

Questions From Young Carer Grant Working Group meeting September 2019

Q - Have you mentioned distance care?

A - The regulations define care as “activity that promotes the physical, mental or emotional well-being of the person being cared for”. This allows Young Carer Grant to be paid to those who do not provide face to face care.

Q - “Volunteering scheme” was mentioned in the pre-application content but not in eligibility question during the application?

A - The question in the application is worded “Are you caring for any of the people you will put in your application form as a volunteer?”. But there is an extra information accordion that the applicant can click if they are unsure, which like the pre-application content mentions volunteering schemes.

Q - Young carers are encouraged by carer groups to use their caring role for personal development and taking on volunteer roles. Would this make them ineligible?

A - To be eligible for YCG the young person must be caring for an average of 16 hours a week not part of a volunteer scheme. If the young person is unsure of their eligibility they can still progress their application to get a determination or phone Social Security Scotland for advice.

Q - Is there a list of what they need before they start application?

A - Yes. The pre-application lists all the information they will provided before they start their application. It advises them to get this all together first.

Q - Young carers may use another’s address (for example young carer group) without asking for permission. Is there anything that prompts them to ask permission first?

A - Applicants are informed that letters will be sent out, with the intention that they will use an address which they live at. We have not put anything in the application asking them to get permission to use the postal address they input.

Q - What types of ID will the government accept and what support is there for those struggling to provide these?

A - A full list of the accepted documents will be available in the pre-application content. As well as this when the young carer makes an application a letter will be sent out to them informing them of what identification is required and help on accessing photocopiers. The applicant can also call Social Security Scotland for free if they ever need support.

Q - What happens if they don’t have bank account?

A - They can use someone else’s bank account. If they do this they are asked if they are confident that they will be able to access the money when they want it.

Q - What happens if they don’t have another’s bank account they can definitely access?

A - If the applicant doesn't want to open their own bank account and doesn't have someone else's they can access then they can receive the payment in digital vouchers that can be redeemed at various retailers.

Q - Is the payment pro rata?

A - No it is not pro rata but a one off payment.

Q - How long until they get a decision?

A - There are various factors that can change how long it takes for an application to be processed.

In making sure applicants don't get discouraged and not apply we allow them to apply without knowing their National Insurance number or their cared for person(s). They may also still apply if they don't know what qualifying benefit their cared for person(s) is on. The applicant is told that this can increase the time it takes to process an application while we check this information.

How quickly we receive their identification and verification documents will also change the time it takes to process the application.

Q - Can you save and exit while completing the form?

A - No, if you close the online application page the progress made will not be saved.

Q - If two people are eligible in the same household how is a decision made?

A - If both applicants are providing 16 hours of care a week to the same person on a qualifying benefit the first application received will be awarded YCG, assuming they meet the rest of the eligibility criteria.

Q - If someone was to re-apply too early will they be told that's the reason for the denial for just denied?

A - Applications can be held for 10 days in the case of someone reapplying early. Each denial letter will include the reason for the denial should the applicant wish a redetermination to take place.

Q - Is there extra support for groups to help cope with the extra work needed to help young carers fill in their forms?

A - The application has been designed with young carers to allow young people to fill in the application without help from others.

Social Security Scotland's local delivery team will also be able to help groups around the country. They are tasked with delivering an accessible and person-centred service by providing a local presence across Scotland to meet people's needs

Q - Is correspondence always sent via letters?

A - Applicants can also choose for notifications to be sent via email or text but we will always follow up formally by issuing a letter.

Q - Does receiving YCG stop the young carer from being eligible for Carer's Allowance?

A - No. Applicants who believe they are eligible for both YCG and Carer's Allowance are encouraged to apply for YCG first. Once they receive YCG they can apply for Carer's Allowance.

Q - Is there sign posting to the Young Scot card young carers package?

A - All of the bailout pages try to link the applicant to services they may be eligible for.

Q - Is the comms material different from government standard since the YCG targets a very different group?

A - There are guidelines that we have to follow when creating marketing material to ensure its accessible so there will always be a degree of similarity but we are looking at specific material to help us reach our unique demographic.

Q - What support can agency offer young carers?

A - It will be free for applicants to call the agency. They can give support to the applicant with any questions they have about the form or help the young person apply over the phone.

We also currently have 19 local delivery leads with this number soon to expand. They will be able to offer help and information in their local areas.

Q - Will SG review how much extra time groups are having to spend helping young carers fill in applications for YCG?

A - This can be monitored with further conversations with groups after the launch of YCG. There is no plan for any funding to aid groups support young carers apply.

Some questions related to specific circumstances and their eligibility which the Scottish Government does not comment on. For each case if a young person believes they are eligible we encourage them to apply and get a formal decision or phone Social Security Scotland for advice.