



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# Local Delivery service

## **What is the Local Delivery service?**

Our Local Delivery service is made up of specially trained Client Support Advisers who are based within every local authority area in Scotland and will be available to help guide people through the application process.

## **Who can access this service?**

The service is available to all people, including existing or new clients, across every Local Authority area in Scotland.

## **What does a Client Support Adviser do?**

A Client Support Adviser will:

- provide information on all our benefits including eligibility, how to apply and where and how to access support
- help to complete paper or online application forms
- carry out identity or document checks
- help people submit change of circumstances information
- help people to submit a compliment, a complaint or feedback
- offer information on the process and timescales of redetermination and appeals
- meet with appointees who are acting on a client's behalf
- refer people or provide information on other relevant services who can provide advice and representation including the Scottish Government's Independent Advocacy service

## **What does a Client Support Adviser not do?**

A Client Support Adviser will not:

- help complete application forms for Department for Work and Pensions (DWP) or Local Authority benefits
- advocate on a person's behalf
- provide advice on money worries or managing debt
- provide help with housing issues

If a client is looking for this kind of support, our Client Support Advisers will refer or provide information on the relevant service.



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## Where do meetings take place?

People can arrange to speak with a Client Support Adviser at a location and time that suits them. Meetings are by appointment only. Meeting venues include:

- at a venue in their local community
- in a person's home
- in a hospital or prison
- via video call
- via telephone appointment

## How does someone access the service?

Clients can book an appointment by calling us on 0800 182 2222. If you have any communication or accessibility requirements, please let us know in advance so that we can make the appropriate arrangements.

## Does Social Security Scotland keep records of appointments?

We will keep an electronic record of any appointments.

Client Support Advisers can provide hard copies of completed application forms in accessible formats if requested.





We process lots of data to do our job. We are committed to protecting and respecting our clients' privacy. You can find out more about how we use personal data at [mygov.scot/social-security-data](https://mygov.scot/social-security-data)

## What other ways can people apply for benefits?

People can find out information on all of our benefits and apply online at [mygov.scot/benefits](https://mygov.scot/benefits)

People can apply over the phone or ask for a paper application form by post by calling 0800 182 2222.

## How can people 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](https://contactscotland-bsl.org)
-  Webchat: [chat.socialsecurity.gov.scot](https://chat.socialsecurity.gov.scot)