



Social Security
Scotland

Tèarainteachd Shòisealta Alba

Gaelic Language Plan 2027 to 2032

Dignity,
fairness,
respect.

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Foreword

At Social Security Scotland, we are proud to deliver a service that reaches approximately two million people across Scotland each year.

As one of Scotland's largest public services, we have a unique opportunity and responsibility to support and promote Gaelic as an important part of our nation's heritage, culture and identity.

Our core purpose is to ensure people can access the support they are entitled to with dignity, fairness and respect. We know that being able to communicate in your first or preferred language can make a real difference. It can help people understand information more clearly, feel more confident when engaging with services, and ensure important conversations happen in the language that feels most natural to them.

The support we provide touches people's lives at many significant moments. We help families with the costs of raising children, support disabled people and carers, and help at times of bereavement. In many ways, our services are there throughout life's journey, from before a child is born to helping families say farewell to loved ones.

This Gaelic Language Plan sets out our commitment to increasing the visibility and use of Gaelic across our organisation and to improving opportunities for people to engage with us through Gaelic. Through these actions, we hope to play our part in supporting a sustainable and vibrant future for the language across Scotland.

David Wallace

Chief Executive

Social Security Scotland

Facal-toisich

Aig Tèarainteachd Shòisealta Alba, tha sinn air leth moiteil seirbheis a libhrigeadh a ruigeas mu dhà mhillean neach air feadh Alba gach bliadhna.

Mar aon dha na seirbheisean poblach as motha ann an Alba, tha cothrom agus dleastanas againn taic a chumail ris a' Ghàidhlig agus ga brosnachadh mar phàirt cudromach den dualchas, cultar agus dearbh-aithne nàiseanta againn.

'S e am prìomh amas againn dèanamh cinnteach gun urrainn daoine faighinn an taic aig a bheil còir aca le urram, cothromachd agus meas. Tha fios againn gu bheil e a' dèanamh diofar mòr a bhith a' conaltradh sa chiad chànan agaibh no an cànan a b' fheàrr leibh. Dh'fhaodadh gun chuidicheadh seo daoine fiosrachadh a thuigsinn na b'fheàrr, faireachdainn nas misneachaile nuair a tha iad a' cleachdadh seirbheisean, agus dèanamh cinnteach gu bheil còmhraidhean cudromach a' tachairt ann an cànan a tha faireachdainn nàdarra dhaibh.

Buailidh an taic a bheireas sinn seachad air beatha daoine aig iomadh àm cudromach. Bidh sinn a' cuideachadh teaghlaichean le cosgaisean togail cloinne, toirt taic do dhaoine ciorramach agus luchd-cùraim, agus a' cuideachadh aig amannan caoidh. Ann an iomadh dòigh, tha na seirbheisean againn ann tro chuidhean beatha, on àm mus tèid leanabh a breith gu bhith cuideachadh theaghlaichean fàgail soiridh-slàn ri luchd-gràidh.

Tha am Plana Ghàidhlig seo a' mìneachadh ar dleastanas a thaobh a bhith ag àrdachadh faicsinneachd agus cleachdadh na Gàidhlig tron bhuidheann againn, agus a' leasachadh chothroman do dhaoine cleachdadh na seirbheisean againn tron Ghàidhlig. Tro na gnìomhan seo, tha sinn an dòchas ar pàirt a ghabhail ann a bhith a' cur taic ri àm ri teachd a tha seasmhach agus beòthail airson a chànan air feadh Alba.

David Wallace

Àrd-oifigear

Tèarainteachd Shòisealta Alba

Description of Social Security Scotland

Social Security Scotland is an executive agency of the Scottish Government. Executive agencies deliver public services for the Government.

Social security is money provided by the Government to people who need it, with eligibility decided by law. Examples include disability support, child support, funeral support, and support for carers.

We help the people of Scotland by delivering 18 social security payments. In financial year 2025/2026, over 1.9 million people received payments.

We believe social security is a human right. We make sure the people of Scotland get the support they are entitled to. Our service works in a clear, helpful and efficient way to get people what they're entitled to.

We take pride in serving everybody in Scotland equally. And in being accessible, helpful and professional. We value dignity, fairness, and respect. We remember that any of us, at any time in our lives, may need this support.

We do not decide social security policy. Rules on who is eligible for what, and payment amounts, are decided by Scottish Government Ministers.

Gaelic within Social Security Scotland's area of operation

Social Security Scotland operates across all of Scotland. It therefore follows that all of Scotland's Gaelic speakers and Gaelic communities are within the area in which we operate, including districts in which persons able to understand, speak, read or write Gaelic form a majority of the population, as well as areas where Gaelic is experiencing growth.

We have offices in Dundee and Glasgow, and our Local Delivery Service supports people applying for benefits across all 32 local authorities in Scotland. We employ approximately 4,000 people and within the first year of this plan we will carry out an internal audit on Gaelic abilities across our workforce.

National Demographics – Number of Gaelic Speakers

Results from Scotland's Census 2022 show a notable increase in Gaelic language skills across Scotland. The total number of people aged three and over who reported having some Gaelic skills, including speaking, reading, writing or understanding Gaelic, was approximately 130,000 (2.5% of the population), compared with 87,056 (1.7%) in 2011.

The number of people able to speak Gaelic increased from 57,602 in 2011 to 69,701 in 2022, representing around 1.4% of Scotland's population aged three and over. This marks the first increase in the number of Gaelic speakers recorded by the Census in recent decades and reflects growing participation in Gaelic-medium education and wider interest in the language.

The number of people who reported being able to speak, read and write Gaelic rose from approximately 32,000 in 2011 to around 44,000 in 2022.

Our area of operation is all of Scotland. It therefore follows that all of Scotland's Gaelic speakers and Gaelic communities are within the area in which we operate, including districts where Gaelic remains a significant community language, as well as areas where Gaelic learning and usage are growing.

Gaelic speakers and people with Gaelic language skills are found throughout Scotland. While Na h-Eileanan Siar (Western Isles) continues to have by far the highest concentration of Gaelic speakers, Gaelic communities are also well established in Highland, Argyll and Bute, Glasgow, Edinburgh, Inverness and Aberdeen. The Census shows overall growth in Gaelic skills across Scotland, demonstrating the increasing geographical spread and visibility of the language.

Further information is available from the National Records of Scotland and Scotland's Census 2022 publications

The Gaelic Language (Scotland) Act 2005

The Gaelic Language (Scotland) Act 2005 was passed by the Scottish Parliament with a view to securing the status of the Gaelic language as an official language of Scotland commanding equal respect to the English language. It has subsequently been substantially amended by the Scottish Languages Act 2025, which confers official status and specifies how equal respect should be demonstrated and complied with

One of the key features of the 2005 Act, as amended by the Scottish Languages Act 2025, is the provision enabling Bòrd na Gàidhlig to require a public authority to prepare a Gaelic language plan. This provision was designed to ensure that the public sector in Scotland plays its part in creating a sustainable future for Gaelic by raising the status and profile of the language and creating practical opportunities for its use.

This document is Social Security Scotland's Gaelic Language Plan prepared within the framework of the Gaelic Language (Scotland) Act 2005, as amended by the Scottish Languages Act 2025. It sets out how we will use Gaelic in the operation of our functions, how we will enable the use of Gaelic when communicating with the public and key partners, and how we will promote and develop Gaelic.

Social Security Scotland's Gaelic Language Plan has been prepared in accordance with statutory criteria set out in the Act and having regard to the National Gaelic Language Plan and the Guidance on the Development of Gaelic Language Plans.

The National Gaelic Language Plan

Social Security Scotland supports the aim of the National Gaelic Language Plan 2023 to 2028 to increase the use and learning of Gaelic by promoting a positive image of Gaelic whenever we can as part of our day-to-day operations and encouraging more people to use Gaelic, more often when they interact with us.

Consultation on draft plan

Following consultation we will insert a short overview of the process, length of consultation, number of response and short overview of main points raised.

Our commitments

	Aim	Current practice	Actions	Target date
Our people and places	Promote the Gaelic language and its importance to colleagues	Limited understanding of requirement for a Gaelic Language plan	On publication of the Gaelic language plan develop and deliver a communication plan to promote it Promote Gaelic culture and heritage by engaging with and promoting national initiatives such as World Gaelic Week and Gach latha. Utilise our Festival of Diversity and Human Library to share lived experience of Gaelic speakers.	2027 2027- 2032 2027 - 2032
	Make use of Gaelic visible in our workspaces	Gaelic is incorporated into our logo which appears in signage across our buildings	New or updated building signage will incorporate Gaelic (noting that our signage is largely led by icons) Use poster spaces across offices to share Gaelic content – including translating internal and external campaign content into Gaelic Find opportunities to share Gaelic content on our digital signage Provide Gaelic language banners for use by our local delivery and engagement colleagues for use when co-locating in places likely to be visited by Gaelic speakers or attending relevant events	At point of renewal of signage and materials 2027 - 2032 2027 - 2032 2027

	Support the use and learning of Gaelic across our workforce	No record of Gaelic skills or provision to develop Gaelic skills	Conduct an internal audit of Gaelic skills and training needs capturing these on our human resource system Work with Internal Equalities Network to develop Gaelic speaking peer support network Work with relevant stakeholders to provide a Gaelic language training provision We will incorporate Gaelic skills within our recruitment practices, identifying where Gaelic may be designated an essential or desirable criteria and advertising relevant roles in English and Gaelic	2027 2028 2029 2027 - 2032
Our corporate communications	Ensure our brand name is included in Gaelic in our logo	Gaelic incorporated into logo but not of equal weighting to English	Review logo to give Gaelic version of brand name equal weighting Use updated logo on new materials and as we renew existing materials	2028 2028 - 2032
	Provide corporate information in Gaelic	We do not currently share any corporate information in Gaelic	Translate forewords in any external publications into Gaelic Any external facing corporate document that covers a period of three years or more will be translated into Gaelic Share Gaelic content in relation to corporate activity on our social media channels with a target of a minimum of five post per year	2027 2027 2027-2032

Our client services	Benefit information readily available in Gaelic	Factsheets on our services are translated into Gaelic and published on the Social Security Scotland website. These can be found on a translated resources page with a specific landing page for Gaelic.	Distribute Gaelic electronic and print factsheets detailing who is eligible for benefits, what they get and how to apply through relevant stakeholders Build on our Gaelic landing page as more resources become available Add functionality to allow customers to filter for Gaelic materials on mygov.scot where they can access information on benefits and apply for them Share benefit information through our social media channels in Gaelic with a target of a minimum of 10 posts per year	2030 2027 – 2032 2032 2027
	We will welcome contact in Gaelic	If Gaelic is noted as a communication preference on our system, written correspondence is provided in both English and Gaelic A Gaelic interpreter can be organised on request	Research and record viability of having Gaelic speaking staff in Client Service Delivery and Health and Social Care who can provide the service directly in Gaelic rather than through interpreters.	2032

Monitoring

Social Security Scotland will compile an annual progress report that will be provided to Bòrd na Gàidhlig and made available to the public.

Resourcing the plan

Commitment in this plan are incorporated into departmental and individual objectives, with any associated costs with delivery mainstreamed through departmental budgets.

Publication

Internal

An internal communications plan will be developed to raise awareness of our first edition Gaelic Language Plan, how we will deliver it and how colleagues can get involved. This will detail how we will let staff and other internal stakeholders at all levels of the organisation know about the Gaelic Language Plan, what responsibility they have in terms of delivery and the opportunities that exist to use Gaelic and/or develop skills.

External

Social Security Scotland's first edition Gaelic Language Plan will be published in Gaelic and in English on our website.

In addition, we will:

- publicise the plan through a variety of social media platforms, our stakeholder newsletter and on our website
- distribute copies of the plan to relevant Gaelic organisations and other interested bodies
- make hard copies available on request.

The Gaelic Language Plan in the public authority

Social Security Scotland's Chief Executive Officer, David Wallace, has overall responsibility for preparation, delivery and monitoring of this Gaelic Language Plan. He can be contacted at ce@socialsecurity.gov.scot

The Head of Corporate Support and Communications has day-to-day responsibility for the delivery and monitoring of this Gaelic Language Plan. Queries can be sent to cscadminhub@socialsecurity.gov.scot



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