Who is Social Security Scotland?

Social Security Scotland is a new service that has been created by the Scottish Government to deliver a number of benefits.

These benefits will be introduced by the Scottish Government in stages. At the end of this process, we will be delivering benefits for people on low incomes, disabled people, carers, young people entering the workplace and to help people heat their homes.

You can find out more about Social Security Scotland online at socialsecurity.gov.scot.

What other support is available?

Your clients can call the Citizen’s Advice Scotland Money Talk Team on 0800 085 7145 to ensure they are receiving all the money they are entitled to.

Best Start Grant is a package of three payments that will give extra money to parents and carers during the early years of a child’s life. To find out more, visit mygov.scot/beststart

How clients can access our service:

Call us free on: 0800 182 2222

Text Relay Service:
18001 +0300 244 4000
(for the hard of hearing)

British Sign Language users:
contactscotland-bsl.org/
device-direct/

Online at: mygov.scot

Social Security Scotland

More information for stakeholders:

socialsecurity.gov.scot

@SocSecScot

Alternative versions

This information can be provided in alternative languages or formats by calling 0800 182 2222.

致電 0800 182 2222 可取得此資料的其他語言或格式版本。

本信息有其他語言和格式提供，語可語打 0800 182 2222 语取。

پر کال کرکے متبادل زبانوں یا شکلوں میں 
2222 0800 
یمکن تجویز یہ جو انسان بلغاتی یا ترجمات مختلفیاں، والا بالاسالاری او الرم 
2222 182 0800

این اطلاعات با نامیا بای شمارہ 2222 182 0800، ہی ریزیا بی فرمیجای بیکر 
ارادارریں۔

Aby uzyskać informacje w innej wersji językowej lub formacie, 
zadzwoń pod numer 0800 182 2222

Geibhear a’ bhileag seo ann an cànanan is cruthan eile le bhith a’ cur fon gu 0800 182 2222.
What is the Early Learning Payment?
It is a £250 payment for eligible families on certain benefits or tax credits* who have a child between the ages of two and three years and six months. This is to help with the costs around the time a child might start nursery.

Who can get it?
A person can apply for the Early Learning Payment whether they are in work or not. The applicant may be eligible if they are the parent or full-time carer of the child, and in receipt of certain benefits or tax credits.

*Universal Credit (UC), Income Support, Income-based Jobseeker’s Allowance, Income related Employment and Support Allowance (ESA), Pension Credit, Housing Benefit, Child Tax Credit (CTC) and Working Tax Credit.

If the applicant is under 18, they are automatically eligible and don’t have to be on a qualifying benefit. They are also eligible if they are 18 or 19, in full time education or training and dependent on someone else like a parent or carer who is claiming Child Benefit, Child Tax Credit, Pension Credit or Universal Credit. In some circumstances, we will have to ask them to send us additional information to process their application.

How many children qualify in each family?
There is no cap on how many children in a household can get this.

What age must a child be?
They can apply from their child’s second birthday and until their child turns three years and six months.

Can someone apply if their child is within the qualifying age range but will not attend nursery?
Yes, they can apply, even if they are not going to nursery.

What evidence will be required?
Most people should be able to apply without sending us evidence. Evidence of income is not required because we check with the Department for Work and Pensions (DWP) that they are on a qualifying benefit.

We will also check with DWP that they are responsible for the child by checking that they are on an appropriate benefit i.e. Child Benefit, Child Tax Credit, Pension Credit or Universal Credit. In some circumstances, we will have to ask them to send us additional information to process their application.

Do we need their partner’s information?
Yes, if they live in the same household and are:
• married to each other
• civil partners of each other
• living together as if they are married

How long after applying will it take to get a payment?
It can take between 14 to 21 days to receive a payment. If we need any more information or supportive evidence, it could take longer.

How do they get the money?
We pay it directly to their chosen account. They do not need to pay it back.

What can they use the money for?
It’s up to them how they decide to use the money. It could be used for anything from kid’s clothes and shoes to toys, books or days out. People will not need to keep receipts for what they buy.

Will this affect other benefits?
No, the Early Learning Payment will not affect any other benefits or tax credits.

How can clients apply?
They can apply online at mygov.scot/best-start-grant or freephone 0800 182 2222 to complete an application over the phone or to request a paper application form.