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Ed Pybus, Chair
Scottish Commission on Social Security

By email to: info@socialsecuritycomission.scot

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Dear Ed,

I would like to extend my sincere thanks to the Scottish Commission on Social Security (SCoSS) for your report, *“People with communication needs and the Scottish social security system: fulfilling the expectations of ‘Our Charter’.”* This is a significant and timely piece of work that shines a light on the lived experiences of people with communication needs and their interactions with our social security system.

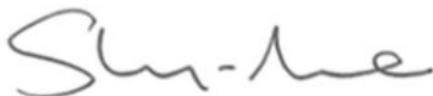
The report provides a powerful reminder that inclusive communication is not simply a matter of accessibility—it is fundamental to ensuring that people are treated with dignity, fairness and respect. I am particularly grateful to the individuals who shared their experiences, and to the organisations who supported them to do so. Their voices are central to understanding where we are making progress and where we must do more.

It is encouraging to hear that many participants found their experiences with Social Security Scotland to be more positive than with previous systems, and that delivery of our Charter is beginning to shape a more compassionate and person-centred culture. However, I note the report also highlights areas where people with communication needs continue to face barriers, whether through communication formats, difficulties in expressing consent, or a lack of awareness of available advocacy support.

The Scottish Government remains committed to building a social security system that works for everyone and are liaising with Social Security Scotland to consider the recommendations made. A full response to the recommendations will be provided to you directly by David Wallace, Chief Executive of Social Security Scotland.

Thank you once again for your thoughtful and important work. I look forward to and welcome further SCoSS reports in the future.

Kind regards,



SHIRLEY-ANNE SOMERVILLE

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