



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# Carer's Allowance Supplement

## Stakeholders Toolkit

Dignity,  
fairness,  
respect.

# Introduction

This 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.uk](mailto:communications@socialsecurity.gov.uk).

Please feel free to share the content in this toolkit from 10 September onwards.

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## Background

### Social Security Scotland

Social Security Scotland is an Executive Agency of the Scottish Government. In Scotland we have a number of devolved benefits, and it's our responsibility to ensure that they are managed correctly and fairly, delivering 11 different types of benefits to the 1.4 million people who rely on them.

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 will have offices in Dundee and Glasgow and, once fully operational, will also provide support in local communities 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 the work 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 happening and when?

**7 September** - First Carer's Allowance Supplement letters are sent to clients.

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**10 September** - First Carer's Allowance Supplement letters are received by clients.

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**13 September** - First Carer's Allowance Supplement payments are received.

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**w/c 10 September** - Radio campaign, week-long Scotland-wide Life Matters radio campaign. Delivered with Bauer Media, stations include Radio Forth, Clyde, Tay, Borders, Northsound, WestFM, Westsound.

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**w/c 10 September** - Press advertising. 200-300 words of copy replicated exactly across all local press titles.

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**Mid October** - All payments should now be in clients bank accounts, if they have not received payment clients should call Social Security Scotland helpline for free on 0800 182 2222.

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## Spread the Word about Carer's Allowance Supplement

### Intranet Article

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

Eligible carers in Scotland are starting to receive the first payments of Carer's Allowance Supplement now. The supplement is an extra payment to help carers in Scotland who get Carer's Allowance.

Below are some useful questions and answers about this new payment.

#### Who is eligible?

Carers who live in Scotland and are receiving Carer's Allowance on qualifying dates selected by the Scottish Government.

Eligibility for the new benefit is worked out by looking at two qualifying dates each year. These qualifying dates are required by the Department for Work and Pensions (DWP) to provide the details of those in receipt of Carer's Allowance so that Social Security Scotland can make the payment.

For the first payments, the qualifying date is Monday 16 April. The next eligibility date for the second round of payments is Monday 15 October.

#### When will carers get these payments?

As this is the first payments Social Security Scotland want to make sure these payments are paid safely and securely to people. For that reason we will issue payments in phases. The majority of payments will be made by the end of September, with more complex cases completed into early October. For the second eligibility date, payments will be made from December. Eligibility dates and payments will fall every six months thereafter.

#### How much is it?

Carers living in Scotland who were in receipt of Carer's Allowance from the DWP on the qualifying date of Monday 16 April will get this supplementary payment of £221. This is equivalent of an extra £8.50 per week – an increase of 13% on Carer's Allowance from the DWP.

#### How do people claim?

Carers don't need to do anything. Those eligible will receive payment automatically. Carers should let HM Revenue and Customs know about their Carer's Allowance Supplement as this may increase the amount of tax they need to pay. Carers will still pay no tax if their taxable income is below £11,850 per year.

## 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.

Carer's Allowance Supplement is an extra payment to help carers in Scotland who get Carer's Allowance.

Eligible carers in Scotland are starting to receive the first payments from now.

### Who is eligible?

Carers who live in Scotland and are receiving Carer's Allowance on qualifying dates selected by the Scottish Government.

Eligibility for the new benefit is worked out by looking at two qualifying dates each year. These qualifying dates are required by the Department for Work and Pensions (DWP) to provide the details of those in receipt of Carer's Allowance so that Social Security Scotland can make the payment.

For the first payments, the qualifying date is Monday 16 April. The next eligibility date for the second round of payments is Monday 15 October.

### When will I receive it?

As this is the first payments, Social Security Scotland want to make sure these payments are paid safely and securely to people. For that reason we will issue payments in phases. The majority of payments will be made by the end of September, with more complex cases completed into early October. For the second eligibility date, payments will be made from December. Eligibility dates and payments will fall every six months for the lifetime of the supplement. The supplement is a temporary measure until Social Security Scotland delivers all of Carer's Allowance. At that point, the increase will be added to your usual payment.

### How much is it?

Carers living in Scotland who were in receipt of Carer's Allowance from the DWP on the qualifying date of Monday 16 April will get this supplementary payment of £221. This is equivalent of an extra £8.50 per week – an increase of 13% on Carer's Allowance from the DWP.

### How do I claim Carer's Allowance Supplement?

Carers don't need to do anything. Those eligible will receive payment automatically. Carers should let HM Revenue and Customs know about their Carer's Allowance Supplement as this may increase the amount of tax they need to pay. Carers will still pay no tax if their taxable income is below £11,850 per year.

## 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 social media posts to promote Carer's Allowance Supplement:

1.

Carer's Allowance Supplement increases Carer's Allowance an extra £8.50 a week benefiting over 75,000 carers in Scotland. #fairerforcarers #SocialSecurityScotland



[Twitter image download](#)

[Facebook image download](#)

2.

Carer's Allowance Supplement is being paid throughout September and October. You can find out more about the Carer's Allowance Supplement at [mygov.scot/carers-allowance-supplement](http://mygov.scot/carers-allowance-supplement) #fairerforcarers #SocialSecurityScotland

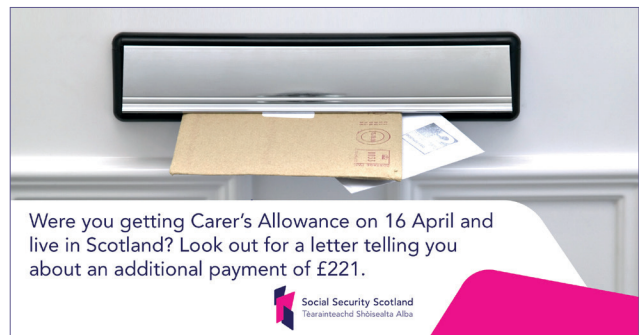


[Twitter image download](#)

[Facebook image download](#)

3.

People who get the Carer's Allowance in Scotland on the qualifying date will automatically be paid a supplement of £221. The payments will be backdated to April 2018. #fairerforcarers #SocialSecurityScotland



[Twitter image download](#)

[Facebook image download](#)

4.

Social Security Scotland recognises the important role of carers in Scotland. Call the Social Security Scotland helpline for free on 0800 182 2222 to find out more about Carer's Allowance Supplement. #fairerforcarers #SocialSecurityScotland



[Twitter image download](#)

[Facebook image download](#)

If your organisation has social media please interact with us, let us know what you are doing. We would appreciate if you could like our page and share, like or comment on our posts and we'll keep an eye out for opportunities to return the favour. If you posting anything about Carer's Allowance Supplement on social media remember to tag us.

You can find us on twitter:

[www.twitter.com/SocSecScot](http://www.twitter.com/SocSecScot)

 @SocSecScot

You can find us on Facebook:

[www.facebook.com/SocSecScot](http://www.facebook.com/SocSecScot)

 Social Security Scotland

Hash tags to use:

#fairerforcarers

#SocialSecurityScotland

## Resources

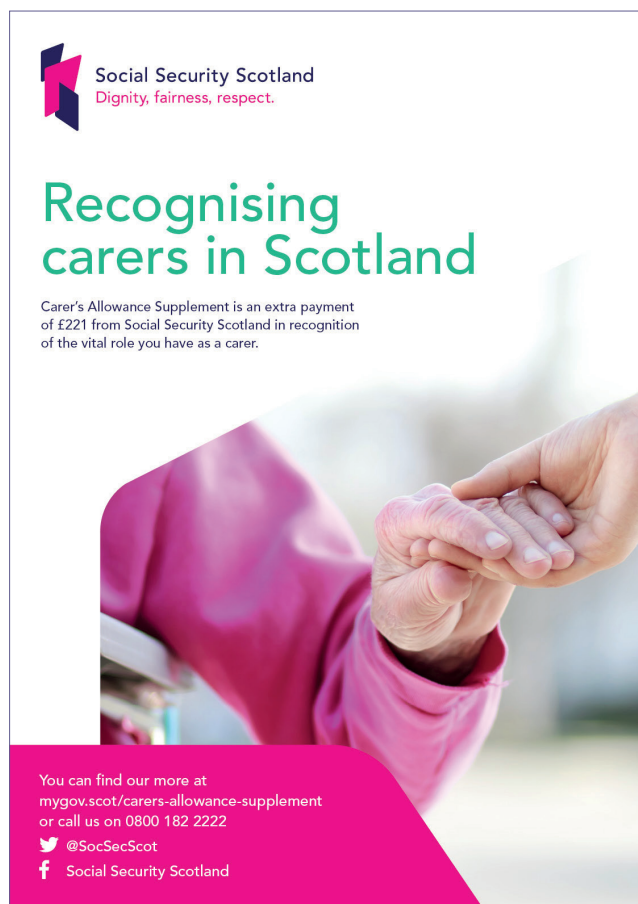
To help you support the launch of Carer's Allowance Supplement we have a range of resources you can order for free.

### Posters

A3 posters for displaying on your noticeboards or communal areas.

#### Poster 1

##### Recognising carers in Scotland



#### Poster 2

##### Making it fairer for carers



If you would like copies of any of the posters shown in this toolkit please email [communications@socialsecurity.gov.scot](mailto:communications@socialsecurity.gov.scot). Let us know how many you would like and who to send them to. If you would like your logo or contact details added please include that in the email.

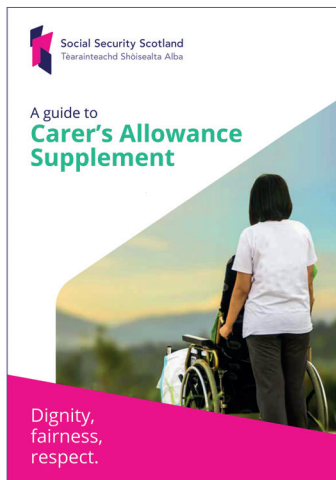


## Flyers

We have 2 flyers that we can supply.

### [A guide to Carer's Allowance Supplement](#)

- which answers some frequently asked questions about Carer's Allowance Supplement.



[Building a Better Benefits System](#) - this flyer explains more about Social Security Scotland and the first benefits we will be delivering.



These flyers are also available in the following community languages for you to download - Urdu, Arabic, Polish, simplified Chinese and traditional Chinese.

Click on the flyer to download it.

### Urdu

[A guide to Carer's Allowance Supplement Building a Better Benefits System](#)

### Arabic

[A guide to Carer's Allowance Supplement Building a Better Benefits System](#)

### Polish

[A guide to Carer's Allowance Supplement Building a Better Benefits System](#)

### Simplified Chinese

[A guide to Carer's Allowance Supplement Building a Better Benefits System](#)

### Traditional Chinese

[A guide to Carer's Allowance Supplement Building a Better Benefits System](#)

### Large print

[A guide to Carer's Allowance Supplement Building a Better Benefits System](#)

### Easy read


Building a Better Benefits System (Please email us for an electronic copy of this).

If you would like copies of any of the flyers shown in this toolkit please email [communications@socialsecurity.gov.scot](mailto:communications@socialsecurity.gov.scot). Let us know how many you would like and who to send them to.

## Carer's Allowance Supplement letter

Example of letter that has been sent to clients, page 1.

**Your reference: NA 1234 56 A**



**Social Security Scotland**  
Tèarainteachd Shòisealta Alba

**B. White**  
123 Home Town  
Glasgow G3 6RF

**Carer's Allowance Supplement**  
PO Box 10302  
Dundee  
DD1 9FX

**Freephone: 0800 182 2222**

**mygov.scot/carers-allowance-supplement**

**00 September 2018**

**@SocSecScot**

**Social Security Scotland**

Dear.....

You will get a new payment called Carer's Allowance Supplement.

This is an extra payment from the Scottish Government for the important work you do as a carer.

This payment will not affect your other benefits. The Department for Work and Pensions (DWP) will pay your Carer's Allowance as normal.

**What to do**  
You do not have to do anything. You'll get the payment in the same way you get Carer's Allowance (bank account, credit union account or vouchers).

You do not need to tell the DWP or your council about this payment.

You should tell HM Revenue & Customs about this payment in case you have to pay tax. You will not pay tax if your taxable income is under the standard Personal Allowance rate of £11,850 a year.

**Your payment**

Eligibility Date	Amount	Date Paid
16 April 2018	£221.00	06 September 2018

You should have the payment in the next two weeks. Call us on 0800 182 2222 if you do not have it after two weeks.

Look for this reference on your bank statement (if you usually get Carer's Allowance paid into your bank account):

SSA CAS PAYMENT

**Dignity, fairness, respect.**

Page 1

## Carer's Allowance Supplement letter

Example of letter that has been sent to clients, page 2.

You're getting this payment because you were getting Carer's Allowance and living in Scotland on the eligibility date.

We'll pay Carer's Allowance Supplement two times a year. We'll write to you again if you're due another payment.

### Your data

Social Security Scotland uses your data to make this payment.

Contact us or go to [www.mygov.scot/carers-allowance-supplement](http://www.mygov.scot/carers-allowance-supplement) to find out:

- how we get your data
- how we'll use it
- who will see it
- how long we'll keep it
- your rights

### Contact us

You can write to us or call 0800 182 2222 to:

- ask about your payment
- tell us if you do not think you should have this payment
- find out more about Carer's Allowance Supplement
- find out about other support you may be able to get

Contact the DWP if you have any questions about your Carer's Allowance.

### Other formats

Contact us to get this information in:

- audio
- braille
- another language
- large print
- easy read

## Local Press Adverts

Example of our local press adverts.

Column sponsored by Fairer Scotland

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# Recognising the important role of carers in Scotland

**If you're a carer living in Scotland, and were in receipt of Carer's Allowance on 16 April 2018, look out for a letter arriving through your door later this month telling you about an additional payment you'll be receiving.**

This payment is your new Carer's Allowance Supplement, an extra payment of £221 from the Scottish Government in recognition of the vital role you have as a carer.

You do not need to do anything to get this payment. The supplement will be paid using exactly the same method that you get your Carer's Allowance from the DWP. It will also have no impact on any other benefits you may be receiving.

The payments will be made throughout September and into October, so don't worry if you don't receive it straight away.


If you want to speak to someone directly about Carer's Allowance Supplement, you can call the Social Security Scotland helpline for free on **0800 182 2222**. The helpline is open Monday to Friday, from 8am to 6pm.

The Scottish Government is committed to helping people access all of the benefits that they are entitled to.


Social security is an investment in everyone and is there to help when we need it most. It's important to find out if you're entitled to support, even if you're already receiving some help.

You can get advice from your local Citizens Advice Bureau to make sure that you are getting the best support for you and the people you care for.

You can find out more about Carer's Allowance Supplement at  
[www.mygov.scot/carers-allowance-supplement](http://www.mygov.scot/carers-allowance-supplement)



**Fairer Scotland**  
Scottish Government



**Social Security Scotland**  
Dignity, fairness, respect.



Social Security Scotland  
Tèarainteachd Shòisealta Alba

Social Security Scotland  
Dundee House  
50 North Lindsay Street,  
Dundee  
DD1 1QE

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

[socialsecurity.gov.scot](http://socialsecurity.gov.scot)

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