



Social Security  
Scotland

Tèarainteachd Shòisealta Alba

# Miriam Craven

## Chief Operating Officer

Dignity, fairness, respect.



# Social Security So Far



## 16 benefits

have been introduced, 7 of which are only available in Scotland.



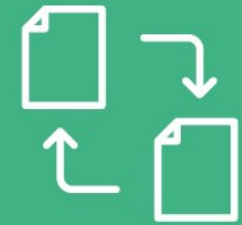
## Over 2 million

clients will be supported by Social Security Scotland by 2025/26.



## 81% of clients

8 in 10 respondents from our 2023-24 Client Survey said their overall experience was 'very good' or 'good'.



## Case Transfer

We continue to work the DWP and Scottish Government to complete the safe and secure transfer of over 750,000 client awards to Social Security Scotland.

# Lessons Learned



## How are we learning lessons?

- Annual client survey
- Feedback and complaints
- Charter Measurement Framework
- Stakeholder Engagement
- Early Warning System



## Known Challenges

- Third Party Consent
- Identification & Verification
- Consistency



## Steps Taken

- Escalation Route Pilot
- Operational Reference Group
- Continuous Improvement

# Preparing for the Future

## Strategic goals



### Strategic goal 1

#### Operational delivery

Fulfil our Charter commitments with kindness and ensure we deliver the right benefits to everyone who is eligible for them. This includes delivering Scottish Child Payment, which contributes to eradicating child poverty in Scotland.



### Strategic goal 2

#### Investing in our technology

Maintain our IT systems to a high standard ensuring robust cyber security and build additional essential functions as technology improves.



### Strategic goal 3

#### Launch of new social security benefits

Prepare for the launch of Carer's Additional Person Payment, Pension Age Disability Payment and Pension Age Winter Heating Payment.



### Strategic goal 4

#### Business Plan priorities

Deliver our annual performance priorities to show improvements to the quality, effectiveness and efficiency of our service.



### Strategic goal 5

#### Preparing for the future

Transfer all of the functions needed to deliver benefits from the Scottish Government's Social Security Programme to Social Security Scotland as the Programme comes to a planned end in 2026.

# Questions?