



Social Security Scotland
Tèarainteachd Shòisealta Alba

Doing things differently

Our approach to delivery of disability benefits

Working Together- Case Manager and Practitioner

Executive Advisory Body

7 March 2023

Dignity, fairness, respect.

Where we are now

- Focus is on bedding in our people, making decisions, looking at improvements and case transfers
- Excellent joint working with case managers and practitioners continues
- [Redacted].We are working on:
 - Improving internal and external guidance/Proactive Communications
 - Improving the application form to gather the right contacts
 - Challenge around Special Rules for Terminal illness
- Working collaboratively with Client Experience team to understand where decisions have been challenged through redeterminations to learn and support team development.

Client Services Delivery

People

- Case Managers recruitment and training complete – [Redacted] colleagues now in the live space
[Redacted]
- Client Advisors recruitment and training complete- [Redacted] colleagues now in the live space as the first point of contact with our clients through telephony and web chat
- Culture piece - setting our people aspirations to meet the needs of our Clients

Processes

- Review of the end to end Client Journey touchpoints
- Proactive approach to Supporting Information challenges
- Quality assurance – reviewing the quality assurance approach with our live experience

Systems

- Reviewing how we are managing current / future business
- Data sharing portal for supporting information application now live

Health & Social Care Efficiency

People

- [Redacted]
- Workforce review group – removing administrative tasks from practitioners
Efficiency Reporting – Learning from best practice

Joint Processes

- Reviewing service design based on our live experience
- Case discussions – consolidation approach, SPM work queues and verbal interactions

Systems

- Adapting work queues in SPM
- Improving Consultation Tool

Working Together

- All Case Managers received enhanced support from Health and Social Care teams which has supported continuous learning and improvements to decision making
- Joint Client Service Delivery and Health and Social Care forum established to develop ways of working and best practice
- Service Level Agreement being developed and agreed to support our teams in delivering the client journey

Feedback – Consultations

Senior Practitioner - citizens advice was present to support the client – at the end the girl from Corporate Acting Body commented on how this was her first experience with Social Security Scotland and Adult Disability Payment and how different it was [Redacted] much more personal and sensitive to the client

Practitioner – A client was very grateful for the consultation and felt it was much more supportive than past experiences [Redacted], felt more like a conversation than a test

Practitioner - I have had two clients during Consultation say they felt it was good to talk about their conditions/symptoms and they felt it was nice to be listened to.

Senior Practitioner – I feel it's more person centred and holistic than previous (benefit) role. It's a less pressured environment too and this lets practitioners use their knowledge effectively.

Feedback – Our Clients and Supporters

[Redacted]

Macmillan welfare rights advisors acknowledged the excellent level of service from the client advisors they are dealing with on the phone. They really appreciate the warm, empathetic and compassionate manner in which the team handle their calls and they recognise the values of dignity, fairness and respect in their interactions.

Thank you so much for getting that done so quickly.. The level of service has been so great and I can be a bit more positive now about life moving forward due to this money

New ADP Claims - Case Manager Productivity

- Number of Case Manager decisions is the number of Approved/Denied/Withdrawals per time inclusive of Case Manager and Decision Team Manager time.
- Case Managers are currently making **[Redacted]**.
- **Analysis undertaken for** Case Managers who were part of the enhanced support offer shows that productivity ranges [Redacted]depending on complexity.



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[Redacted]
Operational Lead and Service Manager
[Redacted]
[Redacted]