

## Social Security Scotland statistics

# Carer Support Payment pilot: high level statistics to 31 December 2024

## Key Findings

In Scotland, to 31 December 2024:

- 9,925 Carer Support Payment applications had been received.
- 6,790 applications were processed with a decision made. Of these 74% were authorised, 17% were denied and 10% were withdrawn.
- £26.5 million was issued in payments to carers.

### Frequency of publications

The next publication for Carer Support Payment will cover up to the end of March 2025 and will be released in May 2025.

Under the Code of Practice for Statistics<sup>1</sup> we publish a timetable of statistical releases for the twelve months ahead<sup>2</sup>.

<sup>1</sup> The Code of Practice for Statistics is available on the [UK Statistics Authority website](#).

<sup>2</sup> The forthcoming publication timetable is available on the [Social Security Scotland website](#).

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# Introduction

Carer Support Payment is a replacement for Carer's Allowance, which is currently administered by Department for Work and Pensions, in Scotland. Carer Support Payment is administered by Social Security Scotland.

From 20 November 2023, Carer Support Payment opened for new applications in the pilot areas of Dundee City, Na h-Eileanan Siar and Perth and Kinross. On 24 June 2024, Carer Support Payment launched in the three further pilot local authority areas of Angus, North Lanarkshire and South Lanarkshire. Carer Support Payment was rolled out to seven additional areas from August 2024, and was made available nationally from 4 November 2024.

People in Scotland currently in receipt of Carer's Allowance will have their benefits transferred to Carer Support Payment. This process began in February 2024. The transfer process happens automatically, with no need for carers to do anything. Social Security Scotland will write to carers in advance of their benefits transferring. This transfer process started across the country.

This publication provides information on applications and payments for Carer Support Payment from launch on 20 November 2023 to 31 December 2024. It therefore provides information for just over 13 months of applications and payments.

All tables and charts relating to this publication are available in an Excel workbook on [Social Security Scotland statistics website](#).

This publication does not include an update on recipients of Carer's Allowance Supplement. This supplement is given to people in Scotland who receive Carer's Allowance or Carer Support Payment on the Carer's Allowance Supplement eligibility dates. These are two dates each year - one in April and one in October - which are set by the Scottish Government. The latest statistics for Carer's Allowance Supplement are available on [Social Security Scotland statistics website](#).

The statistics for Carer Support Payment are being published as official statistics in development. Official statistics in development may be new or existing statistics, and will be tested with users, in line with the standards of trustworthiness, quality and value in the Code of Practice for Statistics.

# Main Findings

## Applications by month

- As of 31 December 2024, 9,925 applications for Carer Support Payment had been received **[Table 1]**.
- Since the Carer Support Payment national launch on 4 November 2024, there have been 4,465 applications registered across all local authorities in Scotland. Of these, 57% (2,530) were registered in November and 43% (1,935) in December 2024.
- In total, there were 6,790 applications processed with a decision made by 31 December 2024. Of these, 74% were authorised, 17% were denied and 10% were withdrawn **[Table 1]**.

## Applications by channel

- As of 31 December 2024, of the 9,925 applications received for Carer Support Payment, 75% were received online, 6% were paper applications and 19% were phone applications **[Table 2]**.

## Applications by age

- The most common age groups for applicants were 35-39, and 65 and over, representing 12% and 13% of applications received respectively. Numbers of applicants at ages between these bands were lower, with age bands 45-49 and 50-54, representing only 6% and 7% of total applications respectively **[Table 3]**.
- The most common age group for applicants was 65 and over, representing 13% of applications received. Ages 18-24, 30-34 and 35-39 each accounted for 11% of applications received, with other bands representing between 4% and 10% of applications received **[Table 3]**.

## Applications by local authority

- Applications were received from all 32 council areas. Of the applications received since 20 November 2023, 13% came from North Lanarkshire (which formed part of the phase 2 pilot). This was followed by 12% of applications coming from Dundee City (phase 1 pilot) and 10% of applications received from South Lanarkshire (phase 2 pilot) **[Table 4]**.

- In the last quarter, 2,530 applications were received across all Local Authorities made eligible in the national roll out. This accounts for 25% of total applications received since launch in November 2023.
- Of these 2,530 applications, 29% came from Glasgow City, 10% from City of Edinburgh and 8% from West Lothian.

## Processing Times

- The median average<sup>3</sup> processing time for applications processed to 31 December 2024 was 17 days **[Table 5]**.
- Over the latest quarter, the median processing time decreased from 20 days in October 2024 to 14 days in November and then increased to 20 days in December 2024<sup>4</sup> **[Table 5]**. Over the three months from October to December 2024, 4,055 applications were processed, compared to 1,640 applications in the previous quarter from July to September.

## Payments

- Between 20 November 2023 and 31 December 2024, the total value of Carer Support Payments issued was £26.5 million **[Table 6]**.
- Of this total, £3.2 million was issued to carers in Glasgow City, £2.7 million to carers in North Lanarkshire, £2.5 million to carers in Dundee City and £18.1 million to carers in other local authorities **[Table 7]**.

## Individuals paid

- In December 2024, 32,795 individuals received payments in respect of Carer Support Payment **[Table 8]**.
- Since inception to 31 December 2024, Carer Support Payment has been paid to 33,160 individuals **[Table 8]**.

## Caseload

- As of 31 December 2024, it is estimated that in total 50,425 carers were on the caseload for Carer Support Payment. Of these, 38,030 carers were in

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<sup>3</sup> The median average is the middle value of an ordered dataset, or the point at which half of the values are higher and half of the values are lower.

<sup>4</sup> Processing times were calculated by determining the time between an application being received and a decision being made. This includes the time spent waiting to receive supporting information from carers to allow a decision to be made, which should be considered when interpreting these processing times. See the [about the data](#) section for further information on processing times.

receipt of payment and 12,395 carers had underlying entitlement<sup>5</sup> **[Table 9]**.

- 4,745 of the carers on the caseload were new applicants and 45,675 carers were people who had their award transferred from the Department for Work and Pensions **[Table 9]**.
- Of the carers on the caseload at 31 December, 7,260 were in Glasgow City, 4,730 were in North Lanarkshire and 3,800 were in South Lanarkshire **[Table 10]**.
- Around 63% of the carers on the caseload were aged 45 and over as of 31 December. **[Table 11]**.

## Re-determinations

- Around 145 re-determinations were requested by 31 December 2024. Of these, 115 were completed by 31 December 2024 and 97% of these were closed within 56 days **[Table 12]**.
- Of the re-determinations received, around 40 were allowed or partially allowed, around 75 were disallowed and the remainder were invalid **[Table 12]**.
- There were 10 appeals received by 31 December 2024.

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<sup>5</sup> For more information on underlying entitlement, please see the [Eligibility section](#) of the background notes.

# Background notes

Carer Support Payment is a replacement for Carer's Allowance in Scotland. The Scotland Act 2016 gave Scottish Parliament powers over Carer's Allowance, which is administered to Scottish carers by the Department for Work and Pensions.

In September 2018, Carer's Allowance became the first of these benefits to have responsibility transferred from the Department for Work and Pensions to Social Security Scotland, the executive agency of Scottish Government which is responsible for delivering the social security benefits for Scotland.

Carer Support Payment launched in three pilot local authority areas on 20 November 2023:

- Perth and Kinross
- Dundee City
- Na h-Eileanan Siar (Western Isles).

On 24 June 2024, Carer Support Payment launched in three further pilot local authority areas:

- Angus
- North Lanarkshire
- South Lanarkshire

On 19 August 2024, Carer Support Payment launched in seven further pilot local authority areas:

- Aberdeen City
- Aberdeenshire
- East Ayrshire
- Fife
- Moray
- North Ayrshire
- South Ayrshire

The benefit was made available nationally on 4 November 2024.

Carers in Scotland who already receive Carer's Allowance will have their benefits automatically transferred to Carer Support Payment. This process began in February 2024. The process is automatic, with no need for carers to do anything. Social Security Scotland will write to carers in advance of the benefits transferring.

## Eligibility

Carer Support Payment is support a carer can be paid if they provide care for someone in receipt of a qualifying disability benefit, and meet certain eligibility criteria. The carer must:

- be 16 or over
- usually live in Scotland
- provide care for 35 hours or more a week, this includes if they provide care all day every day
- not be studying certain courses if they are aged 16 to 19
- not earn more than £151 a week after tax, National Insurance and expenses.

The cared-for person must receive one of certain disability benefits:

- Adult Disability Payment – daily living component at the standard or enhanced rate
- Child Disability Payment – middle or highest care rate
- Attendance Allowance
- Personal Independence Payment – daily living component
- Disability Living Allowance – middle or highest care rate
- Constant Attendant Allowance at or above normal maximum rate with Industrial Injuries Disablement Benefit
- Constant Attendance Allowance at or above the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment.

If the carer is receiving any of the following benefits, it could reduce the amount they get from Carer Support Payment:

- State Pension
- Maternity Allowance
- Contribution-based Jobseeker's Allowance (also known as 'New Style' Jobseeker's Allowance)
- Contribution-based Employment and Support Allowance (also known as 'New Style' Employment and Support Allowance)
- Incapacity Benefit
- Severe Disablement Allowance
- Widowed Mother's Allowance or Widowed Parent's Allowance
- Training Allowance



- War Widow's or Widower's Pension (Additional allowance for spouse element)
- Unemployability Supplement that is paid with Industrial Injuries Disablement benefit or War Pension
- Widow's Pension or Bereavement Allowance
- Industrial Death Benefit.

Those benefits are known as 'overlapping benefits'. Benefits 'overlap' where they are paid for the same purpose. Carer Support Payment and the benefits above are all 'income replacement' benefits. This means that a carer cannot get one of the above benefits and the full amount of Carer Support Payment at the same time.

If a carer's overlapping benefit is less than Carer Support Payment, their payment will be the difference between Carer Support Payment and the overlapping benefit. This is sometimes known as a 'top-up'. If their overlapping benefit is the same as or more than Carer Support Payment, they do not get any payment of Carer Support Payment. This is sometimes known as having 'underlying entitlement'.

Having 'underlying entitlement' can help carers get either:

- more money on top of their other benefits
- access to benefits they could not get before.

The full amount of Carer Support Payment is currently £81.90 a week.

Carer Support Payment can also affect the benefits of the person the carer is caring for. If the person being cared for gets a Severe Disability Premium it will stop. A cared for person might be getting the Severe Disability Premium if they get:

- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Income Support
- Pension Credit
- Housing Benefit.

This is because the Severe Disability Premium is provided to meet the costs of care associated with having a severe disability so is paid where the individual does not have someone caring for them.

Carer Support Payment eligibility depends on the carer having earnings from employment which are below a certain threshold. This means the carer must tell Social Security Scotland if there are any changes to how much they earn. This could include:

- starting or finishing a job
- starting or finishing self-employment
- changes to how much they earn
- changes to any additional earnings
- changes to any expenses paid.

### **Re-determinations and appeals**

If an applicant doesn't agree with a decision about their Carer Support Payment application, they can ask Social Security Scotland to look at it again. This is called asking for a re-determination. A request for a re-determination should be made within 42 days of being notified of the determination. Social Security Scotland then has 56 calendar days to make a re-determination.

Carer Support Payment applicants also have the right to appeal to a Tribunal if they do not agree with Social Security Scotland's re-determination, or if Social Security Scotland is not able to make a re-determination within the required timescales.

### **Case Transfers**

From 26 February 2024, people who get Carer's Allowance from the Department for Work and Pensions started to have their award transferred to Carer Support Payment in phases. Social Security Scotland aims to have the transfer process completed for everyone in receipt of Carer's Allowance by the Spring 2025.

A case transfer begins when Department for Work and Pensions first sends over a person's case data to Social Security Scotland. This usually occurs approximately three to four months before a person's Carer's Allowance ends, so that their Carer Support Payment award can be prepared in advance and ready for a transfer between payments of the old and new benefit. During this transitional period, the Department for Work and Pensions will continue to make payments to these individuals. A transfer is complete once entitlement to Carer Support Payment has started.

Management information as at end December 2024 shows that there had been 116,375 clients from the Department of Work and Pensions who had been selected for transfer to Carer Support Payment and had their case data sent to Social Security Scotland as part of this case transfer process.

Social Security Scotland will only publish official statistics on case transfers from the time that they are fully responsible for the administration of that case, including making the payments. The Department for Work and Pensions will publish official statistics on the cases that are still being paid by them.

## **About the data**

### **How the data is collected**

The data in this publication is sourced from Social Security Scotland's case management system. The system holds information on all applications received, decisions and payments. Data about the applicant is collected through the online application form or is entered by client advisors during telephone applications or processing of paper applications. Information about the application outcome and payments is created in the case management system as an application is processed.

The information is held across multiple tables within the system. 100% extracts of administrative data are taken from this system every day for internal reporting purposes. Data cuts combine information from the different tables in the system into one daily extract which includes details of all Carer Support Payment applications made since 20 November 2023. A payments extract which contains information on the financial aspects of applications is used for calculations in this publication.

To take into account backdating and delays between applications being authorised and payments being made, a data cut from 13 January 2025 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 31 December 2024. Later data cuts may include retrospective changes to application details, including corrections to details in the case management system.

### **Quality Assurance**

The data used to produce official statistics are the same as the data extracted from the case management system on a daily basis that is used for internal reporting within Social Security Scotland. As such, the data is checked daily for consistency with previous extracts (i.e. do applications, decisions and payments figures increase as expected over time, and are they in proportion to each other) and compared to other sources of information.

Additional quality assurance and cleaning has been carried out on the variables used in the official statistics to:

- Check for duplicate and missing application references.
- Check for duplicate and missing applicant identification numbers.
- Check application dates are within the expected ranges.
- Check that payment date is present where a payment value is present.
- Check postcode lengths are within the expected ranges and check postcodes that do not match to local authorities – see [Geography](#) section.
- Remove a small number of test applications which were used to test the case management system.

Once the data is aggregated and copied into the publication and supporting Excel tables, the final statistics are quality assured by a different member of the statistics team. The final documents are checked by the lead statistician.

## Updates

In this publication we have added table 12. Table 12 details the number of re-determinations received and processed by month, along with the outcomes of those determinations.

## Revisions

Each updated publication of Carer Support Payment statistics may include revisions going back to November 2023. This is because each time figures are published they will be based from a new 100% data cut from the case management system, which can include retrospective changes to data going back to November 2023 as described in the [How the data is collected](#) section. More recent months tend to be subject to a greater degree of revision than more distant ones.

## Data Quality

### *Rounding and disclosure control*

Application and outcome figures have been rounded to the nearest five for disclosure control. The number of payments has been rounded to the nearest five for disclosure control. Data has been suppressed where it would disclose fewer than five applications.

### *Application channel*

Application channel is automatically entered into the case management system for online applications, and manually entered for applications taken by phone or

paper. If ever an application channel has been manually entered incorrectly, the application channel will be classed as 'unknown'.

#### *Application authorisation and payment*

In this publication, the date that applications were processed is the date used to produce statistics of processed applications by month. After applications are authorised for payment, and in some cases approved by a manager, then a payment is issued. Carers should receive money in their nominated account within four working days after payment is issued.

In this publication, we report on the value of payments that have been issued by the end of each month and not the payments successfully received by the applicants.

#### *Age of applicant*

The age that is used for the applicant is taken from the date of birth that is entered during the completion of the application and some small errors may exist. The age that is used in this publication is based on the age of the carer at the time of application.

#### *Geography*

Applications are assigned to local authority by postcode using a Scottish Government lookup file. For some applications, the postcode will not match to the lookup file. This can be because the postcode is not in a Scottish local authority, or because the postcode has been introduced too recently to appear on the lookup file, for example if a property is in a new development.

#### *Processing Time*

Processing time is the number of days from the application being received to a decision being made or the application being withdrawn. It includes time spent waiting to receive supporting information from applicants through online upload or by post but does not include additional time to make payments. It is calculated in working days. Weekends and public holidays are excluded from calculations, even if applications were processed by staff working overtime on these days. The time of day that an application was received or processed is not taken into account.

Processing time is only calculated for applications that were decided within the period being reported on. Data is presented by the month of decision rather than month the application was received.

#### *Case Transfers*

This publication provides statistics on case transfers from the time that case transfer has been completed and the person's Carer Support Payment award has started. This is reported as part of caseload measures.

### *Caseload*

The methodology used for this publication uses a data extract which makes it possible to identify all cases who are in receipt of, or have been approved for, a payment in the caseload period, even if they have not been paid yet.

The methodology uses a point in-time measure of the number of people in receipt of Carer Support Payment on the final day of any given month. It counts people from the point that they are approved for a payment or underlying entitlement, until the point that their eligibility ends. Therefore, if a carer's eligibility ended on the last day of a month, they would be counted in that month's caseload, but not in subsequent months. However, if the carer's eligibility ended before the last day of the month then they would not be included in that month's caseload. A data cut from 16 October 2024 has been used to produce statistics on all cases who are in receipt of, or have been approved for, a payment in the caseload period, even if they have not been paid yet, up to 11.59 pm on 31 December 2024.

Carers who have been approved for Carer Support Payment can be entitled to payment or have underlying entitlement. To determine the number of carers on the caseload who had underlying entitlement, an extract was used to determine whether on the last day of each month the person was classed as underlying entitlement. If they were not classed as underlying entitlement as at the last day of the month then the case was classed as in payment.

For more information on underlying entitlement, please see the [Eligibility section](#) of the background notes.

### **Future Developments**

We will be seeking users' views on the content of this publication to ensure it best meets their requirements. If you have any comments or suggestions that you would like to provide us, please email [MI@socialsecurity.gov.scot](mailto:MI@socialsecurity.gov.scot).

### **Related Social Security Scotland Publications**

Statistics on Carer's Allowance and Carer's Allowance Supplement for Scotland are published by Social Security Scotland at: [Social Security Scotland](#)

### **An Official Statistics publication for Scotland**

Official and Accredited Official Statistics are produced to high professional standards set out in the Code of Practice for Statistics. Both undergo regular quality assurance reviews to ensure that they meet customer needs and are produced free from any political interference.

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### How to access background or source data

The data collected for this statistical bulletin:

are available in more detail through [statistics.gov.scot](http://statistics.gov.scot)

are available via an alternative route. Summary tables are available at:

<https://www.socialsecurity.gov.scot/publications>

may be made available on request, subject to consideration of legal and ethical factors. Please contact [MI@socialsecurity.gov.scot](mailto:MI@socialsecurity.gov.scot) for further information.

cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

## Complaints and suggestions

If you are not satisfied with our service or have any comments or suggestions, please write to the Chief Statistician, 3WR, St Andrews House, Edinburgh, EH1 3DG, Telephone: (0131) 244 0302, e-mail [ChiefStatistician@gov.scot](mailto:ChiefStatistician@gov.scot).

If you would like to be consulted about statistical collections or receive notification of publications, please register your interest at [www.gov.scot/scotstat](http://www.gov.scot/scotstat)  
Details of forthcoming publications can be found at [www.gov.scot/statistics](http://www.gov.scot/statistics)

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