

# **Social Security Experience Panels: Help us design a way to keep Social Security Scotland staff and clients safe**

## **Background**

The Scottish Government are becoming responsible for some of the benefits currently delivered by the Department for Work and Pensions (DWP). As part of work to prepare for this change, the Scottish Government set up the Social Security Experience Panels.

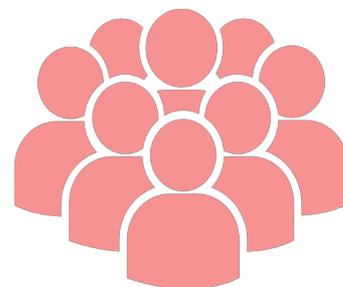
**Department  
for Work and  
Pensions**



**Scottish  
Government**



Over 2,400 people from across Scotland have joined the Experience Panels. They all have recent experience of the benefits that are coming to Scotland.



The Scottish Government is working with Experience Panel members to create Scotland's new social security system.

**2,400+**  
**Experience Panel  
members**

## About the research

This report details the findings of respondents to help design the processes for keeping Social Security staff and clients safe.



**2,456**

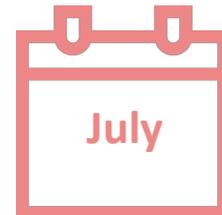
Invites



**293**

survey  
responses

The research took place in



**2019**

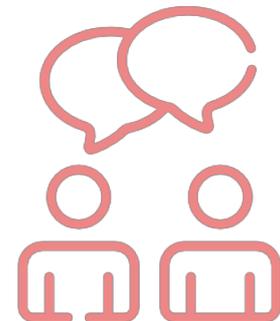
## The research explored:



Situations that  
cause frustration  
and anger between  
staff and clients



How staff can  
respond when clients  
may be displaying  
unacceptable actions



Communication  
about the process  
and sharing data  
with other  
organisations

Participants were between

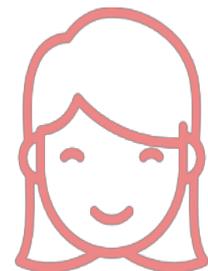
**16 – 79**

years old



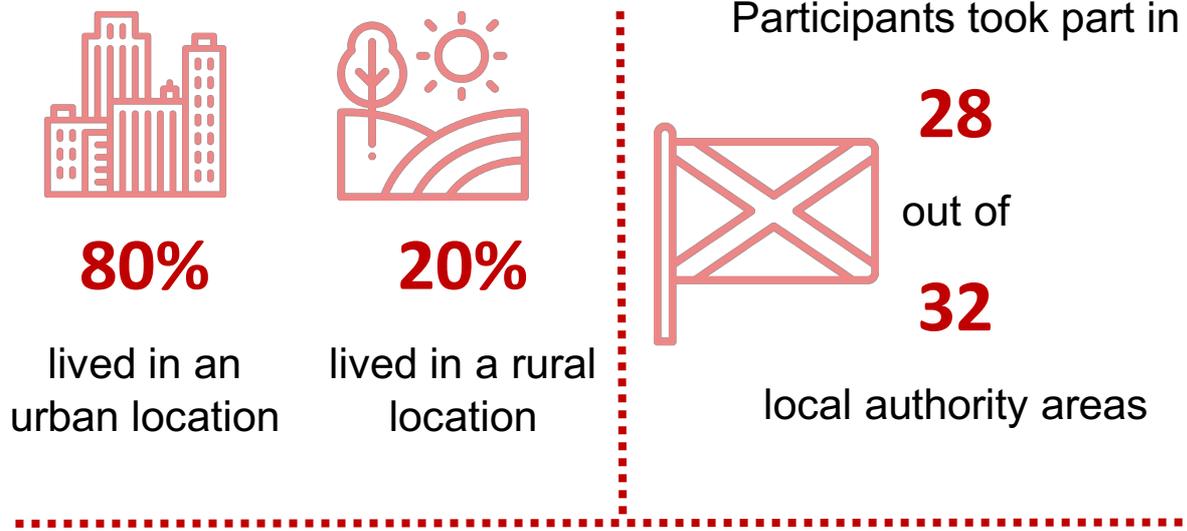
**27%**

Man or boy

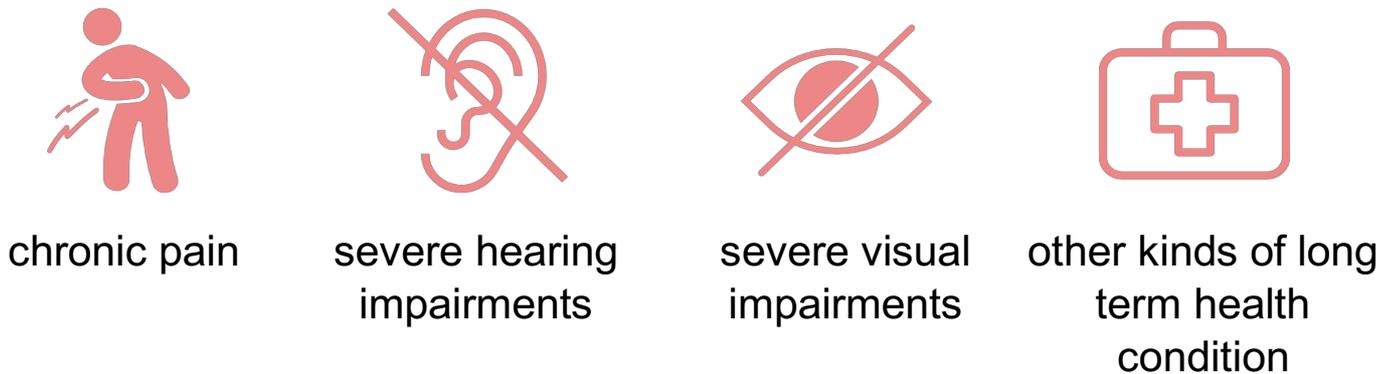


**71%**

Woman or girl



**Most survey participants had a disability or long term health condition, including:**



## **Situations that cause frustration or anger when interacting with organisations**

This report outlines the views of people who responded to this survey. These may not be shared by all who receive benefits that will be delivered by Social Security Scotland.

We asked **what situations** can result in **feelings of frustration or anger** when interacting with an organisation like Social Security Scotland.

These were the **most common responses** from respondents:



## **How to reduce feelings of frustration or anger between clients and organisations like Social Security Scotland**

Respondents were asked what **Social Security Scotland** should put into place to help **reduce feelings of frustrations or anger**.



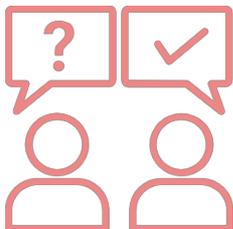
One of the **most common** responses was that Social Security Scotland should **always provide information to their clients** as to **what will happen at their appointments**.

“Ensure that people are fully aware of what is going to happen at appointments”



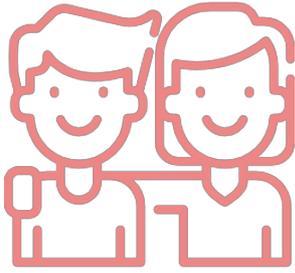
Another **popular response** was that it was crucial for **staff to be trained** to know how to interact with clients.

“Training Programmes to make aware the different situations people are having with their condition”



Respondents felt that Social Security Scotland should **focus on the clients' specific needs** and ask them how to make the interview less stressful.

“It may be during an interview the claimant is becoming frustrated because their literacy skills might not be good so using images or PowerPoint slides, explaining a process or giving them the time and opportunity to take notes”



Respondents felt that **providing a positive atmosphere** within Social Security Scotland would reduce feelings of frustration.

“Have someone welcome individuals and checking in on individuals as they are waiting to enquire if they are ok”

## How Social Security Scotland can help clients with a health condition

Respondents were asked **how Social Security Scotland** can help **reduce anger or frustration** if it's **due to a health condition**.



Most of respondents felt that **staff should be trained** on the different conditions.

“Information about the condition should be given to the staff”

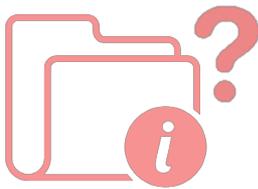


Respondents felt that **flagging individual's needs to staff** would help clients feel comfortable

in Social Security Scotland spaces. This would allow the clients to tell Social Security Scotland, **in their own words**, their condition, and tell staff how to make their experience easier.

“By allowing the client to state they have issues prior to the interview”

“Perhaps something on my system that highlighted to any member of staff my poor concentration and memory and need for short simple questions”

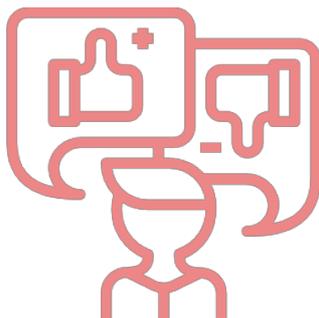


Nearly all (**95 per cent**) of the respondents said they would want Social Security Scotland to **store their accessibility needs or disability** to make interactions easier.



A few respondents (**3 per cent**) were **not sure** if they would want the organisation to store the information.

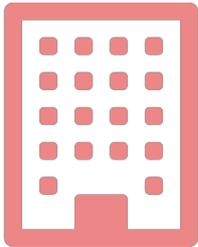
**One per cent** of respondents **did not want** Social Security Scotland to store any information.



**Staff response to unacceptable actions**

Respondents were asked how they thought **staff should respond to situations** where clients may be displaying unacceptable actions.

They were asked about situations occurring in an **office environment, over the phone, and during home visits.**



**In an office environment,** respondents felt that clients should be given a **safe space** where they can calm down.

“Let the person have some time to calm down in a quiet area”

Most of the respondents felt that **staff should be paired up** and should be **trained** in knowing how to handle any difficult situation.

“Each office should have two people working together who are trained in techniques to calm an angry person”



**Over the phone,** most of the respondents had said **staff should end the call** when faced with unacceptable action but should **always call back.**

“There should be a cooling off period allowed before the call is made again, perhaps 2 hours later”

The **majority of respondents** felt that during these situations, staff should still talk to clients **respectfully** and **patiently**.



**When visiting a client in their house**, most of the respondents said that staff should **go in pairs** and to **leave** when faced with unacceptable actions, but **always arrange another appointment**.

“With kindness and patience. Have the time to find out what is wrong”

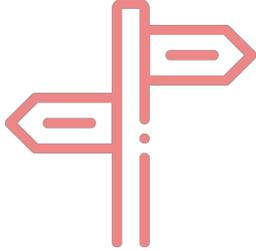
“Maybe visit in twos and the client could have a trusted carer in attendance”

“Advise you need to leave and will reschedule for a more appropriate time when they are not feeling so distressed”

Respondents were asked what Social Security Scotland should do when a client has displayed unacceptable actions.



The **most popular response** was for **two staff members** to be present during face to face interactions (**80** per cent).



This was followed by only allowing **contact through third parties** (**70** per cent).



Almost **nine in ten respondents** (**89** per cent) felt that it is important to alert staff before they interact with clients who had previously displayed unacceptable actions.

We asked respondents to provide further comments why they felt it was important to alert staff. Respondents talked about staff needing to be aware of potential issues, and be able to respond in the right way.

“It would be easier to anticipate potential problems and try to avoid them. Also you need to know if you should not see the client alone”

“It’s important staff are aware before visiting that a situation may escalate. But approaching clients with kindness and patience, and giving them opportunity to improve their behaviour is important”



A **small number of respondents** (4 per cent) felt that staff should **not be informed**, while **6 per cent weren't sure** if they should be informed about individuals who previously displayed unacceptable actions.

“This may cause interviewer to expect violent behaviour and behave in a more defensive manner”

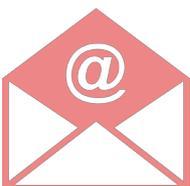
“Of course measures should be taken to keep everyone safe, but I also feel that having certain information available before dealing with a new agent could make them prejudice towards the client”

## Communication about the process

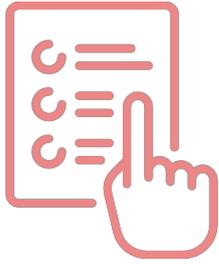
Respondents were asked how Social Security Scotland should communicate their decisions to those who displayed unacceptable actions.



Almost **nine in ten** respondents (88 per cent) wanted it through post



More than **four in ten** respondents (44 per cent) would want it through email

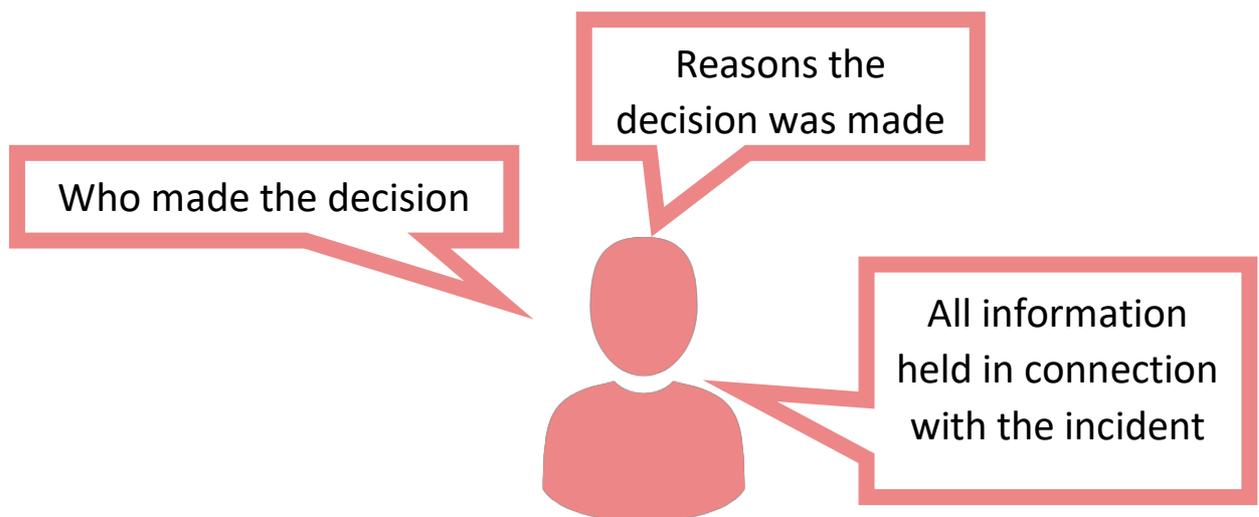


Social Security Scotland will offer the **right of review** of any decision on unacceptable actions **at any time**.

A review will include **looking at what led to the original decision** being taken and **what contact has been made since**, as well as any **impact** on the client.



Respondents were asked **what sort of information** people should be told about the decision, before deciding whether to ask for a review. Answers included:



## Sharing data with other organisations



**Almost half** of the respondents (**46 per cent**) would feel **very comfortable/comfortable** about Social Security Scotland **sharing information** about unacceptable actions with other organisations such as the Department of Work and Pensions (DWP) or local authorities.



The **majority of respondents** (between **78** per cent and **83** per cent) told us they were **comfortable or very comfortable** with the policy on unacceptable actions being advertised on:

- Websites
- Offices
- Citizen's Advice Bureau
- GP Clinics



The **least popular** was GP clinics with one in ten (**10** per cent) saying they would feel uncomfortable with this.

## Next Steps

This research is being used to inform the ongoing development and design of unacceptable actions policy. As part of this it will also will be used to help develop staff to ensure they are capable, aware and responsive to the complex needs of individuals.

The Scottish Government will continue to work with the Experience Panels in the development of Scotland's new social security system.



© Crown copyright 2019

You may re-use this information (excluding logos and images) free of charge in any format or medium, under the terms of the Open Government Licence.

To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or e-mail: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

The views expressed in this report are those of the researcher and do not necessarily represent those of the Scottish Government or Scottish Ministers.

This report is available on the Scottish Government Publications Website (<http://www.gov.scot/Publications/Recent>)

The Scottish Government  
St Andrew's House  
Edinburgh  
EH1 3DG

ISBN: 978-1-83960-413-3

Published by the Scottish Government, December 2019