



Social Security Scotland
Tèarainteachd Shòisealta Alba

Carer's Allowance Supplement

Stakeholders Toolkit
Update - October 2018

Dignity,
fairness,
respect.

Introduction

This updated toolkit is designed to help you share information on Carer's Allowance Supplement and help us reach even more people who are entitled to receive this benefit to make them aware of the payments and how these work. If you have any questions about Carer's Allowance Supplement and this toolkit or want to find out other ways you can get involved, please contact the Communications team at Social Security Scotland by emailing communications@socialsecurity.gov.scot.

Social Security Scotland

Social Security Scotland will deliver 11 benefits being devolved to the Scottish Government. The transfer of these benefits from the UK Government to the Scottish Government will happen in stages over the next four years.

At the end of the transfer process we will be delivering benefits to provide additional support for those on low incomes, for people who have a disability and carers.

Social Security Scotland have offices in Dundee and Glasgow and once fully operational, will also provide a local presence across Scotland.

We want our clients to be able to access our services as close to their homes as possible and in a way that suits them.

Social Security Scotland will put dignity, fairness and respect at the heart of everything we do.


Carer's Allowance Supplement


Carer's Allowance Supplement is an extra payment for people getting Carer's Allowance from the DWP. This is because the Scottish Government knows that what carers do is important. It believes the current amount of Carer's Allowance is not enough and that it is unfair that it is the lowest of all of the working age income replacement benefits. The DWP will continue to pay Carer's Allowance until this benefit is transferred to the Scottish Government. At that point, the increase will be added to your usual payment.

What's happening and when?

The next payment of Carer's Allowance will be made in December 2018 for those eligible on 15 October.

Social Media

You can find us on twitter:
www.twitter.com/SocSecScot
 @SocSecScot

You can find us on Facebook:
www.facebook.com/SocSecScot
 Social Security Scotland

Spread the Word about Carer's Allowance Supplement

Intranet Article

You can add this news story onto your organisation's intranet about Carer's Allowance Supplement to inform your staff. You can also include a link to [Carer's Allowance Supplement advice](#) for welfare advisors on gov.scot.

Making sure everyone gets their Carer's Allowance Supplement

The Scottish Government made its first payments of Carer's Allowance Supplement through Social Security Scotland in September. This is an extra payment from the Scottish Government in recognition of the contribution that carers make.

The vast majority of these payments – approximately 75,000 - have now been made. There are a number of complex cases. For these, we expect carers to be paid by mid October.

In instances where the carer has passed away, we seek to make the payment to the next of kin. In these cases timescales for payment will be dependent on identifying this person and making arrangements for the payment to be made.

If you are in contact with a carer who lives in Scotland and was getting Carer's Allowance from the DWP on Monday 16 April 2018 and they tell you that they did not get a letter about a payment, or they have not received this extra £221, encourage them to get in touch with Social Security Scotland to get the payment they are due.

The fastest way to notify Social Security Scotland is by freephone 0800 182 2222. Carers can call Social Security Scotland who will work with the DWP to investigate and process this payment.

The next Carer's Allowance Supplement will be paid to everyone who was getting Carer's Allowance from the DWP on Monday 15 October. These payments will be paid in batches in December.

For information on Carer's Allowance Supplement – you can advise carers to visit mygov.scot/carers-allowance-supplement.

If you are a welfare advisor and you want to get in touch, please contact the Social Security Scotland local delivery team by email at localdelivery@socialsecurity.gov.scot.

Website/Newsletter article

You can add this news story on your organisation's website or newsletter to inform your customers and stakeholders about Carer's Allowance Supplement.

Carers – make sure you get the money that you are entitled to

The Scottish Government has introduced a new benefit – Carer's Allowance Supplement.

This is extra money on top of Carer's Allowance from the DWP in recognition of the contribution of carers.

This first payments of Carer's Allowance Supplement - which are being made through a new public service called Social Security Scotland - are coming to a close. Payments started in September and approximately 75,000 have now been made. The final more complex payments are in the process of being completed and all carers should receive their payments by Monday 15 October.

In instances where the carer has passed away, we seek to make the payment to the next of kin. In these cases timescales for payment will be dependent on identifying this person and making arrangements for the payment to be made.

If you are a carer who lives in Scotland and was getting Carer's Allowance from the DWP on Monday 16 April 2018, you should have had a letter followed by a payment of £221 in the same way that you receive your Carer's Allowance. If you have not had a letter and a payment, Social Security Scotland are keen to hear from you so that they can make sure that you get this money that you are entitled to.

The fastest way to notify Social Security Scotland is by freephone 0800 182 2222. You can give your details to Social Security Scotland who will work with the DWP to investigate and process your payment.

The next Carer's Allowance Supplement will be paid to everyone who was getting Carer's Allowance from the DWP on Monday 15 October. These payments will be paid in batches in December.

For information on Carer's Allowance Supplement please visit mygov.scot/carers-allowance-supplement.

Help share our message - Social Media

Let your customers know about Social Security Scotland and Carer's Allowance Supplement by letting your followers know about it.

Here are some updated social media posts to promote Carer's Allowance Supplement:

1.

Carer's Allowance Supplement has already benefitted over 75,000 carers in Scotland. Payments are made in batches so don't worry if you hear that someone has a payment before you get yours. #fairerforcarers #SocialSecurityScotland



[Twitter image download](#)

[Facebook image download](#)

3.

Social Security Scotland have made over 75,000 Carer's Allowance Supplement payments. If you were expecting a payment and have not yet received a letter call freephone 0800 182 2222. #fairerforcarers #SocialSecurityScotland



[Twitter image download](#)

[Facebook image download](#)

2.

If you lived in Scotland and were getting Carer's Allowance from DWP on Monday 15 October you will get Carer's Allowance Supplement in December. #fairerforcarers #SocialSecurityScotland



[Twitter image download](#)

[Facebook image download](#)

4.

Carers - make sure you get the money you are entitled to. If you were expecting a payment and have not yet received a letter call freephone 0800 182 2222. #fairerforcarers #SocialSecurityScotland



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If you have any questions regarding Carer's Allowance Supplement
and how to use this toolkit please contact
communications@socialsecurity.gov.scot

socialsecurity.gov.scot

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