



Social Security
Scotland

Tèarainteachd Shòisealta Alba

Disability benefits: Providing supporting information



This guide is for you if you are:

- disabled or have a long-term health condition
- the parent/guardian of a disabled child or child with a long-term health condition
- someone who supports or provides care to disabled people or people with long-term health conditions (e.g. a support worker, nurse, teacher, occupational therapist or GP)

When someone applies for Adult Disability Payment or Child Disability Payment we need one piece of supporting information from a professional to process their application.

We use this alongside the information provided in the application form to help us make the right decision.

What is supporting information from a professional?

It's information that broadly confirms the client's conditions, disability or needs. This is usually copies of documents or letters that the applicant may already have at home.

Examples include:

- care plans
- prescriptions lists
- a child's additional support needs plan
- letters from a local authority outlining housing adaptations
- letters or a report from HR explaining workplace adjustments
- letters from teachers explaining what support the child needs at school
- referral letters to specialists (e.g. CAMHS)

Supporting information from a professional should be relevant to the needs the applicant describes in their application form. Older documents may still be relevant if, for example, the applicant has had their condition for a long time.

Documents that include details of the professional and/or are on headed paper are often the most useful.

Submitting supporting information

People applying should submit supporting information from a professional along with their application, if possible.

Alternatively, we can request supporting information from a professional on an applicant's behalf, if they ask us to. This can take some time and it is usually faster if supporting information is provided by the applicant.

If no supporting information from a professional exists, we will work with an applicant to understand their needs and make a decision.

Which professionals can supporting information come from?

Supporting information can come from a wide range of professionals across the third, private and public sector. The most important thing is that the professional is familiar with the person's conditions, disability, or needs. Among the professionals who can provide supporting information are:

- Social workers, support workers and occupational therapists
- Physiotherapists, counsellors and nurses
- Teachers and teaching assistants

Are professionals paid for providing supporting information?

GPs and third sector organisations who we request supporting information from can claim a fee from Social Security Scotland.

Other ways to tell us about everyday needs

People applying for disability benefits can help us make the right decision by using the application form to tell us as much as possible about how their conditions or disabilities impact their day-to-day life.

Applicants can also choose to submit additional supporting information from their wider support network including friends and family. This can help us understand their level of need.

Uploading supporting information

You can upload your documents online if you need to send Social Security Scotland any supporting information. For more information visit mygov.scot/uploading-your-documents

More information

To find out more visit mygov.scot/supporting-information-disability-benefits or contact us on **0800 182 2222**.

Professionals can access further guidance at socialsecurity.gov.scot/supportinginformationguidance

How to contact us?



Call us free on: 0800 182 2222



Text Relay Service: 18001 +0300 244 4000
(for the hard of hearing)



British Sign Language users: contactscotland-bsl.org



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