



## Social Security Scotland Statistics

# Young Carer Grant: high level statistics to 31 March 2024

This document was revised on 28 August 2024 to correct a minor issue with the Re-determinations and Appeals Reporting. All other statistics remain unchanged.

### Key Figures

In the 2023/24 financial year, covering April 2023 to March 2024:

- 5,560 Young Carer Grant applications were received [**Table 1**].
- 5,985 applications have been processed. Of these, 66% were authorised, 32% were denied and 2% were withdrawn [**Table 1**].
- £1,367,894 had been paid out to clients by 31 March 2023 for Young Carer Grant [**Table 7**].

### Frequency of publications

The next publication, covering Young Carer Grant to September 2024 will be released in November 2024.

Under the Code of Practice for Official Statistics<sup>1</sup> we publish a timetable of statistical releases for the twelve months ahead<sup>2</sup>.

<sup>1</sup> The Code of Practice is found online at: [Code of Practice for Statistics \(statisticsauthority.gov.uk\)](https://www.statisticsauthority.gov.uk/code-of-practice-for-statistics/)

<sup>2</sup> The forthcoming publication timetable is available at: [Official statistics: forthcoming publications - gov.scot \(www.gov.scot\)](https://www.gov.scot/official-statistics/forthcoming-publications/)

# Introduction

Social Security Scotland began taking applications for Young Carer Grant on 21 October 2019. This publication provides information on applications and payments for Young Carer Grant from this date to 31 March 2024.

If you have any comments or suggestions that you would like to provide us around these changes or other developments, please email [MI@socialsecurity.gov.scot](mailto:MI@socialsecurity.gov.scot).

You can find all tables and charts relating to this publication at <https://www.gov.scot/collections/social-security-scotland-stats-publications/>.

These statistics are being published as official statistics in development. Official statistics in development may be new or existing statistics, and will be tested with users, in line with the standards of trustworthiness, quality and value in the Code of Practice for Statistics. The UK Statistics Authority has not yet assessed these statistics. They have not been designated as Accredited Official Statistics.

# Main findings

## Applications Received and Processed

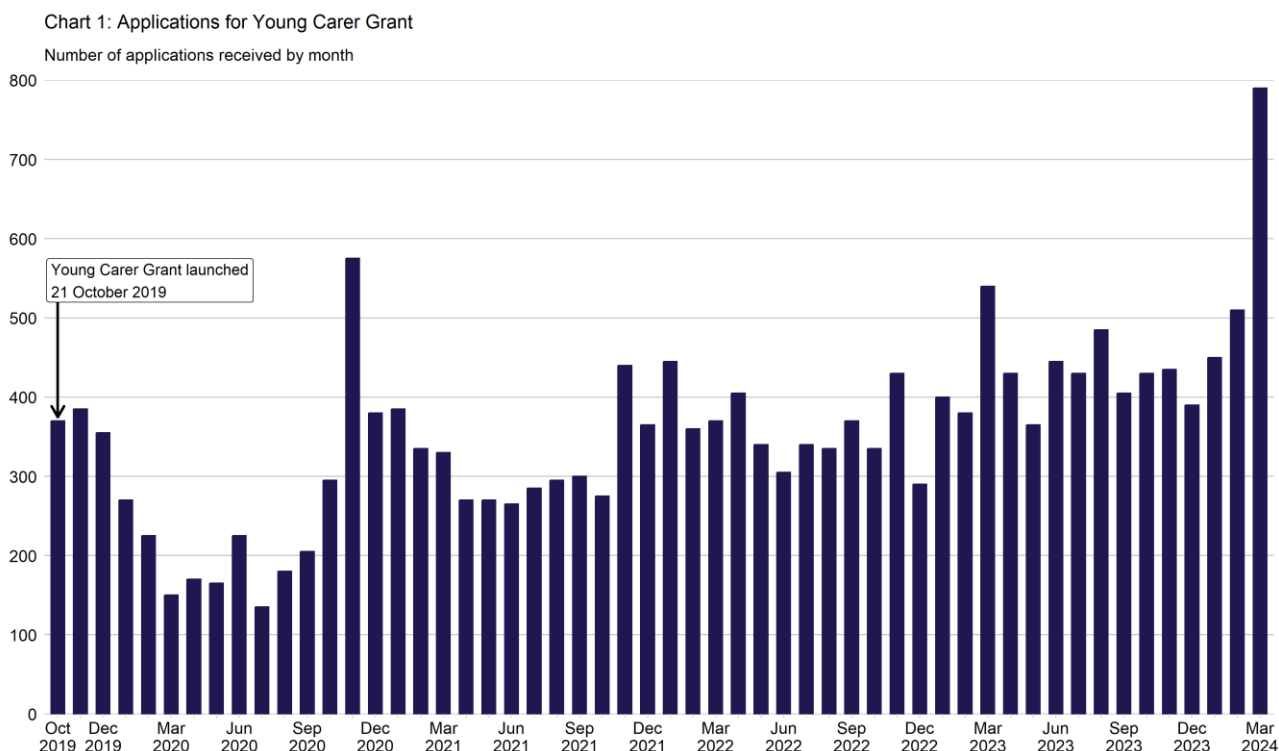
- In 2023/24 financial year, 5,560 applications have been received for Young Carer Grant. In the same time period, 5,985 applications have been processed, 66% of which were authorised, 32% denied and 2% were withdrawn **[Table 1]**.
- Within the latest six months, 430 applications were received in October, 435 in November, 390 in December 2023, 450 in January, 510 in February, and 790 in March 2024 **[Table 1] [Chart 1]**.
- Within the latest six months, the proportion of applications authorised was 73% in October, 60% in November, 63% in December 2023, 59% in January, 68% in February and 63% in March 2024 **[Table 1]**.
- Overall, 19,095 applications were received for Young Carer Grant from 21 October 2019 to 31 March 2024. Of the 18,400 applications processed, 68% were authorised, 30% were denied and 2% were withdrawn **[Table 1]**.

## Application Channel (Method of Application)

- In total, online applications accounted for 95% of applications received since the launch of Young Carer Grant. Of the remaining applications, 4% were made through a telephone application and around 1% were made through paper application **[Table 2]**.
- In the latest six month period, online applications remained the most common method of application each month, with monthly figures showing between 96% and 98% of clients applied using this channel **[Table 2]**.
- The [About the data](#) section has further information about the application channel data.

## Chart 1: Applications for Young Carer Grant

Number of applications received by month



## Applications by Age Group

- Of the applications processed in the 2023/24 financial year, the percentage of applications authorised for applicants aged 16 years was 67%. This compares to 67% for applicants aged 17 years and 68% for applicants aged 18 years **[Table 3]**.
- Of the 19,095 applications received from launch to the end of March 2024, approximately 35% were for an applicant aged 16 years, 37% were for an applicant aged 17 years, and 25% were for an applicant aged 18 years **[Table 3]**.

## Applications by Local Authority

- During the 2023/24 financial year, applications were received from people living in all local authority areas. The highest number of applications was 865 from Glasgow City, which accounted for 16% of all applications received. The next highest was 465 from North Lanarkshire and 410 from Fife **[Table 4]**.
- During the 2023/24 financial year, the percentage of processed applications that were authorised varied between local authority areas, ranging from 58% in West Dunbartonshire to 75% in Aberdeenshire **[Table 4]**.

## Applications by Number of Cared for People

- Around 98% of all applications received from launch to March 2024 were for applicants caring for one person. Less than 2% of applications were for applicants caring for two or three people **[Table 5]**.
- Number of cared for people is calculated using the details provided in applications. It is possible that some applicants will have been caring for more people than they included in their application. See the [about the data](#) section for more information on this.

## Processing Times

- The median average<sup>3</sup> processing time for applications processed in the latest six months was 24 days for October, 21 days for November, 11 days for December, 12 days for January, 12 days for February, and 7 days for March 2024. The median for all applications processed in the 2023/24 financial year is 22 days **[Table 6]**.
- Processing times were calculated by determining the time between an application being received and a decision being made or the application being withdrawn. This includes the time spent waiting to receive evidence from clients to allow a decision to be made, which should be considered when interpreting these processing times. See the [about the data](#) section for further information on processing times.

## Payments

- In the 2023/24 financial year, 3,865 payments were issued, with a total value of £1.4 million. In total, 12,305 Young Carer Grant payments were issued by 31 March 2024, with a total value of £4.0 million **[Table 8]**.
- At local authority area level, the highest total value of payments issued in the 2023/24 financial year was £207,848 to people living in Glasgow City, £118,176 to people in North Lanarkshire, and £99,217 to people in Fife **[Table 7]**.

## Clients paid

- By the end of March 2024, the total number of clients who had received one or more Young Carer Grant payments was 7,940. Of these, 4,555

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<sup>3</sup> The median average is the middle value of an ordered dataset, or the point at which half of the values are higher and half of the values are lower.

clients had received one payment, 2,400 had received two payments, and 985 had received three payments **[Table 9]**.

- In the 2023/24 financial year, 3,755 individual clients received Young Carer Grant **[Table 10]**.
- A client refers to a person who has applied for the benefit. A client may be included in multiple financial years if they have successfully applied and received payment for multiple applications.

## Re-determinations and Appeals

- In the 2023/24 financial year, 205 re-determinations were requested. This represents 3.4% of the total number of applications processed during this period. In the latest six months, 30 re-determination requests were received in October, 15 in November, 20 in December, 20 in January, 20 in February, and 20 in March 2024 **[Table 11]**.
- In the 2023/24 financial year, 195 re-determination requests had been decided. Of these, 72% were allowed or partially allowed, 28% were disallowed, and 0 were withdrawn **[Table 11]**.
- By 31 March 2024, a total of 450 re-determinations were requested since launch. This represents around 2.9% of the total number of Young Carer Grant applications processed during this period **[Table 11]**.
- In total, 435 re-determination requests had been decided. Of these, 63% were allowed or partially allowed, while 32% were disallowed **[Table 11]**.
- The median average response time for re-determinations that were closed in the 2023/24 financial year was 9 working days **[Table 11]**.
- In total, ten appeal requests were received by 31 March 2024, with five of these being in the 2023/24 financial year.<sup>4</sup> Information on appeal outcomes has not been included in this publication to prevent the disclosure of small cohorts.

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<sup>4</sup> Figures exclude withdrawn and invalid appeals.

# Background to Young Carer Grant

On 20 September 2017, the First Minister announced a new package of support for young carers in Scotland. This package included a cash payment for young carers providing 16 hours or more of care a week to someone normally paid a qualifying disability benefit. In accordance with the powers set out in the Social Security (Scotland) Act 2018<sup>5</sup>, Scottish ministers set out regulations<sup>6</sup> for the new Young Carer Grant on 15 October 2019.

Social Security Scotland is the executive agency of Scottish Government responsible for delivering social security benefits for Scotland. The Agency began taking applications for Young Carer Grant on 21 October 2019.

## Young Carer Grant

Young Carer Grant is a payment that can be applied for annually by young carers aged 16, 17, and 18 who care for someone normally paid a qualifying disability benefit. The payment is a flat rate of £383.75 that can be applied for once a year. The payment is in acknowledgement of the young person's carer role and is intended to help them access life opportunities that are the norm for many other young people. Young carers can spend this money as they choose.

On 1 April 2024, the value of payment for Young Carer Grant was updated from £359.65 to £383.75. More details about the Young Carer Grant can be found at <https://www.mygov.scot/young-carer-grant/>.

## Eligibility

To qualify for Young Carer Grant, applicants must meet all of the eligibility criteria below:

- Applicants must be 16, 17 or 18 years of age at the time of applying.
- Applicants must be providing care to a person(s) who is normally paid one of the following benefits:
  - the daily living component of Personal Independence Payment (PIP)
  - the daily living component of Adult Disability Payment (ADP)
  - the middle or highest care rate Disability Living Allowance (DLA), including Disability Living Allowance for Children
  - the middle or highest care rate of Child Disability Payment (CDP)

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<sup>5</sup> Social Security (Scotland) Act 2018: <http://www.legislation.gov.uk/asp/2018/9/contents/enacted>

<sup>6</sup> The Carer's Assistance (Young Carer Grants) (Scotland) Regulations 2019: <http://www.legislation.gov.uk/ssi/2019/324/contents/made>

- Attendance Allowance
- Armed Forces Independence Payment
- Constant Attendance Allowance
- If the person cared for gets Constant Attendance Allowance they need to be getting either:
  - Industrial Injuries Disablement Benefit (at or above the normal maximum rate), or
  - War Disablement Pension (at the basic rate)
- The applicant must be caring for an average of 16 hours per week, over a 13-week period. Applicants can combine hours spent caring for up to three people to meet this criterion.
- The applicant must not be paid for the care they provide or be providing the care as part of a volunteering scheme.
- The applicant cannot be applying for, or be in receipt of, Carer Support Payment at the time of application.
- The applicant cannot be applying for, or be in receipt of, Carer's Allowance at the time of application.
- The applicant must not have been approved for Young Carer Grant within the last year.
- The cared for person must not have been part of an approved application within the last year.

## **Application and Decision Making Process**

Applications can be made online, by phone, and by paper form ('application channel').

Social Security Scotland processes each application received and makes a decision whether to approve or deny the application. An application will be denied if the client is not eligible to receive Young Carer Grant. An application will be authorised if the applicant is eligible and provides the appropriate evidence to receive Young Carer Grant. Applicants may also withdraw their application before a decision is made.

As part of the application process, applicants are required to provide additional evidence confirming their address. Once an application has been received, Social Security Scotland will write to applicants asking them to either post this evidence or upload it online directly to Social Security Scotland. Applicants can



also post or upload evidence proactively when making an application. Once this evidence has been received, Social Security Scotland aims to make a decision as soon as possible with payments following soon thereafter.

In this publication, application processing time is calculated as the number of working days from the application being received by Social Security Scotland to the date that a decision was made by a client advisor or the application was withdrawn. We did not include time to make payments within processing times.

As this publication reports on applications and decisions to the end of April 2023, it spans the period when the Covid-19 pandemic was present in Scotland.

## **Applying Outside of Scotland**

On 23 December 2020, Scottish ministers set out regulations<sup>7</sup> that allows eligible young carers living outside the UK in the European Economic Area and Switzerland to also receive Young Carer Grant.

Applicants from the European Economic Area and Switzerland can apply by phone and by paper form. To determine whether they are eligible for Young Carer Grant while living outside of Scotland, they will need to go over additional residency details for Social Security Scotland to make a decision. The three residency tests they need to cover are:

- competent state
- habitual residency
- genuine and sufficient link to Scotland.

Applicants from the European Economic Area and Switzerland are required to provide additional evidence that also confirms their identity along with the evidence confirming their address. This evidence needs to be submitted to Social Security Scotland once an application has been made.

Further information can be found at [Applying outside of Scotland - mygov.scot](https://www.mygov.scot).

## **Re-determinations and Appeals**

Applicants have the right to ask Social Security Scotland to reconsider a decision if their application is denied, or if they think the amount they are going to be paid is wrong. This is known as a re-determination. A request for a re-determination should be made within 31 calendar days of being notified of the initial determination. This is extended to up to 1 year under extenuating circumstances.

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<sup>7</sup> The Carer's Allowance Supplement and Young Carer Grants (Residence Requirements and Procedural Provisions) (EU Exit) (Scotland) Regulations 2020: <https://www.legislation.gov.uk/ssi/2020/475/contents/made>

Social Security Scotland then has 16 working days to make the new determination. Applicants also have the right to appeal to a Tribunal if they do not agree with Social Security Scotland's re-determination, or if Social Security Scotland is not able to make a re-determination within 16 working days.

## About the data

### How the Data is Collected

The data in this publication is sourced from Social Security Scotland's case management system. The system holds information on all applications, outcomes, and payments. Data about the applicant and the person(s) they care for is collected through the online application form, or is entered by client advisors during telephone applications or the processing of paper applications. Information about the application outcome and payments is created in the case management system as an application is processed.

The information is held across multiple tables within the system. 100% extracts of administrative data are taken from this system every day for internal reporting purposes. Data cuts combine information from the different tables in the system into one daily extract that includes details of all Young Carer Grant applications made since 21 October 2019.

To take into account backdating and delays between applications being authorised and payments being made, the data cut from 29 April 2024 has been used to produce statistics on applications received and decisions made up to 23:59 on 31 March 2024. Later data cuts may include additional retrospective changes to application details, including corrections to details in the case management system, and changes that have resulted from re-determinations and appeals.

Where a re-determination or appeal has been requested but not decided, decision date, outcome, payment date, and payment value will be updated to reflect information about the re-determination or appeal, rather than the original application. If a re-determination or appeal has been decided, the data in this publication will show the decision date, outcome, payment date, and payment value according to the new decision.

Until March 2022, re-determinations and appeals are reported based on management information manually collected by the Client Experience team at Social Security Scotland. From April 2022 onwards, the figures reported in Table 11 are based on data extracted from the case management system. This is part of an ongoing piece of work to improve the reporting of re-determinations and appeals across all benefits. As such the data source and resulting outputs are currently being reviewed and figures from April 2022 onwards may be subject to change. Suppression has been applied to this data to prevent the disclosure of individuals or small cohorts.

Limited management information regarding appeals has been included within this publication due to a very small number of valid appeals being received during the period covered. In future updates to these statistics, information on the outcome of appeals will be included, subject to the disclosure control of small cohorts.

Within our statistical reporting, key dates are used to assign applications received, applications processed and payments issued to time periods. This is a different methodology to that used in financial reporting and, as a result, there may be differences in the values reported for a given time period.

## Quality Assurance

The data used to produce the official statistics are the same as the data extracted from the case management system on a daily basis that is used for internal reporting within Social Security Scotland. As such, the data is checked daily for consistency with previous extracts (i.e. do applications, decisions, and payments figures increase as expected over time, and are they in proportion to each other) and compared to other sources of information such as the number of payment instructions reported by the finance team.

Additional quality assurance and cleaning has been carried out on the variables used in the official statistics:

- check for duplicate and missing application references
- check that application dates, processing times, and payment times are within the expected ranges
- check that payment date is present where a payment value is present
- check any postcodes that do not match to local authority areas – see [Geography](#) section
- removal of a small number of test applications which were used to test the case management system.

Once the data is aggregated and copied into the publication and supporting Excel tables, the final statistics are quality assured by a different member of the statistics team. The lead statistician checks the final documents.

## Revisions

Each updated publication of Young Carer Grant statistics can include revisions of numbers of applications received, processed, processing times and payment values going back to October 2019. This is because each time figures are published they will be based from a new 100% data cut from the case management system, which can include retrospective changes to data going back to October 2019 as described in the [How the data is collected](#) section.

Months that are more recent tend to be subject to a greater degree of revision than more distant ones.

## **Data Quality**

### **Rounding and Disclosure Control**

Application and outcome figures have been rounded to the nearest five for disclosure control. Data has been suppressed where it would disclose fewer than five applications or payments.

### **Missing and Duplicate Applications**

The data comes from 100% data cut of the case management system.

The data cut was checked for applications where the fields relating to application date and the outcome and payment of the application were blank. These applications would represent temporary 'prospect cases', which are created when clients contact Social Security Scotland without a National Insurance number, and are later replaced once a National Insurance number is received from the applicant. Any such applications are therefore duplicates and would be excluded from the statistics.

Clients may make repeated applications to Young Carer Grant in certain circumstances. For instance, if their initial application is withdrawn or denied. This means that there can be several applications from the same client in the data cut. For this publication, we have retained all of these applications.

### **Unverified Information from Application Form**

Information about the client and the person(s) being cared for is taken from the application form completed by the client or by a client advisor over the telephone. This information may contain errors because it has not been verified by comparison to other sources of information such as records held by the Department for Work and Pensions. This means, for example, that it is possible to have authorised applications where the original application form did not include complete details for the applicant but was later amended as the application was processed.

### **Application Authorisation and Payment**

In this publication, the date that applications were processed by client advisors is the date used to produce statistics of processed applications by month. After applications are authorised for payment by client advisors, a manager approves the decision, and then a payment is issued. In some cases, payments will be

issued on the same day that payments are authorised by client advisors. In other cases, there can be a delay before payments are issued. Clients should receive money in their nominated account within four working days after payment is issued.

In this publication, we report on the value of payments that have been issued by the end of each month and not the payments successfully received by the applicants.

A very small number of payments are made manually to clients. These manual payments do not appear in the administrative data extracts used for this publication and are therefore not counted in the payment statistics.

### Application Channel

Application channel is automatically entered into the case management system for online applications, and manually entered for applications taken by phone or paper. If ever an application channel has been manually entered incorrectly, the application channel will be classed as 'unknown'.

### Number of Cared for People

The number of cared for people is entered into the case management system using the details provided by the applicant. This figure represents the total number of cared for people included in the application. However, it may not be a reflection of the total amount of people the applicant cares for. For example, an applicant may provide care to three people but may only choose to provide details of one of these individuals in their application if they care for that person for 16 hours or more per week.

### Geography

Applications are assigned to local authority by postcode using a Scottish Government lookup file. For some applications, the postcode will not match to the lookup file. This can be because the postcode is not in a Scottish local authority, or because the postcode has been introduced too recently to appear on the lookup file, for example if a property is in a new development. For postcodes that could not be matched to a Scottish local authority, the postcode area was used to check whether the postcode was in Scotland or elsewhere. Non-matching postcodes from Scottish border postcode areas (postcodes starting 'DG' and 'TD') were also checked individually and assigned to Scottish local authority areas or as 'non-Scottish postcodes' manually.

A very small number of applications did not include address information and therefore could not be matched to a local authority or country.

## Re-determinations

Application decision dates, outcomes, and payment amounts are updated to reflect information about re-determinations and appeals as described in the [How the data is collected](#) section. Information in tables should therefore be viewed as the final decision, outcome, and payment value after a re-determination request or appeal has been received and/or decided. This excludes the processing times table, where applications with re-determinations and appeals have been removed from processing time calculations. Due to the small number of re-determinations received during the period this publication covers, it is unlikely that re-determinations will have a significant impact on the data included.

## Processing Time

Processing time is the number of days from the application being received to a decision being made or the application being withdrawn. It includes time spent waiting to receive evidence from applicants through online upload or by post, but does not include additional time to make payments. It is calculated in working days. Weekends and public holidays are excluded from calculations, even if applications were processed by staff working overtime on these days. The time of day that an application was received or processed is not taken into account.

Processing times calculated do not include any applications that are flagged as having had a re-determination request because the decision date for these applications will represent the re-determination decision date, which can be some time after the original decision date. The number of applications in the processing times table is therefore lower than the number of applications shown as processed or decided in other tables.

Re-determinations are a very small proportion of the total applications processed, and the initial average processing times for applications that go on to re-determination or appeal compared to other applications should not differ from all other applications. Therefore, removal of these should not affect the average processing times shown in the table.

Processing time is only calculated for applications that were decided within the period being reported on. Data is presented by the month of decision rather than month the application was received.

## Future Developments

We will be seeking users' views on the content of this publication to ensure it best meets their requirements. If you have any comments or suggestions that you would like to provide us please email [MI@socialsecurity.gov.scot](mailto:MI@socialsecurity.gov.scot).

## Related Social Security Scotland Publications

Future research and statistics publications will be available through the Social Security Scotland 'publications' webpage at: [Social Security Scotland](#)

Statistics on Young Carer Grant feedback (complaints, compliments and suggestions) are included within the Social Security Scotland feedback statistics published at: [Social Security Scotland](#)

Statistics on Carer's Allowance and Carer's Allowance Supplement for Scotland are published by Social Security Scotland at: [Social Security Scotland](#)

Information on client diversity and equality of application outcomes for clients applying to Social Security Scotland is published at: [Social Security Scotland - Statistics](#)

An interim evaluation of Young Carer Grant was published in August 2021 and is published at: [Young Carer Grant: interim evaluation - gov.scot \(www.gov.scot\)](#)



## **An Official Statistics publication for Scotland**

Official and National Statistics are produced to high professional standards set out in the Code of Practice for Official Statistics. Both undergo regular quality assurance reviews to ensure that they meet customer needs and are produced free from any political interference.

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E-mail: [statistics.enquiries@gov.scot](mailto:statistics.enquiries@gov.scot)

### **How to access background or source data**

The data collected for this statistical bulletin:

are available in more detail through [statistics.gov.scot](http://statistics.gov.scot)

are available via an alternative route. Summary tables are available at:

[Social Security Scotland](#).

may be made available on request, subject to consideration of legal and ethical factors. Please contact [MI@socialsecurity.gov.scot](mailto:MI@socialsecurity.gov.scot) for further information.

cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

### **Complaints and suggestions**

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