



Social Security Scotland
Tèarainteachd Shòisealta Alba

ADP

Ask us to look at our decision again

Short-term Assistance

Once finished, return this form in the pre-paid envelope.
If you do not have this envelope, call us free on
0800 182 2222 and we'll send you a new one.

mygov.scot

Social Security Scotland
PO Box 10303
DUNDEE
DD1 9FY

Asking us to look at our decision again

A re-determination of our Short-term Assistance decision will only look again at your entitlement to Short-term Assistance.

We consider this separately to any request you may have made for a re-determination or appeal of your Adult Disability Payment decision. This is because Short-term Assistance and Adult Disability Payment are different benefits.

If you disagree with our decision about your Short-term Assistance application, you can ask us to look at it again. We call this process a re-determination.

How a re-determination works

If you request a re-determination, a new team at Social Security Scotland who were not involved in making our original decision will take a fresh look at your Short-term Assistance application. They will also look at any new information you want to give us.

They will decide if:

- you should get Short-term Assistance
- you're being paid the right amount of Short-term Assistance
- you're being paid Short-term Assistance for the right dates.

This decision will replace the most recent decision we made about your Short-term Assistance.

You cannot withdraw your re-determination request once you have made it. This is because we're legally required to complete the re-determination process and arrive at a new decision.

You can make your request by post or phone

You can ask us to look at our Short-term Assistance decision again by:

- filling in this form and posting it to us in the prepaid envelope provided
- calling us on 0800 182 2222 (freephone, 8am to 6pm, Monday to Friday).

How long you have to request a re-determination

You need to ask us to look at our decision again within 42 days (six weeks), of receiving your Short-term Assistance decision letter.

The 42 day period includes weekends and bank holidays. It starts 2 days after the date on your letter. This is to allow 2 days for the letter to reach you.

Requests received after 42 days (six weeks), including weekends and bank holidays, will be considered as late. If you do not provide a reason, we will not be able to consider your request.

See page 11 for more information on what to do if your request is late.

If sending any additional supporting information you should send in photocopies of documents. You should not send original documents. It takes up to two weeks for us to return any original documents you send.

Sending in supporting information

If you want to send us any additional supporting information to support your request by post, you should send it in the pre-paid envelope along with this completed form. There is more information about sending this to us on page 10 of this form.

You can get information in the following formats:

- braille
- another language, including Gaelic
- large print
- audio recording.

If you need any help

If you require additional information or help, including getting this form in other formats, call us free on 0800 182 2222.

You may wish to seek independent advice on your application. There are services in your local area that can help. You can find more details on these services at: mygov.scot/benefits-support

Please use a black pen and write in BLOCK CAPITALS. You should tick ✓ boxes. If you make any mistakes, please cross out the error clearly. If you need to, you can request a new form by calling us free on 0800 182 2222.

If you're filling in this form for yourself, tell us your details in this section.

If you're filling in this form for someone else, tell us their details in this section. We will get your details on page 6 or 7.

It's on your National Insurance card, benefit letter, payslip or P60 – for example, 'QQ 12 34 56 C'.

Your details

First name(s)

Last name

Address

Postcode

Date of birth

DD

MM

YYYY

National Insurance number

We want to make sure we have up to date contact details.

If you're filling in this form for yourself, tell us if your contact number has changed.

We'll contact an appointee or representative if you have one. We'll get their contact details on pages 6 and 7.

If we need to contact you

We may need to ask you questions about the information you've given in this form. Please provide a telephone number we can contact you on.

Phone

Is this phone a mobile ☐ landline ☐

You should fill in this section with your details if you are someone who has the legal right to request a re-determination for someone else or wants to do that for someone who cannot manage their own affairs.

If you would like more information about acting on behalf of someone else, please contact Social Security Scotland free on 0800 182 2222.

You only need to tell us this if you're part of an organisation filling in this form as part of your job.

If you're an individual filling in this form, tell us your home address. If you're part of an organisation filling in this form, tell us your work address.

If you're filling in this form on behalf of someone who cannot manage their own affairs

Please give us your details.

First name(s)

Last name

Date of birth

National Insurance number

Company or organisation name

Address

Postcode

Your phone number

The client wishes all correspondence about their request to be sent to their representative

Yes

☐

No

☐

A third party representative is any person or organisation acting on behalf of, or making enquiries for an individual.

These may include:

- advice, advocacy or welfare rights organisations
- professionals such as social workers, community nurses or doctors
- family members or friends.

The third party representative may be able to help you in several ways, including:

- enquiries on the progress of an application
- helping make a claim
- seeking an explanation of entitlement and how it has been decided
- supporting with a re-determination or appeal
- supporting you to manage your finances.

Go to mygov.scot/benefits-support or call us free on 0800 182 2222 for details of organisations that can help with benefits advice and support.

Third party representative details

If you have a representative, please fill in their details here.

Please provide representative details.

First name(s)

Last name

Organisation name, if relevant

(Any paperwork will be sent to both you and your representative)

Address

Postcode

Preferred
phone number

How Short-term Assistance works

This page provides general information on:

- when we award Short-term Assistance
- how much Short-term Assistance we pay
- when Short-term Assistance payments start and stop.

The letter we sent with this form explains the reasons for our decision about your Short-term Assistance application.

When we award Short-term Assistance

To be eligible for Short-term Assistance you need to:

- have already been receiving an ongoing Adult Disability Payment that we have reduced or stopped
- have an ongoing Adult Disability Payment re-determination or appeal to challenge that decision to reduce or stop the payment.

How much Short-term Assistance we pay

Short-term Assistance temporarily replaces the amount we reduced Adult Disability Payment by while a re-determination or appeal is ongoing.

This means the amount of Short-term Assistance we pay will depend on how much we reduced the Adult Disability Payment by.

How long we pay Short-term Assistance for

We pay Short-term Assistance from the date your request for an Adult Disability Payment re-determination or appeal is accepted.

We stop paying it once a decision is made on your Adult Disability Payment re-determination or appeal.

We cannot pay Short-term Assistance if we got your Short-term Assistance application after a decision was made on the Adult Disability Payment re-determination or appeal.

You can find this date on the letter we sent with this form. If you do not know it, call us free on 0800 182 2222 and we can help.

Supporting information for Short-term Assistance could include:

- proof of postage to show you sent us an Adult Disability Payment re-determination or appeal form we did not receive
- reasons a Short-term Assistance application was late.

Page 8 has information on:

- when we award Short-term Assistance
- the amount of Short-term Assistance we pay
- when Short-term Assistance payments start or stop.

Why you disagree with our decision

What is the date on your decision letter?

DD	MM	YYYY
11	11	1111

What we need from you

Let us know why you disagree with our decision by completing the section below.

We will look again at the information we hold on our systems relevant to Short-term Assistance, including:

- if you received Adult Disability Payment
- whether we reduced or stopped that payment
- the dates of any re-determination or appeal requests you made to get the Adult Disability Payment decision looked at again.

You do not need to provide that information. But you can send us any other supporting information you feel is relevant to your Short-term Assistance application.

Tick all statements that apply.

- ☐ I think Short-term Assistance should have been awarded
- ☐ I think more Short-term Assistance should have been paid
- ☐ I think Short-term Assistance should have been paid from an earlier date
- ☐ I do not think that all information has been considered
- ☐ Other (please write in the box below)

Tell us more about why you disagree with our decision.

Please continue your reason for asking us to look at our decision again on the next page if required.

Please make sure to label this extra paper with your name, date of birth and National Insurance Number.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

- send copies, not original documents back to us with this form
- make sure all copies are clear and readable
- write your name and National Insurance number on each copy.

10

If you run out of space you can carry on writing on another sheet of paper and send this to us with your form. Please make sure to label this extra paper with your name and National Insurance number.

You can leave this page blank if you have sent this form within 42 days (six weeks) of getting your Short-term Assistance decision letter.

Please help us understand the reason(s) why your request was not made sooner. We will consider each request and the reasons you give on a case by case basis.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines, typical of notebook paper. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Declaration

By signing this form, you agree to the following statement:

As far as I know and believe, I declare that the information I have given in this form is correct and complete.

Your signature

Date

Use the pre-paid envelope provided to return the completed form and any **photocopied** supporting information.

If you do not have this envelope, call us free on 0800 182 2222 and we'll send you a new one.

Next steps

We'll send you a letter to let you know that we've received your request. Once we've received your request, we have 56 days (eight weeks), including weekends and bank holidays, to make our decision. This 56 day period will begin on the day we receive your request for a re-determination. You'll then get another decision letter. If we don't finish looking at your application within 56 days (eight weeks), including weekends and bank holidays, we'll write to you advising you how to appeal. If we need to ask you any questions about the information you've given in this form we will call you on the number you have provided.

Privacy notice

You and your data

Our privacy notice explains your rights under the Data Protection Act 2018 (DPA) and General Data Protection Regulation (GDPR). It describes the type of information we may hold on you, how it may be processed and who we might share it with.

Personal data (which we will call 'data' throughout the rest of this notice) means any information about an individual from which that person can be identified.

Social Security Scotland processes lots of data to do our job. We manage your personal data to deliver a number of social security benefits outlined in the Social Security (Scotland) Act 2018. We are committed to protecting and respecting your privacy.

Social Security Scotland is registered with the Information Commissioner (registration number Z4857137) under Scottish Ministers, to handle your data.

If you want to know more about how Social Security Scotland use your data, you can read our full privacy notice online: mygov.scot/social-security-data



Social Security Scotland
Tèarainteachd Shòisealta Alba

If there's something else you need help with,
or you want this form in other formats,
call us free on 0800 182 2222.