

Applying for a Social Security Scotland benefit if you're a permanent agency staff member

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This guidance is for permanent members of agency staff applying for a Social Security Scotland benefit.

If you're a contractor or a fixed-term staff member, you can still apply for a benefit. Your application will get handled the same way as any other application.

A staff member that specialises in staff claims will handle your application if:

you're a permanent member of agency staff

your National Insurance Number appears on any case as a primary client or participant

Other than this, your application will get handled the same way as any other application.

You can apply either:

online

by phone

by paper application form

Although not necessary, you can let your line manager know that you're applying.

Apply Online

Apply for a Social Security Scotland benefit on MyGov.

Your National Insurance number will let us know you're a staff member.

Only specialised staff members will have access to your application. This is to maintain confidentiality for you and any connected cases.

Apply by phone

Call Social Security Scotland free on 0800 182 2222 to apply over the phone.

Opening hours are Monday to Friday, 8am to 6pm.

There is no dedicated phone line for staff claims and someone you know may answer your call. If this is a concern, you should apply online or by paper application form.

You can let the adviser you talk to know that you're a staff member.

For disability payments, only part 1 of the application can get completed over the phone. If you choose to do this, you must complete part 2 by paper application form. After you have completed part 1, a paper copy of part 2 and a pre-paid envelope will get sent to you to fill out.

Use the pre-paid envelope to post your completed application to us.

Apply by paper application form

To get a paper application form either:

email Dundee.mailroom@socialsecurity.gov.scot(link sends e-mail)

or

Glasgow.mailroom@socialsecurity.gov.scot(link sends e-mail)

pick up a form from the Dundee or Glasgow mailroom

print your own

call Social Security Scotland free on 0800 182 2222, someone you know may answer your call

Use the pre-paid envelope included with your form to post your completed application to us. Pre-paid envelopes are also available from either mailroom.

After you apply

Only specialised staff members will have access to your application. Other than this, your application will get handled the same way as any other application.

If you call us after submitting your application, you may need to wait to speak to a specialised staff member. Or you can ask for a specialised member of staff to call you back later.

As an employee, you must never access your own record or the record of anyone you know.

You must only discuss your application using the communication channels available to our clients. You must not use internal communication channels.

A staff member working on your case will notify you to let you know the decision on your application.

There's guidance available on MyGov if you disagree with a benefit decision.

If we need supporting information to progress your application
You may need to send supporting information to progress your application.

If needed, a staff member working on your application will contact you.

How to send supporting information

You can upload documents online using MyGov. Information on the document upload service is available for all clients, including staff.

Or you can send your supporting information by post. If you do this, write 'Staff claim' on the front of the envelope. A specialised member of staff will then handle your post.

You may need a face-to-face appointment with a Local Delivery team member to talk about your supporting information. If you need an appointment a staff member working on your application will arrange it.

You can also ask for a face-to-face appointment. You can call Social Security Scotland free on 0800 182 2222. Opening times are Monday to Friday, 8am to 6pm. Someone you know may answer your call.

General information on Social Security Scotland benefits.