

SOCIAL JUSTICE AND SOCIAL SECURITY COMMITTEE

10th Meeting (Session 6), Thursday 28 March 2024

Client experience of Social Security Scotland's re-determination and appeals process

The Committee has received the following submissions:

- A submission from [Citizen Advice Scotland](#) (CAS) providing an overview of the experience of clients of the CAS network of challenging decisions made by Social Security Scotland;
- A submission from [VoiceAbility](#) covering key concerns their clients have reported and recommendations for practical changes which could be introduced based on these reports.
- A letter from the [Child Poverty Action Group](#) (CPAG) on the status of short-term assistance as a 'passporting benefit.

**Clerk to Committee
25 March 2024**