



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# Social Security Scotland

## *Low Income Benefits*

*Presented by the National Engagement  
and Partnership Team*

**Dignity, fairness, respect.**



# Agenda

Social Security Scotland Overview

Five Family Payments

Job Start Payment

Support Available

# Social Security Scotland Overview



# Who we are

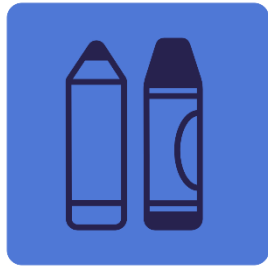
We are an Executive Agency of the Scottish Government, created in September 2018, putting dignity, fairness and respect at the heart of everything that we do.

We currently deliver benefits to support people on low incomes, people with disabilities, carers, and young people entering the workplace.

Our head office is in Dundee, and we have a second operational site in Glasgow. We also have colleagues based across the country who support clients in our local communities.



Pregnancy and Baby Payment



Early Learning Payment



School Age Payment



Best Start Foods



Scottish Child Payment



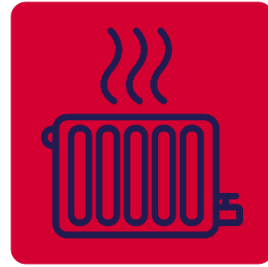
Job Start Payment



Funeral Support Payment



Young Carer Grant



Winter Heating Payment



Child Winter Heating Payment



Adult Disability Payment



Child Disability Payment



Carers Allowance Supplement



Carers Support Payment

# Benefits we will deliver in the future

- Pension Age Disability Payment
- Pension Age Winter Heating Payment
- Employment Injury Assistance



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# Five Family Payments



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# What are the Five Family Payments?


**Scottish Child Payment** helps towards the costs of supporting a family.

**Best Start Grant and Best Start Foods** are payments that help towards the costs of being pregnant or looking after a child.

**Best Start Grant** is made up of 3 one-off payments:

- Pregnancy and Baby Payment
- Early Learning Payment
- School Age Payment

**Best Start Foods** is money to buy healthy foods like milk or fruit. It is paid via a prepaid card that can be used in shops or online.





# Pregnancy and Baby Payment

Pregnancy and Baby Payment helps with the costs of having a baby. Clients can apply for this payment during pregnancy to help prepare for the baby's arrival, or after the baby is born.

- A client will receive a Pregnancy and Baby Payment of **£754.65** for their first child (their oldest child under 16).
  - The payment also provides support for people who have had a stillbirth.

Any child that comes after, the payment will change to **£377.35**

# Early Learning Payment

Early Learning Payment is a payment of **£314.45** per child to help with the costs of early learning.

A client will receive this payment when their child is aged between 2 years old and 3 years and 6 months old. To get this payment, the child does not need to go to nursery.

Clients can get Early Learning Payment for multiple children, as long as each child is the right age when they apply.

# School Age Payment

School Age Payment is a payment of **£314.45** per child. It helps with the costs of preparing for school when the child is first old enough to start primary school.

The application window runs from 1st June to last day in February in the year their child is first old enough to start primary school. Client can get the payment for multiple children, as long as each child is the right age when they apply.

To get a payment, the child does not have to take up a place at school.



# What are these payments for?

## Best Start Grant

Clients can use the payment for anything they might need for themselves and the child/children. This could include:

- pregnancy clothes
- a pram
- a cot
- baby clothes
- toys
- trips to new places
- stationary for school
- school trips

# Best Start Foods

Best Start Foods is a regular payment to buy healthy foods like milk or fruit, during pregnancy and if someone has a child under 3.

A client becomes eligible as soon as they know they are pregnant

The amount received will change depending on the age of the child.

- **£21.20** every 4 weeks during pregnancy – the payment amount is per pregnancy. This means the payment amount is the same whether pregnant with one baby, or twins or triplets
- **£42.40** every 4 weeks from a child's birth up until they're one year old or reach the first anniversary of their estimated delivery date, whichever is later.
- **£21.20** every 4 weeks when a child is between the ages of one and 3 years old

# What are these payments for?

## Best Start Foods

Best Start Foods is paid to help clients buy healthy foods for themselves and their family. These foods are:

- plain cow's milk
- first infant formula
- fresh, frozen or tinned fruit or vegetables
- fresh, dried or tinned pulses like lentils, beans, peas and barley
- fresh eggs

# Using Best Start Foods card

Clients can use their Best Start Foods card in large supermarkets and smaller local shops. As long as the shops sells the healthy foods listed on the previous slide (a list is also shown on the card) and displays the Mastercard logo. This also applies to shopping online.

Clients can pay for items just like they would with a normal contactless bank card.

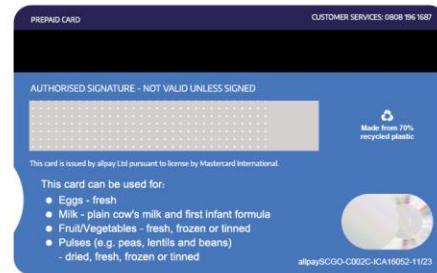
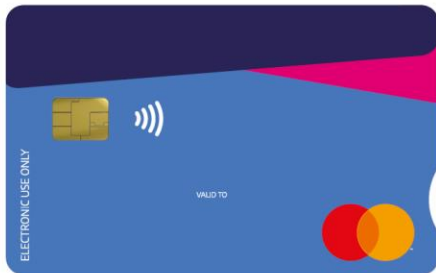
Clients can check their balance online, over the phone and by using a cash machine.

For more details on lost or stolen cards, requesting a new pin, refunds, and more, please go to:

[Using your Best Start Foods card - mygov.scot](https://mygov.scot.nhs.uk/using-your-best-start-foods-card)


# Payment of Best Start Foods

- Clients will get a card from our third-party supplier allpay
- This will include information on how to use the card and it must be activated before use
- It is a Mastercard so will look like a regular bank card and the leaflets will include allpay's logo





# Changes to Best Start Foods

- Income thresholds have been removed
  - Working Tax Credit is a qualifying benefit in its own right for Best Start Foods
  - Aligning eligibility with Best Start Grant to improve access for young parents
- 

# What is Scottish Child Payment?

Scottish Child Payment helps towards the costs of supporting a family.

It's a weekly payment of **£26.70** that a client can get for every child you look after who's under 16 years of age.

It's up to the client what they choose to spend the money on.

# Eligibility

Clients may be able to get the Five Family Payment if all of the following apply:

- The client lives in Scotland
- the client, or their partner, are getting certain benefits or tax credits
- the client, or their partner, are pregnant, or are the main person looking after a baby or child who's the right age for a payment

## Qualifying Benefits:

- Income-based Jobseekers Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Pension Credit

# Eligibility

## **Under 18 years old:**

- *Do not need to be on any payments or benefits to get Best Start Grant or Best Start Foods*
- For Early Learning Payment or School Age Payment, the client will need to apply themselves
- For Pregnancy and Baby Payment and Best Start Foods, someone else can apply for the under 18 years old as long as they are in receipt of for them:
  - Child Benefit
  - Child Tax Credit
  - Universal Credit child payments
  - the child addition part of Pension Credit
  - A Kinship Carer with a legal order or letter from local authority

## **18 or 19 year olds who don't get any benefits or payments:**

- Can still apply for Best Start Grant or Best Start Foods if their parent or carer are in receipt of one of these for them:
  - Child Tax Credit
  - Child Benefit
  - Universal Credit child payments
  - the child addition part of Pension Credit

# Evidence

To show the client is the main person looking after a child, the child must be named on either their, or their partner's, claim for one of these benefits:

- Child Tax Credit
- Child Benefit
- Universal Credit
- Pension Credit

# Evidence

If the client or their partner are kinship carers, they need to have something to show they look after the child. This can be either:

- a letter from your local council
- a copy of a legal order

The type of legal order the client need to have includes:

- a Kinship Care Order
- a Residence Order
- a Guardianship order

The client or their partner might have a written kinship care agreement with the local council. This can also be used as supporting information for their application for one or more of the Five Family Payments.

# Automatic Payments

Social Security Scotland recognises that applying for benefits can be difficult. To make things easier, we can now make automatic payments for certain benefits without the need to apply.

If a client gets Scottish Child Payment, and their child meets the age conditions, we also automatically check if they can get these payments:

- Early Learning Payment
- School Age Payment

If you do not get Scottish Child Payment, you need to apply for these payments separately.



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# Job Start Payment



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# What is Job Start Payment?

It's a one-off payment of **£314.45** available to young people in Scotland who are on certain benefits and need help with the costs of starting a new job. If the person has a child, they could get **503.10**. This money doesn't need to be paid back.

# What is it for?

It can be used for things like:

- travel costs, such as a bus or train pass
- lunches
- new clothes or a uniform
- childcare

It's received in one payment and can be spent on things that might cost more, like a travel pass.

# Eligibility

A person must meet all of the criteria below to be eligible:

- are 16 to 24 years old
- live in Scotland on the day of the job offer
- they have a job offer for paid employment
- they must apply within 6 months of the job offer
- the job must average 12 hours or more per week, over a 4-week period. It doesn't need to be a permanent job
- be out of paid work and in receipt of a qualifying benefit for 6 months or more,

# Eligibility

## Qualifying benefits include:

- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Income-related Employment and Support Allowance (ESA)
- Universal Credit (UC)

# Eligibility for Care Leaver

A Care Leaver must:

- be 16 to 25 years old
- be out of paid work and in receipt of a qualifying benefit at the time of the job offer
- live in Scotland on the day of the job offer

# Care Leavers

A person is a care leaver if they've spent time in care on, or after their 16th birthday. This could have been either a foster, residential, secure or formal kinship care placement.

We will only request evidence of having been in care if the care leaver is 25 years old, or has not been in receipt of a qualifying benefit for 6 months or more, or has not been out of paid work for 6 months or more. In all other circumstances, care leavers must meet the same eligibility criteria that applies to all other applicants.

# Responsible for Children

Evidence of having responsibility for a child can be shown from a claim for the following benefits:

- Universal Credit
- Child Tax Credit
- Child Benefit

Although Social Security Scotland should be able to view entitlement to the above, clients may have to provide a letter dated within the last 6 months showing that they're receiving one of the benefits or a bank statement dated within the last 6 months showing that they're receiving one of the benefits.

# Responsible for Children

If the client does not receive any of these benefits, they'll need a copy of one of these legal orders for each child they're looking after:

- a Kinship Care Order
- a copy of a decision made under regulation 10(1) of the Looked After Children (Scotland) Regulations 2009
- a section 11 order
- a residence order
- certain orders made by courts outside of Scotland
- a letter from a solicitor or local authority confirming the client has an order



# Evidence/Supporting Information

Confirmation of the job offer needs to include 3 pieces of information. This can be a text message, a letter, or an email from the employer. Photocopies or screenshots of these are acceptable and can be uploaded or provided by post:

- The client's full name
- Personal details – address, email, telephone number etc.
- The date the offer was received
- The name of the person who offered the job
- Employer's details

If the job offer was made over the phone, the client will need to ask the employer for a written job offer confirmation confirming the above.

# How to access our services

# How people can access our service

## Currently applications can be made by:

- Applying online at [mygov.scot](https://mygov.scot)
- Calling us free on 0800 182 2222
- Calling us when living abroad on +44 (0)1382 931 000
- Requesting a paper form by Freephone and completing and returning this by post
- British Sign Language users can use the [contactSCOTLAND](#) app to contact us by video relay
- If a client does not want to apply in English, they can apply over the phone in over 100 languages

Support Available



## Local Delivery Service

Clients can also apply through our Local Delivery team; this can be done either:

- in person, with a Local Delivery client support advisor
- by video, with a Local Delivery client support advisor
- by telephone, with a Local Delivery client support advisor

Clients can book an appointment with Local Delivery by calling us free on **0800 182 2222**, through our Web chat facility or by writing to request an appointment.

# Resources and Toolkits

Our stakeholder resources include factsheets, toolkits, social media content and more. We have our resources in a range of different formats, such as Easy Read, and different languages.

You can access these resources on our website in ['Guidance and Resources'](#)



# What more can we do?

- What channels are most effective in reaching yourself or any relevant groups within education settings?
- How do you currently receive information about support which may exist for pupils, students and their families?
- Have you supported someone to apply for one of our payments?



# Keep up to date

If you are an organisation or individual who works with people who may need information or support on any of our benefits, sign up to our [stakeholder newsletter](#).

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# Thank you!

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