



Social Security Scotland
Dignity, fairness, respect.

Apply for the
funeral of someone
18 or over

Funeral Support Payment

Apply for help with funeral costs

Once finished, return this form in the pre-paid envelope.
If you do not have this envelope, call us free on
0800 182 2222 and we'll send you one.

mygov.scot

Social Security Scotland
PO Box 10311
DUNDEE
DD1 9GH

Use this form to apply for help with funeral costs where the person who died is 18 or over.

If you're applying for the funeral of someone 17 or under, you'll need to use the child form. You can get this by visiting mygov.scot/funeral-support-payment-form. If you'd prefer, you can call us free on 0800 182 2222 and we'll send you the correct form.

If you've received a backdated benefit or have been affected by COVID-19, you may have longer to apply. Call us on 0800 182 2222 for more information.

Funeral Support Payment

Funeral Support Payment helps pay for funeral costs if you live in Scotland. It usually will not cover the full cost of the funeral but it will help pay for some costs. It can be paid either to you or the funeral director who's helping you plan the funeral.

Only one person can get Funeral Support Payment for the funeral. You will not be eligible if government support has already been paid for the funeral. This includes:

- Funeral Expenses Payment from the Department for Work and Pensions
- Northern Ireland's Funeral Payment.

Check if you're eligible for help with funeral costs for someone 18 or over

Tick all statements that apply.

- I live in Scotland
- I haven't already had help with funeral costs from the government for this funeral
- I'm applying after the person died, but less than six months after their funeral
- The funeral is for someone who lived in the UK
- My partner or I are responsible for the cost of the funeral
- It was reasonable for me or my partner to accept responsibility for the cost of the funeral
- The funeral is being held in the UK, the EU, Iceland, Liechtenstein, Norway or Switzerland
- My partner or I are getting at least one qualifying benefit (see page 5 for a list of qualifying benefits)

If you have ticked all the boxes, you may be able to get Funeral Support Payment.

How it works

Funeral Support Payment will not usually cover the full cost of the funeral but it will help pay for some costs. This will depend on the choices made when planning the funeral. It can help pay towards:

- burial and cremation costs
- funeral costs
- your travel costs
- transport costs to move the person who died
- document costs
- medical costs.

Costs you will be able to get help with

Burial or cremation costs

The payment will usually cover the cost of burial or cremation in the local area where the person who died lived. We can only work out exactly how much you'll get when we know where they lived and also how much the burial or cremation cost, or will cost. This is because different locations have different burial and cremation costs.

You can visit mygov.scot/burial-cremation-costs-scotland to find out how much a burial or cremation is likely to cost in different areas of Scotland.

Funeral costs

You can get a payment of £1,010 to put towards any other funeral costs you need to pay for, such as the funeral service or funeral car.

If the person who died had a funeral plan this amount will be reduced to £123.25. This is because their funeral plan should help pay for the funeral costs.

If the person who died had funeral insurance, the amount you'll get for funeral costs will vary. This is because their funeral insurance should help pay for the funeral costs.

Your travel costs

You can get help towards travel costs for one return journey to either the:

- place where you're arranging the funeral, or
- funeral location.

This includes travel by bus, train and your own car. You can sometimes get money towards travel by taxi, boat and plane. It does not include travel in a funeral car.

If you need to take a certain method of transport for accessibility reasons, let us know on page 24 of this form.

Other costs you may be able to get help with

Transport costs to move the person who died

If you need to move the person who died more than 50 miles (80 kilometres), you can get help towards the cost of this.

You'll have to pay for the first 50 miles of any return journey, but we can help pay for any part of the travel over 50 miles, as long as the travel is within the UK. We can work out how much money you'll get to help towards transport costs to move the person who died by speaking to your funeral director, if you have one, or using your final funeral bill.

Document costs

You can get help towards the cost of:

- death certificates to release money belonging to the person who died
- medical certificates to allow the funeral director to go ahead with the burial or cremation, such as a Medical Certificate of Cause of Death.

Medical costs

You can get money towards the cost of certain medical procedures needed before the funeral can go ahead. For example, if a pacemaker needs to be removed before the person who died can be cremated.

What affects how much you can get

The amount you get paid will depend on how much available and accessible money was left by the person who died. Your payment will be less if the person who died left any money which could cover some or all of the funeral expenses. This can include:

- funds belonging to the person who died
- insurance policies
- funeral plans
- lump-sum payments from pensions or burial clubs.

Recovery of payment

Funeral Support Payment is treated as a funeral expense. This means we can take back any money we paid you from the estate of the person who died before inheritance is paid. A person's estate (sometimes known as assets) includes things like:

- money
- savings
- property.

This is because any money from the person's estate is used to pay funeral expenses and debts.

We'll only take back Funeral Support Payment if money becomes available from the estate of the person who died. We'll recover this money from the estate directly. We will not ask you to pay it back.

Who should apply and when

You can get a Funeral Support Payment if all of the following apply:

- you live in Scotland
- you or your partner are getting certain benefits or tax credits
- the person who died lived in the UK
- the funeral is being held in the UK or, in some circumstances, in the EU, Iceland, Liechtenstein, Norway or Switzerland
- you're applying after the person died, but less than six months after their funeral
- it is reasonable for you or your partner to accept responsibility for the funeral costs.

Usually, it is reasonable for the nearest relative of the person who died to accept responsibility for the funeral costs. A nearest relative could be a partner, child, parent or sibling.

If you or your partner are not the nearest relative, you'll need to explain to us when you apply, why it's reasonable to have accepted responsibility. You can use the 'If you think there's anything else we need to know' box on page 24 to provide this information. We'll call you to discuss this.

You might be able to get a different payment if you live in:

- England or Wales
- Northern Ireland.

If you live in England or Wales, find out more about their Funeral Expenses Payment on the GOV.UK website.

If you live in Northern Ireland, find out more about their Funeral Payment on the nidirect.gov.uk website.

Please note, to be able to get Funeral Support Payment you must have access to public funds. If you're subject to immigration control and have no recourse to public funds, you will not be able to get Funeral Support Payment.

Benefits and tax credits you or your partner must get

You or your partner must get one or more of the following on the date you apply:

- Child Tax Credit
- Universal Credit (UC)
- Income Support
- Pension Credit
- Working Tax Credit (disability or severe disability element)
- Housing Benefit
- income-based Jobseeker's Allowance (JSA), not contribution-based JSA
- income-related Employment and Support Allowance (ESA), not contribution-based ESA.

If you think you should be getting any of these benefits, you can find out more information by visiting gov.uk/browse/benefits.

If you've received a backdated benefit or have been affected by COVID-19, you may have longer to apply. Call us on 0800 182 2222 for more information.

If you or your partner are not getting any of these benefits, but have applied for one, you can still apply for Funeral Support Payment. However, we can only let you know if you're able to get Funeral Support Payment once we know the outcome of your other benefit applications.

How much you can get

The payment likely won't cover the full cost of a funeral. We expect the average total payment for Funeral Support Payment to be £1,700, but the amount you get will depend on a number of factors.

Example A:

The person who died is over 18, and lived in Glasgow City. They had £250 in accessible personal savings, but no funeral plan or insurance. They did not need to be moved over 50 miles to the funeral location. The funeral director needed to remove a pacemaker before the cremation.

The person who's responsible for the funeral lives in Aberdeenshire and needed to travel to Glasgow City for the funeral. They did not need to pay for any documents, such as a copy of a death certificate. They would be able to get a total payment of £1,508.55.

Payment	Amount
Cremation costs	£670
This is the fee charged by the local authority for cremation in Glasgow City.	
Funeral costs	£1,010
This is a fixed amount of £1,010	
Travel costs	£58
One return journey to either plan or attend the funeral.	
Transport costs	£0
Costs to move the person who died over 50 miles to the funeral location.	
Document costs	£0
Costs for documents such as extra death certificates.	
Other costs	£20.55
Costs for any medical procedures.	
Deductions	- £250
Amount deducted due to accessible money in private bank accounts of the person who died.	
Total	£1,508.55

Example B:

The person who died is over 18 and lived in Falkirk. They did not have any savings, but did have a funeral plan. The funeral plan didn't include the cost of the burial. The person who's responsible for the funeral didn't have any travel costs to plan or attend the funeral, and did not need to pay for any documents like a copy of a death certificate.

No money would be deducted as the person who died did not have any money to help pay for the funeral. The person who's responsible for the funeral would be able to get a total payment of £1,552.25.

Payment	Amount
Burial costs	£1,429
This is the fee charged by the local authority for burial in Falkirk.	
Funeral costs	£123.25
This is a fixed amount of £123.25 as the person who died had a funeral plan.	
Travel costs	£0
One return journey to either plan or attend the funeral.	
Transport costs	£0
Costs to move the person who died over 50 miles to the funeral location.	
Document costs	£0
Costs for documents such as extra death certificates.	
Other costs	£0
Costs for any medical procedures.	
Deductions	- £0
Amount deducted due to money in private bank accounts of the person who died.	
Total	£1,552.25

Before you apply

Before applying for Funeral Support Payment, you should:

This could be:

- up to date bank statements for any private bank accounts belonging to the person who died
- details of any cash left by the person who died
- details of any money due from life insurance policies
- details of any money due from pensions or burial clubs.

- register the death of the person who died
- check that you're eligible for Funeral Support Payment by checking the statements on page 2
- get details of the funds belonging to the person who died and check to see if these funds are accessible
- consider giving your funeral director consent to speak with us about your application (if you're using one).

To complete this form, you'll need:

- your National Insurance number
- details of the funeral director (if you're using one)
- any travel receipts or funeral bills you have so far
- your bank account details, if you'd like Social Security Scotland to pay you and not your funeral director.

You should avoid sending original certificates. It can take us up to two weeks to return anything you send. You can send your documents together with this form.

If you send your documents separately to Social Security Scotland, you need to clearly write some things on a piece of paper and send it to us with your documents.

These things are:

- your full name
- date of birth
- National Insurance number
- the words 'Funeral Support Payment', so we know what you're applying for.

If you do not include these things, your payment could be delayed.

Sending us photocopies of certificates, bills or receipts

If you need a pre-paid envelope to return your completed form and photocopied documents to Social Security Scotland, call us free on 0800 182 2222 and we'll send you one.

If you need any help

If you need help to apply for Funeral Support Payment, call us free on 0800 182 2222.

Our call centre opening times are Monday to Friday 8am to 6pm.

Your local Citizens Advice Bureau can also help with questions about benefits, or you can find out more about Funeral Support Payment by going to mygov.scot.

You and your data

Social Security Scotland processes lots of data to do our job. We manage your personal data to deliver a number of social security benefits outlined in the Social Security (Scotland) Act 2018. We are committed to protecting and respecting your privacy.

To find out more about how Social Security Scotland uses your data you can either:

- go to mygov.scot/social-security-data
- call us free on 0800 182 2222 and select the relevant benefit.

Please use a black pen and write in BLOCK CAPITALS. You should tick boxes in this form and if you make any mistakes, please put a line through errors clearly. If you need a new form, you can:

- request it by calling us free on 0800 182 2222
- download it from: mygov.scot/funeral-support-payment/how-to-apply

If you're helping to fill out this form as a friend or relative, put the details of the person who is applying on this page. You should not fill out page 21.

If you do not let us know your National Insurance number, it may take longer for us to work out whether you should get Funeral Support Payment.

Your details

If you're an appointee, Power of Attorney or legal guardian, you should fill out the details of the person whose affairs you look after on this page. You can then fill out your own details on page 21. If you're not an appointee, but want to become one, call us free on 0800 182 2222 for more information.

Title (optional)

First name(s)

Last name

Date of birth

National Insurance number (if you know it)

Address

Postcode

If we need to send you letters, do you want letters sent to this address?

Yes No

If 'No', tell us where you'd like letters sent:

Address

Postcode

You or your partner (not the person who died) need to be getting at least one of these benefits to be able to get Funeral Support Payment.

We can only let you know if you're able to get Funeral Support Payment once we know the outcome of your other benefit applications.

Tell us which of these benefits you or your partner get

If you're applying on behalf of someone who cannot manage their own affairs, tell us what benefits they get here.

Select any benefit(s) you or your partner:

- are currently getting
- have applied for and are waiting for the outcome.

- Child Tax Credit
- Universal Credit (UC)
- Income Support
- Pension Credit
- Working Tax Credit (disability or severe disability element)
- Housing Benefit
- income-based Jobseeker's Allowance (JSA),
not contribution-based JSA
- income-related Employment and Support Allowance (ESA),
not contribution-based ESA
- none of these benefits
- I do not know

About the person who died

Title (optional)

First name(s)

Last name

Date of birth

Date of death

National Insurance number (if you know it)

If you tell us their National Insurance number, we'll be able to process your Funeral Support Payment application more quickly.

If the person who died was living somewhere different from their usual home address before they died, tell us the address where they usually lived.

For example, if they were living in a hospice when they died, tell us the address where they usually lived, not the address of the hospice.

What was the address of the person who died?

Address

Postcode

Your relationship to the person who died

Is the funeral for your partner?

Yes No

If yes, go to page 15

If you have a partner that lives with you, your application will be made as a couple. This means if they're getting any of the benefits you need to get Funeral Support Payment, it may make you eligible.

You must tell your partner that you're giving their details on this form. They can find out more about how their data will be handled by reading Social Security Scotland's privacy notice at mygov.scot/social-security-data

If you tell us their National Insurance number, we'll be able to process your Funeral Support Payment application more quickly.

Do you have a partner that lives with you?

Yes No

If yes, please tell us their details:

First name(s)

Last name

Date of birth

National Insurance number (if you know it)

Address

Postcode

What's your, or your partner's, relationship to the person who died?

Tick one option only.

- I'm their child
- I'm their parent
- I'm their brother or sister
- I'm their grandparent
- I'm their grandchild
- I'm their aunt or uncle
- I'm their cousin
- I'm their niece or nephew
- I'm their friend

If other

If the person who died has a living partner, we'll need to contact you to find out why they're not making the application for the funeral.

Does the person who died have a living partner?

Yes No

About the funeral

Are you responsible for paying for the funeral?

Yes No

Funerals held outside of the UK will sometimes be able to get Funeral Support Payment.

We can help pay for funerals in EU countries and also Iceland, Liechtenstein, Norway and Switzerland, in certain circumstances.

What's the location of the funeral?

- Scotland
 England
 Wales
 Northern Ireland
 A country outside of the UK

If a country outside of the UK, tell us the country name:

This could be if the person who died has:

- a pre-paid plot in a family burial, or
- a burial club who are providing the plot.

What's the date of the funeral? (if you know it)

What type of funeral is it?

Burial

Does the person who died have a pre-paid burial plot?

Yes No

Cremation

Do any medical devices need to be removed before the funeral?

Yes No

Some medical devices, such as a pacemaker, will need to be removed before the person who died can be cremated. We can help pay towards the cost of this.

A funeral plan allows someone to pay towards the cost of their own funeral in advance.

Did the person who died have a funeral plan?

Yes No

If we cannot contact your funeral director (see page 16) then we'll need you to send us any bills or receipts you have for the burial or cremation.

A funeral director, often known as an undertaker, is the professional who's responsible for helping you plan a burial or cremation.

Tell us the business or organisation name of your funeral director.

We can progress your application more quickly if we can contact your funeral director to confirm details of the funeral and the costs involved. We'll need your permission before we can do this.

If we cannot contact your funeral director, you'll need to provide documents to confirm funeral details yourself.

Most people choose to pay their funeral director directly. You do not need to tell us their bank details, we'll contact your funeral director to get this information.

About your funeral director

Are you using a funeral director?

Yes No

If no, go to page 17.

If yes, tell us their details:

Organisation name

Town or city

Postcode

Phone number

Can we contact your funeral director about your application?

Yes No

Do you want us to pay Funeral Support Payment directly to your funeral director?

Yes No

Help paying for travel costs

You can get help towards travel costs for one return journey to either the:

- place where you're arranging the funeral, or
- funeral location.

This includes travel by bus, train and your own car. You can sometimes get money towards travel by taxi, boat and plane. It does not include travel in a funeral car.

We'll work out the cost of the journey for you.

Do you need to pay for travel costs?

Yes No

If no, go to page 18 .

Which journey do you want us to help pay for?

- return journey from your home to the funeral location, or
- return journey from your home to the location where you're arranging the funeral

What transport did you use for this journey and how much did it cost?

Tick all that apply.

- Bus
- Train
- Car miles
- Taxi
- Other

If other, what type of transport did you use?

We'll need you to send us any travel bills or receipts for the journey you want us to help pay for.

We can only pay for documents needed to access money that can be used to pay towards funeral costs.

For example, a Medical Certificate of Cause of Death may be needed to allow the funeral director to go ahead with the burial or cremation. This information is only needed for funerals taking place outside of Scotland.

This does not include money in joint bank accounts.

It does include any accessible money in a bank account, building society, credit union or post office card account belonging to the person who died.

This does not include money in bank accounts.

Help paying for documents

Do you need to pay for death certificates to access money belonging to the person who died?

Yes No

How much money have you paid, or will you need to pay, for death certificates?

£

Do you need to pay for medical certificates?

Yes No

How much have you paid, or will you need to pay, for medical certificates?

£

We may need you to send us receipts for any documents you want us to help pay for.

Money belonging to the person who died

Any money belonging to the person who died that's immediately accessible and available must be used to pay for the funeral.

Did the person who died have any money in their accounts?

Yes No I don't know

If yes, how much?

£ (if you know)

Did the person who died have any cash?

Yes No I don't know

If yes, how much?

£ (if you know)

If the person who died has funeral insurance this will be used to pay towards the cost of the person's funeral.

An occupational pension is a pension paid by a former employer.

This is where the person who died paid into a burial club to help pay towards their funeral.

Has any money been paid, or is it due to be paid, from a life insurance policy?

Yes No I don't know

If yes, how much?

£ (if you know)

Did the person who died have funeral insurance?

Yes No I don't know

Has a funeral grant been paid, or is it due to be paid, from a war pension?

Yes No I don't know

If yes, how much?

£ (if you know)

Has any money been paid, or is it due to be paid, from an occupational pension?

Yes No I don't know

If yes, how much?

£ (if you know)

Has any money been paid, or is it due to be paid, from a burial club or another type of funeral plan?

Yes No I don't know

If yes, how much?

£ (if you know)

About the estate

We need to know about the money, savings and property of the person who died. These are sometimes known as assets. We also need to know who is sorting out these assets now the person has died. This person is known as the executor or administrator.

Tick yes if someone has applied for, or plans to apply for, one of these:

- letter of administration
- letter of confirmation
- grant of probate.

If a solicitor or someone else is sorting out the assets of the person who died, we need to know their details.

Has someone applied to the courts for permission to collect any assets, pay any debts or sort out any remaining assets belonging to the person who died?

Yes No

Who is sorting out the assets of the person who died?

You Someone else Solicitor

If the assets are being managed by someone other than you, tell us their details:

First name(s)

Last name

Address

Postcode

Phone number (if you know it)

You should only fill in this section if you're someone who has the legal right to apply for someone else, or need to help someone who cannot manage their own affairs.

This could be if you've been legally made someone's:

- appointee
- Power of Attorney
- legal guardian.

If you're completing this form as part of your job, you do not have to fill in your National Insurance number.

You only need to tell us this if you're part of an organisation, helping someone to fill in this form as part of your job.

If you're filling in this form on behalf of someone who cannot manage their own affairs

If not, go to page 22

Please give us your details.

First name(s)

Last name

Date of birth

National Insurance number (if you know it)

Company or organisation name

Address

Postcode

If we need to send you letters, do you want the letters sent to this address?

Yes No

If no, tell us where you'd like letters sent:

Address

Postcode

If you're an appointee, Power of Attorney or legal guardian, please fill in your own details on this page.

This is so we can contact you about your application, our feedback survey, or any other Social Security Scotland benefits you might be able to get.

If we have a question and we're not able to contact you, it could delay your application.

We can call you in over 100 languages.

When we tell you whether you're going to get Funeral Support Payment, we can only do this by letter.

If we need to contact you

Your phone number

Is this phone a: mobile landline

I do not have a phone number I can give you

If you've given a mobile number, would you like to get text messages from us?

Yes No

How would you like us to contact you if we need to ask you a question?

Select only one option.

Phone call in English

Phone call in a different language
(please tell us which language)

Video call, if you use British Sign Language

Letter

As well as a letter in English, tick the box of any other type of letter you need to be sent:

Braille (English only)

Large print

Easy read

Audio

A letter in a language other than English
Please tell us which language:

I do not need to be sent any other type of letter

We'll only hold one bank account against your name. This will mean all the benefits you receive from us will be paid into the latest bank account you have provided.

Write the name as it's shown on the bank card, chequebook or statement.

Your sort code has six digits and your account number has eight digits. You can find both of these on your bank card or statements.

Payment details

Give details of the bank, building society or credit union account you want Funeral Support Payment paid into.

Your payment can be paid into your account or someone else's. If you're using someone else's bank account, you need to make sure they agree. You should also be sure you'll be able to access the money. The account holder can find out more about how their data will be handled by reading Social Security Scotland's privacy notice at mygov.scot/social-security-data

Name on account

Sort code

Account number

Building society or credit union reference number
(you only need to fill this in if your account has one)

Is this your bank account?

Yes No

If 'No', you'll need to confirm that you have permission to use this bank account.

I'm using someone else's bank account and they've agreed to let me use it.

If you've agreed another way to be paid with the DWP (Department for Work and Pensions) because you do not have a bank account

You can be paid Funeral Support Payment in the same way you're being paid for other benefits.

I do not have a bank account and I want to be paid Funeral Support Payment in the same way I've agreed to be paid for other benefits.

You only need to add something if you think there's anything we haven't covered in the form that we need to know. You can add anything else that might explain why it was reasonable for you or your partner to take responsibility for the funeral costs.

You can also use this page to tell us about any COVID-19 related delays to your application.

If you think there's anything else we need to know

A large rectangular area with horizontal lines for writing, intended for providing additional information or explanations.

If you run out of space, you can carry on writing on another sheet of paper and send this to us with your form.

Things you need to agree before you send us your application

Tick the boxes to show that you've read and agree with the statements:

I declare that my current benefit claim is correct, complete and up to date as far as I know and believe.

As far as I know and believe, I declare that the information I have given in this form is correct and complete.

I understand that I may be prosecuted if I provide details that are not complete or correct. I also understand money may be taken back from me if I'm paid too much.

I understand that any payment I get can be recovered from the estate of the person who died.

Our privacy notice sets out how we process and protect personal data and your rights in respect of your own information. Read the notice at mygov.scot/social-security-data or call us free on 0800 182 2222 and select the relevant benefit.

Your signature

Date

Contact us

You can call us free on 0800 182 2222 if you want to get in touch about your application. If you have any questions, or want to check the progress of your application, we'll be able to do this quicker if you know your National Insurance number.

Our call centre opening times are Monday to Friday 8am to 6pm.

If you're a British Sign Language (BSL) user, you can contact us via our national BSL video relay service, contact SCOTLAND-BSL. For more information, visit contactscotland-bsl.org

Sending us your application

Please put this form, and any certificates, receipts or bills, in the pre-paid envelope given to you with this form.

If you do not have this envelope, call us free on 0800 182 2222 and we'll send you one.

If you'd prefer to, you can send your documents to:

Social Security Scotland
PO Box 10311
DUNDEE
DD1 9GH

Please write the following information on your photocopied documents:

- your full name and date of birth
- your National Insurance number
- the words 'Funeral Support Payment',
so we know what you're applying for.

To upload documents online

Uploading documents online is the fastest way to get them to us. You can find out how to do this by going to: <https://documents.socialsecurity.gov.scot/>

What happens next

If you've asked for an email or a text message, we'll send you one when we've got your form. We'll also:

- send you a letter telling you whether you're going to be paid Funeral Support Payment
- contact you, using the method of contact you chose on this form, if we need to ask you any questions.

If you or your partner are not getting any qualifying benefits, but have applied for one, we can only let you know if you can get Funeral Support Payment when we know the outcome of your benefit applications.

If you need any extra help

If you'd like someone else to help you fill in your application, contact Citizens Advice Scotland. You can find contact details for your nearest branch by visiting cas.org.uk/bureaux.

If you'd like support or want someone to talk to, call Cruse Bereavement Care on 0845 600 2227. You can also visit mygov.scot/bereavement-support.

If you'd like any advice or information about what to do when someone dies, visit mygov.scot/when-someone-dies.



Social Security Scotland
Dignity, fairness, respect.

If there's something else you need help with,
or you want this form in other formats,
call us free on 0800 182 2222.



Social Security Scotland
Tèarainteachd Shòisealta Alba

Please complete the following form and return it with your Funeral Support Payment application



Social Security Scotland
Tèarainteachd Shòisealta Alba

Funeral Support Payment

Equalities Survey

This is a survey where we will ask you information about yourself. **You should return this form alongside your application.** Your answers to these questions will not affect the decision we make and will not be seen by anyone making decisions about your application.

The information that you give in this Equalities Survey will be used to help us understand who is using our services and to find out if any groups of people are having a different experience when dealing with us. If they are, we will make changes to the application process to make sure that everyone who applies is treated with dignity and respect.

We will use some information, your post code and date of birth, to link to the outcome of your application. This will help us to see if there are any patterns in application outcomes for different groups of people.

Please remember that you should answer the questions about yourself and not anyone you are applying on behalf of. You can respond 'prefer not to say' at any time, for any question in this survey.

For each question, please place a cross in the box/boxes next to the answer that is accurate for you.

Social Security Scotland processes lots of data to do our job. We are committed to protecting and respecting your privacy. To find out more about how Social Security Scotland uses your data you can either:

- go to mygov.scot/social-security-data
- call us free on 0800 182 2222 and select the relevant benefit.

Once finished, return this form in the pre-paid envelope alongside your application. If you do not have this envelope, call us free on 0800 182 2222 and we'll send you a new one.

mygov.scot

Social Security Scotland
PO Box 10311
DUNDEE
DD1 9GH

1 About you - This allows us to check if there are any patterns in application outcomes for different groups of people.

What is your date of birth?

What is your post code?

2 What is your ethnic group?

Choose **ONE** section from A to F, then tick **ONE** box which best describes your ethnic group or background

A – White

- 1 Scottish 2 Other British 3 Irish 4 Gypsy/Traveller 5 Polish
6 Other white ethnic group, please write in

B – Mixed or multiple ethnic groups

- 7 Any mixed or multiple ethnic groups, please write in

C – Asian, Asian Scottish or Asian British

- 8 Pakistani, Pakistani Scottish, or Pakistani British
9 Indian, Indian Scottish, or Indian British
10 Bangladeshi, Bangladeshi Scottish, or Bangladeshi British
11 Chinese, Chinese Scottish, or Chinese British
12 Other, please write in

D – African

- 13 African, African Scottish or African British
14 Other, please write in

E – Caribbean or Black

- 15 Caribbean, Caribbean Scottish, or Caribbean British
16 Black, Black Scottish, or Black British
17 Other, please write in

F – Other ethnic group

- 18 Arab, Arab Scottish or Arab British
19 Other, please write in

-
- 20 Prefer not to say

3 How would you describe your gender identity?

- 1 Man
- 2 Woman
- 3 In another way (if you would like to, please tell us what other words you would use)

- 4 Prefer not to say
-

4 Do you consider yourself to be a trans person?

('Trans' is a term used to describe people whose gender is not the same as the sex they were assigned at birth.)

- 1 Yes 2 No
- 3 Prefer not to say
-

5 Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

- 1 Yes 2 No
- 3 Prefer not to say
-

6 If yes, does this condition or illness affect you in any of the following areas?

(select **ALL** that apply):

- 1 Vision (for example blindness or partial sight)
- 2 Hearing (for example deafness or partial hearing)
- 3 Mobility (for example walking short distances or climbing stairs)
- 4 Dexterity (for example lifting or carrying objects, using a keyboard)
- 5 Learning or understanding or concentrating
- 6 Memory
- 7 Stamina or breathing or fatigue
- 8 Socially or behaviourally (for example associated with Autism, Attention Deficit Disorder or Asperger's Syndrome)
- 9 None of the above
- 10 Other (please specify)
- 11 Prefer not to say
-

7 Which of the following best describes how you think of yourself?

1 Heterosexual/Straight 2 Gay/Lesbian 3 Bisexual

4 In another way (please write in)

5 Prefer not to say

8 What religion, religious denomination or body do you belong to?

1 None 2 Church of Scotland 3 Roman Catholic 4 Other Christian

5 Muslim 6 Buddhist 7 Sikh 8 Jewish

9 Hindu 10 Pagan

11 Another religion (please write in)

12 Prefer not to say

About your experience with Social Security Scotland

The following questions are optional. **It would help us if you could complete them** so we know how you've found this service so far. You can skip this section if you do not wish to rate the service and provide some feedback.

9 How would you rate your experience of applying?

1 1 – Very good 2 2 – Good 3 3 – Neither poor nor good

4 4 – Poor 5 5 – Very poor

10 If you have any other feedback for us, you can write it in the box below

You can use this space to tell us what you liked about this application form, or if you think there is anything we could do to improve it.