employment Injury Assistance** (replacing Industrial Injuries Disablement Benefit).

## Transferring clients to Social Security Scotland

As well as launching new services, **we are also thinking about how we can transfer existing disability and carer benefit claims from DWP to Social Security Scotland**. This is a big job, requiring us to move over half a million cases from DWP's systems to those of our agency. This is the process of transferring information about an individual benefit claim so our agency, Social Security Scotland, can start running the benefit instead of DWP.

- **We will start this work next year.** Transferring people based on what Experience Panel members have said matters – that people’s cases should be transferred safely and securely from DWP. At the point people’s cases transfer from their UK benefit to the equivalent Scottish benefit, we will make sure that their payments are protected and that people get paid the correct amount at the correct time.
- People will not have to re-apply for their benefit in order to move to Scottish benefits, and unlike the majority of people who have transferred from DLA to PIP, people will not be reassessed at the point where their case transfers. Importantly, from the point when we launch new claims for DAWAP in early 2021, no-one will be subject to a face to face re-assessment by DWP.

We will make sure the transfer of cases from DWP to Social Security Scotland happens automatically and that people are kept informed of what will happen during the process.

I expect the **majority of people to be transferred to Social Security Scotland by 2023**, with everyone transferred by 2024, though we won’t do so if we find it can’t be done safely and securely in that time. If we find that we can complete this faster, then we will. And we are also reliant on DWP to match the speed we would like to work at.

One benefit – **Severe Disablement Allowance (SDA)** – will not transfer to Social Security Scotland because it is already closed to new applicants. I do not see any benefit in transferring the existing cases to Social Security Scotland as it may cause unnecessary disruption to some people.

## **Next Steps**

I have published a number of reports to inform people of the extensive work that has already gone in to designing how these benefits will operate. Next week I will also be launching a

consultation on Disability Assistance, to ask people for their views on our proposed reforms.

**I would like to thank the Experience Panels for their immense contribution to the design of Scotland's new social security system. I look forward to continuing to work with Experience Panel members in the years to come.**



## **Delivering Social Security in Scotland: An interview with Miriam Craven**

---

Miriam Craven

**Head of Local Delivery and Client Experience, Social Security Scotland**

### **What is your name and what department do you work for?**

My name is Miriam Craven and I am head of Local Delivery and Client Experience in Social Security Scotland.

### **What is your background?**

I moved from the private sector into the Scottish Government, spending most of my time as a senior manager for the Student Awards Agency for Scotland (SAAS). My key focus has been about delivering the best public services, keeping people at the centre of everything we do.

### **What is your main responsibility in this role?**

My main responsibility is working to deliver face to face services across Scotland to get the best support people can when applying for benefits. I also have responsibility to ensure we handle all the feedback coming into the agency and improve our business on the back of it.

### **What do you most enjoy about your role?**

People! I am very lucky to work with excellent people but I spent most of my time out and about meeting people who will use our services.

### **What's top of the agenda right now?**

Raising the awareness of Social Security Scotland across the country.

### **How do the Experience Panels affect the work that you do?**

Experience Panels are the backbone of my work. They are the key influence on how people will work day to day, and inform the training of staff.

### **What is the future of your department's work and how do the Experience Panels shape this?**

We are hoping to work with the Experience Panels to learn more about how our face to face services will work, what this looks like to people and how we should handle referrals to other organisations.

## **Meeting your needs**

---

If you have any future requests or ideas for what you would like to hear about, please let us know.

You can contact us by:

Email: [SocialSecurityExperience@gov.scot](mailto:SocialSecurityExperience@gov.scot)

Post: FREEPOST Social Security Experience Panels

Phone: 0800 029 4974

BSL users can contact us via [www.contactscotland-bsl.org](http://www.contactscotland-bsl.org) .

Textphone users can call using the 18001 prefix. Translation is available if required.