Spread the Word about our Local Delivery service

Website/Newsletter article

You can add this news story on your organisation's website or newsletter to tell people about Social Security Scotland's new Local Delivery service.

Face to face support to apply for benefits

From Monday 22 November, the Local Delivery service will be available in every Local Authority area. People across Scotland will be able to access face to face support when applying for Scottish benefits at a time and place that best suits them.

Clients will be able to book an appointment to meet a specially trained adviser in their local community or at their home. People will also be able to ask for video calls and telephone appointments.

The introduction of Social Security Scotland's new Local Delivery will increase the range of ways people can get help to apply for payments they are entitled to.

Client Support Advisers will answer any queries about Social Security Scotland benefits, help populate paper or online applications forms, and offer other support in relation to Social Security benefits including help with submitting change of circumstances information.

Local Delivery support will be by appointment only and will take place:

- in local community venues
- in people's homes
- in hospitals and prisons
- via video call
- via telephone appointment

The Local Delivery service will help people to apply for Social Security Scotland benefits only. It will not help complete applications for other types of benefits or provide advice or representation. For benefits Social Security Scotland don't deliver, Client Support Advisers will suggest and signpost clients to the relevant services that can help or provide them with additional information where they are able to do so.

We have a number of community spaces available to us to host appointments. If a client requires face to face support, when making an appointment we will start our discussion with trying to identify a day and time that suits them best and once we know this we can look at the range of community spaces available on that date and time. As this is an appointment based service, we will not advertise all our community locations to avoid clients arriving at a community space to find we are not there.

People in every Local Authority can book an appointment with a Client Support Adviser by contacting Social Security Scotland on 0800 182 2222.

People can contact Social Security Scotland through web chat at mygov.scot/contact-social-security-scotland/ or by calling the Freephone helpline on 0800 182 2222. British Sign Language users can use the contactSCOTLAND app.