



Executive Advisory Body

Date of Meeting	Tuesday, 8 February
Subject	Child Disability Payment and Child Disability Case Transfer Update
Agenda No.	4
Paper No.	27.2
Prepared By	Child Disability Payment & Case Transfer Teams
Purpose	Discuss

1. Background

- 1.1. The aim of this paper is to provide the board with an operational overview of Child Disability Payment and Child Disability Case Transfer.
- 1.2. The paper will focus on our priorities since our national launch of Child Disability Payment, lessons learned from pilot to national launch.

2. Key points

Background

- 2.1. Child Disability Payment pilot launched on 26 July 2021 in the three Child Disability Payment Pilot areas - Perth and Kinross, Dundee and Western Isles and the national launch throughout Scotland in all 32 Local Authorities on 22 November 2021
- 2.2. Child Disability Payment is paid by Social Security Scotland to age 18 this is a difference to the Department for Work and Pensions where the client is paid the comparable payment to age 16 then transitions on to adult disability benefits.

Launch

- 2.3. [Redacted] staff joined us and trained over September/October 2021 in preparation for national launch. 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. Case managers are supported by Decision Team managers who lead and develop their Team, ensuring consistent, timely decision making for our clients.
- 2.4. We also have Client Advisors and Team Managers which is replicated from our Low Income Benefits structure, these roles combine to deliver the whole client journey.
- 2.5. Throughout training evaluation and feedback sessions were held with teams in all roles to continuously improve the training routeway building from pilot.



- 2.6. We arranged consolidation of learning with the assistance of pilot teams- using test cases on model office test system and small number of live cases for more realistic experience.
- 2.7. We ensured robust specialist assistance was given to teams on systems and processes supported by Social Security Programme colleagues.
- 2.8. Based on feedback from teams we arranged additional learning opportunities which included; Mindfulness sessions to build resilience, Client Experience sessions to help team understand their role and impact in client feedback, HR Manager Masterclasses, Health and Social Care Practitioner masterclasses held with our Case Managers.
- 2.9. In Child Disability we have a group of Health and Social Care practitioners which include social workers who are contributing to [Redacted] cases which have reached decision stage.
- 2.10. Our data sharing agreements with the NHS and local authorities allow us with the clients consent to see supporting documents on the clients behalf. This new methodology should be more efficient for clients who previously were required to source all supporting documentation. It should also be more efficient for clinicians as only specific information required will be asked for.

Key Points

- 2.11. The application for Child Disability Payment is in two parts. Once an applicant has filled out part 1 they have 6 weeks to complete part 2. From the 26 July to 21 November 2021 there were 550 part 1 applications for Child Disability Payment and 355 part 2 applications.
- 2.12. Of those applications with a completed part 2 form, 72% were processed. Of those processed, 66% of the applications were approved, whilst 24% were denied. A further 11% were withdrawn in this time period.
- 2.13. The application for part 1 of Child Disability Payment can be made via online, telephony or paper. This is the first time a disability benefit has had online as an application channel. The majority, around 84%, of part 1 applications were made online and 13% were made via telephony
- 2.14. Processing times for any application received is calculated between the received date of the part 2 application and the date that a decision was made regarding the application. In total, 28% of the decisions were made in 36 or more days and 19% were made in 16 to 20 days.
- 2.15. In total, approximately £141,680 of payments were made to approved applicants in the pilot application period. Care awards accounted for 81% of the payments, approximately £114,870, whilst mobility payments were for £26,810. Of the awarded care payments, 50% were for those within the highest care component rate followed by 42% in the middle care component rate. The lowest care component rate accounted for approximately 9% of the payments. Of the mobility payments awarded, 74% were for the lower mobility component rate.

Priorities



- 2.16. Through lessons learned several key priorities have been identified from pilot using both client and colleague feedback which will be our main focus to continually improve Child Disability Payment
- 2.17. Embedding clear escalation routes for all issues and suggestions- liaising with Social Security Programme colleagues to reach timely resolutions.
- 2.18. Building further on our relationships with Health and Social Care Practitioners. Working on a less formal route, verbal case discussion for Case Manager and Health and Social Care Practitioners as we recognise how important that relationship will be to achieve a successful disability benefit delivery.
- 2.19. Continuing to closely monitor our caseload and work queues to allow us to identify trends or blockers that could impact our client wait times.
- 2.20. Developing our Quality Assurance framework, closely working with Client Experience team to continually learn from redetermination outcomes.
- 2.21. We are working on improving how we obtain Supporting Information from third parties including Local Authorities and Health Boards. This involves working closely with Social Security Programme. Our digital portal for requesting and sharing information securely is due to be launched prior to Adult Disability payment pilot
- 2.22. The process of transitioning Child Disability clients from the Department for Work and Pensions to the Agency is carried out by our Child Disability Case Transfer team. Clients are transitioned across in manageable groups there is no requirement for clients to apply[Redacted]
- 2.23. The transfer process is operating well. Teams have had an extended consolidation period due to the postponed launch, this has proved beneficial, not only for the increased level of knowledge within teams, but also the positive feedback on how involved and engaged the teams feel. This is something we will ensure is maintained.
- 2.24. The Child Disability Payment case transfer team are fully trained and have been working collaboratively alongside Social Security Programme through a [Redacted] cases transferring from The Department for Work and Pensions.

3. Conclusions

- 3.1. Greater detail will be provided during the Executive Advisory Body Deep Dive, Client Experience, where we will be walking through the Child Disability Payment application journey for clients in more detail.
- 3.2. Child Disability Payment has successfully launched it is early days and the Agency in collaboration with Social Security Programme will continue to monitor and act on feedback to further develop the benefit. We will keep the Executive Advisory Body members updated of our progress and welcome any questions or comments.
- 3.3. Adult Disability Payment case national launch is August 2022. The total caseload for Adult Disability will see 300 000 clients transition from the Department for Work and Pensions to Social Security Scotland.





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
Helping to deliver a social security system with dignity, fairness and respect.	Paper lays the overview of new disability benefit being delivered which are supporting our clients in a respectful and fair way.
Supporting people in Scotland to access devolved benefits that they are entitled to.	Paper lays out the process and methods by which clients can apply for benefits and support offered by Social Security Scotland
Running our service in a responsible way.	Paper lays out new benefits which are being delivered to support our clients.

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 – Please delete if applicable and state how the paper considers these areas and any consultation undertaken in the agency.
Governance	Not Applicable – Please delete if applicable and state how the paper considers these areas and any consultation undertaken in the agency.
Data	Not Applicable – Please delete if applicable and state how the paper considers these areas and any consultation undertaken in the agency.
Finance	Not Applicable – Please delete if applicable and state how the paper considers these areas and any consultation undertaken in the agency.
Staff	Not Applicable – Please delete if applicable and state how the paper considers these areas and any consultation undertaken in the agency.
Equalities	Not Applicable – Please delete if applicable and state how the paper considers these areas and any consultation undertaken in the agency.
Estates	Not Applicable – Please delete if applicable and state how the paper considers these areas and any consultation undertaken in the agency.



Strategic consideration	Impact
Communications and Presentation	Not Applicable – Please delete if applicable and state how the paper considers these areas and any consultation undertaken in the agency.

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

Equality Impact Assessment Queries: Marion.Logan@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.
Business and Regulatory Impact Assessment (BRIA)			
Child Rights and Wellbeing Impact Assessment (CRWIA)			
Data Protection Impact Assessment			
Equality Impact Assessment (EQIA)			
Fairer Scotland Duty assessment			
Future proofing legislation			
Human rights in policy making			
Islands Communities Impact Assessment (ICIA)			
Strategic Environment Assessment (SEA)			