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This new benefit will be managed by Social Security Scotland and will replace Disability Living Allowance for Children, which is currently delivered by the Department for Work and Pensions. | | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | **New head office named after champion of the disadvantaged**  Our new head office, which sits in the stunning Dundee Waterfront development, has been named.   After receiving nominations from across the organisation and an external panel, guidance was also sought from local historians before the decision was made to name the head office Agnes Husband House.   Agnes Husband, a former Dundee Councillor, was a suffragette who championed the disadvantaged, women’s rights and the unemployed, whilst also campaigning for education for the poor.   In 1924, Agnes became the fifth woman to be given the Freedom of the City of Dundee in recognition of her tireless commitment to the rights of women and the poor.   She died in 1929, however the City of Dundee has not forgotten her. There is a plaque at the City Chambers and a portrait in Dundee’s McManus Galleries in her memory.   Social Security Scotland has signed a 20-year lease on Agnes Husband House and will be the first tenants to move into this regenerated area. Lockdown rules permitting, the first employees will be able to start working from the building from early summer 2021.  In addition, we also have a second operational site in Glasgow city centre and a staff presence in every local authority across Scotland.   Find out more about our head office on [our website.](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=0d28da5d76&e=f82b52cfbc)   https://mcusercontent.com/11fdff413e50ba7bc51890111/_compresseds/0f3e5363-ea29-4ee7-b491-e72936023234.jpeg | | |  | | --- | | **Scottish Apprenticeship Week 2021**  Social Security Scotland recently took part in Scottish Apprenticeship Week 2021. Throughout the week, we caught up with some of our current and former Modern Apprentices and heard their journey.   One of the Modern Apprentices was Rachael Millar, who is one of our Client Experience Advisors. She said:   “I had just left studying for a qualification in nursing and found myself in a peculiar situation. I was underqualified for many jobs due to only having part time work experience but over qualified for others due to my Higher National Certificate.   “I hadn’t thought about an apprenticeship originally as I was under the impression you had to be fresh out of high school, but was pleasantly surprised to find that to be wrong.   “After months of searching I found the job advert for the role I’m in now and the rest is history!”   You can read Rachael’s [full story](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=66e7b50da0&e=f82b52cfbc) on our website.   Along with sharing the experiences of our Modern Apprentices, we also used this key opportunity to highlight that new apprentices may be eligible for Job Start Payment.   Job Start Payment is a £250 payment to help young people who have been on certain benefits for six months or more with the costs associated with starting a new job. The payment rises to £400 if the young person is the main carer of any children.   Stakeholder resources, including factsheets in multiple languages, social media posts etc. can be found in the [stakeholder resources section](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=dfd6433ce9&e=f82b52cfbc) of our website. | | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | **90% of people happy with new social security service** | | |  |  |  | | --- | --- | | |  | | --- | | https://mcusercontent.com/11fdff413e50ba7bc51890111/images/12016549-ed9f-4598-860f-97c906fbcb30.jpg | |  |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | Over 3,000 clients took part in our Client Survey with 90% of people rating their overall experience as ‘very good’ or ‘good’. More than four in five clients who responded feel Social Security Scotland treated them with dignity, fairness and respect, according to the results that were published at the end of February.   It was open to people who had received Carers Allowance Supplement or a decision on a benefit payment from September 2018 up until 31 July 2020.  90% of people who had been in touch with a Client Adviser said they were treated with kindness.  The survey measures how well we have been delivering on our commitments set out in Our Charter and helps identify areas that could be improved.   Clients said:   “My overall experience, I would say, was compassionate.”   “No need for improvement as they are doing a 1st class service.”   “It provides a very accessible and professional service.”  The survey also allowed clients to tell us what they think could be better. Some people said they would have liked more information about other support they can access. This kind of vital feedback will help us improve what we do.  It is all part of our commitment to design a service with the people who use it. Thousands of volunteers already helped us build our new system by taking part in our Experience Panels - sharing their lived experience of the UK benefits system.   We have recently set up brand new Client Panels. Members will be regularly asked for their opinions in several ways, including online and telephone interviews and surveys.  Clients applying online and over the phone have also had the opportunity to take part in automated surveys immediately after they have applied - the results of these can be found at [Insights Research Findings.](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=5c488fdc7b&e=f82b52cfbc)  All of the data we have on feedback including the number of compliments, complaints and suggestions we receive are recorded in our Feedback Statistics reports.  We have produced a [Visual Summary of our Client Survey](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=be49b9bf24&e=f82b52cfbc) results that is available to view, along with the [full Client Survey](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=6a0391fe67&e=f82b52cfbc), on our website. | | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | **Carers Allowance Supplement increase**  Carer’s Allowance Supplement will increase next financial year from £230.10 to £231.40.  The Supplement, paid twice a year, is an extra payment for people in Scotland who get Carer's Allowance on a particular date.  The next 2 rounds of payments are:     * June 2021 - you'll get this payment if you're getting Carer's Allowance on 12 April 2021 * December 2021 - you'll get this payment if you're getting Carer's Allowance on 11 October 2021   As Carer’s Allowance has the lowest rate of all working age benefits, the Carer’s Allowance Supplement was designed to increase Carer’s Allowance to the level of Jobseeker’s Allowance.  The supplement is an interim measure until the Scottish Government is delivering Scottish Carer’s Assistance in full under the powers in the 2018 Act. | | |  | | --- | | **What to expect from Disability Assistance videos**  This year, the Scottish Government will start delivering the new Scottish disability benefits, starting with Child Disability Payment which will be introduced in the pilot areas of Dundee, Perth and Kinross and the Western Isles from this summer.   Following a series of public presentations which took people through the new disability benefits system that is going to be introduced in Scotland, the Scottish Government has produced some short videos covering a range of topics related to the Disability Assistance rollout.   Some of the videos that form part of this fantastic resource are available now and can be accessed via [Vimeo](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=5795477824&e=f82b52cfbc). The rest of the suite will be made available soon.   The videos cover topics such as:   * The new application form for Disability Assistance      * Passported benefits including the “blue badge” scheme      * Assisted vehicles and other entitlements linked to disability benefit entitlement   The Scottish Government hopes that these fully accessible videos will be a useful resource that will help you and your clients to understand the changes that are coming to Disability Assistance in Scotland this year.   If you have any questions regarding these videos, please contact [socialsecurityprogramme\_briefingandevents@gov.scot](mailto:socialsecurityprogramme_briefingandevents@gov.scot)  https://mcusercontent.com/11fdff413e50ba7bc51890111/images/dd3fdb72-d26e-4691-9d6c-a6e3b893547a.jpg | | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | **Family payments campaign** | | |  |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | Social Security Scotland will launch a major awareness raising campaign this week to make sure families in Scotland on tax credits or certain benefits understand what additional financial support is available for children 0-6 years.   This campaign features a new TV ad which will be broadcast across Scotland from the 24 March. The ad, which was tested with our target audience ahead of broadcast, is designed to raise awareness of the five family benefits that are delivered by Social Security Scotland.   These benefits are:   * Scottish Child Payment * Best Start Grant Pregnancy and Baby Payment * Best Start Grant Early Learning Payment * Best Start Grant School Age Payment * Best Start Foods   The new marketing materials for our family benefits are currently in the process of being updated with the new campaign look. We will share the stakeholder marketing toolkit with you in next month’s newsletter.   In the meantime, all of our current stakeholder resources are still available in the [stakeholder resources section](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=e53847eb94&e=f82b52cfbc) of our website. | | |  |  |  | | --- | --- | | |  | | --- | | https://mcusercontent.com/11fdff413e50ba7bc51890111/images/dd77d391-3d66-4efb-a8a6-c1778251ca97.png | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | **Proactively publishing information**  Social Security Scotland are committed to being an open and transparent organisation.    To make it easier for people to find the information they are looking for on our website, we have created a [Guide to our Information](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=98944c2af9&e=f82b52cfbc).   Ongoing review of this guide is vital and this is the reason we are asking for your help. We want to hear your views and suggestions on what information we publish, the format these publications take and the frequency they are published.   This guide has been produced and will be updated by our Freedom of Information team therefore, if you wish to submit your feedback/comments/thoughts, please email them directly: [foi@socialsecurity.gov.scot](mailto:foi@socialsecurity.gov.scot) | | |  | | --- | | **Follow us on LinkedIn**  We have now joined LinkedIn to promote all of the amazing work happening behind the scenes in the Social Security Programme and Social Security Scotland.   LinkedIn is the world’s largest professional network, with over 660 million users across 200 countries. The platform has been described as “one big networking event” which allows organisations to widen their stakeholder audience.   Our page will give an insight into the wider work that we do and the impact this has on our clients. The page will also support stakeholder activity and promote specialist recruitment campaigns.   We encourage you to support and follow [our new page.](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=06218e369f&e=f82b52cfbc) | | | | | |  |  | | --- | --- | | |  | | --- | |  | |  |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | **Do you follow us?** | | |  |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | If you follow Social Security Scotland’s [Twitter](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=bb7a3e07db&e=f82b52cfbc) and [Facebook](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=d42f253c2c&e=f82b52cfbc) accounts, you’ll see what Social Security Scotland is up to and understand how we are promoting the benefits we deliver and are going to be delivering in the near future. You can also help us by retweeting and liking our posts letting us reach a wider audience. | | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | [Social Security Scotland](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=e0723c0cbc&e=f82b52cfbc) | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | [@SocSecScot](https://scot.us19.list-manage.com/track/click?u=11fdff413e50ba7bc51890111&id=fa67e19cb2&e=f82b52cfbc) | | | | | | | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | If you are aware of any stakeholders who have not received this note please let the [communications team](mailto:communications@socialsecurity.gov.scot) know. | | | | | |