Welfare reform in Scotland

The Charter

Social Security is itself a human right essential to the realisation of human rights

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Overview

• Background – **Why** co-designed/developed
• **How** was the Charter co-developed?
• **So what?**
Brief Background

- Devolution of some benefits & some powers to ‘top up’ & introduce new benefits & UC flexibilities
- Agency – Social Security Scotland. Dundee & Glasgow
- Key legislation: Social Security (Scotland) Act (2018)
- System based on Human Rights
- Eight ‘Principles’ underpin the system
The Charter – Why?

• Three things in the Act
  - There must be a Charter
  - It must be based on the eight principles
  - It should be developed with input from a diverse mix of ‘people with lived experience’ & people who represent ‘people with lived experience’
The Charter – Why? (2)

• Ministers committed to a key role for people with lived experience
• Stakeholders and experts will advise
• Officials will support
The Charter – How to fulfil the commitment?

• Deep or wide? Both had pros and cons. The battle of Qual vrs Quant
• Time frame big problem – Recruit and capacity build - helped by the existence of the Experience Panels
• Mixed methods
• Core Group 34 diverse people, individual interviews and a survey
The Charter – How to fulfil the commitment?  (2)

- Asked all 2,400 – want to join the Core Group?
- 300 said yes – developed a grid of different characteristics, randomly picked, over recruited
- Missing groups – Minority Ethnic Groups and Young People
- Focus groups and late joiners
The Charter – How to fulfil the commitment? (3)

- Eight workshops Core Group
- Capacity build – experts – issues but astonished!
- Focus groups – missing characteristics
- Individual interviews with people who couldn’t travel
- Survey of all Experience Panel members
Triumphs and tragedies

• Accessibility of venues
• Story telling
• Different opinions
• Exhaustion and illness
• Stockholm syndrome
• Astonishing capacity
• Improved wellbeing
• Ownership
Stakeholders and Experts

- Timescales – can’t be done!
- Competing priorities
- Representing people with lived experience?
- The jamboree
So what?

• Embedded in the culture of the agency
• Widely distributed and disseminated
• MEASUREMENT
• We measure what we value........
• WE VALUE WHAT WE MEASURE
• Core Group 2 – September – annual report