

Client Survey: factors affecting Client overall satisfaction 2022/23 and 2023/24





Contents

Introduction	3
Model building	4
Results	7
Conclusion	10
Annex 1 - Model building	11
Annex 2 - odds ratios of the other predictor variables	14



Introduction

The Social Security Scotland Client Survey invites all clients who have applied for or received a Social Security Scotland benefit to tell us about their experience¹. The survey includes questions on specific aspects of clients' experience, such as submitting an application, interaction with staff, and receiving benefit decisions and payments, as well as whether the respondent experienced any barriers or discrimination. The survey also includes demographic questions which allow us to assess whether certain groups have a different experience with Social Security Scotland.

One of the main metrics of client experience is their overall satisfaction with Social Security Scotland. Client satisfaction is gauged in the Client Survey by asking respondents "Overall, how would you rate your experience with Social Security Scotland?". The response options are: very good, good, neither poor nor good, poor, very poor. Every respondent to the Client Survey is asked this question.

This study utilizes data from the client surveys conducted in the fiscal years 2022-2023 and 2023-2024, encompassing responses from 34,070 and 36,914 respondents, respectively. Positive responses to this question have dipped slightly between 2022-23 (88%) and 2023-24 (81%). Negative responses have also slight risen in the same time period (2% and 5% respectively).

The purpose of the research summarised here was to identify and analyse the factors influencing clients' overall satisfaction with the Scottish social security system. By understanding the factors which most significantly impact client satisfaction, Social Security Scotland can prioritise targeted improvements to enhance the overall client experience.

This multinomial logistic regression project was carried out in 2024 was part of an internship with the Scottish Graduate School for Social Sciences. Now that the model has been built it is our intention to continue this analysis annually and publish alongside the Client Survey annual publication.

¹ This includes clients who have case transferred from the Department for Wort and Pensions or have received payments from Social Security Scotland for benefits which do not require a payment (i.e. Carer's Allowance Supplement, Child Winter Heating Assistance, Winter Heating Assistance).



Key takeaways

By drawing insights from both the 2022-2023 and 2023-2024 client survey datasets, the key takeaways offered by this report relate to the application process, experience with payments, and support to clients who do not understand English:

• Overall application experience

The application process, and in particular its clarity, emerged as a critical predictor of client satisfaction. Simplifying and making this process more efficient is likely to have a substantial positive impact on client experiences.

• Payment experience

The accuracy and timeliness of payment processes are crucial for client satisfaction.

• English support

The findings of the report suggest that increased support for clients who do not understand English might offer an efficient means of improving overall client satisfaction scores.

Model building

Multinomial logistic regression is a statistical model used for predicting outcomes when there are more than two possible answers (in this instance we have combined response options "very good or good", "neither poor nor good" and "poor or very poor"). Multinomial logistic regression helps to predict the probability of each category (response options) based on one or more predictor variables (e.g. contact with staff, overall experience with the application process, overall experience of receiving payments).

Multinomial logistic regression can therefore suggest factors which are likely to increase or decrease a client's overall satisfaction with Social Security Scotland. In using an iterative method the model can also eliminate factors which do not affect a client's satisfaction. For example, it may indicate that a positive interaction with Social Security Scotland staff increases overall satisfaction but that how clear the respondent found the eligibility criteria bares no impact.

For this current model, all of the questions from the Client Survey were included in the beginning. An iterative process was then used to remove questions that had no impact on the model, until the model included only questions which had significant impact on our outcome variable (overall satisfaction).



Both client survey datasets from 2022-2023 and 2023-2024 were pre-processed extensively to ensure the robustness of the analysis. This involved imputation of missing values, creation of dummy variables, standardisation of predictors, removal of near-zero variance predictors, and handling of multicollinearity.

Ordinal logistic regression models were built at first, but since these models did not fulfil the proportional odds assumption, multinomial logistic regression models were favoured. Multinomial logistic regression models were then assessed using metrics such as accuracy, Kappa, and confusion matrices, and compared using likelihood ratio tests.

A full technical explanation of how the model was built and evaluated has been included in Annex 1.

Limitations of the study

While the study provides valuable insights, several limitations should be considered:

- Self-Reported data: The data used in the study is based on self-reported survey responses, which may be subject to bias.
- **Unmeasured variables:** There may be other significant factors influencing satisfaction that were not included in the survey or model.

Variable importance

The top predictors of client satisfaction remain consistent across both years, indicating persistent areas of importance for client experience. The stability of these predictors suggests that ongoing attention to these areas is crucial for maintaining and improving client satisfaction.

Top predictors across both 2022-2023 and 2023-2024 models:

Contact with staff

"Have you been in contact with a member of Social Security Scotland staff since [date]?"

• Experience with application

"Overall, how would you rate your experience of filling in and submitting your application?"

• Difference to life

"On a scale of 0 to 10, where 0 is not at all and 10 is a lot, how much did your benefit payment(s)...: Help make a difference to your life"



• Experience receiving payments

"Overall, how would you rate your experience of receiving benefit payments from Social Security Scotland since [date]?"

• Experienced discrimination

"Since [date], have you felt discriminated against at any point during your experience with Social Security Scotland?"



Results

The primary objective of this research was to investigate the factors influencing client experiences with Social Security Scotland. Highlighted below are some of the most significant predictors of good and bad client experiences in both the 2022-2023 and 2023-2024 models, sticking to a repetitive template that can be applied to interpret the odds ratios of the other predictor variables which are available for reference in the Annex. In both models, individuals experiences with the application process, and with the receipt of payments were significant contributors to their overall perception of their experience with Social Security Scotland.

For multinomial logistic regression results are often defined in terms of a "1-unit increase". Essentially, in a multinomial logistic regression the model predicts the impact on our outcome if we were to increase the predictor by 1-unit.

2022-2023 Model key predictors:

Overall experience with application

"Overall, how would you rate your experience of filling in and submitting your application?"

A 1-unit increase in "Overall experience with application" (moving from "very good or good" to "neither poor nor good" to "poor or very poor") decreases the odds of rating the overall experience as "good" by about 23.5%.

A 1-unit increase in "Overall experience with application" (moving from "very good or good" to "neither poor nor good" to "poor or very poor") increases the odds of rating the overall experience as "poor" by about 43.5%. Negative experiences with the application process are therefore significantly associated with decreasing client satisfaction.

Perception of being treated fairly

"Thinking about when you made your application for Child Disability Payment, how much do you agree or disagree with the following?: I was treated fairly and respectfully throughout the application process"

A 1-unit increase in " Social Security Scotland treated me fairly" (from "strongly agree or agree", to "neither agree or disagree", to "strongly disagree or disagree") decreases the odds of rating the overall experience as "good" by about 20.9%.



A 1-unit increase in " Social Security Scotland treated me fairly" (from "strongly agree or agree", to "neither agree nor disagree", to "strongly disagree or disagree") increases the odds of rating the overall experience as "poor" by about 44.6%. This implies that perceptions of not being treated fairly are strongly associated with decreasing client satisfaction.

Overall experience of receiving payments

"Overall, how would you rate your experience of receiving benefit payments from Social Security Scotland since [date]?"

A 1-unit increase in "Overall experience of receiving payments" (moving from "very good or good" to "neither poor nor good" to "poor or very poor") decreases the odds of rating the overall experience as "good" by about 7.3%.

Furthermore, A 1-unit increase in "Overall experience of receiving payments" (moving from "very good or good" to "neither poor nor good" to "poor or very poor") increases the odds of rating the overall experience as "poor" by about 46.4%. This suggests that negative experiences with payments are significantly associated with decreasing client satisfaction.

2023-2024 Model key predictors:

Overall experience with application

"Overall, how would you rate your experience of filling in and submitting your application?"

A 1-unit increase in "Overall experience with application" (moving from "very good or good" to "neither poor nor good" to "poor or very poor") decreases the odds of rating the overall experience as "good" by about 80.7%.

Furthermore, a 1-unit increase in "Overall experience with application" (moving from "very good or good" to "neither poor nor good" to "poor or very poor") increases the odds of rating the overall experience as "poor" by about 57.7%. This suggests that negative experiences with the application process are significantly associated with decreasing client satisfaction.



Overall experience of receiving payments

"Overall, how would you rate your experience of receiving benefit payments from Social Security Scotland since [date]?"

A 1-unit increase in "Overall experience of receiving payments" (moving from "very good or good" to "neither poor nor good" to "poor or very poor") decreases the odds of rating the overall experience as "good" by about 81%.

A 1-unit increase in "Overall experience of receiving payments" (moving from "very good or good" to "neither poor nor good" to "poor or very poor") increases the odds of rating the overall experience as "poor" by about 100.4%. This suggests that negative experiences with payments are strongly associated with decreasing client satisfaction.

The application process was clear

"Thinking about when you made this application...: The application process was clear"

A 1-unit increase in "the application process was clear" (moving from "very clear or clear" to "neither clear nor unclear" to "unclear or very unclear") decreases the odds of rating the overall experience as "good" by about 43.5%. This suggests that clarity in the application process is crucial for a positive client experience.

Understanding of (spoken) English

"How well can you understand spoken English?"

A 1-unit increase in "understanding of English" (from "very well", to "well", to "not well", to "not at all") decreases the odds of rating the overall experience as "poor" by about 41.2%. This indicates that poor understanding of English is significantly associated with a better overall experience (less likelihood of a poor rating).



Conclusion

The analysis of client satisfaction with the social security system in Scotland for the fiscal years 2022-2023 and 2023-2024 has yielded significant insights into the factors that impact client experiences. These findings offer valuable guidance for Social Security Scotland to enhance its services and, consequently, client satisfaction.

Key findings

- **Overall application experience**: The application process, and in particular its clarity, emerged as a critical predictor of client satisfaction. Simplifying and making this process more efficient is likely to have a substantial positive impact on client experiences.
- **Payment experience**: The accuracy and timeliness of payment processes are crucial for client satisfaction.
- English support: The findings of the report suggest that increased support for clients who do not understand English might offer an efficient means of improving overall client satisfaction scores.



Annex 1 - Model building

Preparing the data for analysis involved several critical steps to ensure the accuracy and reliability of the models:

- **Target variable conversion**: The satisfaction ratings were converted to categorical factors to facilitate the multinomial logistic regression analysis.
- Handling missing values: The data was imputed using multiple imputation by chained equations (MICE).
- **Creation of dummy variables**: Categorical predictor variables were converted into dummy variables, enabling their inclusion in the regression models.
- **Standardization of predictors**: Predictor variables were standardised to ensure comparability and improve model performance. This involved scaling the predictors to have a mean of zero and a standard deviation of one.
- **Removal of near-zero variance predictors**: Predictors with very little variance were identified removed to prevent model instability and overfitting.
- Handling multicollinearity: Multicollinearity among predictors was addressed by calculating the Variance Inflation Factor (VIF). Predictors with high VIF values were iteratively removed until all remaining predictors had acceptable VIF values.

Having initially built an ordinal logistic regression which failed the proportional odds assumption, multinomial logistic regression models were favoured.

- Initial model specification: Initial models were specified including all potential predictor variables.
- Iterative variable selection: Variables causing high multicollinearity were identified using VIF values. These variables were removed iteratively, and the models were refitted until all VIF values were below the threshold of 10.
- **Cross-Validation**: The models performances were validated using 10-fold crossvalidation to ensure robustness and prevent overfitting. This involved dividing the data into 10 subsets, training the model on 9 subsets, and validating it on the remaining subset. This process was repeated 10 times, with each subset serving as the validation set once.



To evaluate the model's performance, several metrics were considered:

- **Confusion matrix:** The confusion matrix was used to assess the model's accuracy and the distribution of predictions across the different satisfaction levels.
- **Cohen's Kappa:** Cohen's Kappa statistic was calculated to measure the agreement between the predicted and actual satisfaction ratings, accounting for the possibility of agreement occurring by chance.
- Log-Likelihood, AIC, and BIC: The model's log-likelihood, Akaike Information Criterion (AIC), and Bayesian Information Criterion (BIC) were computed to assess model fit and compare different models.
- Variable importance: The importance of each predictor variable was evaluated using the varImp function from the caret package, which provided insights into which variables had the most significant impact on client satisfaction.

The final models achieved high accuracy in predicting client satisfaction levels. Detailed performance metrics are presented in the results section. The iterative process of variable selection and cross-validation ensured a robust and reliable model capable of providing meaningful insights into the factors affecting client satisfaction.

Model evaluation

In this section, we evaluate the performance of the ordinal and multinomial logistic regression models for both the 2022-2023 and 2023-2024 datasets. This comparative analysis allows us to understand the consistency of the findings and the impact of any changes in the social security system over the two periods.

Overall model performance

2022-2023 2023-2024 Metric Model Model Log-Likelihood -5,435.91-5,423.37 AIC 11,495.82 11,476.74 BIC 13,713.35 13,694.27 0.9281 0.9294 Accuracy 0.6784 0.6792 Kappa

Both models share similar results in terms of fit and precision.



Confusion matrices

Year	Data Type	Good or Very Good Client Experience	Neither Good Nor Bad Client Experience	Poor or Very Poor Client Experience	Accuracy	Карра
2022- 2023	Training	23,226	936	211	0.9271	0.6675
2022- 2023	Testing	5,796	235	52	0.9244	0.6561
2023- 2024	Training	22,358	1,682	590	0.8684	0.5963
2023- 2024	Testing	5,574	412	158	0.869	0.6016

Both models demonstrate strong performance with high accuracy and Kappa statistics. The balanced accuracy is consistent across both models, indicating stable predictive performance.

Model diagnostics

Model Year	VIF Range
2022-2023	1.2 to 6.7
2023-2024	1.2 to 9.4

VIF values are slightly higher in the 2023-2024 model, but all remain within an acceptable range, indicating no significant multicollinearity issues.



Annex 2 - Odds ratios of the other predictor variables

Coefficients and odds ratios for the 2022-2023 model

Predictor	Poor or Very Poor Experience Coefficient	Good or Very Good Satisfaction Coefficient	Poor or Very Poor Satisfaction Odds Ratio	Good or Very Good Experience Odds Ratio
Q5.1easytonavigate.L	0.0301952	0.03962793	1.0306557	1.04042359
Q5.1easytonavigate.Q	0.0307945	0.05651265	1.03127356	1.05814
Q5.2easytounderstand.L	-0.0892603	-0.0123946	0.91460743	0.98768193
Q5.2easytounderstand.Q	-0.0199735	0.02274246	0.98022462	1.02300304
Q5.3cleareligible.L	0.05260681	-0.003079	1.05401514	0.9969257
Q5.3cleareligible.Q	0.17440843	0.00788123	1.19054172	1.00791236
Q8.1EnoughchoiceComm.L	-0.0290855	0.00416462	0.97133338	1.0041733
Q8.1EnoughchoiceComm.Q	-0.2772714	-0.060358	0.7578488	0.94142745
Q8.2EasytocontactSSS.L	-0.3602882	-0.0592606	0.69747526	0.94246114
Q8.2EasytocontactSSS.Q	0.59398424	0.00071805	1.81119028	1.0007183
Q8.3GotSupportNeeded.L	0.09552867	-0.1385781	1.10024036	0.87059524
Q8.3GotSupportNeeded.Q	0.58457297	0.03616114	1.79422464	1.0368229
Q9.1RightLevComm.L	0.31833322	-0.1171916	1.37483431	0.88941474
Q9.1RightLevComm.Q	1.0591139	0.08082069	2.8838145	1.08417647
Q9.2ChoiceSSSCommMe.L	-0.0577336	-0.0872891	0.94390136	0.91641209
Q9.2ChoiceSSSCommMe.Q	0.28966	0.01456384	1.33597319	1.01467041
Q10ContactWStaff.2	-0.3323544	-0.3484043	0.71723311	0.70581349
Q11.2IFeltTrusted.L	0.09749872	-0.0131889	1.10241003	0.98689774
Q11.2IFeltTrusted.Q	-0.0713365	0.03437642	0.93114852	1.03497412
Q11.3ITrustedStaff.L	0.18213955	-0.0199391	1.19978162	0.98025834
Q11.3ITrustedStaff.Q	0.17553842	0.02473446	1.19188777	1.02504289
Q11.6Abletohelpme.L	0.20847547	-0.180585	1.23179872	0.83478173
Q11.7knowledgeableSSSBen.L	0.04854632	0.11281866	1.04974399	1.11942892
Q11.7knowledgeableSSSBen.Q	-0.0879245	0.01633296	0.91583005	1.01646707
Q21.1SIClearwhat.L	0.00914205	0.00919092	1.00918397	1.00923329
Q21.1SIClearwhat.Q	0.1418242	0.03395951	1.15237404	1.03454272
Q21.2Sleasyget.L	-0.1509573	-0.0318643	0.85988438	0.96863805
Q21.2Sleasyget.Q	-6.809E-05	-0.0240027	0.99993191	0.97628303
Q21.3SIClearhow.L	-0.0567085	0.06354475	0.94486942	1.06560717
Q21.3SIClearhow.Q	0.29919805	0.01753799	1.34877673	1.01769268
Q21.4SIEasytoprovide.L	0.18160688	0.00673492	1.1991427	1.00675766
Q21.4SIEasytoprovide.Q	-0.2039335	0.00453267	0.81551658	1.00454296
HelpWithApp	0.06588246	0.0131685	1.06810117	1.01325559
Q240vExApplic.L	0.36132879	-0.2674824	1.43523528	0.76530383
Q240vExApplic.Q	0.37596873	0.17614189	1.45640159	1.19260726
Q39.3PaidRightEvery	-0.1561151	-0.0663777	0.8554607	0.93577735
Q40.1DiffToLife.L	-0.1511219	-0.0163539	0.85974287	0.98377905



Predictor	Poor or Very Poor Experience Coefficient	Good or Very Good Satisfaction Coefficient	Poor or Very Poor Satisfaction Odds Ratio	Good or Very Good Experience Odds Ratio
Q40.1DiffToLife.Q	0.37217063	0.08664626	1.45088053	1.09051085
Q40.1DiffToLife.C	-0.2175452	0.02293798	0.80449122	1.02320308
Q40.1DiffToLife.4	-0.1708882	-0.0459291	0.84291584	0.95510967
Q40.1DiffToLife.5	0.00125403	0.01141498	1.00125482	1.01148038
Q40.1DiffToLife.6	-0.3090819	-0.0264511	0.73412067	0.97389568
Q40.1DiffToLife.7	0.25503788	-0.0494251	1.29051051	0.95177642
Q40.1DiffToLife.8	-0.0891897	0.02962137	0.91467207	1.03006444
Q40.1DiffToLife.9	-0.0436963	0.00253187	0.95724466	1.00253508
Q40.1DiffToLife.10	0.16595145	0.01352212	1.18051579	1.01361395
Q40.2ControlFinance.L	0.2415045	0.0586436	1.27316319	1.06039724
Q40.2ControlFinance.Q	0.40303968	-0.1493738	1.49636627	0.86124709
Q40.2ControlFinance.C	-0.0433955	-0.1525606	0.95753259	0.8585069
Q40.2ControlFinance.4	-0.1999347	0.08387759	0.81878419	1.08749577
Q40.2ControlFinance.5	0.27393977	-0.128324	1.31513559	0.87956836
Q40.2ControlFinance.6	-0.2614702	-0.0723406	0.76991883	0.93021405
Q40.2ControlFinance.7	-0.0102709	0.05654012	0.98978162	1.05816906
Q40.2ControlFinance.8	-0.126643	-0.087098	0.88104812	0.91658726
Q40.2ControlFinance.9	-0.0464231	0.01054553	0.95463794	1.01060133
Q40.2ControlFinance.10	-0.0524383	-0.0317576	0.94891285	0.96874134
Q40.3PayWhatNeeded.L	0.0118312	-0.0967418	1.01190147	0.90779033
Q40.3PayWhatNeeded.Q	-0.2980417	0.11811228	0.74227042	1.12537046
Q40.3PayWhatNeeded.C	-0.0076303	-0.0016693	0.99239878	0.99833205
Q40.3PayWhatNeeded.4	0.3610137	-0.0712254	1.43478312	0.93125193
Q40.3PayWhatNeeded.5	-0.0786043	-0.0008348	0.92440568	0.99916552
Q40.3PayWhatNeeded.6	0.05927328	-0.0520467	1.06106517	0.94928452
Q40.3PayWhatNeeded.7	0.03540529	-0.0251815	1.03603952	0.9751329
Q40.3PayWhatNeeded.8	0.05534336	0.02141146	1.05690345	1.02164233
Q40.3PayWhatNeeded.9	0.10916263	-0.0087012	1.11534373	0.99133653
Q40.3PayWhatNeeded.10	-0.130002	0.01066277	0.87809365	1.01071982
Q410vExPayments.L	0.3814338	-0.0753212	1.46438271	0.92744552
Q410vExPayments.Q	0.58590895	0.45754404	1.79662329	1.58018834
Q54.1Dignity.L	0.12941068	-0.0775804	1.13815745	0.92535264
Q54.1Dignity.Q	0.1493373	0.04715354	1.16106454	1.04828295
Q54.2Fairness.L	0.36881394	-0.234087	1.44601853	0.79129296
Q54.2Fairness.Q	0.2070282	0.02919756	1.23001726	1.02962799
Q54.3Respect.L	-0.0979612	0.19924192	0.90668408	1.22047718
Q54.3Respect.Q	-0.4697026	0.11004572	0.6251882	1.1163291
Q54.4UstandwhatSSSDoes.L	-0.0532734	-0.0428136	0.94812075	0.95808993
Q54.4UstandwhatSSSDoes.Q	0.29339793	-0.006873	1.3409763	0.99315057
Q54.5SSSOpen.L	0.14909638	0.09203497	1.16078486	1.09640316
Q54.5SSSOpen.Q	0.05229449	0.03672946	1.053686	1.03741232



Predictor	Poor or Very Poor Experience Coefficient	Good or Very Good Satisfaction Coefficient	Poor or Very Poor Satisfaction Odds Ratio	Good or Very Good Experience Odds Ratio
Q54.6CanTrustSSS.L	0.60051663	-0.0753922	1.8230604	0.92737966
Q54.6CanTrustSSS.Q	0.57567205	0.11313958	1.77832525	1.11978822
Q54.7SSSNotWasteTime.L	-0.0624698	-0.3048955	0.9394414	0.7372004
Q54.7SSSNotWasteTime.Q	0.48915816	0.10627499	1.63094264	1.11212766
Q54.8SSSHonest.L	-0.4212682	-0.2465639	0.6562141	0.78148142
Q54.8SSSHonest.Q	-0.026722	0.04412796	0.97363184	1.04511608
SIMD_Quintile.L	-0.1346861	-0.0531988	0.87399026	0.94819145
SIMD_Quintile.Q	-0.2181294	-0.0330884	0.80402136	0.96745301
SIMD_Quintile.C	-0.193049	-0.046974	0.82444156	0.95411218
SIMD_Quintile.4	-0.061632	0.01283973	0.9402288	1.01292251
Q71HealthCondition	-0.146529	-0.0003988	0.86370072	0.99960131
Q73SexualOrientation.1	0.00536736	-0.0733608	1.00538179	0.92926552
Q73SexualOrientation.4	-0.0068702	-0.0431138	0.99315334	0.95780235
Q77Carer	0.14292081	-0.0568316	1.15363844	0.94475315
Q86HHIncome.L	-0.4614955	0.09063446	0.63034024	1.09486872
Q86HHIncome.Q	-0.59483	0.08991077	0.55165632	1.09407666
Q86HHIncome.C	-0.4476857	0.13165816	0.6391055	1.14071831
Q86HHIncome.4	-0.4211572	0.05228179	0.65628693	1.05367261
Q86HHIncome.5	-0.4283392	0.04309992	0.65159038	1.04404221
Q86HHIncome.6	-0.4195295	-0.0480312	0.65735606	0.95310405
Q86HHIncome.7	-0.193858	-0.0364061	0.82377483	0.96424865
Q86HHIncome.8	-0.184114	-0.0274735	0.831841	0.97290043
Q89EngWrite.L	-0.4781055	-0.0152569	0.61995681	0.98485888
Q89EngWrite.Q	-0.3106029	0.01277944	0.73300487	1.01286144
Q89EngWrite.C	-0.0083	-0.0128714	0.9917343	0.98721108
Q89EngUnd.L	0.00967267	0.0872089	1.0097196	1.0911246
Q89EngUnd.C	0.037321	0.08505944	1.03802618	1.08878178
Q89EngSpeak.L	0.02823847	-0.1869147	1.02864096	0.82951451
Q89EngSpeak.C	0.15015851	0.06574129	1.16201842	1.0679504
Q89EngRead.L	-0.2233085	0.03123657	0.79986801	1.03172955
Q89EngRead.C	0.19946568	0.00463814	1.22075031	1.00464892
Q75CommNeeds.2	0.13488517	0.04471478	1.14440537	1.04572955
Q85EmployStatus.2	0.04180864	0.04636739	1.04269493	1.04745916
Q85EmployStatus.3	0.09530872	0.04983329	1.09999839	1.05109586
Q85EmployStatus.4	0.08548314	0.08056248	1.08924319	1.08389657
Q85EmployStatus.10	-0.1681105	-0.0656334	0.84526044	0.93647409
Q85EmployStatus.12	0.01880162	0.01041712	1.01897949	1.01047156
Q85EmployStatus.13	-0.076761	-0.0442183	0.92611115	0.95674505
total_barrier.1	-0.0942108	-0.2181298	0.91009088	0.8040211
unsuccess.2	-0.0085183	0.16623751	0.99151787	1.18085353
ageband.2	0.23446968	0.09784335	1.26423814	1.10279002



Predictor	Poor or Very Poor Experience Coefficient	Good or Very Good Satisfaction Coefficient	Poor or Very Poor Satisfaction Odds Ratio	Good or Very Good Experience Odds Ratio
ageband.3	0.14498383	0.17481052	1.15602088	1.19102052
ageband.4	0.04418563	0.14104515	1.04517635	1.15147664
ageband.5	-0.0007237	0.0471442	0.99927652	1.04827316
ethnicityDV.2	0.06765545	-0.0055018	1.06999658	0.9945133
Q69Genderidentity.1	-0.0077632	0.01269764	0.99226684	1.0127786
Q22.1ApplicClear.L	0.12760489	-0.0299037	1.13610402	0.97053898
Q22.1ApplicClear.Q	-0.1957178	-0.0412054	0.8222442	0.95963203
Q22.2ApplicRelQ.L	0.13808007	0.08049019	1.14806747	1.08381822
Q22.2ApplicRelQ.Q	0.16852583	0.02274597	1.1835588	1.02300663
Q22.3ApplicNotlong.L	-0.358596	0.17787092	0.69865653	1.1946711
Q22.3ApplicNotlong.Q	0.1893284	-0.0239163	1.20843774	0.97636739
Q26.1UpdatesonApplic.L	-0.5256454	-0.353906	0.5911737	0.70194093
Q26.1UpdatesonApplic.Q	0.39253491	0.04535351	1.48072955	1.0463977
Q26.2ApplicReasTime.L	-0.0117196	-0.243274	0.98834884	0.78405666
Q26.2ApplicReasTime.Q	0.39159643	0.01343621	1.47934057	1.01352688
Q39.1PaidOnTime	0.31647398	0.02572186	1.37228054	1.02605552
Q39.2PaidRight1st	-0.0900066	0.02578862	0.91392516	1.02612402



Coefficients and odds ratios for the 2023-2024 model

Predictor	Poor or Very	Good or Very Good	Poor or Very Poor	Good or Very Good
	Poor Experience	Experience	Experience Odds	Experience Odds
Q10ContactWStaff2	-0.5958965	-0.481231	0.55106834	0.61802213
HelpWithApp	0.24887113	-0.5850589	1.28257674	0.55707305
Q240vExApplic.L	0.45622344	-1.6495383	1.57810291	0.1921386
Q240vExApplic.Q	0.75987847	0.75775161	2.13801637	2.13347394
Q40.1DiffToLife.L	0.24029987	-0.1700363	1.27163042	0.84363419
Q40.1DiffToLife.Q	-0.031521	-0.0295397	0.96897065	0.9708923
Q40.1DiffToLife.C	0.00561488	-0.0949526	1.00563067	0.90941608
`Q40.1DiffToLife^4`	-0.1629492	-0.0488871	0.84963431	0.95228868
`Q40.1DiffToLife^5`	-0.2444315	0.04396712	0.78314965	1.044948
`Q40.1DiffToLife^6`	-0.050964	-0.4190017	0.95031289	0.65770311
`Q40.1DiffToLife^7`	0.14452254	0.29424747	1.15548774	1.34211599
`Q40.1DiffToLife^8`	0.13853283	-0.3768151	1.14858739	0.68604293
`Q40.1DiffToLife^9`	0.096713	0.02115294	1.10154419	1.02137825
`Q40.1DiffToLife^10`	-0.152124	0.09079607	0.85888178	1.09504567
Q40.2ControlFinance.L	0.16343185	0.26931747	1.1775451	1.30907067
Q40.2ControlFinance.Q	-0.0508446	-0.0829691	0.95042638	0.9203796
Q40.2ControlFinance.C	-0.1380535	-0.1191054	0.87105205	0.88771421
`Q40.2ControlFinance^4`	-0.0260628	-0.1390318	0.97427392	0.87020035
`Q40.2ControlFinance^5`	0.07693869	-0.0913534	1.07997586	0.91269511
`Q40.2ControlFinance^6`	-0.1473427	0.14982031	0.86299816	1.1616255
`Q40.2ControlFinance^7`	-0.0693594	-0.1694835	0.93299129	0.84410068
`Q40.2ControlFinance^8`	-0.245822	-0.05253	0.78206146	0.94882585
`Q40.2ControlFinance^9`	0.00774879	0.0647461	1.00777889	1.06688811
`Q40.2ControlFinance^10`	0.10360412	0.12540052	1.10916127	1.13360239
Q40.3PayWhatNeeded.L	-0.2847242	0.09262098	0.75222166	1.09704586
Q40.3PayWhatNeeded.Q	0.29308554	0.27547641	1.34055745	1.31715803
Q40.3PayWhatNeeded.C	0.23202243	-0.0660118	1.26114801	0.93611986
`Q40.3PayWhatNeeded^4`	-0.0524702	-0.0713248	0.94888263	0.93115942
`Q40.3PayWhatNeeded^5`	-0.2263672	-0.0411542	0.79742524	0.95968118
`Q40.3PayWhatNeeded^6`	0.22630049	-0.0573143	1.25395241	0.94429722
`Q40.3PayWhatNeeded^7`	-0.1194373	-0.0161706	0.88741961	0.98395949
`Q40.3PayWhatNeeded^8`	0.22576908	-0.1506344	1.25328622	0.86016208
`Q40.3PayWhatNeeded^9`	0.01747603	-0.0077888	1.01762963	0.99224144
`Q40.3PayWhatNeeded^10`	0.14481834	-0.0680389	1.15582959	0.93422414
Q410vExPayments.L	0.69300757	-1.6671895	1.99972079	0.18877689
Q410vExPayments.Q	0.78612726	0.84462641	2.19487974	2.32710827
Q43bBarrCommHow1	0.21343134	0.1433922	1.23791851	1.15418239
Q48DiscrimAny	-0.8698753	0.75256463	0.41900381	2.12243631
Evermadecomplaint	0.16806162	-0.394128	1.1830095	0.67426777



Predictor	Poor or Very	Good or Very Good	Poor or Very Poor	Good or Very Good
	Poor Experience Coefficient	Experience Coefficient	Experience Odds Ratio	Experience Odds Ratio
Q67.1Ethnicity1	0.03050542	-0.0948727	1.03097548	0.90948871
Q70TransPerson	0.20805559	-0.0495281	1.23128162	0.95167842
Q71HealthCondition	0.07983604	0.06245642	1.08310947	1.06444807
Q73SexualOrientation1	-0.3247349	-0.0481237	0.7227189	0.95301587
Q73SexualOrientation2	-0.0697487	-0.0717359	0.93262814	0.93077664
Q73SexualOrientation3	0.2713862	0.98265329	1.31178158	2.6715352
Q73SexualOrientation4	-0.2741683	-0.0156747	0.76020411	0.98444748
Q77Carer	-0.1157555	-0.138775	0.89069294	0.87042385
Q87BeenInCare	0.27153322	0.02981996	1.31197445	1.03026903
Q88RefugeeStatus	0.08561576	-0.5520449	1.08938766	0.57577122
Q89EngWrite.L	-0.038868	-0.17832	0.96187769	0.8366746
Q89EngWrite.Q	0.09219081	-0.0173008	1.09657404	0.98284802
Q89EngWrite.C	0.02925825	0.06795363	1.02969047	1.07031568
Q89EngUnd.L	-0.5021202	-0.2178172	0.60524603	0.80427243
Q89EngUnd.Q	-0.3454444	-0.0934307	0.70790566	0.91080109
Q89EngUnd.C	-0.0233844	0.05700836	0.97688688	1.05866467
Q89EngSpeak.L	0.38672669	0.25908064	1.47215408	1.29573829
Q89EngSpeak.Q	0.25632123	0.12055407	1.29216774	1.12812173
Q89EngSpeak.C	0.1729863	-0.0086398	1.18884982	0.99139738
Q89EngRead.L	0.01299431	0.15256745	1.0130791	1.16482102
Q89EngRead.Q	0.20831294	-0.0240802	1.23159853	0.97620738
Q89EngRead.C	-0.1314804	-0.0685308	0.87679645	0.93376471
Q75CommNeeds2	0.14140621	-0.0652241	1.15189246	0.93685746
Q86HHIncome.L	0.0800294	-0.2244929	1.08331892	0.79892123
Q86HHIncome.Q	0.03862117	-0.0170109	1.03937666	0.98313293
Q86HHIncome.C	-0.1869391	0.00644678	0.82949425	1.00646761
`Q86HHIncome^4`	0.03747752	-0.0217071	1.03818866	0.97852684
`Q86HHIncome^5`	0.22728317	0.12353793	1.25518524	1.13149292
`Q86HHIncome^6`	0.11485756	0.11175476	1.12171365	1.11823859
`Q86HHIncome^7`	0.03439501	0.04268223	1.03499336	1.04360622
`Q86HHIncome^8`	0.02296164	0.0485766	1.02322728	1.04977578
Q85EmployStatus2	-0.338789	-0.0594277	0.7126328	0.94230367
Q85EmployStatus3	-0.4376223	0.00380026	0.64556959	1.00380749
Q85EmployStatus4	-0.3578835	0.39826573	0.69915453	1.48923972
Q85EmployStatus5	-0.5386604	0.12723804	0.58352942	1.13568732
Q85EmployStatus6	-0.6341679	-0.0202845	0.53037664	0.97991983
Q85EmployStatus7	-0.2816496	0.05211162	0.75453803	1.05349333
Q85EmployStatus8	-0.5878363	0.17291201	0.55552796	1.1887615
Q85EmployStatus9	0.04368714	4.48529012	1.04465548	88.7026819
Q85EmployStatus10	-0.5670471	0.04614142	0.56719784	1.0472225
Q85EmployStatus11	-0.4598845	0.28333544	0.63135657	1.3275504



Predictor	Poor or Very Poor Experience Coefficient	Good or Very Good Experience Coefficient	Poor or Very Poor Experience Odds Ratio	Good or Very Good Experience Odds Ratio
Q85EmployStatus12	-0.6105049	-0.0391163	0.54307659	0.96163885
Q85EmployStatus13	-0.4081341	0.11711957	0.6648897	1.12425384
Q85EmployStatus14	-0.7979264	-0.0920417	0.45026167	0.91206713
total_barrier1	0.49065516	-0.5390306	1.633386	0.58331347
total_barrier2	0.44837958	-0.649552	1.56577292	0.52227968
barrier_faced2	0.0827331	0.71264274	1.08625184	2.03937367
ageband2	-0.1153041	-0.0364553	0.89109513	0.96420116
ageband3	-0.0902274	0.34655918	0.91372338	1.41419318
ageband4	-0.1254385	0.16193214	0.88211001	1.17578045
ageband5	-0.2058227	0.216366	0.81397741	1.24155671
ageband6	-0.2659059	0.09423857	0.76651124	1.09882186
ethnicityDV2	-0.1988722	0.35984286	0.81965465	1.4331042
Q69Genderidentity2	-0.0434116	0.04063103	0.95751723	1.04146776
Q69Genderidentity3	-0.252128	-0.4138131	0.77714526	0.66112447
Q69Genderidentity4	0.12174508	-0.064327	1.12946615	0.93769829
Q22.1ApplicClear.L	0.11730328	-0.5710124	1.12446041	0.56495322
Q22.1ApplicClear.Q	0.08627737	0.17635431	1.09010864	1.19286063
Q22.2ApplicRelQ.L	0.06028481	-0.6457946	1.06213901	0.52424582
Q22.2ApplicRelQ.Q	0.26475157	0.14142952	1.3031072	1.15191932
Q22.3ApplicNotlong.L	-0.0774295	-0.0300532	0.92549231	0.97039389
Q22.3ApplicNotlong.Q	0.15921742	0.19467058	1.17259287	1.21491071



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