



An Official Statistics publication for Scotland

## Social Security Scotland Statistics

# Young Carer Grant: high level statistics to 31 January 2021

### Frequency of publications

The next publication, covering up to 30 April 2021, will be released in June 2021.

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>.

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<sup>1</sup> The Code of Practice is found online at: <https://code.statisticsauthority.gov.uk/>

<sup>2</sup> The forthcoming publication timetable is available at: <https://www.gov.scot/publications/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 January 2021. It therefore includes figures for approximately fifteen months of applications.

As this publication reports on applications and decisions to the end of October 2020, it spans the period when the Covid-19 pandemic began in Scotland, as the first case was confirmed on 1 March 2020. Social Security Scotland implemented some service changes in response to the Covid-19 pandemic but has continued to process applications and make payments.

All tables relating to this publication can be found at <https://www.gov.scot/publications/>.

These statistics are being published as experimental statistics. Experimental statistics are defined in the Code of Practice for Statistics as "*new official statistics undergoing evaluation. They are published in order to involve users and stakeholders in their development and as a means to build in quality at an early stage.*" The UK Statistics Authority has not yet assessed these statistics. They have not been designated as National Statistics<sup>3</sup>.

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<sup>3</sup> For more information on experimental statistics please see:

<https://osr.statisticsauthority.gov.uk/publication/experimental-statistics-official-statistics-in-development/>

# Main findings

## Key Figures

- From 21 October 2019 to 31 January 2021, 4,455 Young Carer Grant applications were received **[Table 1]**.
- Overall, 4,120 applications had been processed by 31 January. Of these, 71% were authorised, 27% were denied, and 3% were withdrawn **[Table 1]**.
- The total value of Young Carer Grant payments issued to clients by 31 January was £861,634 **[Table 7]**.

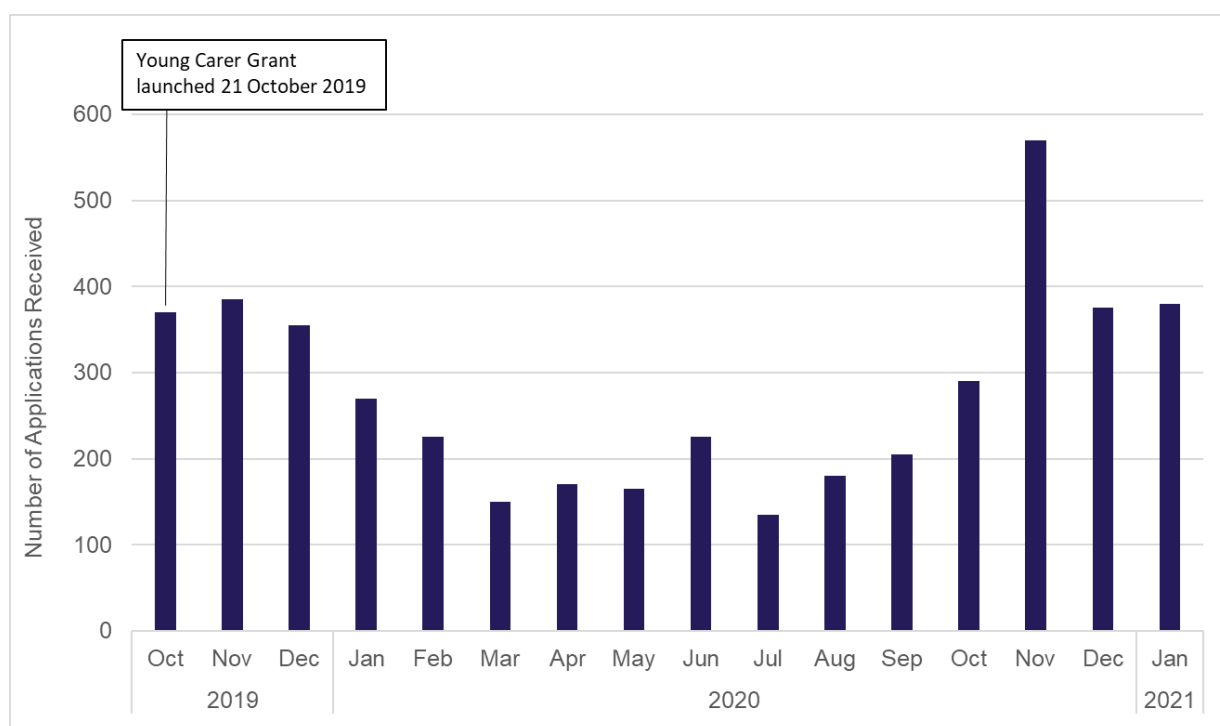
## Applications Received and Processed

- In total, 4,455 applications were received by 31 January 2021. The number of monthly applications received increased markedly from 290 in October 2020 to 570 in November 2020, which was the highest monthly total to date. Subsequently, 375 applications were received in December and 380 in January 2021. The applications received in December and January were similar to numbers received in late 2019 and higher than any month from January 2020 to October 2020 **[Table 1, Chart 1]**.
- In recent months, there has been an increase in the number of Young Carer Grant applications from returning clients who have previously received a payment, as Young Carer Grant has entered its second year of operation following launch in October 2019. These applications, in combination with applications from new clients, has likely contributed to the increase in applications observed across November 2020 to January 2021.
- Overall, 4,120 applications had been processed by 31 January. Of these, 71% were authorised, 27% were denied, and 3% were withdrawn **[Table 1]**.
- The number of applications processed increased from 225 in October 2020 to 340 in November. There was a further increase to a peak of 460 processed in December 2020, while January saw 450 applications processed **[Table 1]**.
- There has been some fluctuation in the monthly percentage of applications authorised in the latest financial year. In November, the proportion of applications authorised was 61%. The proportion of applications authorised increased to 73% in both in December and January **[Table 1]**.
- Preliminary investigation into management information revealed that, in comparison to previous months, a higher proportion of applications denied between September and January failed the following eligibility:

- 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.

By failing these eligibility criteria, it means the applicant had already been approved for a Young Carer Grant payment, or that the cared for person was part of an approved application, within the last year.

**Chart 1: Applications for Young Carer Grant by month**



### Application Channel (Method of Application)

- Around 94% of the 4,455 applications received by 31 January were made online. Around 3% were made through telephone applications. The remaining 3% were made through paper application [Table 2].
- Changes were made in response to the Covid-19 pandemic that meant the full telephony service was not available from 24 March 2020 onwards. From 3 July, a limited inbound telephony service was re-introduced. A full inbound telephony service was restored from 2 November 2020. Telephony application numbers have remained low, which is consistent with numbers seen prior to March 2020.

### Applications by Age Group

- Of the 4,455 applications received, approximately 40% were for an applicant aged 16 years. A further 37% were for an applicant aged 17 years, and 20% were for an applicant aged 18 years [Table 3].

- The proportion of applications authorised was highest where the applicant was aged 16 years, at 79%. This compares to 67% authorised where the applicant was aged 17 years, and 69% authorised where the applicant was aged 18 years **[Table 3]**.

## Applications by Local Authority

- Applications were received from young people living in all local authorities. The highest number of applications were 660 from Glasgow City, which accounts for 15% of all applications received to the end of January 2021. The next highest was 340 from North Lanarkshire, 285 from Fife and 260 from South Lanarkshire **[Table 4]**.
- The proportion of applications authorised varied between local authorities. In over half of local authorities, the percentage of applications authorised was 70% or higher by the end of January 2021 **[Table 4]**.

## Applications by Number of Cared for People

- Around 99% of all applications received were for applicants caring for one person. Around 1% of applications were for applicants caring for two 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

- In total, approximately 36% of applications processed between 21 October 2019 and 31 January 2021 were processed within 10 working days. Around 56% of applications were processed within 15 working days. Around 32% of applications took 21 days or longer to be processed **[Table 6]**.
- The median average<sup>4</sup> processing time for applications processed between 21 October 2019 and 31 January 2021 was 14 working days **[Table 6]**.
- The median average processing time has shown some fluctuation over the last six months, decreasing from 14 working days in September to 11 working days in November, before increasing to 13 working days in January 2021 **[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

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<sup>4</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.

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

- The total value of Young Carer Grant payments issued up to 31 January was £861,634. Of this, £339,900 was issued in financial year 2019/20<sup>5</sup>, with the remaining £521,734 issued in the current financial year<sup>6</sup> **[Table 8]**.
- On 1 April 2020, the value of payment for Young Carer Grant was updated from £300 to £305.10.
- The value of payments increased from £32,036 in October 2020 to £96,107 in December 2020. In January 2021, the total value of £101,903 was issued, which was the highest monthly value of payments made to date **[Table 8]**.
- At local authority level, the highest total payments value of £125,114 were made to young carers in Glasgow City, £71,463 to North Lanarkshire, and £54,220 to Fife **[Table 7]**.

## Redeterminations and Appeals

- Management information collected manually by the Client Experience team at Social Security Scotland indicates that 70 redeterminations were requested by 31 January 2021. This represents around 1.7% of the total number of Young Carer Grant applications processed during this period **[Table 9]**.
- By 31 January 2021, 70 redetermination requests had been decided. Of these, 35 were allowed or partially allowed, while 20 were denied and 15 were withdrawn **[Table 9]**.
- The median average<sup>7</sup> response time for redeterminations that were closed up to 31 January 2021 was 14 working days. This excludes redeterminations that were withdrawn by the client **[Table 9]**.
- Fewer than five appeals were received by 31 January 2021. Management information on appeals has therefore not been included in this publication to prevent the disclosure of small cohorts.

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<sup>5</sup> The financial year 2019/2020 includes data for the months October 2019 to March 2020.

<sup>6</sup> The current financial year 2020/21 includes data for the months April 2020 to January 2021 at the time of publication.

<sup>7</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.

# 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>8</sup>, Scottish ministers set out regulations<sup>9</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 £305.10 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 2020, the value of payment for Young Carer Grant was updated from £300 to £305.10.

Further 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:
  - Personal Independence Payment - daily living component
  - Disability Living Allowance (including Disability Living Allowance for Children) - the middle or highest care rate
  - Attendance Allowance

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<sup>8</sup> Social Security (Scotland) Act 2018: <http://www.legislation.gov.uk/asp/2018/9/contents/enacted>

<sup>9</sup> The Carer's Assistance (Young Carer Grants) (Scotland) Regulations 2019: <http://www.legislation.gov.uk/ssi/2019/324/contents/made>

- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit
  - Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension
  - Armed Forces Independence Payment
- 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'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.



## Applying Outside of Scotland

On 23 December 2020, Scottish ministers set out regulations<sup>10</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're 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 <https://www.mygov.scot/young-carer-grant/applying-outside-of-scotland/>

## Redeterminations 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 redetermination. A request for a redetermination 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. 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 redetermination, or if Social Security Scotland is not able to make a redetermination within 16 working days.

## Coronavirus (Scotland) Act 2020<sup>11</sup>

On 1 April 2020, the Scottish Parliament approved emergency legislation to help businesses, public services and people through the Covid-19 pandemic.

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<sup>10</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>

<sup>11</sup> Coronavirus (Scotland) Act 2020: <http://www.legislation.gov.uk/asp/2020/7/contents>

Measures include helping to ensure that Social Security Scotland clients are not disadvantaged because of the coronavirus outbreak and are able to claim assistance to which they are entitled and which they may have missed if late applications were not allowed.

Changes, which came into force on 7 April 2020, include temporarily time limits for Young Carer Grant applications. Where a young carer could not apply before they turned 19 due to Covid-19, they will still be able to apply for Young Carer Grant with their application being treated as made on time. The measures temporarily relax time limits for Young Carer Grant in relation to:

- making an application for assistance.
- a request by a client for a redetermination.
- a decision on a redetermination.
- appealing to the First-tier Tribunal.

Young carers will continue to benefit from a relaxation of the timescales to apply for Young Carer Grant, where the delay is related to Coronavirus, for as long as this affect young carers.

# 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 1 March 2021 has been used to produce statistics on applications received and decisions made up to 23:59 on 31 January 2021. 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 redeterminations and appeals.

Where a redetermination or appeal has been requested but not decided, decision date, outcome, payment date, and payment value will be updated to reflect information about the redetermination or appeal, rather than the original application. If a redetermination 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.

The Client Experience team at Social Security Scotland collects detailed redeterminations and appeals management information manually. This management information has been used to produce statistics on the number of redeterminations received and decided up to 23:59 on 31 January 2021. Suppression has been applied to this data to prevent the disclosure of individuals or small cohorts.

Management information regarding appeals has not been included in this publication due to fewer than five appeals being received during the period covered. In future updates to these statistics, information on 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 authorities – 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 final documents are checked by the lead statistician.

## 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. Due to the short time period covered in the publication, some breakdowns of data have had high amounts of suppression applied due to small numbers. As future publications will be based on a larger number of applications, there will likely be less small cohorts requiring suppression.

### *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 authorities 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.

### *Redeterminations*

Application decision dates, outcomes, and payment amounts are updated to reflect information about redeterminations 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 redetermination request or appeal has been received and/or decided. This excludes the processing times table, where applications with redeterminations and appeals have been removed from processing time calculations. Due to the small number of redeterminations received during the period this publication covers, it is unlikely that redeterminations 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 redetermination request because the decision date for these applications will represent the redetermination 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.

Redeterminations are a very small proportion of the total applications processed, and the initial average processing times for applications that go on to redetermination 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:

<https://www.socialsecurity.gov.scot/publications>

Statistics on Young Carer Grant feedback (complaints, compliments and suggestions) are included within the Social Security Scotland feedback statistics published at: <https://www.gov.scot/publications/social-security-scotland-feedback-statistics-to-30-september-2020/>

Statistics on Carer's Allowance and Carer's Allowance Supplement for Scotland are published by Social Security Scotland at: <https://www.gov.scot/publications/>.

Information on client diversity and equality of application outcomes for clients applying to Social Security Scotland is published at <https://www.gov.scot/publications/social-security-scotland-client-diversity-and-equalities-analysis-to-may-2020/>



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

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### **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:

<https://www.gov.scot/publications/>.

may be made available on request, subject to consideration of legal and ethical factors. Please contact [SocialSecurityStats@gov.scot](mailto:SocialSecurityStats@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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Details of forthcoming publications can be found at [www.gov.scot/statistics](http://www.gov.scot/statistics)

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