

Social Security Scotland Management Information

Local Delivery service appointments

Local Delivery is a service for clients provided by Social Security Scotland, with teams of specially trained Client Support Advisers based in every Local Authority across Scotland. Client Support Advisers support new and existing clients to access our benefits in a way that works best for them and importantly, at a time and place that is convenient for them.

We offer a range of support to suit people's needs – we offer appointments in clients' homes, at local community venues, by video appointment or by telephone. Community venues are in convenient places that our clients may already use.

Since launching our Local Delivery service in July 2021, our data indicates that more than 10,000 appointments have been arranged. The majority of appointments have been to support clients applying for Child Disability Payment and Adult Disability Payment. Most appointments have taken place either by video or in people's homes.

This information is sourced from the booking tool we use to arrange appointments.

CONTACT US:

Call us free on 0800 182 2222

Text Relay Service: 18001 +0300 244 4000 (for the hard of hearing) British Sign

Language users: contactscotland-bsl.org

Webchat: chat.socialsecurity.gov.scot