Social Security Scotland
Tèarainteachd Shòisealta Alba

Client representative guidelines

Part 1: Introduction to the Client representative guidelines

Dignity, fairness, respect.

Scottish Government
Riaghaltas na h-Alba
gov.scot

Sections in this guidance

Overview

To access social security benefits, client’s need to interact with Social Security Scotland in a number of ways.

They need to complete a series of key tasks including:

- making the application
- completing the declaration
- receiving and understanding notifications about the outcome
- exercising their redetermination and appeal rights
- receiving the money
- reporting changes in their circumstances.

However, we know there are groups of clients who would benefit from help to carry out these tasks, or by having someone carry them out on their behalf. This could be because of their disability, age or other difficult or sensitive circumstances, but also simply because they may find the system complex or daunting.

Purpose of the guidelines

These guidelines set out:

- the main actors within the social security system that provide support to clients of Social Security Scotland; and
- their roles, responsibilities
- the processes that need to be followed to enable them to deal with Social Security Scotland
- how Social Security Scotland should respond where clients appear to be at risk

They are designed to promote consistency of approach across the devolved social security system and signpost staff to other guidance that may be linked.

Who should read these guidelines

These guidelines are for all staff within Social Security Scotland, but will be made publicly available.

Sections on Social Security Scotland Appointees meet the statutory requirement under section 85C of the Social Security(Scotland) Act 2018 to publish guidelines for appointments made under sections 85A and 85B of that Act.

Other guidance

Throughout these guidelines there are references to various other related internal operational guidance products for staff, these are:

- Internal Knowledge Management
- Social Security Scotland Decision Makers Guide.