



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# A guide to providing supporting information when applying for disability payments



Supporting information are documents that help us understand someone's level of need. If someone is applying for Child Disability Payment or Adult Disability Payment, providing good supporting information can help us make the right decision first time in a timely manner.

There are two types of supporting information:

- Information that comes from a professional. We ask people to submit one piece of supporting information from a professional, where possible.
- Information from someone's wider support network. This can help us fully understand how someone's condition affects them on a day-to-day basis.

### **Supporting information from professionals**

To process an application for disability benefits, we seek one piece of supporting information from a professional familiar with the impact of the person's condition or disability on their life. This supporting information should broadly confirm a person's condition(s), disability, or level of need, though it does not need to include a formal diagnosis.

Examples of supporting information from professionals include:

- treatment plans
- care assessments
- social work reports
- confirmation of a diagnosis
- a list of medications
- information on the physical supports put in place by a local authority such as a stair lift, ramp or accessible shower
- a child's additional support needs plan
- medical specialist report
- completed supporting information forms (we can send this out to the person applying or the professional, if we are gathering supporting information on the person's behalf).

## **Which professionals can provide supporting information?**

Often people think of their GP when asked for supporting information. However other professionals may be better placed to provide the information needed to make a decision. For example, if someone regularly sees a physiotherapist, they may be a better source of supporting information than a GP who they have not seen for months.

Among the professionals who can provide supporting information are those who work in:

- social care, such as a support worker or paid carer
- education, such as a teacher or support worker
- a third sector organisation, such as a nurse or support worker
- public or private healthcare such as a health visitor, therapist, occupational therapist, physiotherapist, doctor or nurse

## **Supporting information from the person's wider support network**

Supporting information can also come from a person's wider support network such as family members, a partner, friends or neighbours, unpaid carers and volunteers leading groups or activities that the person attends.

This type of supporting information can provide important insight into the impact someone's condition or disability has on them. If the application form does not provide enough information for us to understand the person's level of need, this type of supporting information can be critical in helping us make the right decision.

## **How we can help collect supporting information**

If an applicant has supporting information from a professional to hand and can provide it alongside their application, it can help us process their application more quickly. If someone is unsure if the documents they have count as supporting information, they can contact us for advice.

We can also gather supporting information on the behalf of those who ask us to. People can make the request by ticking the relevant

box on the application form and by providing contact details for their professional of choice.

Once given the contact details of a professional, our staff will get in touch with them and ask them to either complete and return a supporting information form, or send us existing information that that gives an insight into someone's level of need.

This may take some time, however we know our supporting information collection service is very important to those who need it. We do not want anyone to delay applying because they do not have supporting information to hand.

If no supporting information from a professional exists, an application can still be submitted. In this situation our staff will work with the applicant to understand their circumstances. It will take more time to process this kind of application, however our priority is to ensure we understand someone's needs as fully as possible before making a decision on their benefits entitlement.

### How to contact us?



Call us free on: 0800 182 2222



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



British Sign Language users: [contactsotland-bsl.org](https://www.contactsotland-bsl.org)



Webchat: [chat.socialsecurity.gov.scot](https://chat.socialsecurity.gov.scot)

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