

Social Security Scotland:

Alternative communication

formats research



Easy read Version

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Prepared by The Scottish Government

 Scottish Government
Riaghaltas na h-Alba

What we are doing



We want to improve our service.



To help us do this, we want to speak to people who have **additional communication needs**.



Additional communication needs are when people need information in different ways. For example, easy read.

People who have additional communication needs may also need:



- braille



- British Sign Language (BSL)



- screen readers



- in-person support.



We want to find out about people with additional communication needs and their experiences with Social Security Scotland.

We want to find out about:



- what people know about Social Security Scotland **benefits**



Benefits is support the government gives to some people to help them. This can be money but also other types or support.



- people's experiences with Social Security Scotland



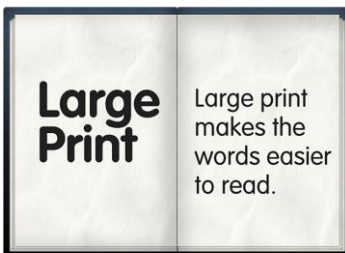
- what people think about Social Security Scotland's communications.

How to take part

You can take part in this work if you:



- have additional communication needs



- use an alternative or accessible format like braille, BSL, large print or easy read



- use assistive technology, like a screen-reader.



Fill-out the online form if you would like to take part.



You can also call the research helpline free on 0800 029 4974, Monday to Friday, 9am to 3pm and ask about "Communication Needs Research"



After you fill out the form, we will contact you to discuss the best way for you to get involved.



We will discuss things like the days and times that are best for you to take part.



We might not be able to involve everybody who fills in the form because we have limited space.

What you will need to do



If you fill out the form, we might ask you to take part in an **interview**.



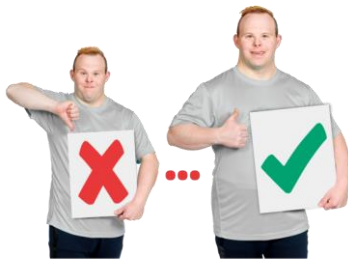
Interviews are where you would be asked to speak to 1 of our researchers on your own. They would ask you about your experiences and ideas.



Interviews can be in-person, online or over the phone. You can choose what type of interview is best for you.



They will last about 50 minutes.



If you change your mind you can stop taking part at any time. You will not need to tell us why you have changed your mind.

How we will protect your privacy



We will keep everything you tell us private.



Only the people who work on this project will see your name or details.



All your information and everything you say will be protected by **GDPR**.



GDPR is a law that protects people's private information when they take part in work like this.



Nobody who deals with any benefits you get will see your information.



Your benefits will not be affected if you take part in this work.