



### Answers to activity

**Q1. General enquiry – no security checks required but you can direct the client to the Department for Work and Pensions who will be able to assist them with this. We do not currently administer Carer’s Allowance but we do administer Carer’s Allowance Supplement. Check clients understanding of this to ensure they are not referring to Carer’s Allowance Supplement before you pass them on to the Department for Work and Pensions.**



**Q2. Full security checks process required: Stage 1: NINO, full name, date of birth, first line of address and postcode; Stage 2: security questions.** 35(1)(a)



**Q3. You cannot proceed with the query as you’re not talking to the client. Inform the client’s partner that you can only discuss this with the client themselves. Alternatively, if the client is present and can come to the phone, they can give their permission to speak to the partner. Then, once you’ve taken the change of details, confirm with the client again they’re happy to process with them.**



**Q4. If a client has an appointee, we will no longer be able to deal with the client directly. In this case we would only deal with the registered appointee. Inform the client of this and ask them to get their appointee to contact us and we will happily resolve this query for them.**



**Q.5. If it is a new client you would create a client record and then proceed to create a telephone application. When creating this application you have to select 'I am a responsible person' under the responsible person section. At this stage the appointee is not yet verified, this would happen when the application is being processed. See [if the client's appointee calls to make an application](#) and [Personal acting body \(PAD\) telephone application](#).**

# Topic 10

## Summary



Ask the learners to think of one thing they've learned from this session and gauge learners understanding of the topic.



**The aim of this session was to help you understand the identification and verification processes that are in place at Social Security Scotland. You should now:**

- **understand the importance of the client security check procedure to Social Security Scotland.**
- **understand what general and specific enquiries are and know when security checks are required.**
- **know the correct security process and what information is required to pass each stage of checks.**
- **know the relevant questions for the security process and the number of correct answers that are required.**
- **Understand what is meant by the term 'unavailable consent' and how it affects what information you can disclose.**
- **Understand what an appointee is, the two main types of appointee and the relevant security checks needed when communicating with appointees.**

**END**