



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

30 November 2023

Dear David,

Social Security Scotland Key Performance Indicators

Thank you for your letters dated 21 August and 28 September following the disability benefits processing times evidence session you attended on [29 June 2023](#).

In your letter of [21 August](#), you confirmed that Social Security Scotland is “currently unable to measure or report on the time taken between the receipt of all supporting information and a decision being made in a case”. However, you indicated that “work is ongoing to improve how our data is managed and accessed in order to strengthen the range and detail of data available to inform performance and reporting”.

Further to this, in your letter of [28 September](#), you explained that statistics are published as experimental statistics and for all benefits include “what can be considered the full ‘end-to-end’ for a first decision to be made.”

The Committee believes more comprehensive information is important to monitor and evaluate the service being provided.

As such, the Committee has asked the Scottish Government for some further background about how the relevant disability benefits key performance indicators were designed, what further action it is taking to address the concerns set out above, and when any action would be taken. Specifically, the Committee has asked the Government whether it intends to develop systems so that in future Social Security Scotland will be able to report on the time taken between the receipt of all supporting information and a decision being made in a case.

The Committee would welcome your views on how Social Security Scotland feeds into the design of key performance indicators, whether you have had discussions with the Scottish Government about the review of disability benefits key performance indicators and about taking steps to address the issue outlined above.

To inform the Committee's further consideration of this matter, it would be helpful to have your response by **20 December 2023**.

Yours sincerely,

A handwritten signature in cursive script that reads "Bob Doris".

Bob Doris MSP
Deputy Convener
Social Justice and Social Security Committee