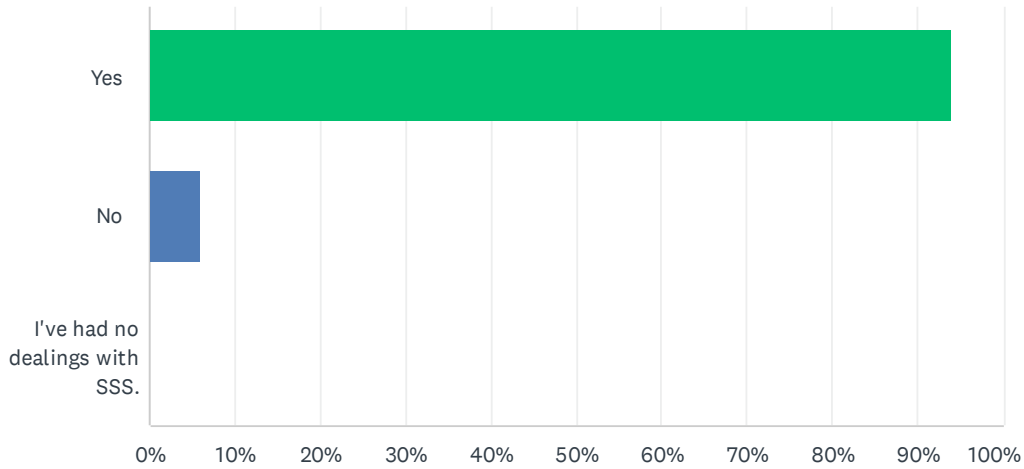


Q1 Over the last 12 months, have you helped clients facing difficulties with their benefits being transferred from DWP to SSS?

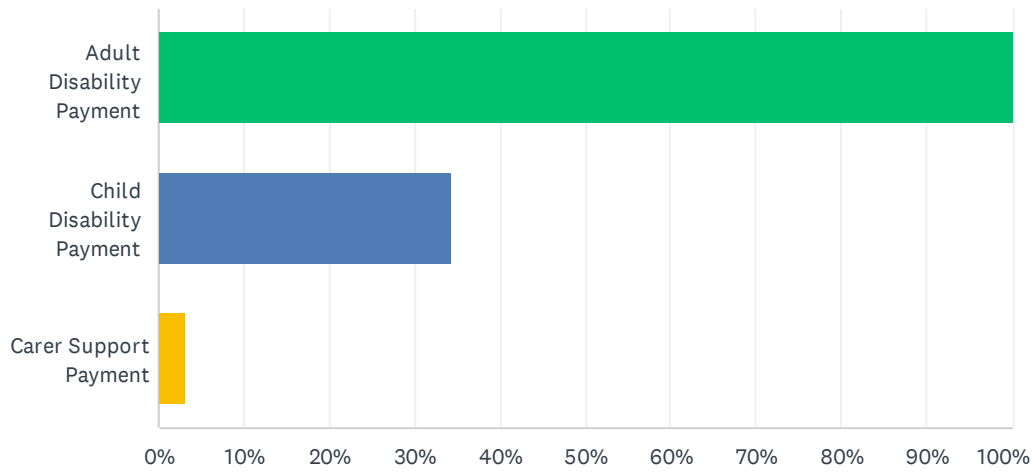
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	93.94%	31
No	6.06%	2
I've had no dealings with SSS.	0.00%	0
TOTAL		33

Q2 Which benefits have your clients' transfer difficulties related to?

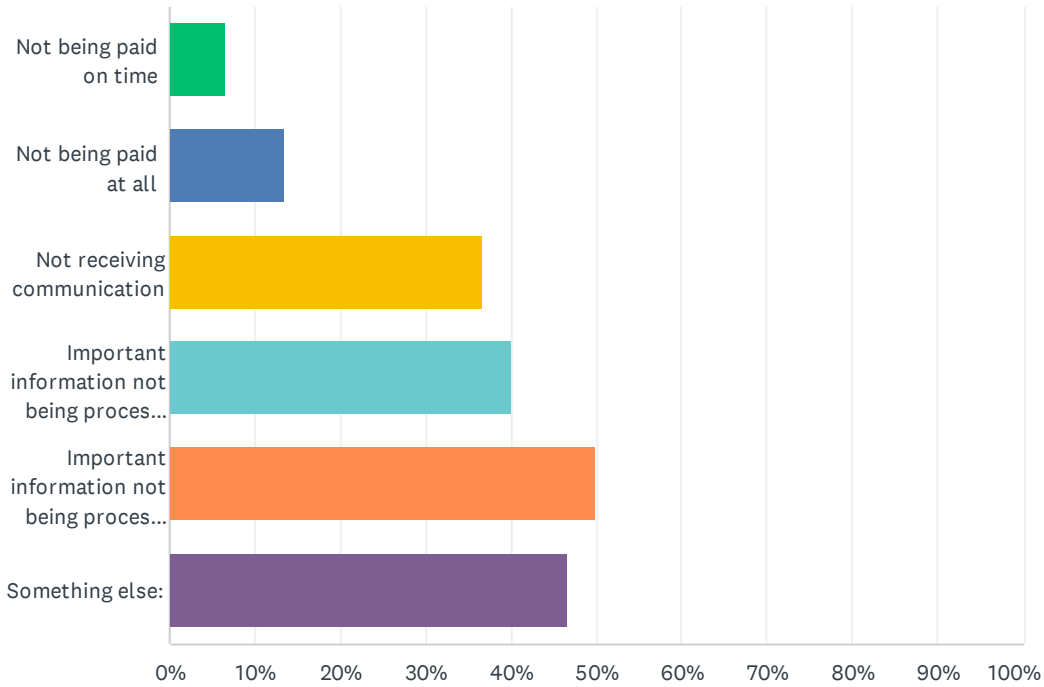
Answered: 32 Skipped: 1



ANSWER CHOICES	RESPONSES	
Adult Disability Payment	100.00%	32
Child Disability Payment	34.38%	11
Carer Support Payment	3.13%	1
Total Respondents: 32		

Q3 What are the difficulties your clients have faced?

Answered: 30 Skipped: 3



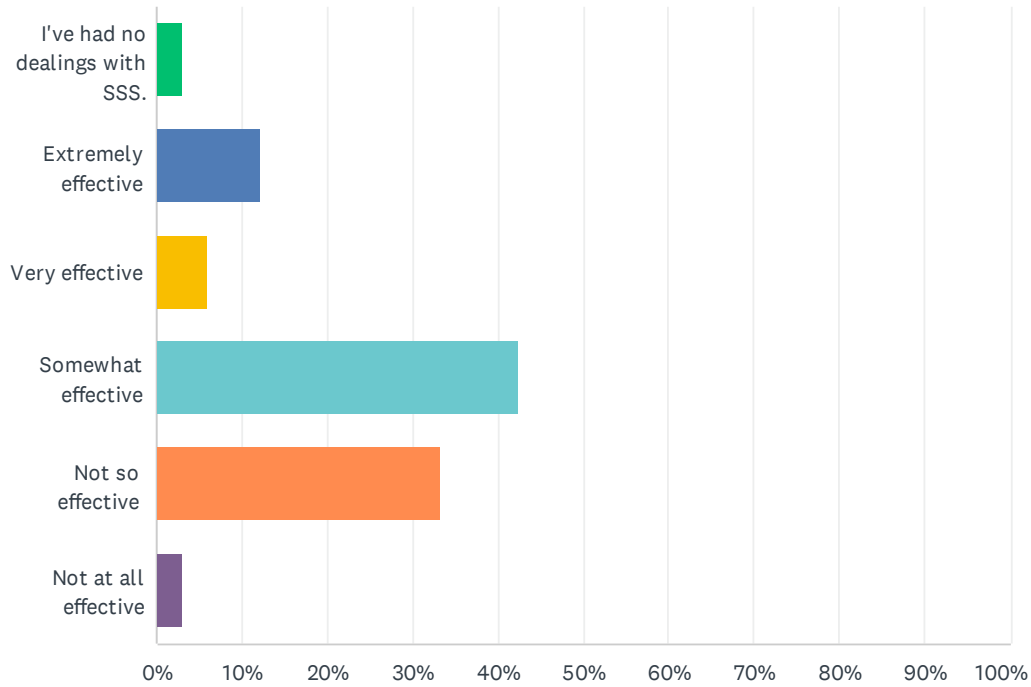
ANSWER CHOICES	RESPONSES
Not being paid on time	6.67% 2
Not being paid at all	13.33% 4
Not receiving communication	36.67% 11
Important information not being processed properly by DWP	40.00% 12
Important information not being processed properly by SSS	50.00% 15
Something else:	46.67% 14
Total Respondents: 30	

#	SOMETHING ELSE:	DATE
1	Delay in responses more so by SSS	8/20/2024 11:26 AM
2	Extremely long waiting times for a decision and payment	8/16/2024 8:56 AM
3	Missing applications	8/15/2024 10:51 AM
4	the barrage of letters coming from SSS in the lead up to the full transfer and the huge wait for arrears of benefit due once the review is complete, or the arrears not being fully paid	8/15/2024 10:31 AM
5	I've found the transition to typically go quite smoothly.	7/1/2024 9:17 AM
6	Not having their change of circumstances assessed after a year.	6/26/2024 11:05 PM
7	Long waits for review decisions with no decision letter being provided.	6/26/2024 4:16 PM

8	Very long delays in Social Security Scotland dealing with cases. The loss (alleged non receipt) of claims sent by post (including one where we hold proof of delivery via Recorded Delivery Mail).	6/26/2024 3:43 PM
9	DWP completed review of client's award due to case law changes and increased award after they began transfer to ADP and SSS have not awarded the new decision as they are not aware of the review.	6/26/2024 12:16 PM
10	Not understanding letters sent by both DWP and SSS - in English - Govanhill has large diaspora of Eastern European people who do not read or write English.	6/26/2024 10:38 AM
11	Calling them takes an excessive amount of time. The application process is taking far too long. Quite often benefit is refused and there is no attempt to actually medically examine the person	6/25/2024 4:04 PM
12	The length of time this process has taken. Child moving from one adult carer to another....approx 1 year without SCDP being made to new carer.	6/20/2024 8:31 AM
13	Clients unsure and confused by letters about transfer. Letters mentioning 'reviews' when clients state they have 'indefinite' awards 'Points' being awarded and taken away by decision makers	6/20/2024 8:27 AM
14	One terminally ill client had to wait 3 weeks for the transfer before enhanced rate put into place. All clients transferring after notifying a change of circumstances seem to be required to complete two review forms - one for PIP and then another for ADP	6/20/2024 8:20 AM

Q4 Over the last 12 months, how would you rate your experience of working with Social Security Scotland as an adviser?

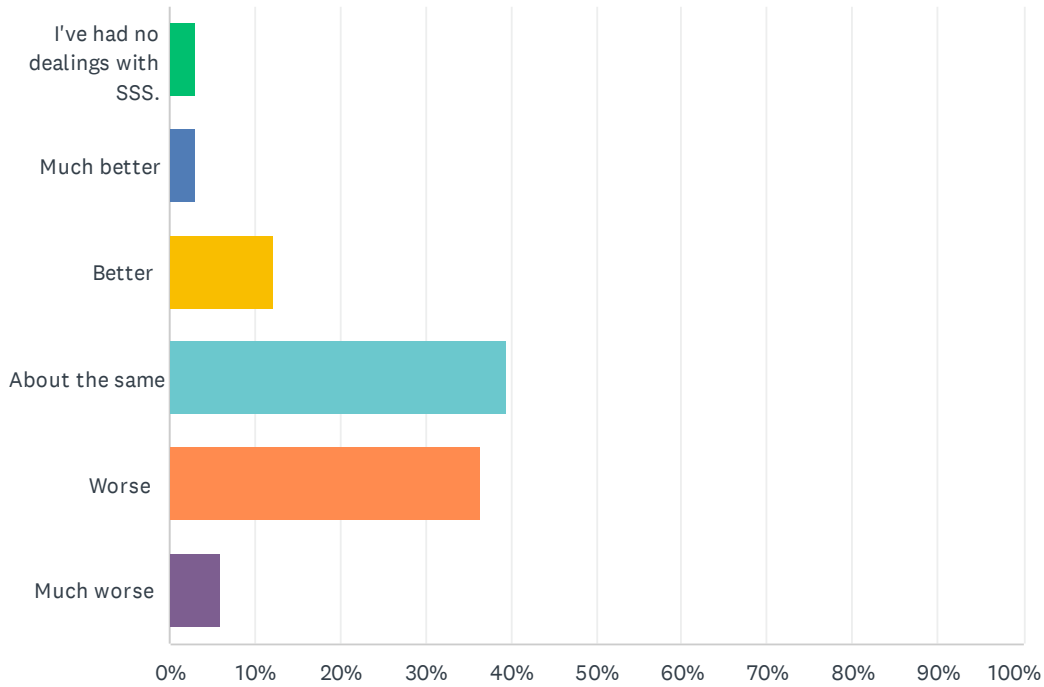
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
I've had no dealings with SSS.	3.03%	1
Extremely effective	12.12%	4
Very effective	6.06%	2
Somewhat effective	42.42%	14
Not so effective	33.33%	11
Not at all effective	3.03%	1
TOTAL		33

Q5 Over the last 12 months, how have your clients' experiences of SSS changed?

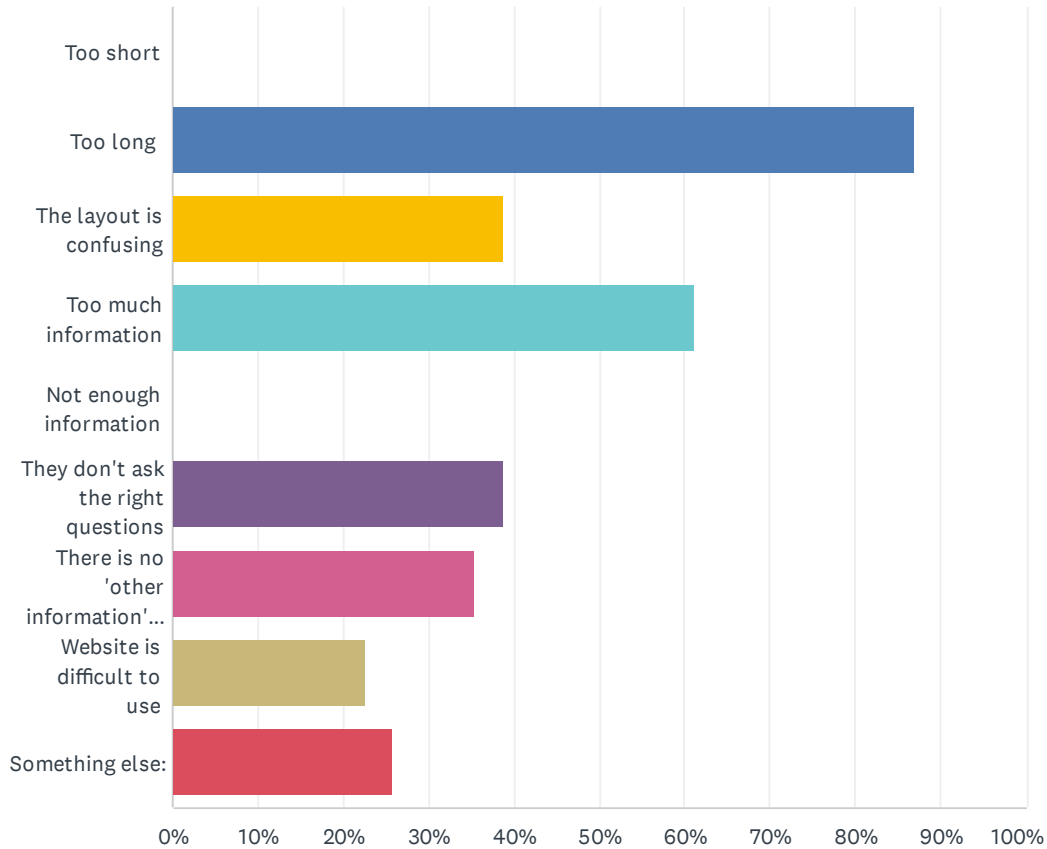
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
I've had no dealings with SSS.	3.03%	1
Much better	3.03%	1
Better	12.12%	4
About the same	39.39%	13
Worse	36.36%	12
Much worse	6.06%	2
TOTAL		33

Q6 Do you, or your clients, find any of the following problems using SSS forms?

Answered: 31 Skipped: 2



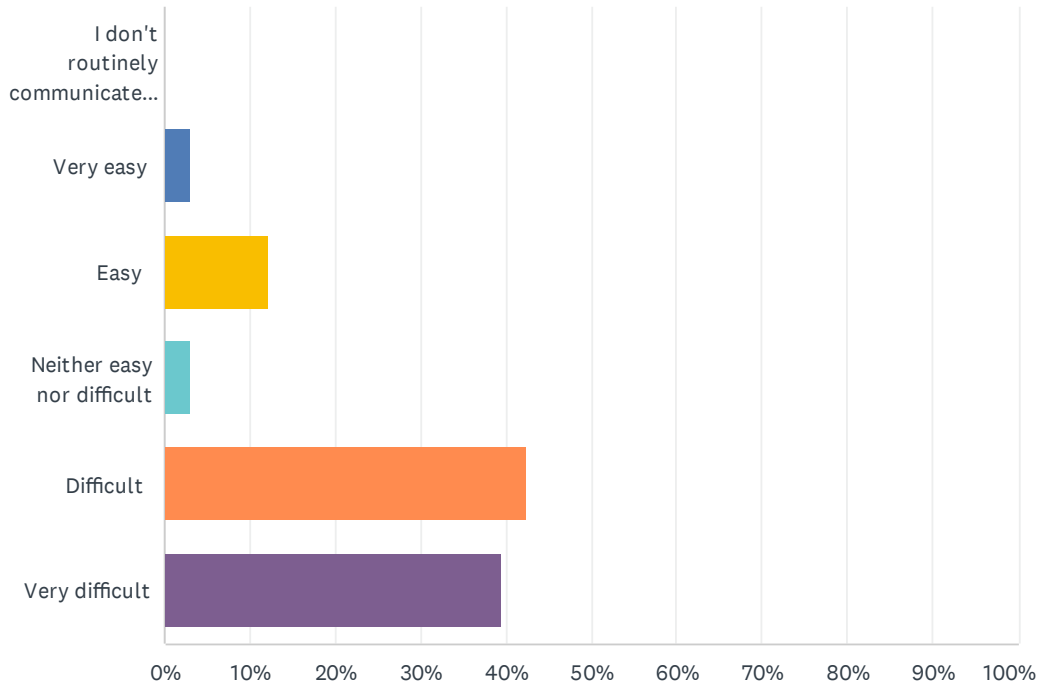
ANSWER CHOICES	RESPONSES	
Too short	0.00%	0
Too long	87.10%	27
The layout is confusing	38.71%	12
Too much information	61.29%	19
Not enough information	0.00%	0
They don't ask the right questions	38.71%	12
There is no 'other information' box in some of the forms I use	35.48%	11
Website is difficult to use	22.58%	7
Something else:	25.81%	8
Total Respondents: 31		

#	SOMETHING ELSE:	DATE
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1	Not being able to indicate from the outset that a third party has assisted on the application is not helpful - always need to find somewhere else to complete that and then send a consent form.	8/15/2024 12:03 PM
2	The website is not difficult to use now it's been re-organised, but the ADP forms themselves are overly complex. The requirement of opening a Mygov.scot account seems an unnecessary hurdle to claiming ADP when none of the data filters through to the claim form and there are further ID checks carried out regardless.	7/2/2024 9:43 AM
3	In trying to cover everything in minor shades of difference ways it makes it confusing. Far too long	6/26/2024 11:05 PM
4	I don't think that client's should need to create an account for some applications when other SSS benefits there is no need for this. Client's forget usernames & passwords and it creates barriers	6/26/2024 12:16 PM
5	For experienced advisers, it would be helpful for an reduced form.	6/24/2024 11:39 AM
6	Far too long answering calls and the webchat Uploading documents is virtually useless IT NEVER WORKS	6/20/2024 2:53 PM
7	Nowhere to put information on online claim form and cannot skip " voluntary" equalities survey to get to submitting the application form	6/20/2024 8:31 AM
8	Website has a tendency to crash when submitting review forms	6/20/2024 8:20 AM

Q7 Over the last 12 months, how easy has it been to communicate with SSS? This could be by phone, live chat, by post or by email.

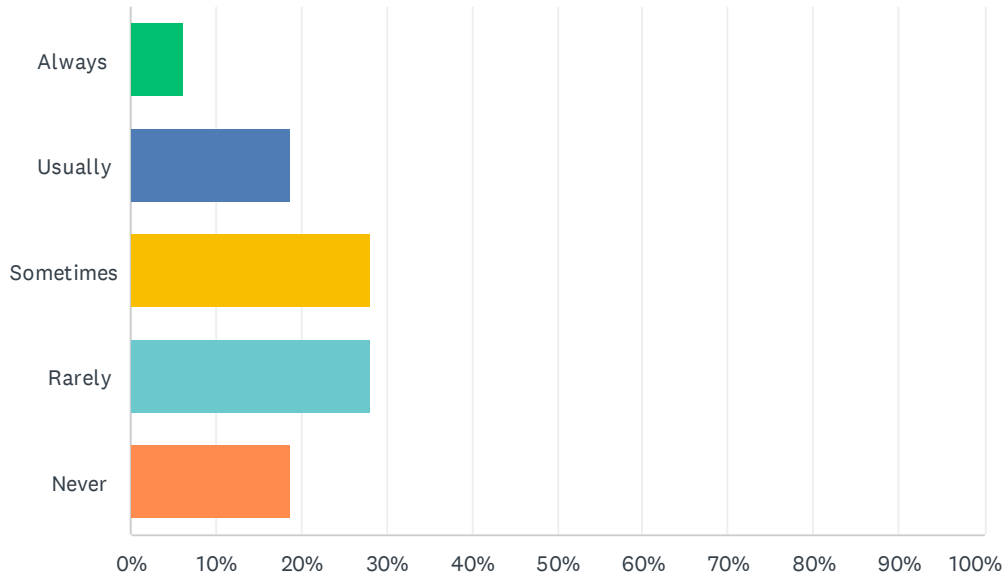
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
I don't routinely communicate with SSS.	0.00%	0
Very easy	3.03%	1
Easy	12.12%	4
Neither easy nor difficult	3.03%	1
Difficult	42.42%	14
Very difficult	39.39%	13
TOTAL		33

Q8 Does SSS routinely accept that you have authority to speak to them on behalf of clients?

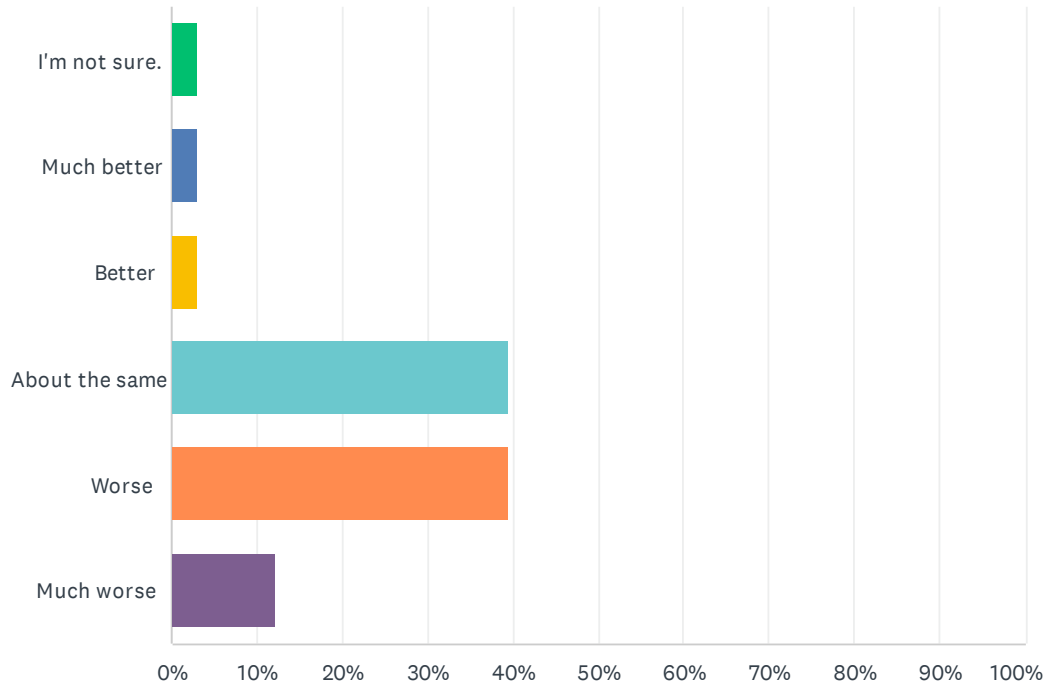
Answered: 32 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	6.25%	2
Usually	18.75%	6
Sometimes	28.13%	9
Rarely	28.13%	9
Never	18.75%	6
TOTAL		32

Q9 Over the last 12 months, has the quality of SSS decision-making changed at all?

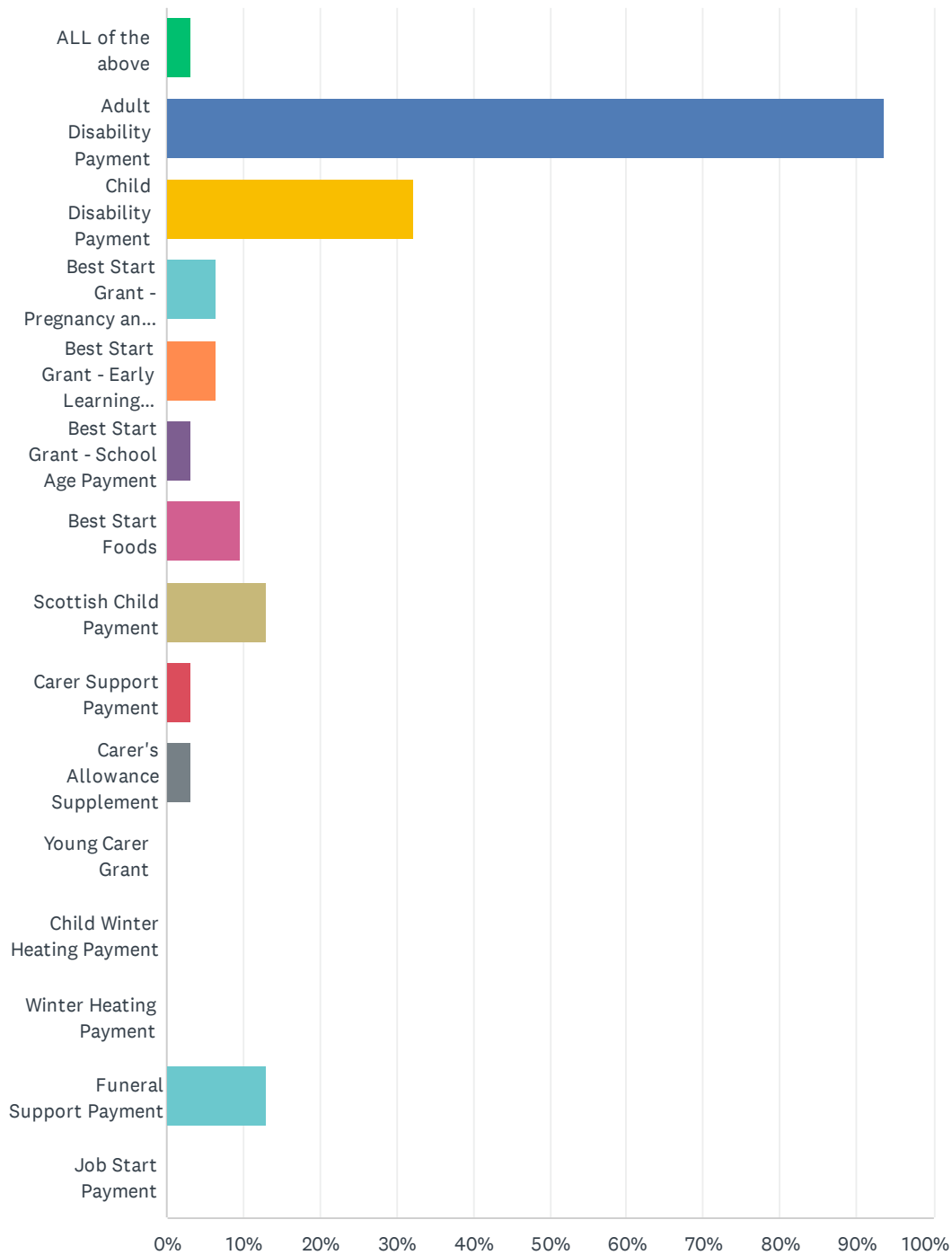
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES
I'm not sure.	3.03% 1
Much better	3.03% 1
Better	3.03% 1
About the same	39.39% 13
Worse	39.39% 13
Much worse	12.12% 4
TOTAL	33

Q10 Has this affected any benefits/payments in particular?

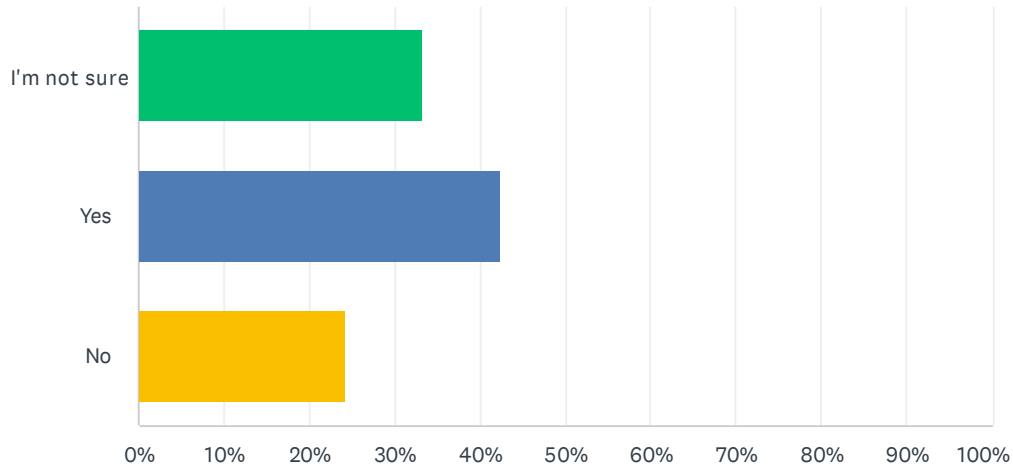
Answered: 31 Skipped: 2



ANSWER CHOICES	RESPONSES	
ALL of the above	3.23%	1
Adult Disability Payment	93.55%	29
Child Disability Payment	32.26%	10
Best Start Grant - Pregnancy and Baby Payment	6.45%	2
Best Start Grant - Early Learning Payment	6.45%	2
Best Start Grant - School Age Payment	3.23%	1
Best Start Foods	9.68%	3
Scottish Child Payment	12.90%	4
Carer Support Payment	3.23%	1
Carer's Allowance Supplement	3.23%	1
Young Carer Grant	0.00%	0
Child Winter Heating Payment	0.00%	0
Winter Heating Payment	0.00%	0
Funeral Support Payment	12.90%	4
Job Start Payment	0.00%	0
Total Respondents: 31		

Q11 Does SSS generally notify your clients about their appeal rights when a redetermination is not carried out in time?

Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
I'm not sure	33.33%	11
Yes	42.42%	14
No	24.24%	8
TOTAL		33

Q12 Do you have any other comments about working with SSS?

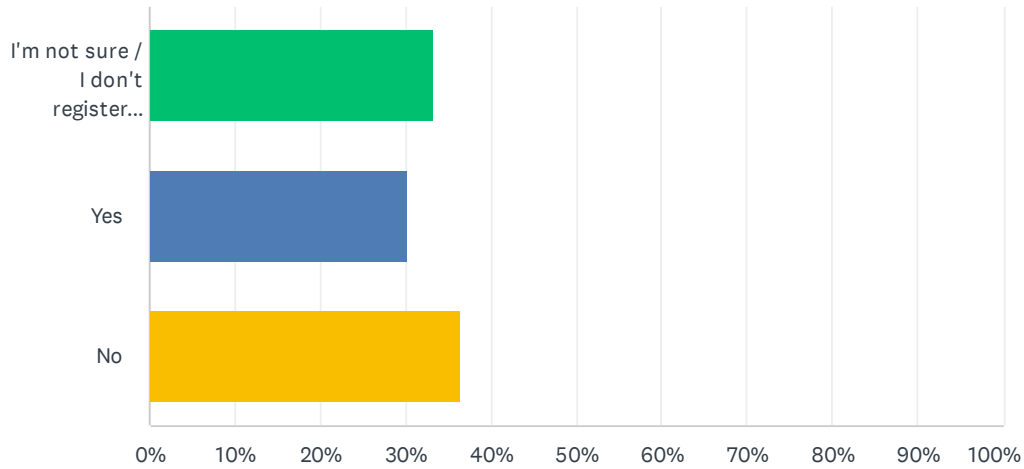
Answered: 21 Skipped: 12

#	RESPONSES	DATE
1	The application form should have space to add the representative's details.	9/16/2024 8:12 AM
2	Far better than DWP. Staff more helpful	8/27/2024 9:57 AM
3	too long a processing time for ADP	8/20/2024 12:46 PM
4	Too much time wasted and SSS advisers taking up to 3 visits to complete a disability form.	8/20/2024 11:26 AM
5	Length of time to answer the phone. Implicit consent is not used which is very infuriating - even DWP allowed this!	8/16/2024 8:56 AM
6	Some poor decisions coming now (like PIP), issues with third party consent are frustrating, issues with ID for claimants, issues with longer delays. Local team has been helpful	8/15/2024 12:03 PM
7	As a professional who regularly applies for ADP under SRTI and Normal Rules, it would be beneficial to have an advisor line number, if SSS call me regarding an application I have submitted and they need further information (eg date of admission to hospital - as the online application and paper form does not ask date of admission) if they leave a message for me to contact them, I have to call the main number, and often 45mins - 1hr to return their call, then I have a further wait, this can be a few mins or longer as the contact centre have to then contact the SRTI team and then the call is transferred. I think it would be beneficial to have an advisor line number for SRTI claims to call as required if there are any issues or to return calls from this team if they have called looking for further information.	8/15/2024 11:49 AM
8	there is no advisor helpline, getting through on the phone or webchat is extremely time consuming. If they require further information from an advisor they leave a message to call back but don't give a direct line leading to very long delays in responding. Initially decision making was much better but there appears to be a tightening up of decisions and more stock phrases being used, and more decisions are needing a redetermination. Some of the assessors comments are beginning to reflect those we used to get with the DWP such as no evidence of medication or treatment	8/15/2024 10:31 AM
9	Call handlers are generally pleasant, but frequently unable to help. The frequent warnings of "benefit suspension" by letter/text/email and phone create huge anxiety and put one of my clients into a panic attack during what should have been a simple phone call to update her address. The organisation presents in communication as opaque, complex and suspicious, not open to users. A misinterpretation of Data Protection seems to rule the organisation, making it appear "Orwellian" to outsiders. I'm sure that was not their intention.	7/2/2024 9:43 AM
10	N/A	7/2/2024 9:42 AM
11	Friendly when you get through to them but takes a long time to do that. On complaints and issues they are always just about to make a decision. Slow processes.	6/26/2024 11:05 PM
12	Long delays with EVERYTHING Claimant's being asked to prove their identity. Assume this is due to SSS not having access to info that DWP either held or could access	6/26/2024 3:51 PM
13	Their moto is fairness, dignity & respect, but they are so rigid in what they have created making it the opposite.	6/26/2024 12:16 PM
14	Takes about on average 30 mins to answer telephone calls after 10 am	6/26/2024 10:38 AM
15	As an experienced adviser working in a busy cancer centre, its impossible to get clients in and wait for calls or online chat to be answered, we dont have the resources for this. A dedicated escalation line would be very helpful.	6/24/2024 11:39 AM
16	I find it very frustrating and I kinnda understand the system I cant imagine how bad it is for people who have no experience of the benefits system at all	6/20/2024 2:53 PM
17	They require more telephone lines. The waiting time for them to answer is terrible.	6/20/2024 12:02 PM

18	They need to prioritise the lengthy wait times for decisions and provide more resource for the phone line which is a nightmare to get through on.	6/20/2024 11:23 AM
19	There doesn't seem to be any service level agreements with HMRC. When DLA for children was claimed, they automatically contacted CHB to see who was responsible for the child then paid any award to them. Families are having to prove they have responsibility for the child when it's clearly obvious they are, delaying the claim process. In fact they seem to have a much higher level of proof needed when verifying someone's identity when they have been in receipt of UK benefits for years. This in turn either delays considerably the process or even stops the claim altogether when what they expect to be produced , can't be.	6/20/2024 8:31 AM
20	Promised a lot but the flaws of the DWP are the same as SSS	6/20/2024 8:27 AM
21	The ID verification policy is causing problems. Decisions in cases where verification has failed are always incorrect - they purport to be determinations which they are not, they fail to advise that there is a right to proceed directly to appeal under S61 of the 2018 Act and they give confusing and inaccurate reasons for the decision. SSS need to do better with vulnerable claimants in this area. Reps are also never contacted to help with ID verification if the case proceeds to redetermination or appeal	6/20/2024 8:20 AM

Q13 When registering appeals, does SSS process these to the tribunal timeously?

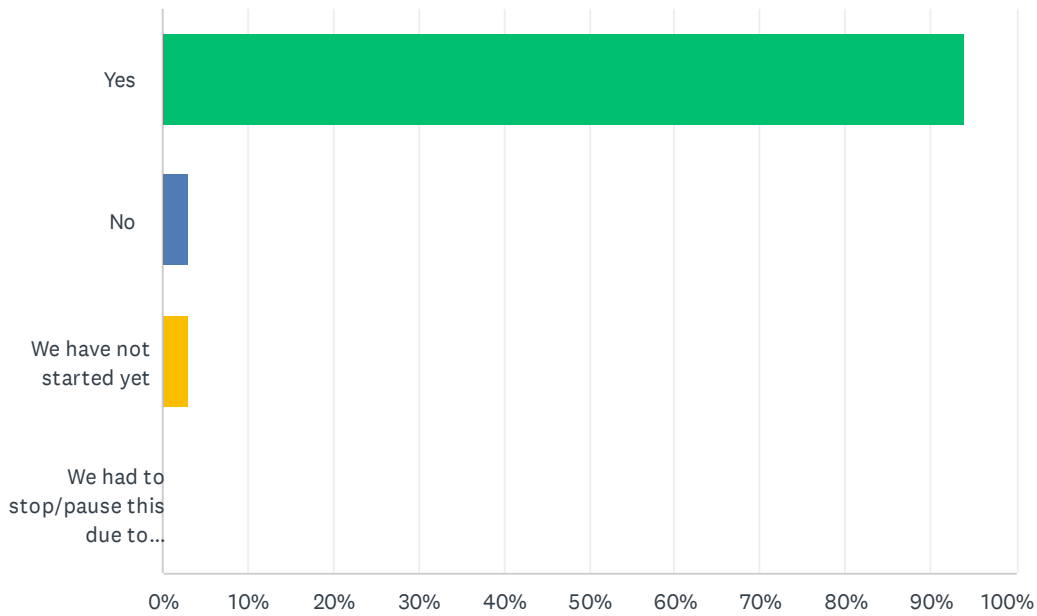
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
I'm not sure / I don't register appeals	33.33%	11
Yes	30.30%	10
No	36.36%	12
TOTAL		33

Q14 My agency represents Scottish benefit claimants in tribunal appeals.

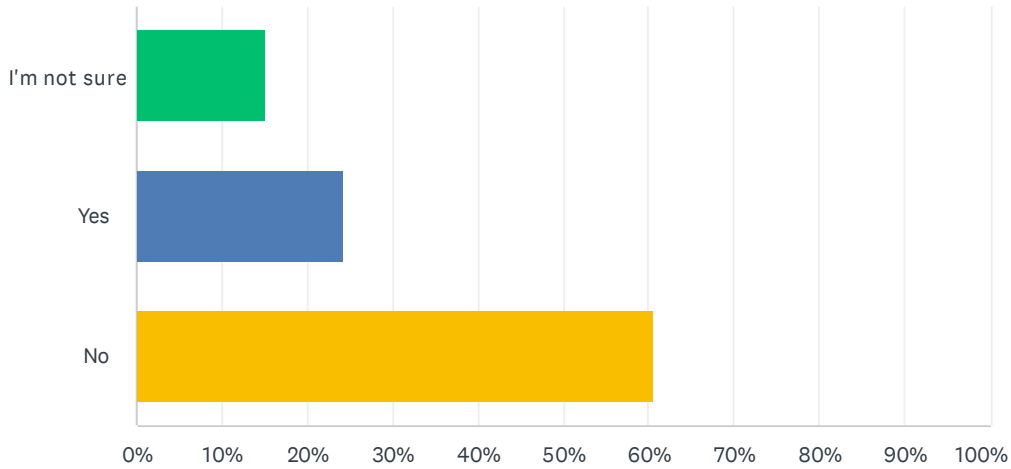
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	93.94%	31
No	3.03%	1
We have not started yet	3.03%	1
We had to stop/pause this due to difficulties	0.00%	0
TOTAL		33

Q15 Has your agency had any difficulties being registered as your clients' representative?

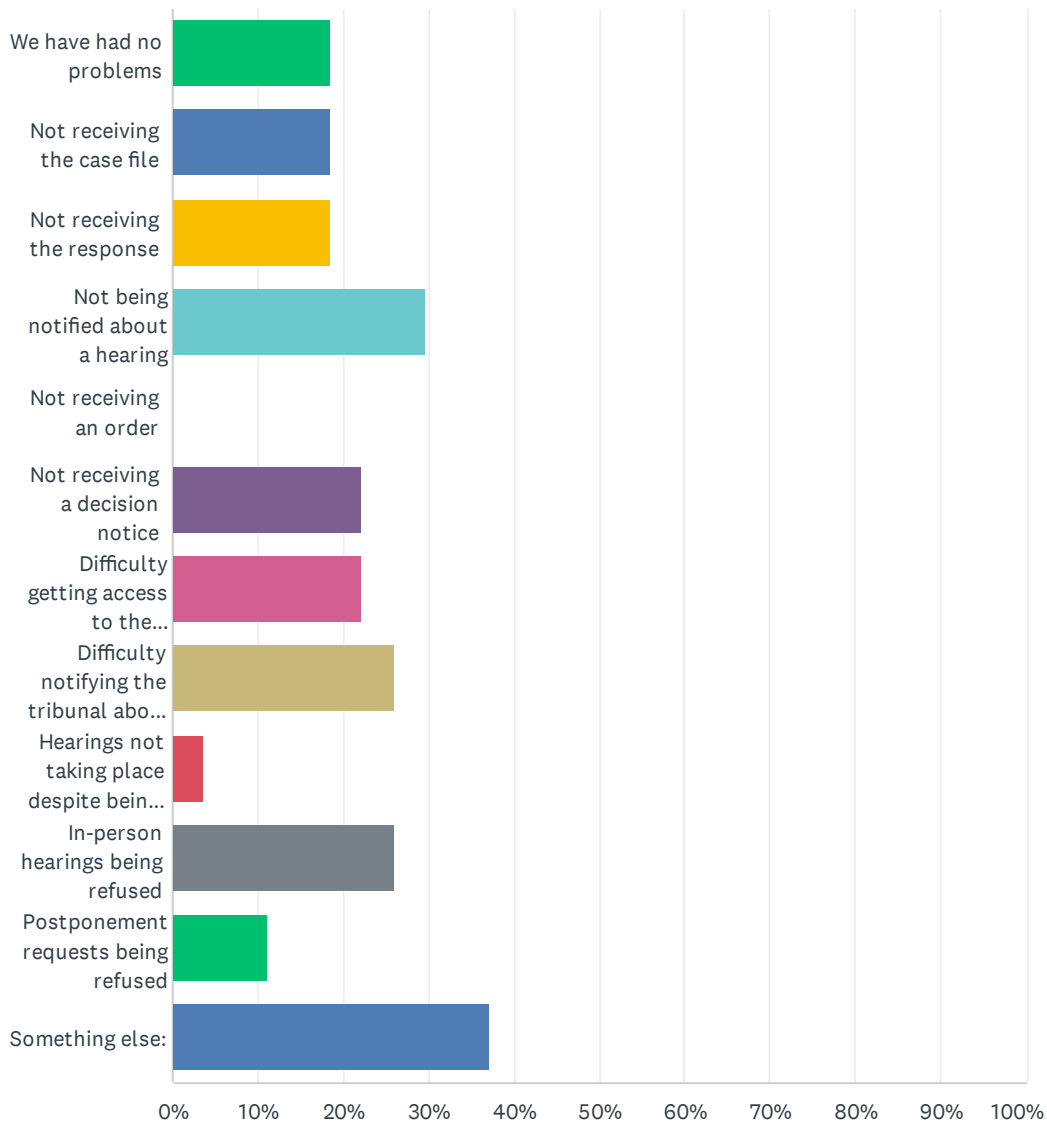
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
I'm not sure	15.15%	5
Yes	24.24%	8
No	60.61%	20
TOTAL		33

Q16 Have you had any of these difficulties with Scottish benefit appeals?

Answered: 27 Skipped: 6

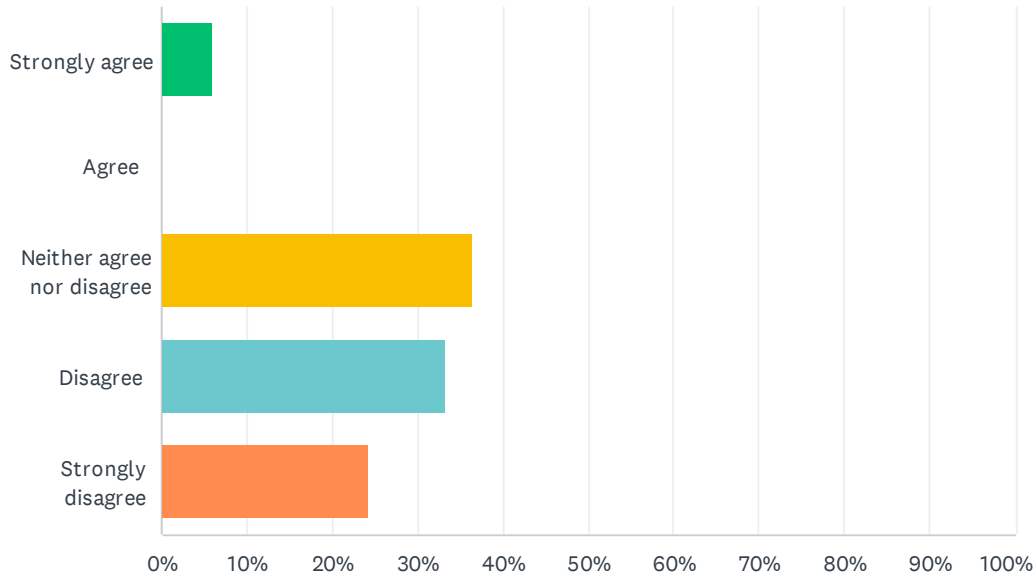


ANSWER CHOICES	RESPONSES
We have had no problems	18.52% 5
Not receiving the case file	18.52% 5
Not receiving the response	18.52% 5
Not being notified about a hearing	29.63% 8
Not receiving an order	0.00% 0
Not receiving a decision notice	22.22% 6
Difficulty getting access to the recording of proceedings	22.22% 6
Difficulty notifying the tribunal about our availability for hearings	25.93% 7
Hearings not taking place despite being requested	3.70% 1
In-person hearings being refused	25.93% 7
Postponement requests being refused	11.11% 3
Something else:	37.04% 10
Total Respondents: 27	

#	SOMETHING ELSE:	DATE
1	Dates being set which are outwith our availability.	9/16/2024 8:12 AM
2	I have not had to do an appeal so far	8/16/2024 8:56 AM
3	Not had enough appeals for any problems to arise as yet, just had papers for 2.	8/15/2024 12:03 PM
4	Waiting over a week for tribunal decisions is not acceptable when HMCTS can give one that day.	8/15/2024 10:51 AM
5	Very long delays in appeals taking place (6 months). SSS deciding to ask the Tribunal to rule in favour of the claimant but being unable to replace with a fresh decision in the claimant's favour themselves, which would remove the requirement for an appeal hearing.	7/2/2024 9:43 AM
6	Some client's will complete the appeal application by themselves and put the wrong details on for our service. We have contacted SSSC about this and they have advised that they cannot change what is recorded on the appellants application and that they will put a note on with the correct details in the hopes that it will be sent to the correct address/email address.	6/26/2024 12:16 PM
7	In person hearings should be the norm	6/25/2024 4:04 PM
8	Unsure	6/24/2024 3:14 PM
9	not sure	6/24/2024 8:29 AM
10	Paper appeal forms? Why not online? Why do appeal forms go to SSS? We have no way of knowing if they are processed timeously. Decisions can be overturned and we are not notified of outcome, despite being registered as a rep. I find communication with Ftt much better than SSS.	6/20/2024 8:27 AM

Q17 "The Scottish tribunal's telephone-by-default approach to oral hearings is fair."

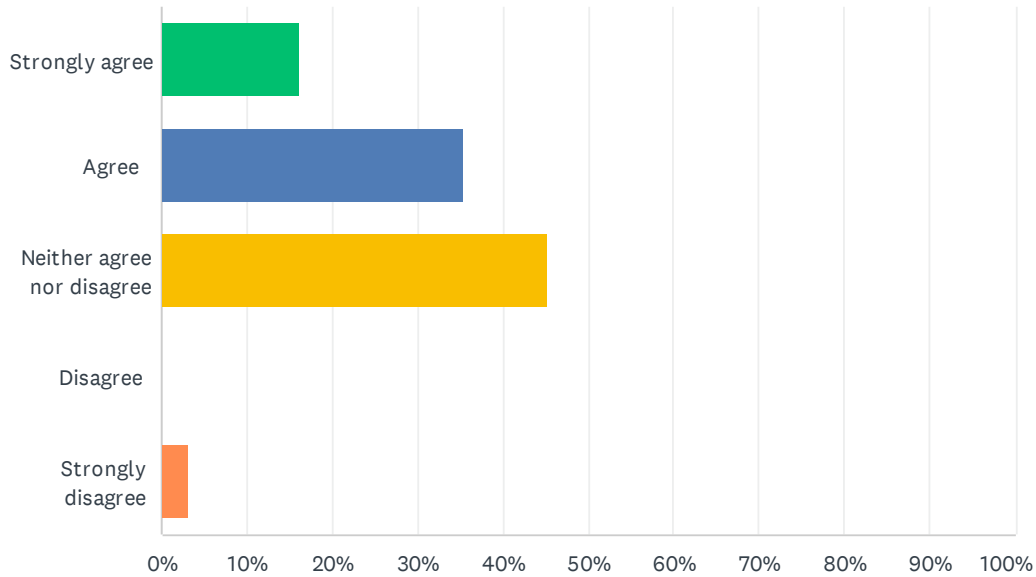
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	6.06%	2
Agree	0.00%	0
Neither agree nor disagree	36.36%	12
Disagree	33.33%	11
Strongly disagree	24.24%	8
TOTAL		33

Q18 "The Scottish tribunal's telephone-by-default approach to oral hearings has meant at least one client has not had a fair hearing."

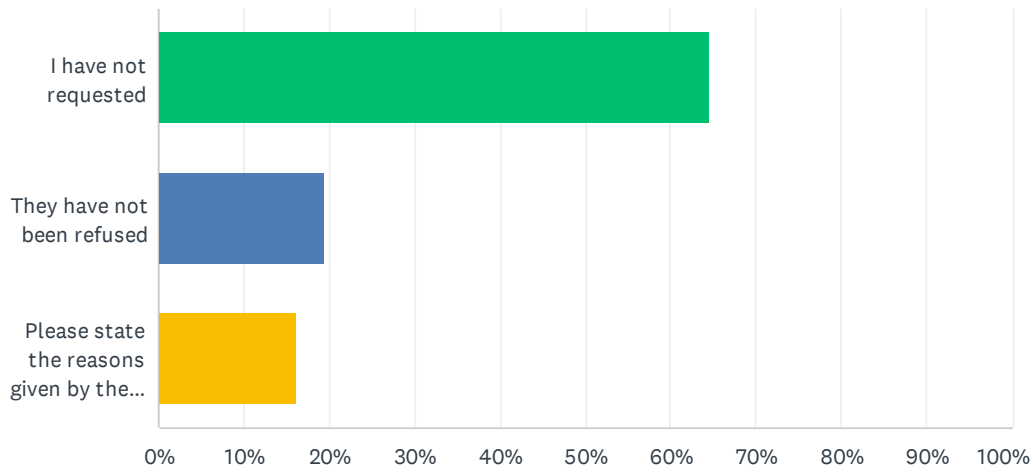
Answered: 31 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	16.13%	5
Agree	35.48%	11
Neither agree nor disagree	45.16%	14
Disagree	0.00%	0
Strongly disagree	3.23%	1
TOTAL		31

Q19 Have you had a client's in-person hearing request refused?

Answered: 31 Skipped: 2

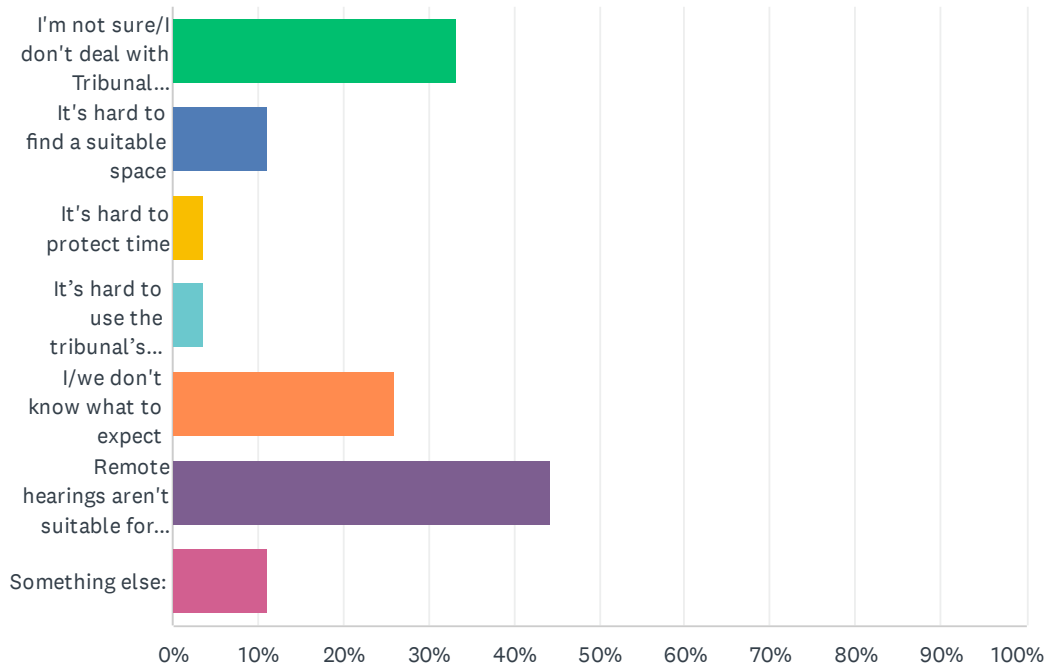


ANSWER CHOICES	RESPONSES	
I have not requested	64.52%	20
They have not been refused	19.35%	6
Please state the reasons given by the tribunal:	16.13%	5
TOTAL		31

#	PLEASE STATE THE REASONS GIVEN BY THE TRIBUNAL:	DATE
1	They stated only in extreme circumstances are in-person hearings considered.	7/1/2024 9:17 AM
2	I requested an interpreter and they arranged a face to face tribunal for clarity of communication.	6/26/2024 11:05 PM
3	yes advised not an urgent necessity for an in person hearing	6/20/2024 9:59 AM
4	Reason n/k	6/20/2024 8:31 AM
5	I have not requested as it has been made abundantly clear that it will only be granted in 'exceptional circumstances'	6/20/2024 8:27 AM

Q20 Does your service have any of the following difficulties representing in remote hearings?

Answered: 27 Skipped: 6

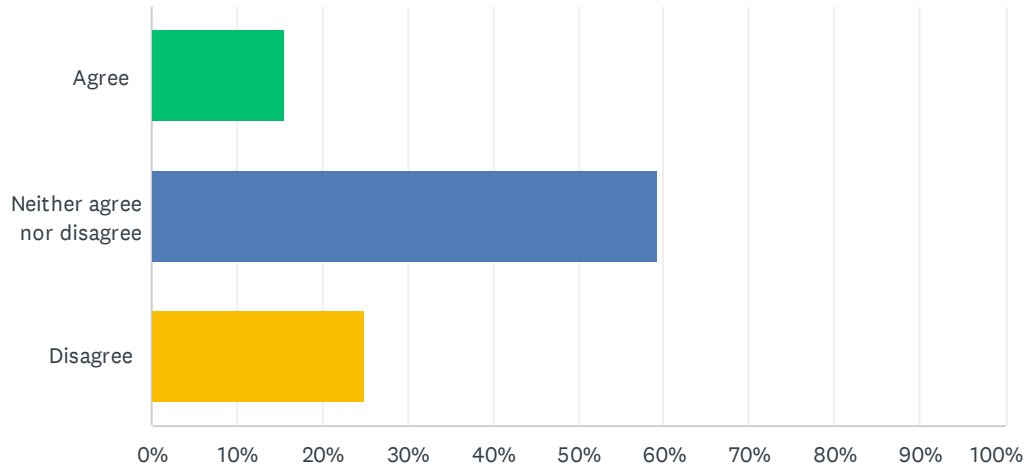


ANSWER CHOICES	RESPONSES
I'm not sure/I don't deal with Tribunal hearings	33.33% 9
It's hard to find a suitable space	11.11% 3
It's hard to protect time	3.70% 1
It's hard to use the tribunal's system (Webex)	3.70% 1
I/we don't know what to expect	25.93% 7
Remote hearings aren't suitable for my/our clients	44.44% 12
Something else:	11.11% 3
Total Respondents: 27	

#	SOMETHING ELSE:	DATE
1	It's much more impersonal and is more likely to result in unfavourable outcomes.	7/1/2024 9:17 AM
2	poor connection on telephone line - calls dropping	6/20/2024 9:59 AM
3	I have clients who are obviously physically struggling and this just does not come across in a video/telephone hearing.	6/20/2024 8:27 AM

Q21 "I prefer working with the Scottish tribunal service compared with HMCTS."

Answered: 32 Skipped: 1



ANSWER CHOICES	RESPONSES
Agree	15.63% 5
Neither agree nor disagree	59.38% 19
Disagree	25.00% 8
TOTAL	32

Q22 Do you have any other comments about working with Scottish tribunals?

Answered: 8 Skipped: 25

#	RESPONSES	DATE
1	Far Far quicker and again much easier to contact. We work across the UK But Scotland service is far superior	8/27/2024 9:57 AM
2	Not applicable so far	8/16/2024 8:56 AM
3	The actual hearing is extremely long winded and tedious. I do not believe there is a need for a presenting officer at each and every hearing which further slows the process. Too short notice when a hearing has been scheduled usually two weeks before the date, should be around four.	8/15/2024 10:51 AM
4	I have asked for permission to appeal to the upper tribunal and to hear a recording of the tribunal. The communication with the admin of Scotscourts tribunal was so poor and confusing that I didn't get to hear the recording before the request was due to be submitted. I got to hear it 6 months afterwards. The response to the request was the same as the decision and statement of reasons and I am still not sure what stage are at 7 months from request to appeal to UT.	6/26/2024 11:05 PM
5	I know that they are a relatively new service and are still adapting but it can be frustrating.	6/26/2024 12:16 PM
6	No.	6/21/2024 1:41 PM
7	Poor willingness to openly communicate and work with advisers	6/20/2024 9:59 AM
8	No, i find them quite effective and responsive, much like HMCTS	6/20/2024 8:27 AM

Q23 How can NAWRA assist you in your work?

Answered: 5 Skipped: 28

#	RESPONSES	DATE
1	Processing times ADP	8/20/2024 12:46 PM
2	By providing clear and concise updates	8/16/2024 8:56 AM
3	Helping to push for change	6/26/2024 12:16 PM
4	NAWRA is a good source of information, reps have exceptional knowledge, its a great support for advisers.	6/24/2024 11:39 AM
5	Flagging this and pushing for some form of training which would inform decision-makers on how certain less known or less obvious health conditions may be life limiting in ways that they are not currently trained to identify.	6/21/2024 1:41 PM