

# VoiceAbility

Advocacy support to  
access benefits from  
Social Security Scotland



# About advocacy

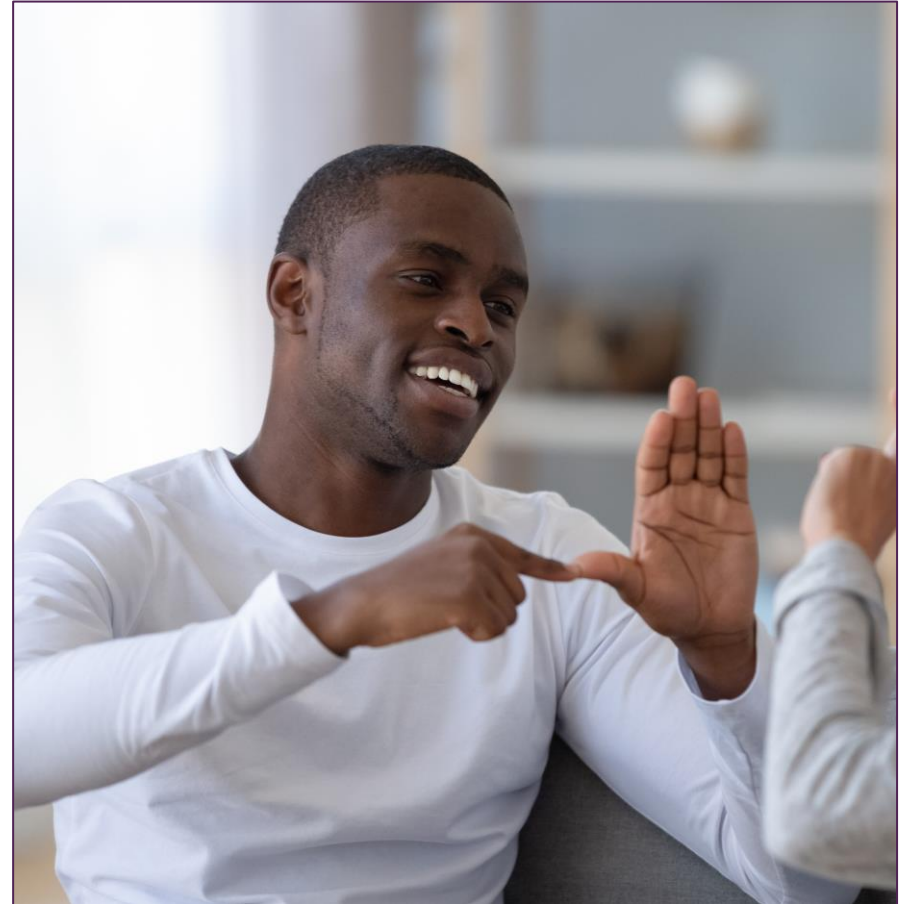


Independent advocacy is about speaking up for, and standing alongside individuals or groups, and not being influenced by the views of others. It is about addressing barriers and imbalances of power, and that an individual's rights are recognised, respected and secured.

## Who do we support?

Our services are specifically for self-identified disabled people in Scotland.

Disabilities can include mental health conditions, dementia, learning disabilities or learning difficulties.



## Our Approach

- We work in partnership with our clients to promote self-advocacy
- Support disabled people to use their voice and be heard
- Ensure people can participate as much as possible in decisions that affect them
- Independent from Social Security Scotland and the Scottish Government
- Take opportunities for empowerment and signposting

The service is **free**



# What can clients expect from working with VoiceAbility?

Help to understand their rights

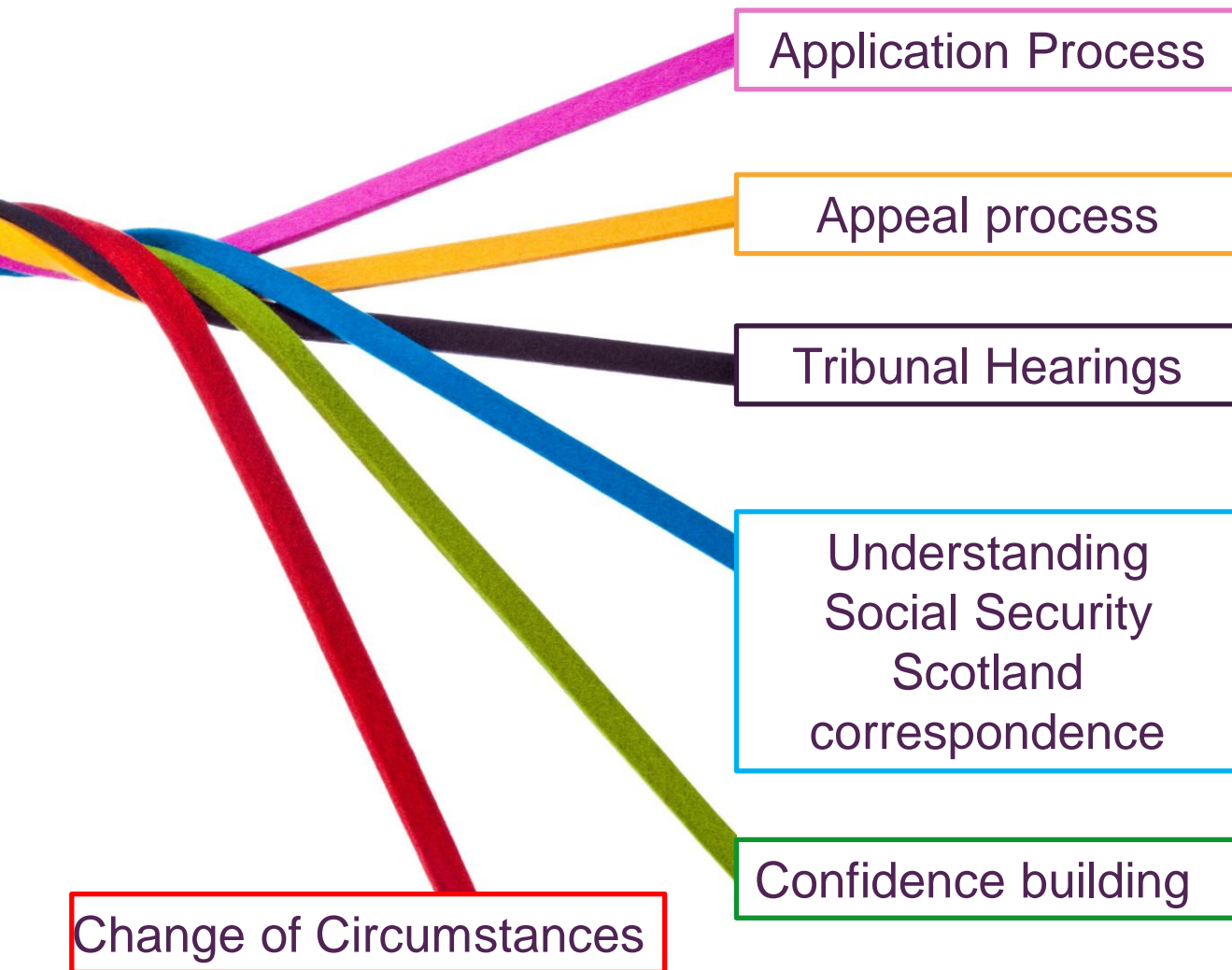
Support when applying for Social Security Benefits

The opportunity to be presented with options for them to decide from

Empower the client to say what they want or don't want



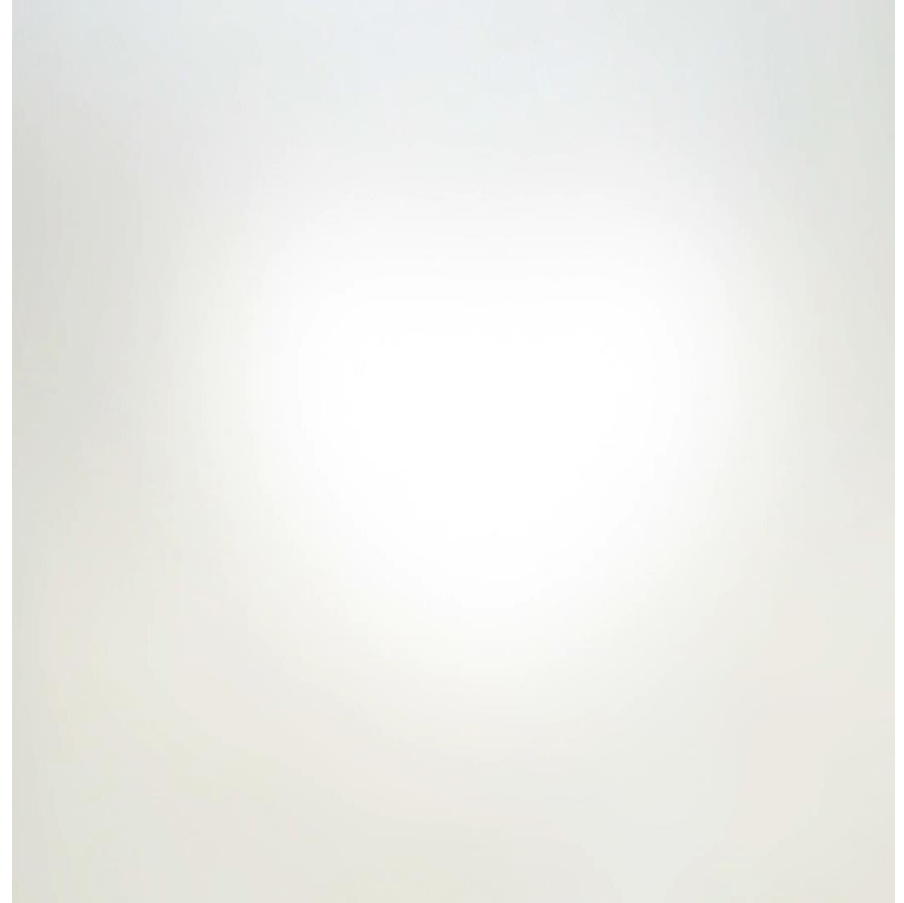
## How will an Advocate support clients?



VoiceAbility can support the client from the beginning to the end of the benefits application process; we only support with the steps the client wishes to pursue.

## Empowerment

At VoiceAbility we focus on a person centred approach which puts the client at the heart of everything we do.



# Advocacy support in Scotland



# Social Security Benefits



Pregnancy and Baby Payment (Best Start Grant)

Early Learning Payment (Best Start Grant)



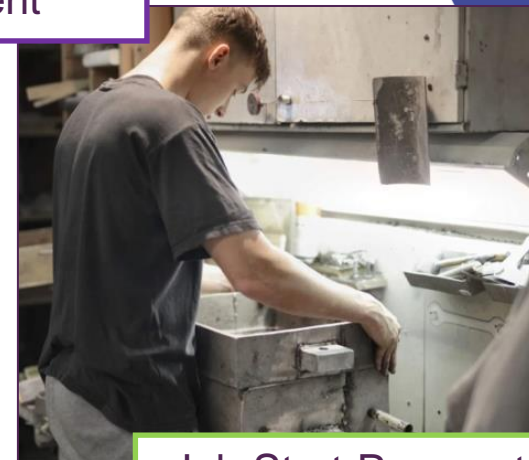
Young Carer Grant

Scottish Child Payment

Best Start Foods

Funeral Support Payment

Adult Disability Payment



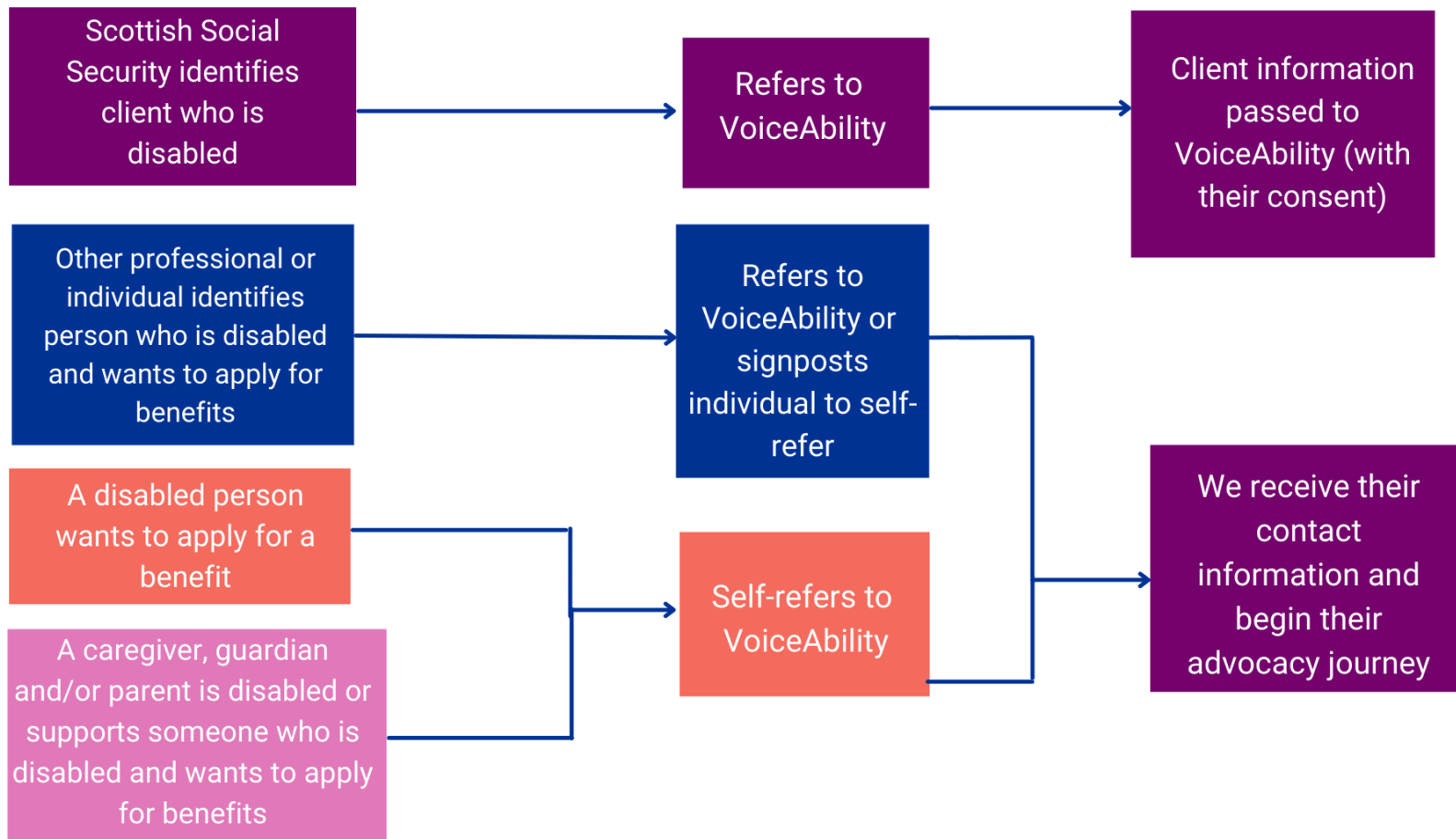
Job Start Payment

Child Disability Payment

Child Winter Heating Assistance

School Age Payment (Best Start Grant)

## The Referral Process



## How do we receive requests for advocacy support?

You can:

- call us on 0300 303 1660 and press option 1 for the Scotland service
- use our live webchat
- complete the online form on our website:  
<https://www.voiceability.org/support-and-help/support-to-access-benefits-in-scotland>
- email us at: [socialsecurityadvocacy@voiceability.org](mailto:socialsecurityadvocacy@voiceability.org)

You can also contact Social Security Scotland directly on 0800 182 2222 and ask to be referred to the Independent Advocacy Service.

## Accessibility

We offer a range of accessibility options, for example:

- alternative languages
- we have videos with BSL and subtitles
- easy read materials
- a translation bar which allows you to directly translate the webpage:

[VoiceAbility | Support to access benefits in Scotland](#)

To ask for alternative languages or formats,  
call us for free on [0300 303 1600](tel:03003031600) or  
email [socialsecurityadvocacy@voiceability.org](mailto:socialsecurityadvocacy@voiceability.org)

**Any Questions?**