



Social Security Scotland
Tèarainteachd Shòisealta Alba

Our ideas about making sure we treat everyone fairly

Please tell us what you think of our ideas
by Thursday 6 February 2020



**Mainstreaming Equality. Draft Equality Outcomes
Consultation**



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About us



Social Security Scotland
Tearainteachd Shòisealta Alba

We are called Social Security Scotland.
We are part of the government
in Scotland.



We give people **benefits** if they need
them.

Benefits is money from the government.

Benefits help people who don't have
much money or need other support.

About this document



We are making a plan about
treating everyone fairly.

The plan will be called our
Equality Strategy.



The plan will help us to make sure that:

- We treat all groups of people in Scotland fairly
- We always think about how to make this happen in our work

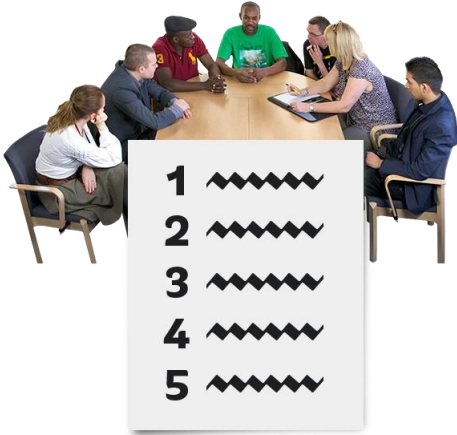


The law says we must help everyone to be treated fairly and get their rights.

For example, the law says we have to:

- Help to stop people being treated unfairly
- Help make sure that everyone has the same chances to do things
- Help different groups of people get on well with each other





We have **5 ideas** that we want to work on to help with this.

We want to know what people think of the ideas first.



Please tell us what you think if you can.

There are some questions for you to answer in this document.



Please tell us what you think by **Thursday 6 February 2020.**

The 5 ideas that we want to make happen

1

Idea 1

Our benefits service will work well for everyone.

People who use the service will be able to get the support they need

Some things we could do to make this idea happen:



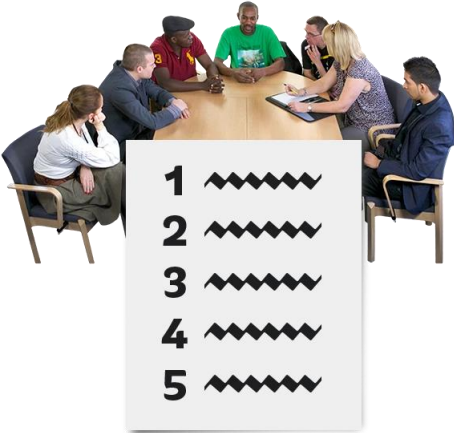
- Make our main information easy for different groups of people to understand.

For example, make information in easy read, sign language and other languages.



- Ask different groups of people how we can make our buildings easy for everyone to use.

More things we could do to make this idea happen:



- Look at new plans and rules first to check they are fair for all groups of people.



- Do what Our Charter says.

This is a document about how people should be treated when they use our service.




- Help people in local areas to apply for benefits.





- Give our staff training about treating everyone fairly.





Do you think Idea 1 and the things we could do to make it happen is fair for all groups of people and will give them what they need?


Yes 

No 

Don't know 

1 

2 

3 

If not, how could we make this idea fair for all groups of people?

2

Idea 2

We will help make sure that all different groups of people are part of our work and no one is left out.

We will do our best for all our staff and make sure they can do the best they can.

Some things we could do to make this idea happen:

- Set up new groups of staff that can support each other and make sure we are treating everyone fairly.



- Make sure all our staff know why it is important to treat everyone fairly and how they can help.

More things we could do to make this idea happen:



- Work with different groups of people in the community to give them information and find out what they need.



- Give staff training about how to support people with their mental health.



- Make sure we have rules to support staff with their religion or health needs.

For example, if they need to go to a health appointment or religious event.



More things we could do to make this idea happen:

- Look at other things we can have to support people.




For example, places where people can go to pray or feed their babies.

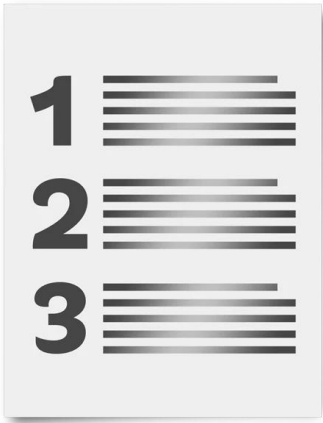


- Make sure the information we give people is easy to understand.



Do you think Idea 2 and the things we could do to make it happen is fair for all groups of people and will give them what they need?

Yes		No		Don't know	
	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>



If not, how could we make this idea fair for all groups of people?

3

Idea 3

People will want to work for Social Security Scotland. We will have many different groups of people working for us

Some things we could do to make this idea happen:

- Make sure we have good rules about helping people get a job with us.
- Ask different groups of people to have a say in our job information to make sure it is fair for everyone.
- Have events for groups of people who may not usually work for us.
- Find out what people think about applying for a job with us and what needs to change.





More things we could do to make this idea happen:

- Help different groups of people work with us for a short time to see what we do and learn new skills.



- Find out what extra support disabled people who start working for us might need.

And make this happen where we can.



Do you think Idea 3 and the things we could do to make it happen is fair for all groups of people and will give them what they need?

Yes

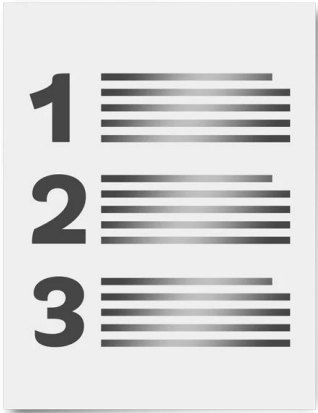


No



Don't know





If not, how could we make this idea fair for all groups of people?

4

Idea 4

We will use the information that people give us to keep making our service better for everyone.

Some things we could do to make this idea happen:



Questions

1. What do you think about it?

Good

Bad

Not sure

- Get information from people who use our service and staff about what they think of the service.

This includes asking people some easy questions when they use our service.



- Write reports about how we are doing to treat everyone fairly.

For example, how we are making sure all staff are paid a fair wage.

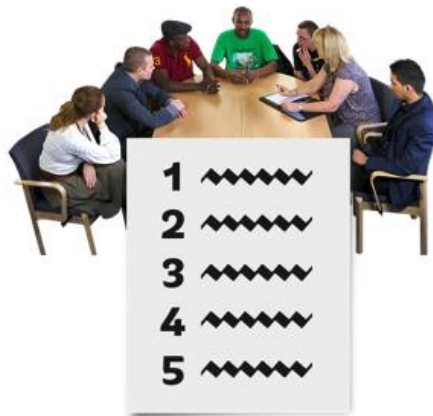


- Look at our rules for staff to see if they need to change.



More things we could do to make this idea happen:

- Set up a new way for staff to give us their ideas.



- Keep looking at how to make our service better.

Make sure everyone who works for us can help with this.



- Keep asking staff what they think about working for us.

Then make a plan about what we will do next.





- Check how staff are getting on and help them if they are not working in the best way.


For example, make plans with them about how to work in the best way.





Do you think Idea 4 and the things we could do to make it happen is fair for all groups of people and will give them what they need?


Yes 

No 

Don't know 

1 

2 

3 

If not, how could we make this idea fair for all groups of people?

5

Idea 5

We will work with other organisations to make sure that everyone can get advice about benefits that is right for them and their lives

Some things we could do to make this idea happen:



- Work with other people and organisations in local areas to set up our services.

This includes working with people who have used benefits services before.



- Start our plan about how to work with different groups of people and make sure they have a say in our work.



- Make sure people in local areas get the right support to apply for benefits.









More things we could do to make this idea happen:

- Make sure there is enough money and staff to support people



Do you think Idea 5 and the things we could do to make it happen is fair for all groups of people and will give them what they need?

Yes		No		Don't know	
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	

- 
- 
- 

If not, how could we make this idea fair for all groups of people?

Other questions

Is there anything unfair about the way people get benefits at the moment?

For example, are some groups of people treated less fairly than others?



Is there anything else you want to say about how we can make our work fair for everyone?





Are you giving us your answers:

On your own

As part of an organisation

Please tell us your name or the name of your organisation if you can



Your phone number



Your address and postcode



Your email address

Are you happy for us to share what you say with the public?



Yes. You can say my name as well



Yes. But don't use my name

No. Please don't share what I say

(We may still use your name if you are an organisation)

Can we get in touch with you again about what you tell us?

Yes



No



How to tell us what you think



Please tell us what you think of our ideas by **Thursday 6 February 2020**.



You can tell us on this website:

<https://consult.gov.scot/social-security/mainstreaming-equality>



Or you can send your answers using this easy read form. Send it by email to:

consultations@socialsecurity.gov.scot



Or by post to:

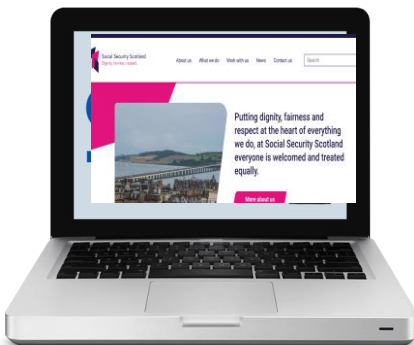
Social Security Scotland
Corporate Assurance Team
50 North Lindsay Street
Dundee
DD1 1QE

Events



We will also have some events.

You can come to the events to find out more and say what you think of our ideas.



There is more information on our website at:

www.socialsecurity.gov.scot

What next



We will look at what everyone tells us.

We will write a report about what we found out.

