



The Scottish Parliament
Pàrlamaid na h-Alba

Social Justice and Social Security Committee

David Wallace,
Chief Executive,
Social Security Scotland

Social Justice and Social Security Committee
The Scottish Parliament
Edinburgh
EH99 1SP

Via email only

Email: SJSS.committee@parliament.scot

20 March 2024

Dear Mr Wallace,

Client communication with Social Security Scotland

I am writing to you on behalf of the Social Justice and Social Security Committee to request information on a number of points related to how people can contact Social Security Scotland.

Firstly, the Committee is interested in what provision is available for people to access face-to-face appointments, and to what extent this varies by region.

Secondly, the Committee would like to know where Social Security Scotland's outreach points/local delivery partnerships are located, and how clients and prospective applicants can access these.

Finally, information is sought regarding what digital tools Social Security Scotland uses to communicate with clients and applicants remotely.

A response to this letter is sought by Friday 12 April.

Yours sincerely,



Collette Stevenson MSP
Convener
Social Justice and Social Security Committee