

Welfare reform in Scotland

The Charter

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

Julie Guy
Social Researcher, Scottish Government

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