

From: [REDACTED]
Sent: Wednesday, December 27, 2023 10:57 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: SJSSC Visit to Agnes Husband House 15/01/2024

Morning all,

Hope you are all well and had a good festive break!

We have had confirmation of a Committee visit on 15/01/2024. I have attached the agenda above and this will take place in Agnes Husband House.

David has asked for a Client Advisor, Case Manager and Practitioner to come into a room and show the end to end journey with good/bad applications, missing supporting information, problems getting supporting information etc. Could you have a think about who would be best placed and have names to me by Monday 08/01/2024.

[REDACTED] – I think you have had a heads up from [REDACTED] so may have names now. Just copying you in [REDACTED] for info.

[REDACTED] – We are unsure if CDP are involved and [REDACTED] is offline until the 3rd so if you can have this on your radar and ill confirm for definite when [REDACTED] returns if we need the same for Child Disability.

Many Thanks,

[REDACTED]

[REDACTED]
Business Support Officer to:
Janet Richardson, Deputy Director for Client Services Delivery
Client Services Delivery - Business Support Team
Social Security Scotland

Phone: [REDACTED]
Email: [REDACTED]
Website: www.socialsecurity.gov.scot

[Email attachment referenced in Document 1]:

Social Justice and Social Security Committee Visit to Agnes Husband House
15 January 2024
10am

Social Security Scotland Attendees

- David Wallace, Chief Executive
- Janet Richardson, Deputy Director for Client Services Delivery
- Ally MacPhail, Deputy Director for Organisational Strategy and Performance
- Scottish Government representative – name tbc
- Client Adviser, Case Manager, Practitioner from Adult Disability Payment teams – names tbc

Social Justice and Social Security Committee Attendees

- Collette Stevenson
- Roz McCall
- Marie McNair
- Paul O’Kane
- John Mason
- [REDACTED] SJSSC clerk
- [REDACTED] SJSSC clerk
- [REDACTED] SPICe author

Agenda

10am – Committee members meet with Chief Executive, David Wallace, members of his Executive Team and Social Security Programme colleagues.

10.45am – Committee members meet with frontline staff to discuss the end-to-end journey of a Disability Payment application. Opportunity for questions and discussion with staff and Executive Team.

12pm – visit concludes

Dignity, fairness, respect.

Post on Microsoft Teams:

[28/11/23 10:39] [REDACTED]

SJSS Committee Visit

Hi Business Support Network - Social Security Scotland

We have had an update from the Committee clerks that the visit from the Committee is likely to be either **Monday 15th January or Friday 26th January**. Can you please ensure you have these dates held in your DDs calendars. We'll give a further update as soon as they have confirmed which date they'd like to go for. Thanks!

[05/12/23 11:30] [REDACTED]

Hi Business Support Network - Social Security Scotland to confirm this visit will now take place on Monday 15th January in Agnes Husband House. [REDACTED] in Parliamentary team has issued a hold to all DDs for now, we will confirm as soon as possible who will be required for the visit once the agenda is confirmed, but grateful if you can hold this date in DDs calendars for now. Thanks.

From: [REDACTED] On Behalf Of Social Security
Scotland Chief Executive

Sent: Thursday, January 11, 2024 3:34 PM

To: Cabinet Secretary for Social Justice <CabSecSJ@gov.scot>

Cc: Social Security Scotland Chief Executive <ce@socialsecurity.gov.scot>; DG Communities

[REDACTED] Deputy Director Finance and Corporate Services
[REDACTED] Deputy Director Health and Social Care
[REDACTED] Deputy Director Client Services Delivery
[REDACTED] Deputy Director Organisational
Strategy and Performance and Place [REDACTED] Deputy Director People

[REDACTED] Andy McClintock
[REDACTED] Stephen Kerr <Stephen.Kerr@gov.scot>; Leanne Carson
[REDACTED] Susan Scotland [REDACTED] Ian Davidson
[REDACTED] Julie Mclean [REDACTED] Parliamentary Correspondence
Team [REDACTED]

[REDACTED]
[REDACTED] Social Security BMU [REDACTED] Social
Security Policy/Programme Parliamentary Business Unit
[REDACTED] Miriam Craven
[REDACTED]

Subject: For Information - Agenda for Social Justice and Social Security Visit to Agnes Husband
House, 15 January 2024

Good afternoon [REDACTED]

As you are aware the Social Justice and Social Security Committee are visiting Agnes
Husband House on Monday 15 January.

Please find the agenda for the visit attached for Ms Somerville's awareness.

If the Cabinet Secretary requires any further information or has any questions please do let
us know.

Kind regards,

[REDACTED]

[REDACTED]

Chief Executive Office Business Manager
Briefing and Engagement Branch
Social Security Scotland

Phone:

Email: [REDACTED]

Website: www.socialsecurity.gov.scot



Social Security Scotland
Tèarainteachd Shòisealta Alba



[Email attachment referenced in Document 4]:

Social Justice and Social Security Committee Visit to Agnes Husband House

15 January 2024

10:00 – 12:00

Social Security Scotland Attendees

- Janet Richardson, Deputy Director for Client Services Delivery
- Ally MacPhail, Deputy Director for Organisational Strategy and Performance
- Gayle Devlin, Deputy Director for Health and Social Care
- [REDACTED] (Client Advisor), [REDACTED] (Case Manager), [REDACTED] (Operations Manager), and [REDACTED] (Health and Social Care Practitioner) – Adult Disability Payment Operational teams

Scottish Government Programme Attendees

- [REDACTED] Service Owner, Director General Communities

Social Justice and Social Security Committee (SJSSC) Attendees

- Collette Stevenson MSP
- Roz McCall MSP
- Marie McNair MSP
- Paul O’Kane MSP

Clerks

- [REDACTED] SJSSC Clerk
- [REDACTED] SJSSC Clerk
- [REDACTED] SPICe Researcher

Social Security Scotland Parliamentary Team

[REDACTED]
[REDACTED]
[REDACTED]

Agenda

Time	Agenda Item	Location
10:00 – 10:15	Sign in, building familiarisation	Ground floor entrance
10:15 – 10:25	Meet with Executive team	Ground floor meeting area
10:25 – 11:40	Disability Benefit walk through from application to decision	Room 5.1
11:40 – 12:00	Q & A session with Executive team based on benefit walk through	Room 5.1
12:00	Escort to exit	

From: [REDACTED] On Behalf Of Social Security
Scotland Chief Executive

Sent: Monday, January 15, 2024 4:57 PM

To: Cabinet Secretary for Social Justice <CabSecSJ@gov.scot>

Cc: Social Security Scotland Chief Executive <ce@socialsecurity.gov.scot>; [REDACTED]

[REDACTED] Deputy Director Finance and
Corporate Services [REDACTED] Deputy Director Health and Social
Care [REDACTED] Deputy Director Client Services Delivery

[REDACTED] Deputy Director People and Place
Performance [REDACTED] Deputy Director Organisational Strategy and
Andy McClintock

[REDACTED] Leanne Carson [REDACTED] Susan

Scotland [REDACTED] Julie Mclean [REDACTED] Ian Davidson

[REDACTED] Social Security BMU [REDACTED] Parliamentary

Correspondence Team [REDACTED] Social Security

Policy/Programme Parliamentary Business Unit

[REDACTED]

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[REDACTED]

Subject: For Information - Social Justice and Social Security Committee Visit to Agnes Husband House
Readout

Hi [REDACTED]

As you know the Social Justice and Social Security Committee visited Agnes Husband
House today, 15 January 2024.

A readout of todays visit is attached for the Cabinet Secretary's awareness. If Ms Somerville
has any questions or would like any further information please do let us know.

Many thanks,

[REDACTED]

[REDACTED]

Chief Executive Office Business Manager
Briefing and Engagement Branch
Social Security Scotland

Phone:

Email: [REDACTED]

Website: www.socialsecurity.gov.scot



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[REDACTED]

[Email attachment referenced in Document 6]:

**Social Justice & Social Security Committee – Visit to Agnes Husband House
15 January 2024**

Attendees:

Collette Stevenson MSP, Roz McCall MSP, Marie McNair MSP, Paul O’Kane MSP,
[REDACTED] (SJSSC clerk), [REDACTED] (SJSSC clerk), [REDACTED]
(SPICe researcher)

Officials:

Gayle Devlin (Deputy Director for Health and Social Care), Ally Macphail (Deputy Director for Organisational Strategy and Performance), Janet Richardson (Deputy Director for Client Services Delivery), [REDACTED] (Senior Parliamentary Manager), [REDACTED] (Parliamentary Manager), [REDACTED] (Parliamentary Officer), [REDACTED] (Operations Manager), [REDACTED] (Health and Social Care Practitioner), [REDACTED] (Case Manager), [REDACTED] (Client Advisor), [REDACTED] (Social Security Programme Service Owner), [REDACTED] (Social Security Programme Product Lead)

Notes

The visit focused on operational systems and functionality. Members were shown a walkthrough of the end-to-end process for Adult Disability Payment from initial application to re-determination and appeal rights.

Social Security Programme provided an overview of the application process, from the applicant perspective.

An operational team provided a walkthrough of the decision making process of a straightforward application, but provided members with information on where difficulties can arise which can cause longer processing times.

Members asked several questions throughout the walkthrough, including on:

- Quality checks – how bank details are verified on the system for payments.
- Supporting Information – challenges in how we gather supporting information, and links with GPs and the GP portal.
- Re-determinations and appeals – statistics in comparison to total applications, timescales, and how we support clients to appeal.
- Processing times for applications, including Special Rules for Terminal Illness. There was a specific question on comparison with Personal Independence Payment processing times.
- Fraud and error levels for Adult Disability Payment. Deputy Directors advised it was very early to say but linked to quality checks and colleagues are focused on identifying fraud.

Action points

- How many fraudulent applications have been received? How are these identified?
- Asylum seekers query - once status is updated, how long will it take to get information from Home Office?

From: [REDACTED]
Sent: Friday, January 5, 2024 3:08 PM
To: [REDACTED]
Cc: Deputy Director Client Services Delivery
[REDACTED]
Subject: Update- Committee visit 15 January

Afternoon

I have spoken with Parliamentary team this afternoon. They have confirmed the purpose of the CSD colleagues item is to allow members of the committee to view systems and see real cases. It was firstly hoped to do this side by side at desks but the numbers now attending (6/7) would impact too much on operational ADP teams. Hence this will now be carried out in a room cinema style.

I will speak with [REDACTED] to meet with volunteers from CSD & H&SC on a call to discuss how they will walk through a case, maybe a more straight forward one and one with a few issues to show more complexity.

[REDACTED] will schedule a call for the end of next week to provide an overview of the purpose of the visit and explain who the committee are. They will also provide a brief of the committees purpose and photos and pen picks of all committee members visiting

If you would like to be involved in any of these meetings etc let me know

Thanks [REDACTED]

[REDACTED]
Business Support Manager to Janet Richardson, Deputy Director for Client Services Delivery
Client Services Delivery- Business Support
Social Security Scotland
[REDACTED]

Phone: [REDACTED]
[REDACTED]
Website: www.socialsecurity.gov.scot

From: [REDACTED]
Sent: 20 December 2023 13:32
To: Deputy Director Health and Social Care [REDACTED] Deputy
Director Client Services Delivery [REDACTED]
Cc: [REDACTED]
Parliamentary Correspondence Team [REDACTED]
Subject: FW: Committee visit - 15 January

Hello [REDACTED]

Please see below for information as per the teams messages to you both. I go off on leave tomorrow until Wednesday 3 Jan so can you please speak to your DD's and managers for suitable candidates to join the event.

Thanks

[REDACTED]
[REDACTED]
Senior Parliamentary Briefing Manager
Organisational Strategy and Performance
Social Security Scotland

Email: [REDACTED]
Website: www.socialsecurity.gov.scot



Social Security Scotland
Tèarainteachd Shòisealta Alba

From: [REDACTED]
Sent: Wednesday, December 20, 2023 1:15 PM
To: [REDACTED]
Cc: [REDACTED] Social Justice & Social Security
<SJSS.committee@Parliament.Scot>;
Parliamentary Correspondence Team [REDACTED]
Social Security Scotland Chief Executive <ce@socialsecurity.gov.scot>; [REDACTED]
[REDACTED]
Subject: RE: Committee visit - 15 January

Hi [REDACTED]

Just following up from our phone call, I am finalising which Social Security Programme colleagues can attend from SG for the first part of the visit then the end to end journey will be frontline staff working on our disability applications, most likely a Client Advisor, a Practitioner and a Case Manager.

Hope this helps,

Thanks

[REDACTED]

[REDACTED]

Senior Parliamentary Briefing Manager
Organisational Strategy and Performance
Social Security Scotland

From: [REDACTED]
Sent: Friday, December 22, 2023 8:55 AM
To: [REDACTED]
Subject: FW: Committee visit - 15 January

As discussed, can you take a look and we can have a chat

[Wednesday 13:20] [REDACTED]

Hi [REDACTED] not sure if you were looped into this but I had been chatting it through with [REDACTED] and [REDACTED] Social Justice committee are visiting AHH on 15 Jan and they have requested they sit with staff - David W not keen on this idea but instead for a client advisor, case manager and practitioner to come into a room and show the end to end journey with good/bad applications, missing sup info, problems getting sup info etc. I'll send an email over but just wanted to message to give you the heads up

[Wednesday 13:37] [REDACTED]

Ok, [REDACTED] mentioned it to me and that she wasn't 100% sure what was going to happen with it, if you send me email I will take a look

heart 1

[Wednesday 13:38] [REDACTED]

sent you over an outline of the detail - think when I last spoke to [REDACTED] it was going to be 6 desks needing people sitting at but that doesn't really show that we're focussing on processing times eh

[Wednesday 13:52] [REDACTED]

Hey, sorry maybe I am missing it as I have just skimmed but where is this session Dundee or Glasgow?

[Wednesday 13:52] [REDACTED]

sorry Agnes Husband House Dundee

[REDACTED]
[REDACTED]
[REDACTED]

[Wednesday 14:18] [REDACTED]

one last daft question.....is it one CA, CM just thinking that's all that will go in the room with a practitioner

[Redacted] yes just one of each please

[Redacted]
Operational Support Lead
Client Service Delivery
Social Security Scotland

Email: [Redacted]

Website: www.socialsecurity.gov.scot



Social Security Scotland
Tèarainteachd Shòisealta Alba

From: [REDACTED]
Sent: Friday, January 12, 2024 12:51 PM
To: Parliamentary Correspondence Team [REDACTED]
[REDACTED]
[REDACTED]
Cc: [REDACTED]
Subject: RE: Briefing Pack - Social Justice & Social Security Committee Visit - 15 January 2024

Hi everyone

Quick update – Katy Clark MSP has now joined the visit, so I have updated the briefing pack to include her profile.

Ms Clark brings our total number visitors to 8 - 5 MSPs and 3 clerks.

Thank you

[REDACTED]
Parliamentary Correspondence Manager
Organisational Strategy and Performance
Social Security Scotland

Phone: [REDACTED]
Email: [REDACTED]
Website: www.socialsecurity.gov.scot



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Adult Disability – Client Journey*

Processing

1. Take next task from ADP new applications work queue.
2. Case familiarisation
3. Check for duplicate applications
4. Check for GUID (Global Unique Identifier Number)
5. Clear verifications
6. Check for Tasks
7. Check Clients Part 2 of the application
8. Final Checks
9. Check Eligibility
10. Update Notes – Case passed to decision teams

Decision Making

1. Take next task from assigned tasks
2. Eligibility check & case familiarisation.
3. Introduction Call to Client (If required)
4. Supporting information request (If required)
5. Case Discussion/ Consultation (if required)
6. Making a decision using the information gathered/provided.
7. Uploading decision to Decision Questionnaire & complete Determination.
8. Eligibility Check & application denial/approval.
9. Creating the Product Delivery Case & submitting to DTM for approval.

*This is an abbreviated overview of our end-to-end Client journey for demonstration purposes only