



Social Security Scotland
Tèarainteachd Shòisealta Alba

Social Security Scotland
Agnes Husband House
17 South Union Street
DUNDEE
DD1 4BF

12 April 2024

Dear Convener and Members,

Thank you for your email of 20 March 2024 on behalf of the Social Justice and Social Security Committee, and for the invitation for a representative of Social Security Scotland to attend an evidence session with the Committee on 25 April 2024. Gayle Devlin, Deputy Director for Health and Social Care, looks forward to attending the session.

Face to face appointments

Face to face appointments to support our clients are delivered across every local authority in Scotland from over 180 venues.

The service is consistent across all local authority areas but how it is delivered varies depending on geography. The aim is to deliver a consistent national service that responds to the needs of different local communities.

We can offer face to face appointments in peoples' homes, in one of our venues such as libraries or community centres, and in prisons or hospitals.

People can access the service by calling the Social Security Scotland freephone number on 0800 182 2222 or via [webchat](#), where clients can arrange an appointment at the most appropriate venue, at the most appropriate time, to fit their individual circumstances.

Outreach Points

The team regularly engage with stakeholders in their local areas to maximise the reach of our benefits and we are members of local Financial Inclusion and Community Planning Partnership groups. This ensures our benefits are at the heart of local anti-poverty policy and supports the continued development of our service locally to ensure we meet the needs of the clients who use it and can maximise the take up of our benefits.

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Times and venues can vary, so local teams advertise their presence through stakeholders and social media and in venues using posters and pop-up banners displaying this information. We are always happy to explore other opportunities to promote these services.

How we communicate with clients and applicants remotely

As part of our person-centred approach, in addition to face-to-face appointments, Local Delivery offer clients the option of telephone and video appointments to communicate if a remote appointment is their preference. The team use a secure video system for appointments that is widely used across the public sector and NHS Scotland.

Additional Information

As well as our Local Delivery Service, independent advocacy support is available from VoiceAbility. The service provided by VoiceAbility is free, independent and builds on our human rights-based approach. This is a person-centred service, and advocates will provide the most appropriate form of advocacy support to each individual based on their specific circumstances and needs. They can be contacted by calling 0300 303 1660, or by emailing: SocialSecurityAdvocacy@voiceability.org.

Our local delivery colleagues are also happy to meet with MSPs in their areas to give an overview of how they can support constituents. A list of the leads for each local authority is available on the [Social Security Scotland website](#).

I hope this information will be helpful to you and Committee members.

Yours Sincerely,

David Wallace

Chief Executive
Social Security Scotland

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