



Social Security
Scotland

Tèarainteachd Shòisealta Alba

Measuring Our Charter

Are Social Security Scotland and the
Scottish Government delivering what
Our Charter promised?



Scottish Government
Riaghaltas na h-Alba
gov.scot

Charter Measurement Framework measures for 2024 - 29

What is the Charter Measurement Framework?

This framework is a co-designed list of measures relating to the commitments set out in [Our Charter](#). Every year Social Security Scotland and the Scottish Government publish data on these measures. Previous publications can be found at <https://www.socialsecurity.gov.scot/about/social-research>. The purpose of the framework is to show how Social Security Scotland and the Scottish Government are delivering the commitments. It also helps Social Security Scotland and the Scottish Government to improve what they are doing.

The Charter Measurement Framework (the framework) was co-designed in 2018 and 2019 by the Scottish Government, Social Security Scotland and a diverse group of people with lived experience of the social security system. Our Charter and the Charter Measurement Framework are reviewed every five years. This document outlines the revised list of measures from the first review, which took place in 2024.

What does the Framework measure?

The Framework has four sections that match up with Our Charter. The first three sections are about how Social Security Scotland operates and delivers benefits, so the measures are designed to tell us how the organisation treats clients, if staff are well supported, how the systems are working and how clients are experiencing the systems.

The final section covers Scottish Government commitments which relate to policy making about benefits and what the system should do as a whole. The measures in that section are designed to tell us what is being achieved over the longer term.

How the Framework was developed

There is more information about how the framework was developed in the report <http://www.gov.scot/ISBN/9781839602450>.

More information about the review of the measures is available here: <https://www.socialsecurity.gov.scot/reporting/publications/charter-measurement-framework-update-2024-2029>

Reading the Framework

The front page gives an 'at a glance' overview of how Social Security Scotland is performing in each section, presented with a few important pieces of data and information.

Each page of the framework represents a section of Our Charter. Each page is divided into four rows which are read from the top downwards.

Row 1 is the title row which sets out the name of the section of Our Charter, for example, A people's service.

Row 2 is made up of questions that will be answered about that section, for example, 'Are clients experiencing a service that reflects the human rights values as set out in Our Charter when interacting with Social Security Scotland?'

Row 3 sets out what is the ideal situation we want to achieve, for example, 'Clients receive good service'.

Row 4 will contain data that can be used to answer the question in row 2 and demonstrate whether, or not, the ideals are being achieved.

A People's Service

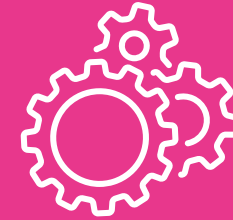
Social Security Scotland's Service is Person-Centred



relevant data
here

Processes That Work

Social Security Scotland involves clients in designing services that are supportive, accessible, simple, quick and flexible



relevant data
here

Is Social Security Scotland delivering what the Charter promised?

A Learning System

Social Security Scotland's service evolves in response to the needs and preferences of its clients



relevant data
here

relevant data
here

A Better Future

The Scottish Government will develop and maintain social security policy so that it is as fair as possible



A people's service



Are clients experiencing a service that reflects the human rights values as set out in Our Charter when interacting with Social Security Scotland?

Staff attitudes reflect an understanding of the values of dignity, fairness and respect

1. X percentage of clients said they were treated with kindness

2. X percentage of clients said they felt trusted by staff

3. X percentage of clients said staff listened to them

4. X percentage of clients said they felt staff did all they could to make them feel comfortable

Clients do not experience discrimination

5. X percentage of clients said staff did not discriminate against them

6. X percentage of clients who experienced discrimination said they felt able to challenge it

7. X percentage of clients who felt discriminated against that did challenge that discrimination

8. Examples of positive and negative (if any) experiences with staff. If research for this measure returns any examples of discrimination, or good practice to advance equality, these will be included in the reporting

How well are Social Security Scotland staff delivering the Charter commitments?

Clients find staff knowledgeable

9. X percentage of clients said staff were knowledgeable about the social security system

10. Positive and negative (if any) examples from clients of when staff were knowledgeable about social security or when they did not have the right knowledge to help them

Staff are well trained and supported

11. Staff diversity statistics

12. X percentage of staff said they had good support from their line manager

13. X percentage of staff said they were confident that they could deliver a service without discrimination

14. X percentage of staff said they understand client needs

15. X percentage of staff said they get the information they need to do their job well

16. X percentage of staff said they had the tools they needed to do their job well

17. Examples of training or support that helped staff meet clients' diverse needs

18. Examples of learning packages delivered to staff that are informed by clients and the organisations that represent them

19. Examples of where staff feel they would benefit from more training or support. If examples of staff requiring more training in equality and diversity issues are found in the research, this will be included in the reporting

Are clients experiencing good service?

Clients' individual needs are met

20. X percentage of clients said Social Security Scotland supported them in overcoming barriers to using the service

21. X percentage of clients said that they could access information in a format that was accessible to them

22. X percentage of clients said they had an appropriate choice in how they communicated with Social Security Scotland

23. X percentage of clients said they had an appropriate choice of how Social Security Scotland communicated with them

24. X percentage of clients who had an appointment with Social Security Scotland said it was at a time and place that suited them

25. Examples of positive and negative (if any) experiences of how clients were enabled to use Social Security Scotland's service and suggestions for improvement

Social Security Scotland work in partnership with other organisations

26. X percentage of staff said they knew how to refer clients towards the independent advocacy service

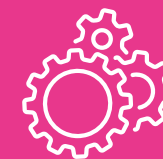
27. X percentage of staff said they knew how to provide clients with information about a range of organisations and services that can provide support

28. X percentage of clients who had been in contact with a staff member had been told about other organisations, services or sources of additional help

29. X percentage of clients who had been in contact with a staff member had been provided with information about other benefits they might be entitled to

30. Positive and negative (if any) feedback from organisations who work with client groups on how they think the service or partnership is working

Processes that work



Do processes work?

How is the consultation process for benefits for disabled people (and people with health conditions) working for clients?

Clients are supported when they make an application

Clients are kept updated and given information about what will happen and why

Clients receive clear and accurate decisions and receive the right amount, on time

Clients feel able to challenge decisions and are supported to do so

The consultation process for benefits for disabled people (and people with health conditions) minimises stress for clients

31. Positive and negative (if any) examples from clients of support provided by staff to make an application or where more support was needed

34. Positive and negative (if any) examples of clients' experiences of receiving information about the progress of their application

38. X percentage of clients said they thought the decision was accurate from the first time

42. X percentage of clients who disagreed with a decision said they felt able to challenge it

45. X percentage of clients who had a consultation for a disability benefit understood why the consultation was needed

32. X percentage of clients said that the application process was clear

35. Average call waiting times

39. X percentage of re-determinations and appeals are upheld

43. X percentage of staff said they knew enough about the re-determinations and appeals processes to explain them clearly to clients

46. X percentage of clients who had a consultation for a disability benefit said that it was carried out by a health and social care practitioner who understood their condition and the impact it has on them

33. X percentage of clients said that the application form asked only relevant questions

36. Application processing times

40. X percentage of clients said the decision was explained so that they understood it

44. Examples of why clients challenged or did not challenge a decision and their experience of the re-determination process

47. Positive and negative (if any) examples of clients' experiences of the consultation process and how their wellbeing was prioritised

37. X percentage of clients said their application or enquiry was handled within a reasonable time frame

41. X percentage of clients said they were paid the correct amount from the first time

A learning system



How is Social Security Scotland involving clients?

Clients are involved in all areas of Social Security Scotland

48. Qualitative evidence on client experience of the feedback and complaints processes

49. Qualitative evidence on client involvement in testing processes

50. Qualitative evidence on client involvement in understanding and measuring how the service is working

To what extent is Social Security Scotland a learning organisation?

Clients and organisations that work with them see Social Security Scotland as a trustworthy organisation

51. X percentage of clients said Social Security Scotland was an open and honest organisation

52. Examples of feedback from partner organisations on whether Social Security Scotland was open and honest

Social Security Scotland uses feedback to improve performance

53. Examples of feedback from partner organisations on how Social Security Scotland responds to feedback and complaints

54. Examples of acknowledgment of mistakes

55. X percentage of staff said they would speak up if they saw issues in Social Security Scotland

56. Examples of action taken by Social Security Scotland to enhance partnership working

57. Examples of how lessons learnt are used to improve the service

A better future



Did we have effective processes of policy making?

Policy making shows the Social Security Principles at work and fits well with other policies

58. Report of policy activities and intentions, drawn up and reviewed with feedback from stakeholders - formal advisory groups and independent organisations

59. Reports of experience panels, clients surveys and co-production of the Charter

60. Equality, Children's Rights and Wellbeing, and Fairer Scotland Impact Assessments for the Social Security Act and individual benefits

Government uses social security powers to contribute to tackling poverty

61. Equality Budget statement and Fairer Scotland Assessment

62. Evaluation programme drawing on both the experience of those receiving benefits and wider analysis about the impact of payments in contributing towards tackling poverty and inequalities

63. Report on government activity drawn up and reviewed with feedback from stakeholders – formal advisory groups and independent organisations, including benefit levels and uprating, and any new benefits being created

64. Estimated take-up reported under the Social Security Act.
Evidence on the effectiveness of take-up activities implemented
in the Benefit Take-up Strategy

Did the Government promote social security positively?

Social security is promoted as a human right, including challenging myths and stigma and talking positively about those who use it

65. Report of policy activities and intentions, drawn up and reviewed with feedback from stakeholders – formal advisory groups and independent organisations. Evidence from policy evaluations on clients' experiences of accessing and using social security and wider analysis of public attitudes



Social Security Scotland

Tèarainteachd Shòisealta Alba

How to contact us



Call us free on: 0800 182 2222



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