



Social Security Scotland  
Tèarainteachd Shòisealta Alba

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Social Security Scotland

1<sup>st</sup> October 2018

Dear MSP,

Further to the Cabinet Secretary for Social Security and Older People's letter of 12 September, to you and your fellow Members, I am writing today to introduce myself and my colleagues at Social Security Scotland - the new Scottish agency which, as you know, has been created to administer the Scottish social security system in accordance with the principles set out in the Social Security (Scotland) Act 2018 and the forthcoming Social Security Charter.

As the Cabinet Secretary said in her letter, the establishment of Social Security Scotland is a significant event. It means a great deal to me to be the first Chief Executive of this new organisation, and it means a great deal to everyone working alongside me, to be here at the start of what promises to be a great challenge, and a great opportunity.

You will be aware, Social Security Scotland is an Executive Agency of the Scottish Government. This means that we are accountable to Scottish Ministers and, through them, to Parliament. The responsibility for making sure that Social Security Scotland is run well lies with me and the Agency's senior leadership team.

If you are seeking advice on behalf of your constituents in relation to the work we do, please feel free to contact us through our dedicated, Parliamentarian's advice line on **01382 931600**. We have established that Social Security Scotland will not need a declaration signed by your constituent in order for you to make an enquiry.

Although we are still in the very early stages of our development as an organisation, a great deal of work has already been done to get us to where we are today. We have opened our Headquarters in Dundee and an office in Glasgow, concluded recruitment for our first cohort of client advisors, and begun to set up our local presence around the country, to provide face-to-face support in communities across Scotland. And, as you will be aware, we have

**Dignity, fairness, respect.**

also begun to make our historic, first payments, in respect of the new Carer's Allowance Supplement.

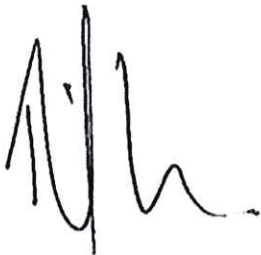
We have published our interim Corporate Plan, covering the first year in the life of Social Security Scotland. You can download this document from our website ([www.socialsecurity.gov.scot](http://www.socialsecurity.gov.scot)). In particular, you will see a timeline at the back of the interim Corporate Plan, which sets out what you can expect to see us doing, between now and the financial year 2020-21. I trust you will find this informative and of interest.

As with all we do, Social Security Scotland's Corporate Plan will be shaped by the views and input of our stakeholders and the people we serve. Next year, we will publish an updated version of this document, that will say more about the period beyond 2019 and which will take account of the feedback that we have been given.

We will also publish Social Security Scotland's first Business Plan - which will look in more detail at how we will deliver on the objectives set out in our interim Corporate Plan - and our first Annual Report, which will provide information on our performance over this first, short period of Social Security Scotland's life.

The majority of our work remains, very much, before and not behind us. That's why I wanted to take this opportunity to make clear that what matters most to me - from these early days and every day, going forward - is making sure that everyone's experience of social security in Scotland is a positive one. I'm committed to delivering that positive experience and the people working alongside me are committed to becoming an organisation that everyone in Scotland can be proud of. I trust you will find this reflected in your future dealings with me, our organisation and our people, in all that we do.

Yours sincerely

A handwritten signature in black ink, appearing to read 'DW', with a stylized flourish at the end.

**David Wallace**  
**Chief Executive**  
**Social Security Scotland**