



## Executive Advisory Body

<b>Date of Meeting</b>	Tuesday, 8 February
<b>Subject</b>	Adult Disability Payment Pilot Readiness
<b>Agenda No.</b>	5
<b>Paper No.</b>	27.3
<b>Prepared By</b>	Adult Disability Team
<b>Purpose</b>	Discuss

### 1. Background

- 1.1. To update the Executive Advisory Body on our progress and readiness to launch Adult Disability Payment in Pilot areas of Perth and Kinross, Dundee and Western Isles.

### 2. Key points

#### Background

- 2.1. Following the success of the pilot and national Launch of Child Disability Payment in 2021 the Adult Disability Payment team are building on that experience to deliver the pilot in March 2022
- 2.2. Adult Disability Payment will be launching in phases rather than a smaller pilot followed by a 'big bang' national launch. The phases are shown in the table below and will allow Social Security Scotland to build capacity over the life of the pilot ahead of national launch. Only people living in these areas can make an application from the dates shown.

Phase 1    21 March    Dundee, Perth and Kinross, the Western Isles

Phase 2    20 June    Moray, North and South Lanarkshire

Phase 3    25 July    Fife, Aberdeen City, Aberdeenshire, North Ayrshire, East Ayrshire, South Ayrshire

Phase 4    29 August    Full national launch

- 2.3. Clients will be able to apply online through the digital portal, by telephone, paper forms or with support from Local Delivery colleagues. Based on user



research and the data from Child Disability Payment there should be significant take up of the digital channel.

## People

- 2.4. We currently have [Redacted] staff in post to deliver the first phase of Adult Disability payment; Pilot 1 which is due to launch 21 March 2022.
- 2.5. We have a live recruitment campaign to prepare ourselves for future delivery of Pilots 2, 3 and the national launch. The campaign is for Client Advisors, Team Managers, Performance Managers, Case Managers, and Decision Team Managers. As well as delivering Adult Disability Payment the Team will support the transfer of existing Disability Living Allowance and Personal Independence Payment cases from Department for Work and Pensions. Staff are joining the Agency in tranches, this commenced in December 2021 and we will continue throughout the spring. Once fully operational, there will be [Redacted] staff delivering Adult Disability Payment across our Dundee and Glasgow offices.
- 2.6. Recruitment is currently ongoing for the large number of practitioner roles needed within Health and Social Care operations to support Adult Disability Payment. Social Security Scotland has confirmed start dates for [Redacted] candidates - [Redacted] practitioners and [Redacted] senior practitioners between now and April with the majority starting in January and February.
- 2.7. There are two elements to how we will structure our Adult Disability Teams to ensure we provide the best possible client experience - Processing and Decision Making.
- 2.8. The Processing Teams consist of -Client Advisors who will support our Clients through their Application journey to ensure all evidence is gathered and available to support earliest possible decision. Our Advisors will be trained to engage with our Clients through their preferred method of communication channels, including web chat services. The role is pivotal in ensuring our client needs are met, by building trust, providing a positive experience for all who contact the agency. Team Managers who will support, lead and develop their Team of Client Advisors providing day to day operational support to all staff. Performance Managers who will oversee the Teams performance to be able to identify the best solution for each client contacting the agency. Co-ordinate the delivery of aspects of our services including controlling activities, planning, organisation and risk by using available management information to plan and organise necessary resource to meet business demands ensuring key performance indicators are achieved. This will also include quality assurance.
- 2.9. Decision Making Teams consist of: Case Managers who will make decisions on behalf of Scottish Ministers, ensuring clients applications are assessed fairly, accurately and consistently. They will do this by considering all evidence and providing robust reasons for the decisions made, including explaining the outcome of applications to clients. Decision Team Managers who will support, lead and develop their Team of Case Managers, ensuring consistent, timely decision making for our clients.
- 2.10. Training- Job specific training route ways have been developed for each role and provide a blended learning approach for staff. The training route ways will provide our people with the necessary skills and knowledge to deliver Adult Disability Payment.



## Operating Tools and Systems

- 2.11. Adult Disability Payment will utilise the Social Program Management as the main system to process applications in line with the other benefits delivered by Social Security Scotland.
- 2.12. Client Advisors and Case Managers will have access to Internal Knowledge Management where all operational guidance should be stored
- 2.13. In addition there will be medical guidance available for Case Managers. This will be current, credible and regularly updated (British National Formulary BNF, NHS Choices, NHS Inform)

## 3. Conclusions

- 3.1. With Covid restrictions easing we have a fantastic opportunity to have our Adult Disability Teams present in our offices to consolidate their learning and prepare for operational delivery. Due to restrictions around office space available we will likely approach this using a Hybrid Model of home and office delivery. This will be our challenge due to the volumes of staff we're bringing in over the next few months. We have an established 'Our Ways of Working' Project Board in place and have already started operational planning to support this.



#### 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>	Paper lays the overview of new disability benefit being delivered which are supporting our clients in a respectful and fair way.
<b>Supporting people in Scotland to access devolved benefits that they are entitled to.</b>	Paper lays out the process and methods by which clients can apply for benefits and support offered by Social Security Scotland
<b>Running our service in a responsible way.</b>	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](mailto:Corporateassuranceteam@socialsecurity.gov.scot)

Equality Impact Assessment Queries: [Marion.Logan@socialsecurity.gov.scot](mailto: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.
<a href="#">Business and Regulatory Impact Assessment (BRIA)</a>			
<a href="#">Child Rights and Wellbeing Impact Assessment (CRWIA)</a>			
<a href="#">Data Protection Impact Assessment</a>			
<a href="#">Equality Impact Assessment (EQIA)</a>			
<a href="#">Fairer Scotland Duty assessment</a>			
<a href="#">Future proofing legislation</a>			
<a href="#">Human rights in policy making</a>			
<a href="#">Islands Communities Impact Assessment (ICIA)</a>			
<a href="#">Strategic Environment Assessment (SEA)</a>			