



Social Security Scotland
Tèarainteachd Shòisealta Alba

A Guide to Young Carer Grant

Autumn 2019

Dignity, fairness, respect.



Outline of the event

- Who is Social Security Scotland?
- What is Young Carer Grant?
- Policy background
- The application process
- Decisions, re-determinations and appeals

Available communication materials and support

Networking session



Social Security Scotland
Tèarainteachd Shòisealta Alba



Who is Social Security Scotland?

- We are an Executive Agency of the Scottish Government
- We will deliver benefits in Scotland for people with disabilities, carers and some people on low incomes needing help with particular costs
- We have offices in Dundee and Glasgow
- We are developing a nationwide face-to-face service from summer 2020



Social Security Scotland
Tèarainteachd Shòisealta Alba

Our timetable



Benefit	Client Group	Implementation Date
Carers Allowance Supplement	Carers in receipt of Carer's Allowance	Paid every 6 months based on a qualifying date
Best Start Grant	People on low incomes and receiving certain qualifying benefits with young children	<ul style="list-style-type: none">• Pregnancy and Baby Payment opened 10 December 2018• Early Years Payment opened 29 April 2019• School Payment opened 3 June 2019
Best Start Foods	People on low incomes and receiving certain qualifying benefits from pregnancy through to when the child is 3 years old	<ul style="list-style-type: none">• 12 August 2019
Funeral Support Payment	People on low incomes and receiving certain qualifying benefits	<ul style="list-style-type: none">• 16 September 2019
Young Carer Grant	Young people aged 16 to 18 who do at least 16 hours of caring a week	Autumn 2019

Our timetable



Benefit	Client Group	Implementation Date
Disability Assistance for Children and Young People (new claims)	Under 18s needing additional care or with mobility difficulties	2020
Scottish Child Payment	Low income families for children under 6 years old	2020
Disability Assistance for Working Age People	People aged under state pension age needing additional care or with mobility difficulties	2021
Disability Assistance for Older People (new claims)	Over state pension age with a physical or mental disability that necessitates support from a carer or supervision	2021
Scottish Child Payment	Low income families with children under 16 years old	2022
Carer's Assistance	People under state pension age providing more than 35 hours care a week to a person receiving particular disability benefits	2022
Winter Heating Assistance	Eligible older people in Scotland who receive another type of payment from us	Winter 2021
Cold Spell – Winter Heating Assistance		Winter 2021

How we're supporting our clients

Since September 2018, 235,405 Carer's Allowance Supplement payments have been made to 91,550 carers who were eligible at any date – either of the 2018/19 dates or in April 2019. Two payments are made a year - individual payments were £221 in 2018/19, and are £226.20 in 2019/20, giving a total investment of £52.5 million since launch.

From 10 December 2018 to 30 June 2019, 71,625 applications for Best Start Grant were received. For claims processed, over two thirds (67%) were eligible.

In total, £12.9 million of Best Start Grant payments had been issued to clients by 30 June 2019.

Young Carer Grant policy background



Scottish Government
Riaghaltas na h-Alba

Encouraging and empowering young carers to access support and improve their wellbeing as they move into adulthood.



Policy Intent

This is a significant transitional time in a young person's life.

We hope that the Young Carer Grant will help young carers to:

- Be supported to look after their own health and wellbeing, improve their quality of life and reduce any negative impact of caring
- Participate fully in society and, if they choose, can engage in training, education and employment, as well as social and leisure opportunities
- Have an increased sense of control and empowerment over their lives



Definition of Care

The support they provide may be physical, mental or emotional.

The definition of care in the Young Carer Grant regulations states:

“The care provided must involve activity that promotes the physical, mental or emotional well-being of the person being cared for.”

This is a new definition following feedback from our consultation and from SCoSS.



Young Carer Grant

A £300 payment for young people with caring responsibilities.

Eligibility Criteria

- ✓ Lives in Scotland
- ✓ 16, 17 or 18 years old
- ✓ Cares for someone on a qualifying benefit
- ✗ Claims Carer's Allowance
- ✗ They are paid or volunteer to care



Qualifying benefits

- Personal Independence Payment (PIP) - daily living component
- Disability Living Allowance (DLA) (including DLA for children) - the middle or highest care rate,
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit
- Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment





234 people from the caring sector participated in user research and development of Young Carer's Grant.



Scottish Government
Riaghaltas na h-Alba

What counts as care

- Identifying as a Young Carer
- Understanding what counts as caring activities, such as emotional care
- + Examples of different types of care

"It's just something I do -
I don't see it as caring.
I just get on with it"
Young Carer

"I didn't think about myself
as a young carer until I
was asked to go through
this application"
Young Carer

"I'd break it down into the
different tasks I do. I'm
pleased that list mentions
mental support because
it's harder to count up the
emotional side"
Young Carer



➤ [How to apply](#)

➤ [Sending documents](#)

If you're caring for a parent or someone with children, you might also look after a brother, sister or young child.

You can be caring for someone if you:

- help them with their mental health
- give them emotional support
- help them during an illness
- support them with a disability
- support them if they have an addiction

If they need help with their mental health, or support with how they're feeling, you might:

- comfort them during a panic attack
- stay close by so they do not feel alone
- help them through a crisis
- check on them throughout the day
- make sure they're safe
- keep them company

If they have an illness or disability, you might:

Personas

- Demonstrate the different kinds of care Young Carers do
- Help to clear up confusion of time spent caring and caring activities
- Make the application more relatable
- + Personable cases inspired by real young carers

“The examples [personas] are really good and cover mental and physical which helps with the 16 hours” - **Young Carer**

“The personas are really good at showing the different kinds of care because some young people might not think of that as care. I also really appreciate using ‘they/them’ pronouns. It’s good to see” - **LGBTI Young Carer**

“It’s good that there are a few examples. They [the personas] explain the confusion I had about caring for more than one person” - **Young Carer**



day, then it's likely you're a young carer.

If you're not sure if you're a young carer, we've given some examples of what carers might do each day

Example 1



Name : Sam

Age: 17

Lives: Glasgow

Sam cares for his younger sister Jo. Jo needs mental health support and gets Disability Living Allowance (DLA).

When Jo feels anxious, Sam will talk to her to try and help her feel better. At times, Jo can feel depressed and doesn't want to talk to anyone, but Sam spends time trying to comfort her.

Even though Jo doesn't always need someone looking after her, Sam is always checking on her to make sure she's OK. Every week, Sam will drive Jo to and from her doctor's appointment and pick up her prescriptions.

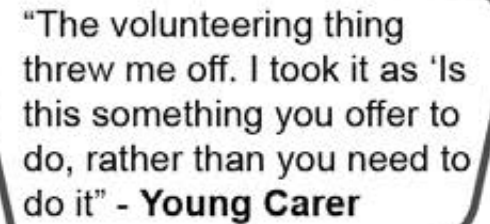
Sam says he doesn't always feel like he's a carer, but he often misses out on seeing his friends because he helps care for his sister.

Example 2

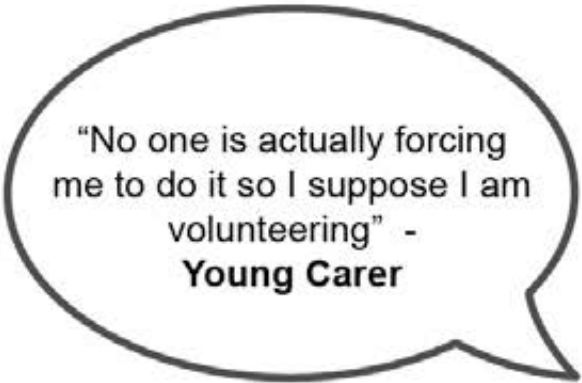


Voluntary Schemes

- Users thought that 'volunteering' meant giving up their time
 - Users didn't realise it was linked to taking on a volunteering role as part of a scheme, such as a charity or Duke of Edinburgh
- + Volunteering schemes



"The volunteering thing threw me off. I took it as 'Is this something you offer to do, rather than you need to do it" - **Young Carer**



"No one is actually forcing me to do it so I suppose I am volunteering" - **Young Carer**




not sure if you're a young carer, visit [Young Scot](#)  for more about what a young carer is.

If you're a volunteer or get paid to be a carer

You cannot get Young Carer Grant for someone if either:

- you're paid to be their carer - if you get Carer's Allowance for the person, this counts as you're being paid to be their carer
- you volunteer to care for them as part of a charity, scheme or as an unpaid job

 If you also care for someone else that you're not paid to care for, and do not volunteer to care for, you might still be able to get Young Carer Grant. Just make sure you include their details when you apply.



PREVIOUS
About the grant

NEXT
How long you need to be caring
for the person or people you're
applying for



Eligibility: average of 16 hours a week

- Identifying caring activities
- Hours can fluctuate
- 16 hours on average per week
- concerned about overestimating
- Relatable examples of hour comparison suggested by Young Carers
- + Volunteering schemes

"It's not like a job,
there are no set
hours" -
Young Carer

"16 hours is almost
a full day from 8am
to 10pm at night" -
Young Carer

"1 hour before and 1
hour after school is
already 10 hours" -
Young Carer





GUIDE

Young Carer Grant

Last updated: 11 September 2019

- ▶ [About the grant](#)
- ▶ [What a young carer is](#)
- ▶ [How long you need to be caring for the person or people you're applying for](#)
- ▶ [Who should apply](#)
- ▶ [How to apply](#)
- ▶ [Sending documents](#)

How long you need to be caring for the person or people you're applying for

The time you spend caring for someone might be different each week.

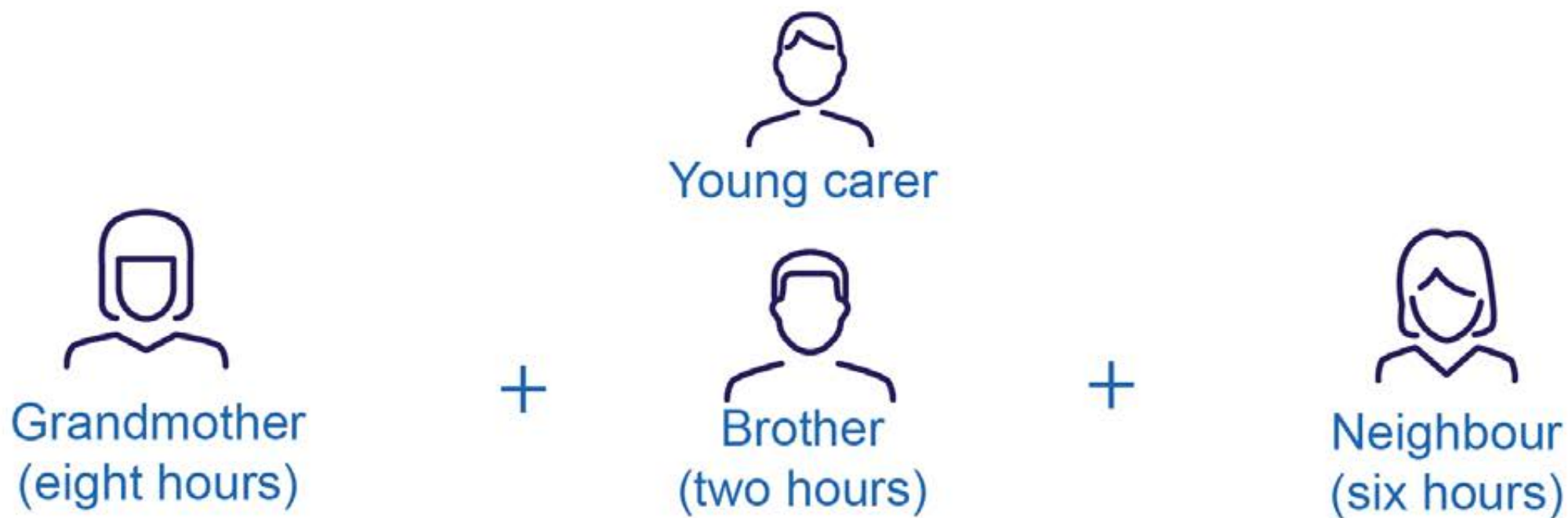
Even if there are some weeks when you spend fewer than 16 hours a week caring for someone, you'll still be able to get Young Carer Grant as long as:

- you usually spend 16 hours or more a week caring for them
- you've been caring for the person for at least the last 3 months

Some examples of caring for someone for around 16 hours a week include:

- doing just over 2 hours a day, 7 days a week
- 2 work shifts that are 8 hours each
- 2 full school days
- 4 evenings each week after school

Calculating hours (up to three people)



Total - sixteen hours of care



Identification and Verification

- Confusion about amount of documentation required
- Issues with sending original documents
- Users thought Young Carer Grant was a “means-tested” benefit
- + Where applicants can scan documents

“I’d say as many as I’ve got to make my application stronger” -
Young Carer

“Do I need to send in all of those documents?” -
Young Carer

“I wouldn’t know where to get them?” -
Young Carer



The application process



Social Security Scotland
Tèarainteachd Shòisealta Alba

How people can apply



Online: mygov.scot



By phone: call freephone 0800 182 2222



**By post: download form from mygov.scot
or request by phone**

Return to: PO Box 10301, Dundee, DD1 9FY

How will people be notified?

- People will receive a free text message or email when their application is received
- People will get a letter telling them how much they will receive and when they will receive it
- If they are not eligible, they will get a letter telling them why
- Information will be included on how to ask Social Security Scotland to look at their decision again if they are unhappy



Social Security Scotland
Tèarainteachd Shòisealta Alba

Decisions, re-determination and appeals

Asking Social Security Scotland to look again at a decision

- if Social Security Scotland decides a person is not eligible for Young Carer Grant, they have the right to ask us to look at the decision again (a re-determination)
- the re-determination will be carried out by our Client Experience Team, a separate team from our initial decision-makers
- a re-determination is a completely new decision on the application
- the applicant will be able to provide additional evidence if they want to
- a re-determination request should be made within 31 calendar days of the original decision date. This can be extended up to 12 months if there is good reason
- Social Security Scotland have 16 working days to make the fresh determination
- a further letter will be sent advising the outcome of the re-determination.

Asking Social Security Scotland to look again at a decision

- if the person is still not happy with the re-determination they have the right to appeal to the First-tier Tribunal
- information about how to appeal will be provided in the re-determination letter
- the request to appeal should be made within 31 calendar days of the date of the re-determination decision. This can be extended up to 12 months if there is good reason

Questions?



Social Security Scotland
Tèarainteachd Shòisealta Alba

For more information, contact us:
localdelivery@socialsecurity.gov.scot

 @SocSecScot

 Social Security Scotland

 socialsecurity.gov.scot



Social Security Scotland
Tèarainteachd Shòisealta Alba