



Social Security Scotland
**Experience
Panels**



Help us Design Attendance Allowance – Consent Form

	Please Initial Box
1. I confirm that I have heard and understand the description of this research and have had the opportunity to ask questions.	<input type="checkbox"/>
2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving reason, and without any consequences.	<input type="checkbox"/>
3. I understand that information collected will not be passed onto any third parties.	<input type="checkbox"/>
4. I agree to the use of anonymised quotes in reports. These will be confidential and will not be attributable to me.	<input type="checkbox"/>
5. I agree for written notes to be taken of the discussion for internal research purposes only	<input type="checkbox"/>
6. I agree to take part in this discussion session.	<input type="checkbox"/>

Name of Participant

Date

Signature

Name of Researcher

Date

Signature

Dear Experience Panel member

Tell us about claiming Attendance Allowance

We are writing to invite you to take part in a survey on Attendance Allowance.

The survey will ask you about:

- Applying for Attendance Allowance (including the application form)
- Collecting evidence for your application

We will ask some specific questions, then give you space to tell us your thoughts.

The survey will take about 15 minutes to complete, but it might take you a bit longer if you have specific accessibility needs.

If you would like to take part, you can:

- Click the link below to complete the survey online:

[Link to Online Survey]

- Call the Experience Panel helpline on 0800 029 4974 to complete the survey by phone.

If you have any questions, please contact us by:

Email: SocialSecurityExperience@gov.scot

Phone: 0800 029 4974

Post: Freepost SOCIAL SECURITY EXPERIENCE PANELS

Phone translation is available if required. BSL users can contact us via www.contactsotland-bsl.org

Thank you for continuing to help us design Scotland's new social security system.

The Experience Panels Team

Tell us about claiming Attendance Allowance (AA)

What is this survey for?

This survey is to help us think about what Attendance Allowance should look like in Scotland. As part of this, we want to understand your experiences of applying and receiving AA under the current system. This includes:

- Applying for Attendance Allowance (including the application form)
- Collecting evidence

We will ask some specific questions as well as giving you the space to tell us your thoughts. If you have any questions, please contact the Scottish Government Social Security Experience Panels Team by:

Email: SocialSecurityExperience@gov.scot

Post: Freepost SOCIAL SECURITY EXPERIENCE PANEL

Textphone: Using the 18001 prefix.

[PAGE BREAK]

Firstly, we would like to ask you about how you found out about Attendance Allowance.

1. How easy was it to find out about Attendance Allowance?

[Single-select] Very Easy; Easy; Neither Easy nor Difficult; Difficult; Very Difficult

2. Can you tell us why you decided to apply for Attendance Allowance?

[Free-text response]

3. Did someone help you apply for Attendance Allowance?

[Single-select] Yes, someone else helped me apply; No, no one else helped me apply; Don't know / can't remember

[PAGE BREAK]

[IF Q3 = 'Yes, someone else helped me apply']

4. Can you tell us who helped you apply?

[Multiple-select] A family member; A friend; A carer; A support worker; A support organisation (such as CAB); Someone else (please tell us who)

[PAGE BREAK]

Now we would like to ask you about the experience of applying for Attendance Allowance.

5. Where did you get the Attendance Allowance application form?

[Single-select] I found it online; I was given it by a carer; I called DWP and had it posted to me; I was given it by someone from a support organisation; Somewhere else (Please tell us where)

6. Did you need any help to fill in the application form?

[Single-select] Yes, I needed some help to fill in the application form; No, I did not need any help

[PAGE BREAK]

[IF Q6 = 'Yes, I needed some help to fill in the application form']

7. Who helped you fill in the application form?

[Single-select] A carer, friend or relative; A support organisation (such as CAB); Someone else (please tell us who)

[PAGE BREAK]

We have heard from some people that filling in the application form can take a long time. Some people choose to fill it in all at once, where as others prefer to do it one bit at a time.

8. How did you fill in the application form?

[Single-select] My application form was completed all at once; My application form was completed bit by bit; Don't know / can't remember

We want to make sure that in the future, when Social Security Scotland manages Attendance Allowance, the application form is easy to understand, easy to complete and does not take too long.

9. How easy was the application form to complete?

[Single-select] Very easy; Easy; Neither easy nor difficult; Difficult; Very difficult

10. Do you feel the Attendance Allowance application form was a good way to fully describe how your condition affects you?

[Single-select] Yes, it allowed me to fully describe how my condition affects me; No, it did not allow me to fully describe how my condition affects me

[PAGE BREAK]

Now we would like you to think about if the application form could be improved.

11. Do you think the application form could be improved?

[Single-select] Yes; No

[PAGE BREAK]

[IF Q11 = 'Yes']

12. How do you think the application form could be improved?

You might want to talk about: the length of the form; the questions asked; how you access the form; anything else.

[Free text response].

[PAGE BREAK]

We know that finding the evidence you need to apply for Attendance Allowance can take time, and is not always easy to do. In the future, when Social Security Scotland takes over Attendance Allowance, we want to make proving your eligibility easier.

13. Did you send in supporting evidence with your application form?

[Single-select] Yes; No; Don't know / can't remember

[PAGE BREAK]

[IF Q13 = 'Yes']

14. Can you tell us the types of evidence you sent in? [please select all that apply]

[Multiple-select] Evidence from my GP or specialist; Evidence from another health professional; Evidence from a social worker or care worker; A list of medicines I'm taking; Something else (please tell us what)

[IF Q13 = 'Yes']

One idea to make proving your eligibility easier is for your relevant medical information to be automatically shared with Social Security Scotland. This might include a list of medicines you are taking.

In the future, you would not have to gather this information yourself.

15. Would you be happy for some of your medical information (such as a list of your medicines) to be shared with Social Security Scotland?

[Single-select] Yes; No

[IF Q13 = 'Yes']

16. How would you feel about your medical information being automatically sent to the person looking at your application?

[Single-select] Very comfortable; Comfortable; Neither comfortable nor uncomfortable; Uncomfortable; Very uncomfortable

[IF Q13 = 'Yes']

17. Is there anything else we can do that could make you feel reassured or happier for some of your medical information to be shared?

[Free text response]

[PAGE BREAK]

Now we would like to ask you about any communication you received from the Department for Work and Pensions (such as letters or phone calls) **after** you applied for Attendance Allowance.

18. Did you receive any communication from DWP about your application?

[Single-select] Yes; No; Don't know / can't remember

[PAGE BREAK]

[IF Q18 = 'Yes']

19. How did DWP contact you?

[Single-select] By post (a letter); By telephone; Another way (please tell us how)

[IF Q18 = 'Yes']

20. Can you tell us why DWP contacted you?

[Free text response]

[IF Q18 = 'Yes']

21. Is there anything else you'd like to tell us about DWP contacting you?

[Free text response]

[PAGE BREAK]

Finally, we would like to ask you some general questions about Attendance Allowance.

These questions will help us understand what people think Attendance Allowance is for.

22. In your own words, can you say what you think Attendance Allowance is for?

[Free text response]

23. Is there anything else you'd like to tell us about Attendance Allowance?

[Free text response]

[END OF SURVEY]



Social Security Experience Panels

T: 0800 029 4974

E: SocialSecurityExperience@gov.scot



Tell us about claiming Attendance Allowance

What are we doing?

We are inviting you to take part in a survey asking about your experiences of claiming Attendance Allowance. We will ask you about applying for Attendance Allowance, collecting evidence and any contact you have had with the Department for Work and Pensions (DWP).

This survey should take most people up to 15 minutes to complete, but it might take a bit longer if you have additional support needs or want to think about things more.

How do I take part?

You do not have to participate in this survey and your benefits will not be affected if you choose to take part. If you would like to take part, you have 3 options:

- complete the form on the next page and send it back to us using the FREEPOST envelope included in this letter
- complete the form at:
[Online Survey Link]
- call 0800 029 4974 to answer the questions over the phone. Phonline translation is available if required. BSL users can contact us via www.contactscotland-bsl.org Textphone users can call using 18001 prefix

Please return this survey to us by Friday 30 November.





What will my answers be used for?

Your answers will be used to help us design what Attendance Allowance will look like in the future when it is paid by the Scottish Government.

Your information will be kept strictly confidential and will not be shared outside of Scottish Government.

I agree to take part in this survey and for my answers to be used to help design the

new social security system in Scotland.

This survey is for Experience Panel members. If we cannot find your details in our database, we may contact you to confirm you are a panel member.

Please tick this box if you consent.

Please tell us your email address : _____

If you do not have an email address, please tell us your phone number or postal address:





Tell us about claiming Attendance Allowance

Firstly, we would like to ask about how you found out about Attendance Allowance.

1) How easy was it to find information about Attendance Allowance?

Please circle a number on the scale below.

Very easy

Easy

Neither easy nor difficult

Difficult

Very difficult

2) Can you tell us why you decided to apply, or helped someone apply for Attendance Allowance?



2) Did someone help you apply for Attendance Allowance?

Yes, someone else helped me apply

→ Go to Question 3

No, no one else suggested I apply

→ Go to Question 4

Don't know / can't remember

→ Go to Question 4

3) Can you tell us who helped you apply? [please select all that apply]

A family member

A friend

A carer

A support worker

A support organisation (such as CAB)

Someone else (please tell us who below)



Now we would like you to ask you about the experience of applying for Attendance Allowance.

4) Where did you get the Attendance Allowance application form?

I found it online

I was given it by a carer, friend or relative

I called DWP and had it posted to me

I was given it by someone from a support organisation

Somewhere else (please tell us where)

5) Did you need any help to fill in the application form?

Yes, I needed some help to fill in the application form

→ Go to Question 6

No, I did not need any help

→ Go to Question 7

6) Who helped you fill in the application form?

A carer, friend or relative

A support organisation (such as CAB)

Someone else (please tell us who)



We have heard from some people that filling in the application form can take a long time. Some people choose to fill it in all at once, where as others prefer to do it one bit at a time.

7) How was your application form filled in?

My application form was completed all at once

My application form was completed bit by bit

Don't know / can't remember

We want to make sure that in the future, when Social Security Scotland manages Attendance Allowance, the application form for Attendance Allowance is easy to understand, easy to complete and does not take too long.

8) How easy was the application form to complete?

Very easy

Easy

Neither easy or difficult

Difficult

Very difficult

9) Do you feel the Attendance Allowance application was a good way to fully describe how your health condition affects you?

Yes, it allowed me to fully describe how my condition affects me

No, it did not allow me to fully describe how my condition affects me



Now we would like you to think if the application form could be improved.

10) Do you think the application form could be improved?

Yes

→ Go to Question 11

No

→ Go to Question 12

11) How do you think the application form could be improved?

You might want to talk about:

- the length of the form
- the questions asked
- how you access the form
- anything else

We know that finding the evidence you need to apply for Attendance Allowance can take time, and is not always easy to do.

In the future when Social Security Scotland takes over Attendance Allowance, we want to make proving your eligibility easier.

12) Did you send in supporting evidence with your application form?

Yes

→ Go to Question 13

No

→ Go to Question 16

Don't know / can't remember → Go to Question 16





13) Can you tell us the types of evidence you sent in? [please tick all that apply]

- Evidence from my GP or specialist
- Evidence from another healthcare professional
- Evidence from a social worker or care worker
- A list of medicine I'm taking
- Something else (please tell us)

One idea to make proving your eligibility easier is for some of your medical information to be automatically shared with Social Security Scotland. This might include a list of medicines you are taking.

In the future, you would not have to gather this information yourself.

13) Would you be happy for some of your medical information (such as a list of medicines you are taking) to be shared with Social Security Scotland?

- Yes
- No





14) How would you feel about some of your medical information automatically being sent to the person looking at your application?

- Very comfortable
- Comfortable
- Neither comfortable nor uncomfortable
- Uncomfortable
- Very uncomfortable

15) Is there anything we could do that could make you feel reassured or happier about some of your medical information being shared automatically?

We would only share medical information relevant to your application.



Now we would like to ask about any communication you have received from the Department for Work and Pensions **after** you applied for Attendance Allowance.

16) Have you received any communication (such as letters or phone calls) from DWP after you applied for Attendance Allowance?

Yes

→ Go to Question 17

No

→ Go to Question 21

17) How did DWP contact you?

By post (a letter)

By telephone

Another way (please tell us how below)

18) Why did DWP contact you?





19) Is there anything else you'd like to tell us about DWP contacting you?

Finally, we would like to ask you some general questions about Attendance Allowance.

These questions will help us understand what people think Attendance Allowance is for.





20) In your own words, can you say what you think what Attendance Allowance is for?

21) Is there anything else you'd like to tell us about Attendance Allowance?

Thank you for completing this survey.

Please return the survey to us in the enclosed Freepost envelope.





Social Security Scotland
**Experience
Panels**

Help us Design Attendance Allowance

Information Sheet



The Scottish Government wants to hear about people who have experience of claiming Attendance Allowance, and those who care for people who receive Attendance Allowance.

We are carrying out research across Scotland (interviews, focus groups and surveys) to understand people's experiences of claiming AA, how claiming AA impacts people's lives and any issues people have had whilst claiming.

We're interested in what you have to say. You will not have to do any preparation ahead of taking part and there are no right or wrong answers.

Taking part is completely voluntary. You can leave the event at any time, without giving a reason.

You do not have to have done any work before you attend.

Expenses

Please keep any receipts if you wish to claim expenses and pass these to the researcher on the day.

Frequently Asked Questions

Who will be at the meeting?

There will be Scottish Government social researchers at the meeting. There may also be other Scottish Government staff (such as those from policy or user researchers).

What will taking part involve?

The meeting will be with a researcher from Scottish Government. It will be relaxed and informal and will involve a conversation about your experience of claiming Attendance Allowance.

The information shared in this meeting will be confidential. It will not be shared with the Department for Work and Pensions and will not affect any benefits that you receive in any way. The meeting will be your chance to help us to design how Attendance Allowance works in Scotland.

The discussion itself will last a maximum of 90 minutes.

We're interested in what you have to say so there are no right or wrong answers.

What support can I expect?

We will pay any reasonable expenses, including travel and childcare, to make it possible for you to take part.

You are welcome to bring someone with you to the meeting for help or support. Any additional support needs you have will be taken into account and catered for – please let us know what these are when arranging your meeting.

Please contact us regarding specific requirements around use of interpreters including for BSL or other languages. We can arrange this for you, or you would be welcome to bring your preferred interpreter and claim the cost of this through expenses.

If you have any additional support requirements, for example, you need a sighted guide, please contact us so that we can discuss putting this in place.

Do I have to take part?

No. The session is completely voluntary and you can leave the session at any time without giving a reason. If you decide not to take part, or if you decide the session is not for you, this will not affect you in any way.

Will the information I give be confidential?

Yes. All personal details and information collected during the research will be handled with the strictest confidence and professionalism.

Researchers will use the conversation to find out more about your experience of claiming Attendance Allowance.

Can I claim expenses?

Yes, you can claim travel, subsistence and any additionally incurred receipted expenses (including childcare). We would ask that you keep any receipts. If you need to claim expenses, a member of the team will go through the expenses form with you at the end of the session.

More questions? Contact us.

If you would like further information please contact the social security experience panels team on:



Email at SocialSecurityExperience@gov.scot



Post at Freepost SOCIAL SECURITY EXPERIENCE
PANELS



Phone on Freephone **0800 029 4974**



Textphone using the 18001 prefix



SMS on 07467 447375

Phoneline translation is available, if required. British Sign Language (BSL) users can contact us via www.contactscotland-bsl.org.

Attendance Allowance Opt-in Survey

Thank you for agreeing to take part in this research.

We want to make sure you can take part in the way that is easiest for you.

1. How would you like to take part in the research?

Single-select: I would like to complete an online survey; I would like to come along to a focus group in person (you can choose a time and date in the next question); I would like to have a one to one phone interview with a researcher

[IF 'I would like to come along to a focus group in person']

2. Which sessions would you like to attend?

Single-select: Tuesday 2 October – Perth (Morning); Tuesday 2 October – Perth (Afternoon); Wednesday 3 October – Glasgow (Morning); Wednesday 3 October – Glasgow (Afternoon); Wednesday 10 October – Edinburgh (Morning); Wednesday 10 October – Edinburgh (Afternoon)

3. In future, we may also ask some Experience Panel members to fill in a diary. This will give you the chance to document how AA impacts your day to day life. Taking part in this research is entirely voluntary, however we would like to know if you would be interested in hearing more about it in the future.

Single-select: I may be interested in taking part; I am not interested in taking part

4. About You

Please write in your contact details.

What is your name? [Small free-response box]

What is your email? [Small free-response box]

What is your phone number? [Small free-response box]



Social Security Experience Panels

T: 0800 029 4974

E: SocialSecurityExperience@gov.scot



Tell us about your experience claiming Attendance Allowance

What are we doing?

We are writing to invite you to take part in a short survey to let us know you would like to tell us about your experience claiming Attendance Allowance (AA).

The information that you give us will be part of the Social Security Experience Panels research. It will be used to help design the new social security system in Scotland.

We will ask you your preferred method of taking part.

Your personal information will be kept strictly confidential and will not be shared outside of Scottish Government. It will be analysed by Scottish Government researchers and used to help us design the new social security system in Scotland. We will not use any information that could identify you in any reports that we publish.

This survey should take around 5 minutes to complete, but it might take longer if you have any additional support needs or want to think a bit more about your answers.

How do I take part?

You do not have to participate in this survey and your benefits will not be affected if you choose to take part or not. If you would like to take part, you have 3 options:





- Complete the form at:
[Online Survey Link]
- Complete the form on the next page and send it back to us using the FREEPOST envelope included in this letter
- Call 0800 029 4974 to answer the questions over the phone. Phoneline translation is available if required. BSL users can contact us via www.contactsotland-bsl.org Textphone users can call using 18001 prefix

How to contact us

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Post: Freepost SOCIAL SECURITY EXPERIENCE PANELS

Textphone: Using the 18001 prefix.

SMS: 07467 447375

Phoneline translation is available if required. British Sign Language users can contact us via www.contactsotland-bsi.org

If you would like to obtain more information about the processing of your personal data [click here](#)





Wednesday 10 October – Edinburgh (Morning)

Wednesday 10 October – Edinburgh (Afternoon)

3. In the future, we may also ask some Experience Panel members to fill in a diary.

This diary will give you the chance to tell us how AA impacts your day to day life. Taking part in this research is entirely optional, however **we would like to know if you would be interested in hearing more about it in the future.**

I may be interested in taking part

I am not interested in taking part

Part 2: About You

4. Please write in your contact details:

We will use this to contact you to take part in the research.

What is your name? _____

What is your email address? _____

What is your phone number? _____

What is your address? _____

Please return this form in the Freepost envelope provided.

If you have any questions about this research, please contact us using the information included with this questionnaire.

