

[Email attachment referenced in Document 6]:

**Social Justice & Social Security Committee – Visit to Agnes Husband House
15 January 2024**

Attendees:

Collette Stevenson MSP, Roz McCall MSP, Marie McNair MSP, Paul O’Kane MSP,
[REDACTED] (SJSSC clerk), [REDACTED] (SJSSC clerk), [REDACTED]
(SPICe researcher)

Officials:

Gayle Devlin (Deputy Director for Health and Social Care), Ally Macphail (Deputy Director for Organisational Strategy and Performance), Janet Richardson (Deputy Director for Client Services Delivery), [REDACTED] (Senior Parliamentary Manager), [REDACTED] (Parliamentary Manager), [REDACTED] (Parliamentary Officer), [REDACTED] (Operations Manager), [REDACTED] (Health and Social Care Practitioner), [REDACTED] (Case Manager), [REDACTED] (Client Advisor), [REDACTED] (Social Security Programme Service Owner), [REDACTED] (Social Security Programme Product Lead)

Notes

The visit focused on operational systems and functionality. Members were shown a walkthrough of the end-to-end process for Adult Disability Payment from initial application to re-determination and appeal rights.

Social Security Programme provided an overview of the application process, from the applicant perspective.

An operational team provided a walkthrough of the decision making process of a straightforward application, but provided members with information on where difficulties can arise which can cause longer processing times.

Members asked several questions throughout the walkthrough, including on:

- Quality checks – how bank details are verified on the system for payments.
- Supporting Information – challenges in how we gather supporting information, and links with GPs and the GP portal.
- Re-determinations and appeals – statistics in comparison to total applications, timescales, and how we support clients to appeal.
- Processing times for applications, including Special Rules for Terminal Illness. There was a specific question on comparison with Personal Independence Payment processing times.
- Fraud and error levels for Adult Disability Payment. Deputy Directors advised it was very early to say but linked to quality checks and colleagues are focused on identifying fraud.

Action points

- How many fraudulent applications have been received? How are these identified?
- Asylum seekers query - once status is updated, how long will it take to get information from Home Office?