

## Executive Advisory Body

<b>Date of Meeting</b>	Tuesday 7 March 2023
<b>Subject</b>	Working Together- Case Manager and Practitioner
<b>Agenda No.</b>	35
<b>Paper No.</b>	35.4(a)
<b>Prepared By</b>	Adult Disability Team
<b>Purpose</b>	Note

### 1. Background

- 1.1. The aim of this paper is to provide the body with an operational overview of the agency approach to delivery of Disability Benefits.
- 1.2. The paper will focus on joint working between Adult Disability Payment and Health and Social Care teams so far and their priorities moving forward.

### 2. Key points

- 2.1. Adult Disability Payment Phase One launched on 21 March 2022 adults of working age with a disability or health condition, who are not already in receipt of Personal Independence Payment (PIP) or Disability Living Allowance (DLA).
- 2.2. Adult Disability Payment rolled out nationwide from 29 August 2022 throughout Scotland in all 32 Local Authorities.
- 2.3. People in Scotland already in receipt of Personal Independence Payment and those of working age receiving Disability Living Allowance will be transferred across through a carefully managed process from Department for Work and Pensions to Social Security Scotland. This process started 30 June 2022.
- 2.4. [Redacted] have staff joined us and trained starting in December 2021 recruitment continued up until August 2022 and was scaled up as more Local Authorities were included. Roles specific to disability include Case Managers who consider all evidence and provide robust reasons for the decisions made, including explaining the outcome of applications to clients. Practitioners who provide consultations to support both Case Managers and Clients.
- 2.5. One of the key difference of Adult Disability Payment is the replacement of private face to face assessments with compassionate consultations between a client and a health and social care practitioner focused on the clients needs.

#### Enhanced Support Method

- 2.6. The Enhanced Support Method provides support to all Case Managers in transition from training and consolidation into live delivery.

- 2.7. For the first two weeks of moving into live delivery Case Managers will refer every case for a Case Discussion to the Health and Social Care Practitioners and this will support the Case Manager in their Decision Making as they work through the case.
- 2.8. Practitioners discuss the clients conditions, medication, daily living and mobility activities and the restrictions these may have on the clients experience and condition.
- 2.9. Although Practitioners discuss Descriptors during Case Discussions with Case Managers no advice is provided or given on points to be awarded or recommended.
- 2.10. This process has helped develop the Case Managers confidence in progression of their cases and decision making.
- 2.11. This collaborative approach has quickly helped build, establish and develop strong working relationships between Case Managers and Health and Social Care Practitioners for the benefit of our clients.

### **Priorities**

- 2.12. Continue to build capability of Decision Teams. This includes colleagues continuous development via coaching and supporting as they build their expertise and knowledge, cementing their learning.
- 2.13. A Joint Forum of Adult Disability Payment Operations Managers and Health and Social Care Senior Practitioners has been put in place in January 2023, purposing on joint working, with a continued focus on developing ways of working and best practice between teams.
- 2.14. A Service Level Agreement in being worked on between Adult Disability Payment and Health and Social Care Practitioners in terms of turnaround times for Case Discussions which will assist in Decision Making.

## **3. Conclusions**

- 3.1. Continued working together through continuous improvements and improved decision making will allow us to get decisions right first time.
- 3.2. Positive feedback from clients, stakeholders and staff with this new approach.
- 3.3. Client Services Delivery Adult Disability and Health and Social Care would welcome Executive Advisory Body's views on the approach taken above.
- 3.4. Based on lived/collective experiences of the Executive Advisory Body is there anything you think we could do differently within the Adult Disability Service.
- 3.5. [Redacted]



## 4. GOVERNANCE CHECKLIST

Please ensure that you detail which Corporate Plan Strategic Objective the paper contributes to. These strategic considerations should be used to assist you with the content of your paper.

Strategic Objective	Contribution
<b>Helping to deliver a social security system with dignity, fairness and respect.</b>	This presentation highlights collaborative working between Client Service Delivery Adult Disability Payment and Health and Social Care teams to support our clients.
<b>Supporting people in Scotland to access devolved benefits that they are entitled to.</b>	This presentation sets out some of the ways of working and Social Security Scotland's approach to delivering Adult Disability Payment this includes identifying continuous improvement opportunities.
<b>Running our service in a responsible way.</b>	This presentation highlights how Social Security Scotland's approach to Adult Disability Payment has been different and designed to support our clients getting the correct decision first time

State here how the paper considers these areas and any consultation undertaken in the agency. Only complete the section(s) relevant to your paper.

Strategic consideration	Impact
Environment	Not Applicable – This is not a change to a policy or way in which we will deliver our service.
Governance	Not Applicable – This is not a change to a policy or way in which we will deliver our service.
Data	Not Applicable – This is not a change to a policy or way in which we will deliver our service.
Finance	Not Applicable – This is not a change to a policy or way in which we will deliver our service.
Staff	Not Applicable – This is not a change to a policy or way in which we will deliver our service.
Equalities	Not Applicable – This is not a change to a policy or way in which we will deliver our service.
Estates	Not Applicable – This is not a change to a policy or way in which we will deliver our service.
Communications and Presentation	Not Applicable – This is not a change to a policy or way in which we will deliver our service.

**An Impact Assessment** must be carried out during the development of all new Agency policies and services and when making significant changes to policies and services. The Corporate Assurance team should be involved from an early stage to provide guidance and advice relating to completing impact assessments.

[Impact Assessment Saltire Page](#)



General Impact Assessment Queries: [Corporateassuranceteam@socialsecurity.gov.scot](mailto:Corporateassuranceteam@socialsecurity.gov.scot)

Equality Impact Assessment Queries: [Corporateassuranceteam@socialsecurity.gov.scot](mailto:Corporateassuranceteam@socialsecurity.gov.scot)

**Please complete the below table.**

Type of Impact Assessment	Required (Y/N)	If No - briefly state reason e.g. Not relevant/Not eligible – agreed with Deputy Director	If yes – briefly state progress to date, highlight any significant issues.
<a href="#">Business and Regulatory Impact Assessment (BRIA)</a>	N	Not Applicable – This is not a change to a policy or way in which we will deliver our service.	
<a href="#">Child Rights and Wellbeing Impact Assessment (CRWIA)</a>	N	Not Applicable – This is not a change to a policy or way in which we will deliver our service.	
<a href="#">Data Protection Impact Assessment</a>	N	Not Applicable – This is not a change to a policy or way in which we will deliver our service.	
<a href="#">Equality Impact Assessment (EQIA)</a>	N	Not Applicable – This is not a change to a policy or way in which we will deliver our service.	
<a href="#">Fairer Scotland Duty assessment</a>	N	Not Applicable – This is not a change to a policy or way in which we will deliver our service.	
<a href="#">Future proofing legislation</a>	N	Not Applicable – This is not a change to a policy or way in which we will deliver our service.	
<a href="#">Human rights in policy making</a>	N	Not Applicable – This is not a change to a policy or way in which we will deliver our service.	
<a href="#">Islands Communities Impact Assessment (ICIA)</a>	N	Not Applicable – This is not a change to a policy or way in which we will deliver our service.	
<a href="#">Strategic Environment Assessment (SEA)</a>	N	Not Applicable – This is not a change to a policy or way in which we will deliver our service.	