



Social Security
Scotland

Tèarainteachd Shòisealta Alba



Social Security Scotland Client Survey: 2022-23

**Supplementary document:
tables and methods**

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1. Introduction

This document has been published alongside the Social Security Scotland Client Survey: 2022-23 report. It provides supplementary information on who responded to the survey and a range of additional results by demographic characteristics. Readers should refer to the main survey report for full details of the survey methodology.

The survey results provide rich insight into some of the experiences of Social Security Scotland clients. However, we cannot assume that the results represent the views of Social Security Scotland's clients as a whole. It is reasonable though, given the number of responses, to treat the findings as indicative of the general view of clients. This includes when results are shown by benefit experience and demographic group.

The rest of this document is split into two sections.

- **Respondents' benefit experience and demographic characteristics:** provides more detailed information on the characteristics of respondents discussed in the main report
- **Headline findings: supplementary tables and breakdowns:** contains findings for headline questions from each section of the survey, broken down by respondents' benefit experience and a range of demographic characteristics. This provides additional results to those contained in the main findings report.

The information set out in Section 2 provides guidance on key points to consider when interpreting results shown below and in the main report. Other key factors to be aware of when reading the results in the tables below are listed below:

- Results for the closed questions presented in this report are rounded to whole numbers. As such, results included in charts and tables figures may not sum to 100% due to rounding. This may also mean that if the report text presents a finding which is a sum of two response options, rounding may cause the summed value to be 1 percentage point higher or lower than the sum of the two constituent values.
- Results for each question shown in the report exclude any respondents who either skipped the question, said 'not applicable' or were filtered out of the relevant question, unless otherwise stated. 'Don't know', 'Can't remember', and 'Prefer not to say' responses are included as valid responses.
- '#' indicates that a value is suppressed due to a small number of respondents in a group. To reduce risk of disclosure, the minimum base size for a variable to be included in a cross break was set at 25. The minimum base size for a response within the cross break was set at 5.
- Responses from those with experience of Job Start Payment were below the minimum base size of 25 and are therefore not included.
- Results are presented to zero decimal places. '0%' should therefore be interpreted to mean <0.5%. If no responses were given then this is denoted by '-'.

- Many closed questions within the survey provide respondents with response options in a 5 point Likert scale format, for example: 'strongly agree', 'agree', 'neither agree nor disagree', 'disagree', 'strongly disagree', or alternatively: 'very good', 'good', 'neither poor nor good', 'poor', 'very poor'. When analysed these responses were combined into, for example, agree (including 'strongly agree', 'agree'), neither agree nor disagree, and disagree (including 'disagree', 'strongly disagree'). No guidance was given to respondents as to how they should interpret these response options, they were allowed to interpret at their discretion.
- Report Tables include a 'Total' row or column. Where a Table presents findings from 'All respondents', the 'Total' is the number of respondents who answered the corresponding question. Where a Table includes a cross break, for example 'by benefit experience', the 'Total' outlines the number of respondents within each sub-group, for example the number of respondents who had experience of Scottish Child Payment.
- Some findings are broken down by benefit. This can be by 'experience of the benefit' (experience of applying for or receiving each benefit), 'experience of benefit application' (experience of applying for each benefit), or 'experience of receiving benefit' (experience of receiving each benefit). Each table which includes benefit break downs will specify the category of benefit experience included.

2. Respondents' benefit experience and demographic characteristics

To provide context to the Social Security Scotland Client Satisfaction Survey: 2021-22 results, this section provides an overview of who responded. It first discusses the benefit experience of respondents and how this should be taken into account when interpreting results. It then explores the demographic background of respondents, before providing a brief overview of how respondents were geographically distributed across Scotland.

2.1. Benefit experience of respondents

All respondents had received either a payment for a non-application benefit (Carer's Allowance Supplement or Child Winter Heating Assistance), a decision on an application, or were transferred from a previously awarded benefit or payment since 1 April 2022. The survey asked respondents about their experience of the benefit application process (if any benefits were applied for), and/or receiving a payment, and/or the Case Transfer. Experience of a benefit could include having applied for that benefit, having received payment for that benefit, or both. The survey also includes respondents who applied for a benefit but not received it because their application was unsuccessful.

It is important to note that some respondents may have received a benefit but did not apply for it during the time frame set out by the survey. Therefore some survey responses may include experiences of applying for a benefit that fall into the 2021-2022 reporting period. Some respondents may also have applied for multiple benefits and may therefore comment on applications they are still awaiting a decision on.

Table 2.1: Respondents' experience of each benefit
All Respondents

	Applied for	Received payment for	Any experience of
Carer's Allowance Supplement	-	4%	4%
Best Start Grant	12%	9%	15%
Best Start Foods	12%	5%	13%
Scottish Child Payment	46%	42%	48%
Funeral Support Payment	1%	1%	1%
Young Carer Grant	0.3%	0.2%	0.3%
Child Winter Heating Assistance	-	1%	1%
Child Disability Payment applicant	5%	-	-
Child Disability Payment Case Transfer	-	7%	-
Adult Disability Payment applicant	15%	-	-
Adult Disability Payment Case Transfer	-	8%	-

Table 2.1 shows the percentage of respondents who had experience of each benefit, received a payment for a benefit, and those who had applied for and/or received a payment for a benefit (“any experience of”). The majority of respondents had applied for (46%), received payment for (42%), or had any experience of (48%) Scottish Child Payment.

2.2. Demographic information

The section below provides an overview of the demographic characteristics of survey respondents.

As with all other questions in the survey, respondents were free to skip any demographic question they did not wish to answer. A ‘prefer not to say’ option was included for each demographic question too.

Gender

Nearly four-fifths of all respondents identified as a ‘woman’ (78%), whilst around one-fifth (18%) identified as a ‘man’. A very small proportion (>0.5%) said they would describe their gender identity ‘in another way’ (see Table 2.2).

Table 2.2: How respondents would describe their gender identity

All Respondents; Column percentages

Gender identity	All respondents	Respondents who applied for at least one benefit
Man	18%	15%
Woman	78%	82%
In another way	0.3%	0.3%
Prefer not to say	2%	2%
Skipped	2%	1%
Total	34,070	23,959

Funeral Support Payment has the greatest split in terms of gender identity (9% man and 88% woman) as does Child Disability Payment (9% man and 87% woman), as set out in Table 2.3.

Table 2.3: How respondents would describe their gender identity, by benefit experience

All Respondents with experience of each benefit; Row percentages

Benefit experience	Man	Woman	In another way	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	30%	66%	0%	1%	2%	1,449
Best Start Grant	11%	86%	0%	2%	1%	4,976
Best Start Foods	11%	86%	0%	2%	1%	4,371
Scottish Child Payment	12%	83%	1%	2%	2%	313
Funeral Support Payment	9%	88%	-	0%	2%	219
Young Carer Grant	30%	65%	0%	1%	4%	468
Child Winter Heating Assistance	35%	58%	3%	2%	3%	113
Child Disability Payment applicant	9%	87%	0%	3%	1%	1,711
Child Disability Payment Case Transfer	9%	83%	0%	1%	7%	2,478
Adult Disability Payment applicant	35%	61%	1%	2%	2%	5,012
Adult Disability Payment Case Transfer	37%	60%	0%	1%	1%	2,826

Age

Respondents were asked to provide their date of birth, so we knew their age when they completed the survey. Respondents who did not provide a date of birth were then asked to provide an age band (as set out in Table 2.4). The most populous group were those aged between 35-44, making up just over a third of all respondents (34%). Around a quarter were aged 45-54 years (23%), while around one-in-six were aged 25-34 years (17%) and 55-64 (17%). A minority were aged 16-23 (3%) and 65+ (4%). 4% of respondents did not give a date of birth in a valid format or at all. Of all those who provided their date of birth, the mean age at time of survey completion was 45 years.

Those who had applied for a benefit were, on the whole, likely to be younger than those who did not. Fewer applicants were aged 45 or over (35%, compared to 43% of the sample as a whole) and the mean age was around 3 years younger than for the whole sample (see Table 2.4).

Table 2.4: Age of respondents
All Respondents; Column percentages

Age	All respondents	Respondents who applied for at least one benefit
16-24	3%	3%
25-34	17%	20%
35-44	34%	39%
45-54	23%	22%
55-64	17%	11%
65+	4%	2%
MEAN AGE	45	42
Skipped question / missing data	4%	3%
Total	34,070	23,959

Table 2.5 shows the age distribution of survey respondents by benefit experience (including only those who provided a valid date of birth or age band). Those with experience of Carer's Allowance Supplement, Funeral Support Payment or Adult Disability Payment Case Transfer were likely to be older than those with experience of other benefits.

Table 2.5: Age of respondents by benefit experience

All respondents with experience of each benefit who provided a valid date of birth or age band; Row percentages

Benefit experience	16-24	25-34	35-44	45-54	55-64	65+	Total	Mean age (years)
Carer's Allowance Supplement	3%	7%	16%	20%	47%	8%	1,397	53
Best Start Grant	7%	42%	42%	7%	1%	0%	4,854	35
Best Start Foods	8%	43%	40%	6%	1%	0%	4,268	34
Scottish Child Payment	2%	24%	47%	23%	4%	1%	16,004	40
Funeral Support Payment	0%	3%	13%	25%	30%	30%	435	60
Young Carer Grant	91%	#	7%				112	20
Child Winter Heating Assistance	8%	14%	44%	26%	6%	2%	308	41
Child Disability Payment applicant	2%	23%	47%	24%	4%	1%	1,655	40
Child Disability Payment Case Transfer	3%	12%	40%	36%	7%	1%	2,318	43
Adult Disability Payment applicant	4%	11%	18%	24%	37%	6%	4,825	50
Adult Disability Payment Case Transfer	2%	5%	11%	24%	46%	12%	2,725	54

Ethnicity

Respondents were asked how they would describe their ethnic background. Detailed data was collected. This has been aggregated to enable large enough sample sizes for proportionate analysis. The majority of respondents identified their ethnic group as 'white' (86%). People with 'minority ethnic' backgrounds accounted for 7% of respondents. Almost one-in-twenty (4%) respondents skipped the question, whilst a small proportion said 'prefer not to say' (2%). There was only a marginal difference between all survey respondents and those who had applied for a benefit.

Table 2.6: How respondents would describe their ethnicity
All Respondents; Column percentages

Ethnicity	All respondents	Respondents who applied for at least one benefit
White	86%	85%
Minority ethnic	7%	9%
Prefer not to say	2%	3%
Skipped question	4%	3%
Total	34,070	23,959

Table 2.7 shows the ethnic background of each group with experience of specific benefits. Respondents with experience of Adult Disability Payment Case Transfer had the highest proportion who identified as 'white' (94%), whereas those with experience of Best Start Grant or Best Start Food had the lowest proportion (75%).

Table 2.7: How respondents would describe their ethnicity by benefit experience
All respondents with experience of each benefit; Row percentages

Benefit experience	White	Minority ethnic	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	90%	4%	2%	4%	1,449
Best Start Grant	75%	16%	4%	4%	4,976
Best Start Foods	75%	16%	4%	4%	4,371
Scottish Child Payment	83%	11%	3%	4%	16,455
Funeral Support Payment	91%	3%	1%	5%	468
Young Carer Grant	88%	8%	2%	2%	113
Child Winter Heating Assistance	88%	7%	3%	2%	313
Child Disability Payment applicant	89%	7%	2%	2%	1,711
Child Disability Payment Case Transfer	87%	6%	1%	5%	2,478
Adult Disability Payment applicant	93%	2%	2%	3%	5,012
Adult Disability Payment Case Transfer	94%	2%	1%	3%	2,826

Long-term physical or mental health condition

Nearly half of respondents (47%) said they had a physical or mental health condition or illness lasting or expected to last 12 months or more. Slightly less (44%) indicated that they had no such health condition, whilst 6% answered 'prefer not to say' and 2% skipped the question. Respondents who applied for at least one benefit were equally likely to say that they did have a physical or mental health condition or illness lasting or expected to

last 12 months or more, although slightly less likely to say that they did not, as shown in Table 2.8.

Table 2.8: Whether respondents had any long-term physical or mental health conditions

All Respondents; Column percentages

Long-term physical or mental health condition	All respondents	Respondents who applied for at least one benefit
With long-term physical/mental health condition	47%	43%
No condition	44%	49%
Prefer not to say	6%	6%
Skipped question	2%	2%
Total	34,070	23,959

The majority of Adult Disability Payment Case Transfer and Adult Disability Payment applicants reported a physical or mental health condition or illness lasting or expected to last 12 months or more (89% and 87% respectively), a greater proportion than all other benefits. Respondents with experience of Best Start Grant (23%), Best Start Foods (23%), or Young Carer Grant (27%) were least likely to say that they had such a condition, as shown in Table 2.9.

Table 2.9: Whether respondents had any long-term physical or mental health conditions by benefit experience

All respondents with experience of each benefit; Row percentages

Benefit experience	With long-term physical /mental health condition	No condition	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	34%	57%	6%	2%	1,449
Best Start Grant	23%	68%	7%	2%	4,976
Best Start Foods	23%	69%	7%	2%	4,371
Scottish Child Payment	31%	61%	6%	2%	16,455
Funeral Support Payment	56%	34%	6%	4%	468
Young Carer Grant	27%	63%	8%	3%	113
Child Winter Heating Assistance	36%	53%	9%	2%	313
Child Disability Payment applicant	37%	54%	8%	1%	1,711
Child Disability Payment Case Transfer	34%	52%	7%	7%	2,478
Adult Disability Payment applicant	87%	6%	5%	2%	5,012
Adult Disability Payment Case Transfer	89%	5%	4%	1%	2,826

Sexual orientation

The proportion of respondents self-identifying as 'heterosexual' was 87%, with 3% saying they were 'gay', 'lesbian' or 'bisexual'. A small number of respondents (1%) said they thought of themselves 'in another way'. 6% chose the 'prefer not to say' option, and 3% skipped the question. There was little difference in sexual orientation between respondents who had applied for at least one benefit and the sample as a whole, as shown in Table 2.10.

Table 2.10: How respondents would describe their sexual orientation
All Respondents; Column percentages

Sexual orientation	All respondents	Respondents who applied for at least one benefit
Heterosexual	87%	87%
Gay / lesbian / bisexual	3%	3%
In another way	1%	1%
Prefer not to say	6%	7%
Skipped question	3%	2%
Total	34,070	23,959

Those with experience of Young Carer Grant (12%) were more likely than other benefit experience groups to describe their sexual orientation as gay, lesbian, or bisexual, as shown in Table 2.11. Among other groups, the variation is mostly driven by differences in the proportion who preferred not to say or skipped the question.

Table 2.11: How respondents described their sexual orientation by benefit experience

All respondents with experience of each benefit; Row percentages

Benefit experience	Heterosexual	Gay / lesbian / bisexual	In another way	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	89%	2%	0%	6%	3%	1,449
Best Start Grant	85%	2%	0%	10%	3%	4,976
Best Start Foods	85%	2%	0%	9%	3%	4,371
Scottish Child Payment	88%	2%	0%	7%	2%	16,455
Funeral Support Payment	87%	1%	1%	4%	6%	468
Young Carer Grant	75%	12%	2%	11%	1%	113
Child Winter Heating Assistance	88%	4%	0%	5%	4%	313
Child Disability Payment applicant	88%	3%	1%	6%	2%	1,711
Child Disability Payment Case Transfer	84%	2%	1%	5%	8%	2,478
Adult Disability Payment applicant	86%	6%	1%	5%	2%	5,012
Adult Disability Payment Case Transfer	88%	4%	1%	5%	3%	2,826

Trans status

A small proportion of respondents (1%) identified as a 'trans' person. 2% chose the 'prefer not to say' response option, and 4% skipped the question. The vast majority (93%) did not identify as trans. Again, there was very little difference in response to this question among respondents who had applied for at least one benefit (see Table 2.12).

Table 2.12: Whether respondents identified as a ‘trans’ person
All Respondents; Column percentages

Whether identified as ‘trans’	All respondents	Respondents who applied for at least one benefit
Yes	1%	1%
No	93%	94%
Prefer not to say	2%	3%
Skipped question	4%	3%
Total	34,070	23,959

A table outlining trans status and benefit experience has not been provided, given the very low number of respondents who identified as a trans person, and the subsequent risk of disclosure.

Household income

Respondents were asked about their household’s total income from all sources over the twelve months prior to completing the survey. More than two-fifths (41%) either skipped the question or answered ‘Prefer not to say’ or ‘Don’t know’¹. Amongst those who gave a valid answer, the most common response was ‘£5,200 to £10,399’ (25%), followed by ‘£10,400 to £15,599’ (22%). More than seven-in-ten (72%) respondents who gave a valid response said that their household’s annual income was less than £20,799. Table 2.13 shows the breakdown of results for all respondents and by benefit experience.

Those with experience of Young Carer Grant were most likely to answer that their household’s total income from all sources over the twelve months prior to the survey was in the lowest income brackets (29% answered ‘Less than £5,200’). The opposite was true for those with experience of Child Disability Payment Case Transfer (4% answered ‘Less than £5,200’), as shown in Table 2.13.

¹ Among all respondents, 21% answered ‘Don’t know’, 17% ‘Prefer not to say’, and 4% skipped the question.

Table 2.13: Respondents' household income in previous 12 months, by benefit experience

All respondents; row percentages

Benefit experience	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000+	Total
All respondents	12%	12%	12%	12%	12%	12%	12%	12%	19,997
Carer's Allowance Supplement	15%	21%	19%	12%	12%	12%	6%	2%	840
Best Start Grant	20%	29%	19%	12%	9%	7%	3%	1%	3,132
Best Start Foods	21%	28%	19%	12%	9%	7%	3%	1%	2,751
Scottish Child Payment	12%	27%	23%	14%	11%	8%	3%	0%	10,573
Funeral Support Payment	18%	40%	29%	6%	3%	2%	2%		253
Young Carer Grant	29%	16%	11%	13%	2%	11%	16%	2%	45
Child Winter Heating Assistance	8%	11%	18%	12%	11%	12%	15%	14%	170
Child Disability Payment applicant	9%	16%	18%	14%	10%	12%	11%	10%	1,013
Child Disability Payment Case Transfer	4%	15%	16%	13%	13%	15%	12%	11%	1,448
Adult Disability Payment applicant	12%	25%	18%	12%	11%	11%	7%	5%	2,643
Adult Disability Payment Case Transfer	11%	26%	28%	12%	8%	7%	5%	3%	1,430

Geographic spread of respondents

Respondents were also asked to provide their postcode so that each could be classified as urban or rural, based on The Scottish Government Urban Rural 2-fold Classification 2020². This enables us to examine the distribution of survey responses from around Scotland. 79% of respondents provided a valid postcode. Of those who did provide a valid postcode, the majority (87%) lived in an urban area, whilst around one-in-seven (13%) lived in a rural area. There was no clear difference in the urban / rural spread of respondents who had applied for at least one benefit compared to the respondent sample as a whole, as shown in Table 2.14.

Table 2.14: Urban-rural classification

All Respondents; Column percentages

Urban or rural area	All respondents	Respondents who applied for at least one benefit
Urban	87%	88%
Rural	13%	12%
Total	26,948	18,912

Table 2.15 below shows the geographical spread of respondents by benefit experience (including only those who provided a valid postcode). Those with experience of Child Winter Heating Assistance (20%) were more likely to live in a rural area, although broadly the geographical spread was similar across all benefit experience groups.

² The Scottish Government core definition of rurality classifies areas with a population of fewer than 3,000 people to be rural. <https://www.gov.scot/publications/scottish-government-urban-rural-classification-2020/>

Table 2.15: Urban-rural classification of respondent's postcode, by benefit experience

All respondents who provided a valid postcode; Row percentages

Benefit experience	Urban	Rural	Total
Carer's Allowance Supplement	82%	18%	1,201
Best Start Grant	90%	10%	3,970
Best Start Foods	90%	10%	3,493
Scottish Child Payment	89%	11%	13,126
Funeral Support Payment	87%	13%	379
Young Carer Grant	81%	19%	98
Child Winter Heating Assistance	80%	20%	246
Child Disability Payment applicant	87%	13%	1,257
Child Disability Payment Case Transfer	85%	15%	1,942
Adult Disability Payment applicant	84%	16%	3,898
Adult Disability Payment Case Transfer	86%	14%	2,312

Scottish Index of Multiple Deprivation

The [Scottish Index of Multiple Deprivation](#) (SIMD) ranks local areas in Scotland according to relative levels of deprivation across a range of metrics. If an area is identified as 'deprived', this can relate to people having a low income, but it can also mean fewer resources or opportunities. SIMD score is routinely categorised by quintile (blocks of 20% intervals, from the most deprived 20% in the population (quintile 1) through to the 20% least deprived in the population (quintile 5)). Of those who gave a valid postcode, nearly four-in-ten (37%) respondents lived in a postcode categorised within the 20% most deprived in Scotland (quintile 1), whereas less than one-in-ten (8%) lived in a postcode categorised as the least deprived (quintile 5). There was no clear difference in the SIMD spread of respondents who had applied for at least one benefit compared to the respondent sample as a whole, as shown in table 2.16.

Table 2.16: Scottish Index of Multiple Deprivation quintile

All respondents who provided a valid postcode; Column percentages

SIMD Quintile	All respondents	Respondents who applied for at least one benefit
Quintile 1 (most deprived)	37%	38%
Quintile 2	25%	25%
Quintile 3	18%	17%
Quintile 4	13%	12%
Quintile 5 (least deprived)	8%	7%
Total	26,948	18,912

Among some benefit experience groups, marginally more than four-in-ten lived in a postcode categorised as within SIMD quintile 1 (most deprived), and around a quarter in quintile 2 (Best Start Grant, Best Start Foods, Scottish Child Payment, and Funeral Support Payment). The remaining benefits had around three-in-ten living in a postcode categorised as within SIMD quintile 1 (most deprived), as shown in Table 2.17.

Table 2.17: Scottish Index of Multiple Deprivation quintile, by benefit experience
All respondents who gave a valid postcode; Row percentages

Benefit experience	Quintile 1 (most deprived)	Quintile 2	Quintile 3	Quintile 4	Quintile 5 (least deprived)	Total
Carer's Allowance Supplement	28%	22%	20%	18%	12%	1,201
Best Start Grant	45%	24%	16%	9%	5%	3,970
Best Start Foods	46%	24%	15%	10%	6%	3,493
Scottish Child Payment	41%	25%	17%	11%	6%	13,126
Funeral Support Payment	44%	24%	16%	10%	5%	379
Young Carer Grant	35%	22%	22%	17%	3%	98
Child Winter Heating Assistance	28%	24%	16%	20%	12%	246
Child Disability Payment applicant	33%	22%	18%	16%	12%	1,257
Child Disability Payment Case Transfer	30%	21%	18%	18%	13%	1,942
Adult Disability Payment applicant	30%	26%	19%	16%	10%	3,898
Adult Disability Payment Case Transfer	34%	26%	18%	14%	7%	2,312

Communication needs

Respondents were asked whether they had “any communication needs”, including a list of response options which set out types of communication needs. As set out in Table 2.18, 16% of respondents said that they had a communication need, whilst the majority (80%) did not. Those who had applied for at least one benefit were very marginally less likely to say that they had a communication need, compared to all respondents as a whole.

Table 2.18: Communication needs

All respondents; Column percentages

Do you have any communication needs?	All respondents	Respondents who applied for at least one benefit
Yes	16%	15%
No	80%	82%
Skipped question	4%	3%
Total	34,070	23,959

Those with experience of Adult Disability Case Transfer (29%) and Funeral Support Payment (26%) were more likely to have communication needs. Those with experience of Child Disability Payment applications (8%) were least likely to report communication needs, as shown in Table 2.19

Table 2.19: Communication needs, by benefit experience

All respondents; Row percentages

Benefit experience	Communication needs	No Communication needs	Skipped	Total
Carer's Allowance Supplement	16%	80%	4%	1,449
Best Start Grant	15%	81%	3%	4,976
Best Start Foods	15%	81%	3%	4,371
Scottish Child Payment	15%	81%	3%	16,455
Funeral Support Payment	26%	66%	8%	468
Young Carer Grant	19%	76%	5%	113
Child Winter Heating Assistance	20%	76%	4%	313
Child Disability Payment applicant	8%	90%	2%	1,711
Child Disability Payment Case Transfer	11%	82%	7%	2,478
Adult Disability Payment applicant	16%	82%	2%	5,012
Adult Disability Payment Case Transfer	29%	67%	4%	2,826

Care experience

Respondents were asked whether they had “ever been in care”. As set out in Table 2.20, around one-in-twenty (4%) respondents said that they had been in care, whilst nine-in-ten (90%) said that they had not. There was no difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.20: Care experience

All respondents; Column percentages

Have you ever been in care?	All respondents	Respondents who applied for at least one benefit
Yes	4%	4%
No	90%	90%
Prefer not to say	3%	3%
Skipped question	3%	2%
Total	34,070	23,959

There is very little difference in those saying they had “ever been in care”, across benefit experience. Those with experience of Carer’s Allowance Supplement were marginally more likely to have responded “no”, as set out in Table 2.21.

Table 2.21: Care experience, by benefit experience
All respondents; Row percentages

Benefit experience	Yes	No	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	3%	93%	2%	2%	1,449
Best Start Grant	5%	87%	5%	3%	4,976
Best Start Foods	5%	87%	5%	3%	4,371
Scottish Child Payment	4%	90%	3%	2%	16,455
Funeral Support Payment	4%	87%	4%	5%	468
Young Carer Grant	3%	90%	4%	4%	113
Child Winter Heating Assistance	5%	88%	4%	4%	313
Child Disability Payment	4%	91%	3%	1%	1,711
Child Disability Payment Case Transfer	4%	88%	2%	5%	2,478
Adult Disability Payment	4%	91%	3%	2%	5,012
Adult Disability Payment Case Transfer	6%	88%	4%	2%	2,826

Main Language

Respondents were asked what their main language was. As set out in Table 2.22, around three-quarters (73%) of respondents reported their main language as English, whilst a quarter (25%) said it was “another language”. There was no difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.22: Main Language
All respondents; Column percentages

What is your main language	All respondents	Respondents who applied for at least one benefit
English	73%	72%
Another language	25%	26%
Skipped question	2%	2%
Total	34,070	23,959

Respondents with experience of Young Carer Grant were more likely to say their main language was English. Respondents with experience of Best Start Foods and Best Start Grant were marginally more likely to say “another language” (36% respectively), as set out in Table 2.23.

Table 2.23: Main Language, by benefit experience
All respondents; Row percentages

Benefit experience	English	Another language	Skipped question	Total
Carer's Allowance Supplement	78%	21%	2%	1,449
Best Start Grant	63%	36%	2%	4,976
Best Start Foods	62%	36%	2%	4,371
Scottish Child Payment	69%	29%	2%	16,455
Funeral Support Payment	67%	29%	4%	468
Young Carer Grant	88%	12%	1%	113
Child Winter Heating Assistance	80%	17%	3%	313
Child Disability Payment applicant	79%	19%	1%	1,711
Child Disability Payment Case Transfer	81%	17%	3%	2,478
Adult Disability Payment applicant	80%	18%	2%	5,012
Adult Disability Payment Case Transfer	75%	23%	2%	2,826

Refugee Status

Respondents were asked if they have “ever been granted refugee status to live in the UK”. As set out in Table 2.24, around on-in-twenty (3%) of respondents reported they had been granted refugee status to live in the UK. There was no difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.24: Refugee Status
All respondents; Column percentages

Have you ever been granted refugee status?	All respondents	Respondents who applied for at least one benefit
Yes	3%	4%
No	91%	91%
Prefer not to say	3%	3%
Skipped question	3%	3%
Total	34,070	23,959

Respondents with experience of Best Start Foods and Best Start Grant were marginally more likely to say they had been granted refugee status to live in the UK (9% respectively), as set out in Table 2.23.

Table 2.25: Refugee status, by benefit experience
All respondents; Row percentages

Benefit experience	Yes	No	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	1%	94%	2%	3%	1,449
Best Start Grant	9%	83%	5%	3%	4,976
Best Start Foods	9%	83%	5%	3%	4,371
Scottish Child Payment	5%	89%	4%	2%	16,455
Funeral Support Payment	1%	91%	1%	7%	468
Young Carer Grant	1%	94%	2%	4%	113
Child Winter Heating Assistance	2%	91%	3%	4%	313
Child Disability Payment applicant	2%	94%	3%	2%	1,711
Child Disability Payment Case Transfer	2%	93%	2%	4%	2,478
Adult Disability Payment applicant	1%	95%	2%	2%	5,012
Adult Disability Payment Case Transfer	1%	94%	1%	4%	2,826

Number of adults in household

Respondents were asked how many adults lived in their household. As set out in Table 2.26, two-fifths (40%) of respondents reported having 1 adult in the household, followed by those with two adults (36%) and 3 or more (17%). There was little difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.26: Number of adults in household
All respondents; Column percentages

Number of adults in household	All respondents	Respondents who applied for at least one benefit
1	40%	43%
2	36%	35%
3 or more	17%	15%
Prefer not to say	4%	4%
Skipped	3%	3%
Total	34,070	23,959

Respondents with experience of Funeral Support Payment were more likely to say there was 1 adult in their household (55%). Respondents with experience of Young Carer Grant were more likely to say there were 3 or more adults in their household (55%), as set out in Table 2.27.

Table 2.27: Number of adults in household, by benefit experience
All respondents; Row percentages

Benefit experience	1	2	3 or more	Prefer not to say	Skipped	Total
Carer's Allowance Supplement	22%	49%	24%	3%	3%	1,449
Best Start Grant	41%	39%	12%	5%	2%	4,976
Best Start Foods	41%	40%	12%	5%	2%	4,371
Scottish Child Payment	46%	33%	14%	4%	2%	16,455
Funeral Support Payment	55%	21%	11%	6%	8%	468
Young Carer Grant	15%	25%	55%	4%	1%	113
Child Winter Heating Assistance	30%	44%	22%	3%	2%	313
Child Disability Payment	33%	44%	17%	4%	2%	1,711
Child Disability Payment Case Transfer	25%	39%	26%	2%	7%	2,478
Adult Disability Payment	37%	39%	17%	4%	3%	5,012
Adult Disability Payment Case Transfer	41%	36%	16%	3%	3%	2,826

Number of children in household

Respondents were asked how many children lived in their household. As set out in Table 2.28, over a quarter (28%) of respondents reported having 0 children in the household, followed by those with 1 child (30%) and 2 children (23%). There was marked difference between those who had applied for at least one benefit compared to all respondents as a whole. Particularly with those who said 0 children in the household (18% of those who applied for at least one benefit, compared with 28% of all respondents).

Table 2.28: Number of children in household
All respondents; Column percentages

Number of children in household	All respondents	Respondents who applied for at least one benefit
0	28%	18%
1	30%	35%
2	23%	27%
More than 2	12%	14%
Prefer not to say	2%	2%
Skipped	5%	5%
Total	34,070	23,959

Respondents with experience of Funeral Support Payment and Carer's Allowance Supplement were more likely to say there were 0 children in their household (74% and 71% respectively), as set out in Table 2.29.

Table 2.29: Number of children in household, by benefit experience
All respondents; Row percentages

Benefit experience	0	1	2	3 or more	Prefer not to say	Skipped	Total
Carer's Allowance Supplement	71%	11%	9%	6%	1%	3%	1,449
Best Start Grant	2%	29%	30%	23%	2%	14%	4,976
Best Start Foods	3%	30%	29%	23%	2%	15%	4,371
Scottish Child Payment	1%	42%	32%	16%	2%	6%	16,455
Funeral Support Payment	74%	9%	5%	3%	2%	7%	468
Young Carer Grant	52%	22%	13%	7%	4%	2%	113
Child Winter Heating Assistance	13%	29%	34%	19%	2%	3%	313
Child Disability Payment	3%	32%	40%	22%	2%	1%	1,711
Child Disability Payment Case Transfer	9%	34%	32%	17%	1%	7%	2,478
Adult Disability Payment	71%	14%	7%	3%	2%	3%	5,012
Adult Disability Payment Case Transfer	82%	8%	3%	2%	2%	4%	2,826

Caring responsibilities

Respondents were also asked “apart from anything you do as part of paid employment, do you look after, or give any regular help or support to family members, friends, neighbours or others because of either a long-term physical/mental ill-health/disability, or problems related to old age?”. As set out in Table 2.30, around a third (35%) reported that they did have caring responsibilities. The majority (56%) said they did not have caring responsibilities. There was some difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.30: Caring Responsibilities
All respondents; Column percentages

Caring responsibilities	All respondents	Respondents who applied for at least one benefit
Yes	35%	31%
No	56%	60%
Prefer not to say	6%	7%
Skipped	3%	2%
Total	34,070	23,959

Respondents with experience of Carer's Allowance Supplement were more likely to say they had caring responsibilities (77%), followed by those with experience of Young Carer Grant and Child Winter Heating Assistance (74% and 71% respectively). Respondents

with experience of Adult Disability Payment Case Transfer were more likely to say they had no caring responsibilities (74%), as set out in Table 2.31.

Table 2.31: Caring Responsibilities, by benefit experience
All respondents; Row percentages

Benefit experience	Yes	No	Prefer not to say	Skipped	Total
Carer's Allowance Supplement	77%	18%	3%	3%	1,449
Best Start Grant	24%	65%	9%	3%	4,976
Best Start Foods	23%	66%	9%	3%	4,371
Scottish Child Payment	32%	60%	7%	2%	16,455
Funeral Support Payment	18%	71%	6%	5%	468
Young Carer Grant	74%	18%	7%	1%	113
Child Winter Heating Assistance	71%	22%	4%	3%	313
Child Disability Payment	52%	37%	9%	2%	1,711
Child Disability Payment Case Transfer	66%	23%	4%	7%	2,478
Adult Disability Payment	23%	69%	6%	2%	5,012
Adult Disability Payment Case Transfer	18%	74%	5%	3%	2,826

3. Headline findings: supplementary tables and breakdowns

This section presents findings for the highest level question from each section of the survey, broken down by respondents' benefit experience and a range of demographic characteristics for readers looking for more detailed results. Generally, these questions asked respondents to provide an 'overall rating' for particular aspects of their experience with Social Security Scotland.

The tables are presented in the remainder of this section. They are grouped by breakdown in the following order:

- [All respondents](#)
- [Benefit experience](#)
- [Gender identity](#)
- [Age](#)
- [Ethnicity](#)
- [Whether respondents have a long-term physical/mental health condition](#)
- [Urban-rural classification](#)
- [Scottish Index of Multiple Deprivation quintile](#)

- [Sexual orientation](#)
- [Religion](#)
- [Household income](#)
- [Care experience](#)
- [Communication needs](#)
- [Main language](#)
- [English literacy](#)
- [Refugee status](#)
- [Adults in Household](#)
- [Children in Household](#)

3.1. All respondents

Table 3.1.1: Overall rating of experience with Social Security Scotland

All respondents; Column percentages

Response options	All respondents
Very good or good	88%
Neither poor nor good	9%
Poor or very poor	3%
Total	32,945

Table 3.1.2: Views on overall experience with Social Security Scotland (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	All respondents	Total
Social Security Scotland treated me with dignity	88%	31,619
Social Security Scotland treated me fairly	87%	31,536
Social Security Scotland treated me with respect	89%	31,708
I understand what Social Security Scotland does	86%	32,483
Social Security Scotland is an open organisation	78%	29,691
I feel I can trust Social Security Scotland	80%	32,220
Social Security Scotland did not waste my time	84%	32,212
Social Security Scotland is an honest organisation	81%	31,760

Table 3.1.3: Views on experience of contacting Social Security Scotland (% strongly agreeing or agreeing with each statement)
All respondents who had tried to contact Social Security Scotland; Column percentages

Response options	All respondents	Total
I had enough choice about how I communicated with Social Security Scotland	79%	14,125
It was easy to contact Social Security Scotland	67%	13,976
I got the support (information or advice) I needed	76%	14,013

Table 3.1.4: Views on experience of contact from Social Security Scotland (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Response options	All respondents	Total
I received the right level of communication from Social Security Scotland	76%	32,565
I had enough choice about how Social Security Scotland communicated with me	77%	32,082

Table 3.1.5: Overall, how respondents rated their experience with Social Security Scotland staff
All respondents who had been in contact with staff; Column percentages

Response options	All respondents
Very good or good	90%
Neither poor nor good	7%
Poor or very poor	3%
Total	13,382

Table 3.1.6: Overall, how respondents rated their experience of filling in and submitting their application for Social Security Scotland benefits

All respondents who had applied for at least one benefit; Column percentages

Response options	All respondents
Very good or good	88%
Neither poor nor good	9%
Poor or very poor	2%
Total	24,880

Table 3.1.7: Overall, how respondents rated their experience of receiving benefit payments from Social Security Scotland

All respondents who had received benefit payments; Column percentages

Response options	All respondents
Very good or good	94%
Neither poor nor good	5%
Poor or very poor	1%
Total	28,303

Table 3.1.8: Whether respondents faced any barriers getting help from Social Security Scotland

All respondents; Column percentages

Response options	All respondents
Experienced barrier	17%
Did not experience barrier	81%
Total	33,419

Table 3.1.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland
 All respondents; Column percentages

Response options	All respondents
Experienced discrimination	4%
Did not experience discrimination	93%
Prefer not to say	4%
Total	33,593

3.2. Benefit experience

Table 3.2.1: Overall rating of experience with Social Security Scotland, by benefit experience
All respondents; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor	Total
Carer's Allowance Supplement	87%	11%	2%	1,096
Best Start Grant	89%	8%	3%	4,793
Best Start Foods	88%	9%	3%	4,197 ³
Funeral Support Payment	88%	9%	3%	450
Young Carer Grant	83%	#	#	109
Scottish Child Payment	92%	6%	2%	16,112
Child Winter Heating Assistance	92%	#	#	234
Child Disability Payment applicants	88%	9%	2%	1,658
Child Disability Payment Case transfer	92%	7%	2%	2,411
Adult Disability Payment applicants	85%	11%	4%	4,790
Adult Disability Payment Case transfer	82%	15%	3%	2,704

³ Discrepancy in number for Best Start Grant / Best Start Foods is likely driven by respondents answering 'Don't know' to the question regarding application type.

Table 3.2.2: Views on overall experience with Social Security Scotland, by benefit experience (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Strongly agree or agree that ... (Social Security Scotland)	treated me with dignity	treated me fairly	treated me with respect	did not waste my time	I understand what Social Security Scotland does	I feel I can trust Social Security Scotland	is an honest organisation	is an open organisation	Total
Carer's Allowance Supplement	84%	85%	85%	84%	83%	75%	76%	71%	1,015
Best Start Grant	89%	87%	91%	83%	89%	85%	86%	85%	4,666
Best Start Foods	89%	86%	90%	82%	89%	84%	85%	85%	4,099
Funeral Support Payment	92%	89%	92%	86%	85%	81%	83%	78%	450
Young Carer Grant	88%	90%	93%	83%	90%	81%	83%	86%	108
Scottish Child Payment	91%	91%	92%	88%	90%	85%	86%	84%	15,557
Child Winter Heating Assistance	92%	93%	94%	87%	88%	86%	85%	83%	226
Child Disability Payment applicants	89%	88%	90%	87%	77%	81%	81%	82%	1,659
Child Disability Payment Case Transfer	87%	89%	88%	88%	75%	81%	84%	80%	2,253
Adult Disability Payment applicants	85%	82%	86%	83%	72%	76%	78%	76%	4,845
Adult Disability Payment Case Transfer	81%	79%	82%	80%	67%	71%	76%	71%	2,526

Table 3.2.3: Views on experience of contacting Social Security Scotland, by benefit experience (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

Benefit experience	I had enough choice about how I communicated with Social Security Scotland	It was easy to contact Social Security Scotland	I had enough choice about how I communicated with Social Security Scotland	Total
Carer's Allowance Supplement	79%	69%	79%	323
Best Start Grant	79%	64%	76%	2,626
Best Start Foods	78%	64%	75%	2,372
Funeral Support Payment	82%	78%	82%	238
Young Carer Grant	82%	68%	71%	85
Scottish Child Payment	79%	66%	77%	6,223
Child Winter Heating Assistance	79%	64%	82%	192
Child Disability Payment	79%	65%	78%	1,136
Child Disability Payment Case Transfer	83%	75%	79%	942
Adult Disability Payment	80%	70%	76%	3,069
Adult Disability Payment Case Transfer	78%	64%	72%	1,101

Table 3.2.4: Views on experience of contact from Social Security Scotland, by benefit experience (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Benefit experience	I received the right level of communication from Social Security Scotland	I had enough choice about how Social Security Scotland communicated with me	Total
All respondents	76%	77%	32,565
Carer's Allowance Supplement	75%	72%	1,275
Best Start Grant	74%	80%	4,872
Best Start Foods	74%	79%	4,280
Funeral Support Payment	83%	83%	440
Young Carer Grant	75%	82%	102
Scottish Child Payment	79%	81%	1,5978
Child Winter Heating	85%	80%	296
Child Disability Payment	74%	79%	1,677
Child Disability Payment Case Transfer	81%	74%	2,315
Adult Disability Payment	73%	78%	4,906
Adult Disability Payment Case Transfer	72%	70%	2,680

Table 3.2.5: How respondents rated their experience with Social Security Scotland staff, by benefit experience
 Respondents who had been in contact with staff; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor	Total
Carer's Allowance Supplement	89%	8%	4%	333
Best Start Grant	91%	6%	3%	2,370
Best Start Foods	90%	6%	3%	2,144
Funeral Support Payment	93%	6%	2%	282
Young Carer Grant	80%	15%	5%	40
Scottish Child Payment	92%	5%	2%	5,801
Child Winter Heating Assistance	94%	6%		207
Child Disability Payment	90%	6%	4%	714
Child Disability Payment Case Transfer	91%	6%	3%	848
Adult Disability Payment	89%	7%	4%	3,037
Adult Disability Payment Case Transfer	88%	8%	4%	980

Table 3.2.6: How respondents rated their experience of applying for Social Security Scotland benefits, by benefit experience
 Respondents who had applied for at least one benefit; Row percentages

Benefit applied for	Very good or good	Neither poor nor good	Poor or very poor	Total
Best Start Grant, Best Start Foods and Scottish Child Payment	90%	8%	2%	3,414
Best Start Grant and Best Start Foods	80%	16%	4%	466
Scottish Child Payment	94%	5%	1%	11,981
Funeral Support Payment	89%	8%	3%	444
Young Carer Grant applicants	86%	11%	3%	109
Child Disability Payment	83%	14%	3%	1,651
Adult Disability Payment	79%	16%	5%	4,733

Table 3.2.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by benefit experience

Respondents who had received benefit payments; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor	Total
All payment recipients	94%	5%	1%	28,303
Carer's Allowance Supplement	88%	9%	3%	1,417
Best Start Grant	93%	5%	1%	3,075
Best Start Foods	92%	6%	2%	1,828
Funeral Support Payment	94%	6%	0%	340
Young Carer Grant	92%	7%	2%	61
Scottish Child Payment	96%	4%	1%	14,110
Child Winter Heating Assistance	95%	4%	1%	307
Child Disability Payment	93%	6%	1%	4,245
Adult Disability Payment	92%	7%	1%	6,788

Table 3.2.8: Whether respondents faced any barriers getting help from Social Security Scotland by benefit experience
All respondents; Row percentages

Benefit experience	Experienced barrier	Did not experience barrier	Total
All respondents	17%	83%	33,419
Carer's Allowance Supplement	14%	86%	1,422
Best Start Grant	23%	77%	4,898
Best Start Foods	24%	76%	4,300
Funeral Support Payment	17%	83%	457
Young Carer Grant	18%	82%	111
Scottish Child Payment	15%	85%	16,280
Child Winter Heating Assistance	14%	86%	307
Child Disability Payment	21%	79%	1,679
Child Disability Payment Case transfer	11%	89%	2,426
Adult Disability Payment	20%	80%	4,914

Table 3.2.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by benefit experience

All respondents; Row percentages

Benefit experience	Experienced discrimination	Did not experience discrimination	Prefer not to say	Total
All respondents	4%	93%	4%	33,593
Carer's Allowance Supplement	3%	94%	3%	1,421
Best Start Grant	5%	89%	6%	4,905
Best Start Foods	5%	88%	6%	4,304
Funeral Support Payment	5%	90%	5%	460
Young Carer Grant	6%	90%	4%	112
Scottish Child Payment	3%	93%	3%	16,298
Child Winter Heating Assistance	2%	96%	2%	309
Child Disability Payment	3%	94%	3%	1,688
Child Disability Payment Case transfer	2%	96%	1%	2,441
Adult Disability Payment	5%	90%	4%	4,965
Adult Disability Payment Case transfer	3%	94%	3%	2,787

3.3. Gender identity

Table 3.3.1: Overall rating of experience with Social Security Scotland, by gender identity
All respondents

	How would you describe your gender identity?			
Response options	Man	Woman	In another way	Prefer not to say
Very good or good	85%	89%	82%	76%
Neither poor nor good	12%	8%	11%	18%
Poor or very poor	3%	2%	7%	6%
Total	5,903	25,825	94	552

Table 3.3.2: Views on overall experience with Social Security Scotland, by gender identity (proportion strongly agreeing or agreeing with each statement)
All respondents

Thinking about your overall experience...	Man	Woman	In another way	Prefer not to say
Social Security Scotland treated me with dignity	85%	89%	79%	73%
Social Security Scotland treated me fairly	83%	88%	81%	74%
Social Security Scotland treated me with respect	85%	90%	77%	76%
I understand what Social Security Scotland does	82%	87%	78%	73%
Social Security Scotland is an open organisation	73%	80%	63%	60%
I feel I can trust Social Security Scotland	76%	82%	67%	61%
Social Security Scotland did not waste my time	80%	85%	76%	69%
Social Security Scotland is an honest organisation	77%	82%	67%	61%
Total	5,713	24,779	91	501

Table 3.3.3: Views on experience of contacting Social Security Scotland, by gender identity (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Man	Woman	In another way	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	79%	79%	79%	66%
It was easy to contact Social Security Scotland	69%	67%	77%	54%
I had enough choice about how I communicated with Social Security Scotland	76%	76%	79%	60%
Total	2,101	8,674	34	177

Table 3.2.4: Views on experience of contact from Social Security Scotland, by gender identity (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Man	Woman	In another way	Prefer not to say
I received the right level of communication from Social Security Scotland	74%	77%	67%	59%
I had enough choice about how Social Security Scotland communicated with me	74%	78%	71%	62%
Total	5,859	25,436	98	562

Table 3.3.5: How respondents rated their experience with Social Security Scotland staff, by gender identity

Respondents who had been in contact with staff; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Very good or good	88%	91%	85%	78%
Neither poor nor good	8%	6%	15%	14%
Poor or very poor	3%	3%	-	8%
Total	2,541	10,347	40	237

Table 3.3.6: How respondents rated their experience of applying for Social Security Scotland benefits, by gender identity
 Respondents who had applied for at least one benefit; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Very good or good	83%	90%	80%	75%
Neither poor nor good	14%	8%	14%	19%
Poor or very poor	4%	2%	6%	6%
Total	3,772	20,272	71	439

Table 3.3.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by gender identity
 Respondents who had received benefit payments; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Very good or good	91%	94%	93%	86%
Neither poor nor good	7%	5%	#	12%
Poor or very poor	1%	1%	#	2%
Total	4,762	22,514	81	432

Table 3.3.8: Whether respondents faced any barriers getting help from Social Security Scotland, by gender identity
 All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Experienced barrier	20%	16%	30%	34%
Did not experience barrier	80%	84%	70%	66%
Total	6,052	26,093	98	574

Table 3.3.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by gender identity

All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Experienced discrimination	5%	3%	12%	7%
Did not experience discrimination	90%	94%	83%	76%
Prefer not to say	5%	3%	5%	17%
Total	6105	26219	99	585

3.4. Age

Table 3.4.1: Overall rating of experience with Social Security Scotland, by age

All respondents; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Very good or good	83%	89%	90%	89%	85%	84%
Neither poor nor good	13%	8%	7%	9%	12%	13%
Poor or very poor	3%	3%	2%	2%	3%	3%
Total	977	5,507	11,146	7,625	5,426	1,145

Table 3.4.2: Views on overall experience with Social Security Scotland, by age (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	16-24	25-34	35-44	45-54	55-64	65+
Social Security Scotland treated me with dignity	84%	89%	90%	88%	85%	86%
Social Security Scotland treated me fairly	83%	88%	89%	88%	84%	84%
Social Security Scotland treated me with respect	87%	90%	91%	89%	86%	86%
I understand what Social Security Scotland does	84%	90%	88%	86%	81%	81%
Social Security Scotland is an open organisation	82%	85%	82%	75%	70%	72%
I feel I can trust Social Security Scotland	80%	85%	83%	79%	75%	77%
Social Security Scotland did not waste my time	79%	84%	86%	85%	81%	80%
Social Security Scotland is an honest organisation	81%	86%	84%	79%	75%	76%
Total	940	5,363	10,742	7,327	5,143	1,084

Table 3.4.3: Views on experience of contacting Social Security Scotland, by age (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

Thinking about your overall experience...	16-24	25-34	35-44	45-54	55-64	65+
I had enough choice about how I communicated with Social Security Scotland	72%	82%	79%	80%	78%	77%
It was easy to contact Social Security Scotland	58%	67%	67%	69%	68%	67%
I had enough choice about how I communicated with Social Security Scotland	67%	76%	76%	78%	76%	75%
Total	440	2,820	4,774	2,935	2,184	492

Table 3.4.4: Views on experience of contact from Social Security Scotland, by age (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	16-24	25-34	35-44	45-54	55-64	65+
I received the right level of communication from Social Security Scotland	68%	75%	78%	79%	75%	73%
I had enough choice about how Social Security Scotland communicated with me	71%	80%	79%	77%	74%	73%
Total	958	5,554	11,063	7,464	5,233	1,103

Table 3.4.5: How respondents rated their experience with Social Security Scotland staff, by age

Respondents who had been in contact with staff; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Very good or good	86%	92%	91%	90%	89%	88%
Neither poor nor good	10%	5%	6%	7%	8%	9%
Poor or very poor	4%	3%	3%	3%	3%	3%
Total	414	2,561	4,358	2,884	2,213	505

Table 3.4.6: How respondents rated their experience of applying for Social Security Scotland benefits, by age
 Respondents who had applied for at least one benefit; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Very good or good	83%	90%	91%	89%	82%	79%
Neither poor nor good	14%	8%	8%	9%	14%	17%
Poor or very poor	3%	2%	2%	2%	4%	4%
Total	760	5,019	9,489	5,508	2,787	578

Table 3.4.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by age
 Respondents who had received benefit payments; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Very good or good	90%	94%	95%	94%	92%	90%
Neither poor nor good	8%	5%	4%	5%	7%	8%
Poor or very poor	1%	1%	1%	1%	1%	2%
Total	759	4,722	9,816	6,702	4,454	932

Table 3.4.8: Whether respondents faced any barriers getting help from Social Security Scotland, by age
 All respondents; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Experienced barrier	23%	19%	16%	15%	18%	19%
Did not experience barrier	77%	81%	84%	85%	82%	81%
Total	1,001	5,618	11,277	7,688	5,501	1,157

Table 3.4.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by age

All respondents; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Experienced discrimination	4%	4%	4%	3%	3%	4%
Did not experience discrimination	90%	92%	93%	94%	93%	93%
Prefer not to say	6%	4%	4%	3%	3%	3%
Total	1,005	5,611	11,319	7,752	5,558	1,169

3.5. Ethnicity

Table 3.5.1: Overall rating of experience with Social Security Scotland, by ethnicity

All respondents; Column percentage

Response options	White	Minority Ethnic	Prefer not to say
Very good or good	88%	94%	83%
Neither poor nor good	9%	5%	13%
Poor or very poor	3%	1%	4%
Total	28,537	2,494	780

Table 3.5.2: Views on overall experience with Social Security Scotland, by ethnicity (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	White	Minority Ethnic	Prefer not to say
Social Security Scotland treated me with dignity	88%	93%	81%
Social Security Scotland treated me fairly	87%	93%	80%
Social Security Scotland treated me with respect	88%	95%	83%
I understand what Social Security Scotland does	86%	91%	79%
Social Security Scotland is an open organisation	77%	90%	73%
I feel I can trust Social Security Scotland	80%	91%	73%
Social Security Scotland did not waste my time	83%	90%	76%
Social Security Scotland is an honest organisation	80%	91%	73%
Total	27,431	2,388	737

Table 3.5.3: Views on experience of contacting Social Security Scotland, by ethnicity (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	White	Minority Ethnic	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	79%	85%	67%
It was easy to contact Social Security Scotland	66%	77%	58%
I had enough choice about how I communicated with Social Security Scotland	75%	87%	69%
Total	12,216	1,090	349

Table 3.5.4: Views on experience of contact from Social Security Scotland, by ethnicity (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	White	Minority Ethnic	Prefer not to say
I received the right level of communication from Social Security Scotland	76%	85%	68%
I had enough choice about how Social Security Scotland communicated with me	77%	81%	68%
Total	28,095	2,467	806

Table 3.5.5: How respondents rated their experience with Social Security Scotland staff, by ethnicity

Respondents who had been in contact with staff; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Very good or good	90%	95%	84%
Neither poor nor good	7%	4%	10%
Poor or very poor	3%	1%	5%
Total	11,544	1,025	328

Table 3.5.6: How respondents rated their experience of applying for Social Security Scotland benefits, by ethnicity
 Respondents who had applied for at least one benefit; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Very good or good	88%	94%	83%
Neither poor nor good	10%	5%	14%
Poor or very poor	2%	1%	3%
Total	21,222	2,136	676

Table 3.5.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by ethnicity
 Respondents who had received benefit payments; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Very good or good	94%	97%	89%
Neither poor nor good	5%	3%	10%
Poor or very poor	1%	1%	1%
Total	24,551	2,169	643

Table 3.5.8: Whether respondents faced any barriers getting help from Social Security Scotland, by ethnicity
 All respondents; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Experienced barrier	17%	18%	32%
Did not experience barrier	83%	82%	68%
Total	28,934	2,513	817

Table 3.5.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by ethnicity

All respondents; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Experienced discrimination	3%	5%	8%
Did not experience discrimination	94%	87%	76%
Prefer not to say	3%	8%	15%
Total	29,078	2,517	821

3.6. Whether respondents have a long-term physical/mental health condition

Table 3.6.1: Overall rating of experience with Social Security Scotland, by whether respondents have a long-term physical/mental health condition

All respondents; Column percentages

Response options	With long-term physical/mental health condition	No condition	Prefer not to say
Very good or good	86%	91%	85%
Neither poor nor good	11%	7%	13%
Poor or very poor	3%	2%	2%
Total	15,411	14,827	2,035

Table 3.6.2: Views on overall experience with Social Security Scotland, by whether respondents have a long-term physical/mental health condition (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	86%	90%	84%
Social Security Scotland treated me fairly	85%	90%	84%
Social Security Scotland treated me with respect	87%	91%	85%
I understand what Social Security Scotland does	84%	89%	81%
Social Security Scotland is an open organisation	74%	83%	72%
I feel I can trust Social Security Scotland	77%	85%	75%
Social Security Scotland did not waste my time	81%	87%	80%
Social Security Scotland is an honest organisation	77%	85%	75%
Total	14,943	14,184	1,855

Table 3.6.3: Views on experience of contacting Social Security Scotland, by whether respondents have a long-term physical/mental health condition (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	With long-term physical/mental health condition	No condition	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	78%	81%	75%
It was easy to contact Social Security Scotland	67%	68%	64%
I had enough choice about how I communicated with Social Security Scotland	75%	78%	73%
Total	7,503	5,532	826

Table 3.6.4: Views on experience of contact from Social Security Scotland, by whether respondents have a long-term physical/mental health condition (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	With long-term physical/mental health condition	No condition	Prefer not to say
I received the right level of communication from Social Security Scotland	74%	79%	71%
I had enough choice about how Social Security Scotland communicated with me	75%	80%	71%
Total	15,311	14,528	2,000

Table 3.6.5: How respondents rated their experience with Social Security Scotland staff, by whether respondents have a long-term physical/mental health condition

Respondents who had been in contact with staff; Column percentages

Response options	With long-term physical/mental health condition	No condition	Prefer not to say
Very good or good	89%	92%	89%
Neither poor nor good	7%	5%	8%
Poor or very poor	3%	2%	3%
Total	7,072	5,257	789

Table 3.6.6: How respondents rated their experience of applying for Social Security Scotland benefits, by whether respondents have a long-term physical/mental health condition

Respondents who had applied for at least one benefit; Column percentages

Response options	With long-term physical/mental health condition	No condition	Prefer not to say
Very good or good	85%	92%	86%
Neither poor nor good	12%	7%	12%
Poor or very poor	3%	1%	2%
Total	10,758	12,160	1,546

Table 3.6.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by whether respondents have a long-term physical/mental health condition

Respondents who had received benefit payments; Column percentages

Response options	With long-term physical/mental health condition	No condition	Prefer not to say
Very good or good	93%	95%	91%
Neither poor nor good	6%	4%	8%
Poor or very poor	1%	1%	1%
Total	12,855	13,154	1,706

Table 3.6.8: Whether respondents faced any barriers getting help from Social Security Scotland, by whether respondents have a long-term physical/mental health condition

All respondents; Column percentages

Response options	With long-term physical/mental health condition	No condition	Prefer not to say
Experienced barrier	20%	14%	22%
Did not experience barrier	80%	86%	78%
Total	15,697	14,960	2,057

Table 3.6.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by whether respondents have a long-term physical/mental health condition

All respondents; Column percentages

Response options	With long-term physical/mental health condition	No condition	Prefer not to say
Experienced discrimination	4%	3%	3%
Did not experience discrimination	92%	94%	85%
Prefer not to say	3%	3%	12%
Total	15,832	14,995	2,071

3.7. Urban-rural classification

Table 3.7.1: Overall rating of experience with Social Security Scotland, by urban-rural classification

All respondents; Column percentages

Response options	Urban	Rural
Very good or good	89%	88%
Neither poor nor good	8%	10%
Poor or very poor	2%	3%
Total	22,708	3,481

Table 3.7.2: Views on overall experience with Social Security Scotland, by urban-rural classification (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Urban	Rural
Social Security Scotland treated me with dignity	89%	87%
Social Security Scotland treated me fairly	88%	87%
Social Security Scotland treated me with respect	89%	88%
I understand what Social Security Scotland does	87%	84%
Social Security Scotland is an open organisation	80%	75%
I feel I can trust Social Security Scotland	82%	79%
Social Security Scotland did not waste my time	85%	83%
Social Security Scotland is an honest organisation	82%	80%
Total	21,853	3,366

Table 3.7.3: Views on experience of contacting Social Security Scotland, by urban-rural classification (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Urban	Rural
I had enough choice about how I communicated with Social Security Scotland	80%	78%
It was easy to contact Social Security Scotland	68%	65%
I had enough choice about how I communicated with Social Security Scotland	77%	73%
Total	9,750	1,423

Table 3.7.4: Views on experience of contact from Social Security Scotland, by urban-rural classification (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Urban	Rural
I received the right level of communication from Social Security Scotland	77%	76%
I had enough choice about how Social Security Scotland communicated with me	78%	76%
Total	22,388	3,412

Table 3.7.5: How respondents rated their experience with Social Security Scotland staff, by urban-rural classification

Respondents who had been in contact with staff; Column percentages

Response options	Urban	Rural
Very good or good	91%	90%
Neither poor nor good	6%	7%
Poor or very poor	3%	3%
Total	9,221	1,370

Table 3.7.6: How respondents rated their experience of applying for Social Security Scotland benefits, by urban-rural classification

Respondents who had applied for at least one benefit; Column percentages

Response options	Urban	Rural
Very good or good	89%	88%
Neither poor nor good	9%	10%
Poor or very poor	2%	2%
Total	17,280	2,439

Table 3.7.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by urban-rural classification

Respondents who had received benefit payments; Column percentages

Response options	Urban	Rural
Very good or good	94%	94%
Neither poor nor good	5%	5%
Poor or very poor	1%	1%
Total	19,565	3,001

Table 3.7.8: Whether respondents faced any barriers getting help from Social Security Scotland, by urban-rural classification

All respondents; Column percentages

Response options	Urban	Rural
Experienced barrier	17%	16%
Did not experience barrier	83%	84%
Total	23,028	3,529

Table 3.7.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, urban-rural classification

All respondents; Column percentages

Response options	Urban	Rural
Experienced discrimination	4%	4%
Did not experience discrimination	93%	94%
Prefer not to say	3%	3%
Total	23,140	3,547

3.8. Scottish Index of Multiple Deprivation quintile

Table 3.8.1: Overall rating of experience with Social Security Scotland, by Scottish Index of Multiple Deprivation quintile

All respondents; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	90%	89%	89%	88%	88%
Neither poor nor good	8%	9%	9%	9%	8%
Poor or very poor	2%	2%	3%	3%	3%
Total	9,593	6,513	4,578	3,466	2,039

Table 3.8.2: Views on overall experience with Social Security Scotland, by Scottish Index of Multiple Deprivation quintile (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Social Security Scotland treated me with dignity	89%	88%	88%	87%	88%
Social Security Scotland treated me fairly	88%	87%	88%	87%	86%
Social Security Scotland treated me with respect	90%	89%	89%	88%	88%
I understand what Social Security Scotland does	88%	87%	86%	85%	85%
Social Security Scotland is an open organisation	82%	79%	77%	75%	73%
I feel I can trust Social Security Scotland	84%	81%	80%	79%	79%
Social Security Scotland did not waste my time	86%	84%	84%	82%	83%
Social Security Scotland is an honest organisation	84%	82%	80%	79%	79%
Total	9,251	6,260	4,399	3,349	1,960

Table 3.8.3: Views on experience of contacting Social Security Scotland, by Scottish Index of Multiple Deprivation quintile (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
I had enough choice about how I communicated with Social Security Scotland	82%	79%	78%	78%	77%
It was easy to contact Social Security Scotland	71%	67%	66%	65%	65%
I had enough choice about how I communicated with Social Security Scotland	79%	75%	76%	74%	73%
Total	4,201	2,785	1,928	1,450	809

Table 3.8.4: Views on experience of contact from Social Security Scotland, by Scottish Index of Multiple Deprivation quintile (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
I received the right level of communication from Social Security Scotland	78%	77%	77%	76%	77%
I had enough choice about how Social Security Scotland communicated with me	80%	78%	77%	77%	75%
Total	9,482	6,402	4,504	3,419	1,993

Table 3.8.5: How respondents rated their experience with Social Security Scotland staff, by Scottish Index of Multiple Deprivation quintile

Respondents who had been in contact with staff; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	92%	91%	90%	90%	90%
Neither poor nor good	5%	6%	7%	7%	8%
Poor or very poor	3%	3%	3%	3%	3%
Total	3,967	2,613	1,824	1,387	800

Table 3.8.6: How respondents rated their experience of applying for Social Security Scotland benefits, by Scottish Index of Multiple Deprivation quintile

Respondents who had applied for at least one benefit; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	90%	89%	88%	88%	87%
Neither poor nor good	8%	9%	9%	10%	10%
Poor or very poor	2%	2%	3%	2%	3%
Total	7,602	4,988	3,379	2,406	1,344

Table 3.8.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by Scottish Index of Multiple Deprivation quintile

Respondents who had received benefit payments; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	94%	94%	94%	94%	94%
Neither poor nor good	5%	5%	5%	6%	4%
Poor or very poor	1%	1%	1%	1%	2%
Total	8,224	5,574	3,981	3,020	1,767

Table 3.8.8: Whether respondents faced any barriers getting help from Social Security Scotland, by Scottish Index of Multiple Deprivation quintile

All respondents; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Experienced barrier	17%	17%	16%	16%	15%
Did not experience barrier	83%	83%	84%	84%	85%
Total	9,706	6,597	4,653	3,530	2,071

Table 3.8.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by Scottish Index of Multiple Deprivation quintile

All respondents; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Experienced discrimination	4%	4%	3%	4%	3%
Did not experience discrimination	93%	93%	94%	93%	95%
Prefer not to say	4%	3%	3%	3%	2%
Total	9,746	6,634	4,672	3,549	2,086

3.9. Sexual orientation

Table 3.9.1: Overall rating of experience with Social Security Scotland, by sexual orientation

All respondents; Column percentages

Response options	Which of the following best describes how you think of yourself?			
	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Very good or good	89%	86%	82%	85%
Neither poor nor good	9%	10%	11%	12%
Poor or very poor	2%	4%	6%	3%
Total	28,775	975	174	2,112

Table 3.9.2: Views on overall experience with Social Security Scotland, by sexual orientation (proportion strongly agreeing or agreeing with each statement)

All respondents

Thinking about your overall experience...	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Social Security Scotland treated me with dignity	88%	85%	85%	84%
Social Security Scotland treated me fairly	88%	84%	83%	84%
Social Security Scotland treated me with respect	89%	86%	85%	86%
I understand what Social Security Scotland does	87%	85%	79%	83%
Social Security Scotland is an open organisation	78%	75%	70%	76%
I feel I can trust Social Security Scotland	81%	78%	71%	77%
Social Security Scotland did not waste my time	84%	79%	78%	79%
Social Security Scotland is an honest organisation	81%	78%	74%	78%
Total	27,701	954	162	1,936

Table 3.9.3: Views on experience of contacting Social Security Scotland, by sexual orientation (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	79%	77%	82%	73%
It was easy to contact Social Security Scotland	67%	63%	62%	65%
I had enough choice about how I communicated with Social Security Scotland	76%	72%	78%	72%
Total	12,276	485	89	914

Table 3.9.4: Views on experience of contact from Social Security Scotland, by sexual orientation (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
I received the right level of communication from Social Security Scotland	77%	70%	71%	71%
I had enough choice about how Social Security Scotland communicated with me	78%	76%	71%	71%
Total	28,319	974	177	2,123

Table 3.9.5: How respondents rated their experience with Social Security Scotland staff, by sexual orientation

Respondents who had been in contact with staff; Column percentages

Response options	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Very good or good	91%	89%	76%	87%
Neither poor nor good	6%	7%	16%	9%
Poor or very poor	3%	3%	8%	4%
Total	11,704	456	74	792

Table 3.9.6: How respondents rated their experience of applying for Social Security Scotland benefits, by sexual orientation
 Respondents who had applied for at least one benefit; Column percentages

Response options	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Very good or good	89%	85%	83%	85%
Neither poor nor good	9%	11%	10%	12%
Poor or very poor	2%	4%	7%	3%
Total	21,735	744	130	1,709

Table 3.9.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by gender identity
 Respondents who had received benefit payments; Column percentages

Response options	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Very good or good	94%	91%	87%	91%
Neither poor nor good	5%	7%	#	8%
Poor or very poor	1%	1%	#	1%
Total	24,796	816	146	1,750

Table 3.9.8: Whether respondents faced any barriers getting help from Social Security Scotland, by sexual orientation
 All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Response options	Heterosexual/straight	Gay/lesbian/bisexual	'In another way'	Prefer not to say
Experienced barrier	16%	21%	35%	29%
Did not experience barrier	84%	79%	65%	71%
Total	29,134	1,003	186	2,155

Table 3.9.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by sexual orientation

All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Response options	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Experienced discrimination	3%	5%	8%	6%
Did not experience discrimination	94%	92%	80%	80%
Prefer not to say	3%	3%	12%	13%
Total	29,274	1,008	184	2,173

3.10. Trans status

Table 3.10.1: Overall rating of experience with Social Security Scotland, by trans status

All respondents; Column percentages

Response options	Do you consider yourself to be a trans person?		
	Yes	No	Prefer not to say
Very good or good	91%	88%	84%
Neither poor nor good	5%	9%	12%
Poor or very poor	4%	2%	4%
Total	192	30,913	802

Table 3.10.2: Views on overall experience with Social Security Scotland, by trans status (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	87%	88%	81%
Social Security Scotland treated me fairly	85%	87%	81%
Social Security Scotland treated me with respect	91%	89%	83%
I understand what Social Security Scotland does	86%	86%	83%
Social Security Scotland is an open organisation	86%	78%	75%
I feel I can trust Social Security Scotland	85%	81%	76%
Social Security Scotland did not waste my time	84%	84%	79%
Social Security Scotland is an honest organisation	84%	81%	76%
Total	191	29,765	693

Table 3.10.3: Views on experience of contacting Social Security Scotland, by trans status (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Yes	No	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	86%	79%	72%
It was easy to contact Social Security Scotland	74%	67%	65%
I had enough choice about how I communicated with Social Security Scotland	85%	76%	69%
Total	105	13,245	359

Table 3.10.4: Views on experience of contact from Social Security Scotland, by trans status (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Yes	No	Prefer not to say
I received the right level of communication from Social Security Scotland	81%	76%	70%
I had enough choice about how Social Security Scotland communicated with me	79%	78%	69%
Total	196	30,469	816

Table 3.10.5 How respondents rated their experience with Social Security Scotland staff, by trans status

Respondents who had been in contact with staff; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	#	90%	86%
Neither poor nor good	#	7%	9%
Poor or very poor	-	3%	5%
Total	106	12,556	316

Table 3.10.6: How respondents rated their experience of applying for Social Security Scotland benefits, by trans status

Respondents who had applied for at least one benefit; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	86%	89%	85%
Neither poor nor good	10%	9%	12%
Poor or very poor	4%	2%	3%
Total	162	23,404	689

Table 3.10.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by trans status

Respondents who had received benefit payments; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	94%	94%	90%
Neither poor nor good	6%	5%	8%
Poor or very poor	-	1%	2%
Total	163	26,595	637

Table 3.10.8: Whether respondents faced any barriers getting help from Social Security Scotland, by trans status

All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced barrier	34%	17%	36%
Did not experience barrier	66%	83%	64%
Total	198	31,317	830

**Table 3.10.9: Whether respondents felt discriminated against at any point during their experience with Social Security
Scotland, by trans status**

All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced discrimination	17%	3%	8%
Did not experience discrimination	71%	94%	66%
Prefer not to say	12%	3%	26%
Total	197	31,491	839

3.11. Religion

Table 3.11.1: Overall rating of experience with Social Security Scotland, by religion

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
Very good or good	88%	87%	90%	90%	95%	88%	82%
Neither poor nor good	9%	10%	8%	8%	4%	10%	15%
Poor or very poor	3%	2%	2%	2%	1%	3%	3%
Total	16,790	4,993	4,494	2,234	1,519	779	1,391

Table 3.11.2: Views on overall experience with Social Security Scotland, by religion (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
Social Security Scotland treated me with dignity	88%	87%	90%	91%	94%	85%	81%
Social Security Scotland treated me fairly	87%	86%	89%	90%	93%	84%	79%
Social Security Scotland treated me with respect	88%	88%	90%	92%	97%	86%	82%
I understand what Social Security Scotland does	87%	84%	88%	87%	92%	84%	77%
Social Security Scotland is an open organisation	77%	75%	82%	81%	93%	76%	66%
I feel I can trust Social Security Scotland	80%	79%	83%	84%	93%	77%	69%
Social Security Scotland did not waste my time	83%	83%	86%	87%	91%	82%	74%
Social Security Scotland is an honest organisation	80%	79%	84%	83%	93%	77%	70%
Total	16,245	4,758	4,328	2,100	1,426	761	1,294

Table 3.11.3: Views on experience of contacting Social Security Scotland, by religion (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	79%	78%	81%	79%	89%	77%	70%
It was easy to contact Social Security Scotland	66%	68%	69%	67%	81%	67%	58%
I had enough choice about how I communicated with Social Security Scotland	75%	76%	78%	78%	89%	74%	68%
Total	7,357	2,023	1,902	951	660	326	620

Table 3.11.4: Views on experience of contact from Social Security Scotland, by religion (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
I received the right level of communication from Social Security Scotland	75%	76%	79%	81%	86%	73%	67%
I had enough choice about how Social Security Scotland communicated with me	77%	76%	79%	79%	84%	75%	67%
Total	16,612	4,874	4,406	2,186	1,491	786	1,408

Table 3.11.5: How respondents rated their experience with Social Security Scotland staff, by religion

Respondents who had been in contact with staff; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
Very good or good	90%	90%	92%	92%	96%	89%	84%
Neither poor nor good	7%	6%	6%	5%	3%	7%	11%
Poor or very poor	3%	3%	3%	2%	1%	3%	5%
Total	6,789	2,009	1,809	966	650	332	532

Table 3.11.6: How respondents rated their experience of applying for Social Security Scotland benefits, by religion

Respondents who had applied for at least one benefit; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
Very good or good	88%	86%	89%	91%	94%	87%	81%
Neither poor nor good	9%	12%	8%	8%	5%	9%	16%
Poor or very poor	2%	3%	2%	2%	1%	4%	3%
Total	13,066	3,244	3,338	1,773	1,347	574	1,072

Table 3.11.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by religion

Respondents who had received benefit payments; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
Very good or good	94%	93%	95%	95%	96%	93%	89%
Neither poor nor good	5%	6%	4%	4%	3%	6%	9%
Poor or very poor	1%	1%	1%	1%	1%	2%	1%
Total	14,522	4,232	3,865	1,922	1,312	640	1,154

Table 3.11.8: Whether respondents faced any barriers getting help from Social Security Scotland, by religion

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
Experienced barrier	16%	16%	17%	18%	20%	24%	28%
Did not experience barrier	84%	84%	83%	82%	80%	76%	72%
Total	17,022	5,043	4,569	2,241	1,523	811	1,436

Table 3.11.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by religion

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
Experienced discrimination	3%	4%	3%	4%	6%	6%	5%
Did not experience discrimination	94%	93%	93%	93%	84%	90%	83%
Prefer not to say	3%	3%	3%	3%	11%	4%	11%
Total	17,101	5,085	4,582	2,256	1,521	810	1,458

3.12. Household income

Table 3.12.1: Overall rating of experience with Social Security Scotland, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Very good or good	87%	89%	90%	90%	89%	88%	85%	85%
Neither poor nor good	11%	8%	8%	7%	8%	8%	11%	10%
Poor or very poor	3%	2%	2%	3%	3%	3%	4%	5%
Total	2,337	4,830	4,217	2,594	2,135	1,813	956	556

Table 3.12.2: Views on overall experience with Social Security Scotland, by annual household income (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Social Security Scotland treated me with dignity	87%	89%	90%	90%	89%	88%	84%	82%
Social Security Scotland treated me fairly	85%	88%	90%	89%	88%	86%	81%	80%
Social Security Scotland treated me with respect	88%	90%	91%	90%	89%	88%	85%	83%
I understand what Social Security Scotland does	87%	87%	89%	88%	86%	86%	86%	84%
Social Security Scotland is an open organisation	82%	82%	80%	80%	77%	77%	72%	67%
I feel I can trust Social Security Scotland	82%	83%	83%	83%	81%	80%	75%	75%
Social Security Scotland did not waste my time	84%	85%	86%	86%	85%	82%	77%	74%
Social Security Scotland is an honest organisation	84%	84%	83%	82%	80%	78%	75%	74%
Total	2,254	4,680	4,084	2,512	2,068	1,746	929	539

Table 3.12.3: Views on experience of contacting Social Security Scotland, by annual household income (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
I had enough choice about how I communicated with Social Security Scotland	79%	81%	81%	80%	78%	78%	78%	78%
It was easy to contact Social Security Scotland	68%	68%	69%	67%	68%	65%	59%	61%
I had enough choice about how I communicated with Social Security Scotland	76%	77%	77%	76%	79%	76%	70%	73%
Total	1,129	2,115	1,755	1,038	919	761	415	255

Table 3.12.4: Views on experience of contact from Social Security Scotland, by annual household income (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
I received the right level of communication from Social Security Scotland	76%	78%	79%	77%	78%	76%	71%	73%
I had enough choice about how Social Security Scotland communicated with me	77%	79%	80%	79%	78%	79%	73%	68%
Total	2,343	4,793	4,139	2,542	2,116	1,772	955	561

Table 3.12.5: How respondents rated their experience with Social Security Scotland staff, by annual household income

Respondents who had been in contact with staff; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Very good or good	88%	92%	91%	90%	92%	89%	88%	88%
Neither poor nor good	8%	6%	6%	7%	5%	7%	8%	6%
Poor or very poor	3%	3%	3%	3%	3%	4%	5%	5%
Total	1,059	1,977	1,658	999	827	724	415	237

Table 3.12.6: How respondents rated their experience of applying for Social Security Scotland benefits, by annual household income

Respondents who had applied for at least one benefit; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Very good or good	89%	89%	91%	90%	90%	89%	84%	80%
Neither poor nor good	9%	9%	7%	7%	8%	8%	12%	11%
Poor or very poor	2%	2%	2%	2%	2%	3%	4%	9%
Total	1,920	3,962	3,333	2,063	1,653	1,306	624	293

Table 3.12.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by annual household income

Respondents who had received benefit payments; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Very good or good	91%	94%	95%	95%	95%	94%	93%	95%
Neither poor nor good	7%	5%	4%	4%	4%	5%	5%	#
Poor or very poor	1%	1%	1%	1%	1%	1%	2%	#
Total	1,926	4,177	3,675	2,319	1,873	1,576	782	471

Table 3.12.8: Whether respondents faced any barriers getting help from Social Security Scotland, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Experienced barrier	24%	17%	15%	14%	13%	15%	17%	18%
Did not experience barrier	76%	83%	85%	86%	87%	85%	83%	82%
Total	2,399	4,899	4,260	2,632	2,158	1,847	978	571

Table 3.12.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Experienced discrimination	6%	4%	3%	2%	4%	4%	5%	5%
Did not experience discrimination	88%	93%	95%	96%	95%	95%	94%	94%
Prefer not to say	5%	3%	2%	2%	2%	2%	1%	1%
Total	2,387	4,920	4,267	2,628	2,160	1,845	990	577

3.13. Care experience

Table 3.13.1: Overall rating of experience with Social Security Scotland, by whether ever been in care

All respondents; Column percentages

Response options	Care experienced	Not been in care	Prefer not to say
Very good or good	87%	89%	82%
Neither poor nor good	11%	9%	15%
Poor or very poor	3%	2%	3%
Total	1,445	29,667	1,101

Table 3.13.2: Views on overall experience with Social Security Scotland, by whether ever been in care (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Care experienced	Not been in care	Prefer not to say
Social Security Scotland treated me with dignity	87%	88%	83%
Social Security Scotland treated me fairly	86%	87%	82%
Social Security Scotland treated me with respect	88%	89%	84%
I understand what Social Security Scotland does	84%	87%	80%
Social Security Scotland is an open organisation	77%	78%	74%
I feel I can trust Social Security Scotland	79%	81%	75%
Social Security Scotland did not waste my time	82%	84%	79%
Social Security Scotland is an honest organisation	79%	81%	77%
Total	1,402	28,559	959

Table 3.13.3: Views on experience of contacting Social Security Scotland, by whether ever been in care (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Care experienced	Not been in care	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	78%	79%	71%
It was easy to contact Social Security Scotland	67%	67%	61%
I had enough choice about how I communicated with Social Security Scotland	74%	76%	69%
Total	709	12,586	518

Table 3.13.4: Views on experience of contact from Social Security Scotland, by whether ever been in care (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Care experienced	Not been in care	Prefer not to say
I received the right level of communication from Social Security Scotland	74%	77%	69%
I had enough choice about how Social Security Scotland communicated with me	76%	78%	68%
Total	1,438	29,207	1,119

Table 3.13.5: How respondents rated their experience with Social Security Scotland staff, by whether ever been in care

Respondents who had been in contact with staff; Column percentages

Response options	Care experienced	Not been in care	Prefer not to say
Very good or good	88%	91%	89%
Neither poor nor good	9%	6%	8%
Poor or very poor	3%	3%	3%
Total	651	11,949	489

Table 3.13.6: How respondents rated their experience of applying for Social Security Scotland benefits, by whether ever been in care

Respondents who had applied for at least one benefit; Column percentages

Response options	Care experienced	Not been in care	Prefer not to say
Very good or good	87%	89%	83%
Neither poor nor good	10%	9%	15%
Poor or very poor	3%	2%	2%
Total	1,084	22,437	870

Table 3.13.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by whether ever been in care

Respondents who had received benefit payments; Column percentages

Response options	Care experienced	Not been in care	Prefer not to say
Very good or good	93%	94%	89%
Neither poor nor good	6%	5%	9%
Poor or very poor	1%	1%	1%
Total	1,189	25,594	874

Table 3.13.8: Whether respondents faced any barriers getting help from Social Security Scotland, by whether ever been in care

All respondents; Column percentages

Response options	Care experienced	Not been in care	Prefer not to say
Experienced barrier	24%	16%	35%
Did not experience barrier	76%	84%	65%
Total	1,473	30,047	1,130

Table 3.13.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by whether ever been in care

All respondents; Column percentages

Response options	Care experienced	Not been in care	Prefer not to say
Experienced discrimination	7%	3%	6%
Did not experience discrimination	89%	94%	68%
Prefer not to say	4%	3%	25%
Total	1,482	30,196	1,147

3.14. Communication needs

Table 3.14.1: Overall rating of experience with Social Security Scotland, by communication needs

All respondents; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	85%	89%
Neither poor nor good	12%	9%
Poor or very poor	3%	2%
Total	5,309	26,528

Table 3.14.2: Views on overall experience with Social Security Scotland, by communication needs (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Have communication needs	No communication needs
Social Security Scotland treated me with dignity	85%	89%
Social Security Scotland treated me fairly	84%	88%
Social Security Scotland treated me with respect	86%	89%
I understand what Social Security Scotland does	81%	87%
Social Security Scotland is an open organisation	74%	79%
I feel I can trust Social Security Scotland	77%	81%
Social Security Scotland did not waste my time	80%	85%
Social Security Scotland is an honest organisation	77%	82%
Total	5,036	25,558

Table 3.14.3: Views on experience of contacting Social Security Scotland, by communication needs (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Have communication needs	No communication needs
I had enough choice about how I communicated with Social Security Scotland	74%	80%
It was easy to contact Social Security Scotland	63%	68%
I had enough choice about how I communicated with Social Security Scotland	73%	77%
Total	2,533	11,132

Table 3.14.4: Views on experience of contact from Social Security Scotland, by communication needs (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Have communication needs	No communication needs
I received the right level of communication from Social Security Scotland	71%	77%
I had enough choice about how Social Security Scotland communicated with me	72%	79%
Total	5,293	26,121

Table 3.14.5: How respondents rated their experience with Social Security Scotland staff, by communication needs

Respondents who had been in contact with staff; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	88%	91%
Neither poor nor good	8%	6%
Poor or very poor	4%	3%
Total	2,414	10,515

Table 3.14.6: How respondents rated their experience of applying for Social Security Scotland benefits, by communication needs
 Respondents who had applied for at least one benefit; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	85%	89%
Neither poor nor good	12%	9%
Poor or very poor	3%	2%
Total	3,773	20,362

Table 3.14.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by communication needs

Respondents who had received benefit payments; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	91%	94%
Neither poor nor good	7%	5%
Poor or very poor	1%	1%
Total	4,482	22,857

Table 3.14.8: Whether respondents faced any barriers getting help from Social Security Scotland, by communication needs

All respondents; Column percentages

Response options	Have communication needs	No communication needs
Experienced barrier	27%	15%
Did not experience barrier	73%	85%
Total	5,436	26,851

Table 3.14.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by communication needs

All respondents; Column percentages

Response options	Have communication needs	No communication needs
Experienced discrimination	6%	3%
Did not experience discrimination	87%	94%
Prefer not to say	7%	3%
Total	5,476	26,973

3.15. Main language

Table 3.15.1: Overall rating of experience with Social Security Scotland, by main language⁴

All respondents; Column percentages

Response options	English	Other language
Very good or good	88%	90%
Neither poor nor good	10%	8%
Poor or very poor	3%	2%
Total	24,138	8,262

Table 3.15.2: Views on overall experience with Social Security Scotland, by main language (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	English	Other language
Social Security Scotland treated me with dignity	87%	90%
Social Security Scotland treated me fairly	87%	89%
Social Security Scotland treated me with respect	88%	91%
I understand what Social Security Scotland does	86%	88%
Social Security Scotland is an open organisation	76%	84%
I feel I can trust Social Security Scotland	79%	85%
Social Security Scotland did not waste my time	83%	87%
Social Security Scotland is an honest organisation	79%	86%
Total	23,286	7,803

⁴ A question asking respondents their main language was added to the survey for the final two (of three) fieldwork rounds comprising the 2021/2022 survey fieldwork. Therefore, this question has fewer responses.

Table 3.15.3: Views on experience of contacting Social Security Scotland, by main language (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	English	Other language
I had enough choice about how I communicated with Social Security Scotland	78%	81%
It was easy to contact Social Security Scotland	66%	70%
I had enough choice about how I communicated with Social Security Scotland	75%	80%
Total	10,502	3,395

Table 3.15.4: Views on experience of contact from Social Security Scotland, by main language (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	English	Other language
I received the right level of communication from Social Security Scotland	75%	79%
I had enough choice about how Social Security Scotland communicated with me	77%	79%
Total	23,840	8,130

Table 3.15.5: How respondents rated their experience with Social Security Scotland staff, by main language

Respondents who had been in contact with staff; Column percentages

Response options	English	Other language
Very good or good	90%	92%
Neither poor nor good	7%	6%
Poor or very poor	3%	2%
Total	9,837	3,319

Table 3.15.6: How respondents rated their experience of applying for Social Security Scotland benefits, by main language
 Respondents who had applied for at least one benefit; Column percentages

Response options	English	Other language
Very good or good	88%	90%
Neither poor nor good	10%	8%
Poor or very poor	2%	2%
Total	17,835	6,640

Table 3.15.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by main language
 Respondents who had received benefit payments; Column percentages

Response options	English	Other language
Very good or good	93%	94%
Neither poor nor good	6%	5%
Poor or very poor	1%	1%
Total	20,854	6,989

Table 3.15.8: Whether respondents faced any barriers getting help from Social Security Scotland, by main language
 All respondents; Column percentages

Response options	English	Other language
Experienced barrier	16%	20%
Did not experience barrier	84%	80%
Total	24,503	8,335

Table 3.15.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by, main language

All respondents; Column percentages

Response options	English	Other language
Experienced discrimination	3%	4%
Did not experience discrimination	94%	89%
Prefer not to say	3%	6%
Total	24,622	8,394

3.16. Refugee status

Table 3.16.1: Overall rating of experience with Social Security Scotland, by refugee status

All respondents; Column percentages

Response options	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
Very good or good	93%	88%	85%
Neither poor nor good	6%	9%	12%
Poor or very poor	1%	3%	3%
Total	1,008	30,123	927

Table 3.16.2: Views on overall experience with Social Security Scotland, by refugee status (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	95%	88%	85%
Social Security Scotland treated me fairly	93%	87%	85%
Social Security Scotland treated me with respect	97%	89%	88%
I understand what Social Security Scotland does	93%	86%	85%
Social Security Scotland is an open organisation	94%	77%	80%
I feel I can trust Social Security Scotland	94%	80%	80%
Social Security Scotland did not waste my time	91%	84%	82%
Social Security Scotland is an honest organisation	94%	80%	82%
Total	939	29,044	792

Table 3.16.3: Views on experience of contacting Social Security Scotland, by refugee status (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	88%	79%	73%
It was easy to contact Social Security Scotland	80%	67%	63%
I had enough choice about how I communicated with Social Security Scotland	88%	76%	73%
Total	477	12,887	405

Table 3.16.4: Views on experience of contact from Social Security Scotland, by refugee status (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
I received the right level of communication from Social Security Scotland	87%	76%	72%
I had enough choice about how Social Security Scotland communicated with me	84%	77%	71%
Total	991	29,699	926

Table 3.16.5: How respondents rated their experience with Social Security Scotland staff, by refugee status

Respondents who had been in contact with staff; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Very good or good	95%	90%	90%
Neither poor nor good	4%	7%	7%
Poor or very poor	1%	3%	3%
Total	496	12,138	392

Table 3.16.6: How respondents rated their experience of applying for Social Security Scotland benefits, by refugee status

Respondents who had applied for at least one benefit; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Very good or good	94%	88%	86%
Neither poor nor good	5%	9%	12%
Poor or very poor	1%	2%	2%
Total	929	22,578	782

Table 3.16.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by refugee status

Respondents who had received benefit payments; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Very good or good	96%	94%	90%
Neither poor nor good	3%	5%	9%
Poor or very poor	1%	1%	1%
Total	858	25,953	738

Table 3.16.8: Whether respondents faced any barriers getting help from Social Security Scotland, by refugee status

All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Experienced barrier	22%	17%	33%
Did not experience barrier	78%	83%	67%
Total	1,019	30,539	946

Table 3.16.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by refugee status

All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Experienced discrimination	7%	3%	6%
Did not experience discrimination	85%	94%	69%
Prefer not to say	8%	3%	25%
Total	1,018	30,698	960

3.17. Number of Adults in household

Table 3.17.1: Overall rating of experience with Social Security Scotland, by number of adults in household

All respondents; Column percentages

Response options	1	2	3 or more	Prefer not to say
Very good or good	89%	88%	89%	82%
Neither poor nor good	9%	9%	9%	14%
Poor or very poor	2%	3%	2%	4%
Total	13,216	11,935	5,573	1,284

Table 3.17.2: Views on overall experience with Social Security Scotland, by number of adults in household (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	1	2	3 or more	Prefer not to say
Social Security Scotland treated me with dignity	89%	88%	88%	81%
Social Security Scotland treated me fairly	88%	87%	87%	80%
Social Security Scotland treated me with respect	90%	89%	89%	83%
I understand what Social Security Scotland does	87%	86%	86%	80%
Social Security Scotland is an open organisation	79%	77%	77%	73%
I feel I can trust Social Security Scotland	81%	80%	81%	72%
Social Security Scotland did not waste my time	85%	83%	84%	75%
Social Security Scotland is an honest organisation	82%	80%	81%	74%
Total	12,759	11,457	5,325	1,196

Table 3.17.3: Views on experience of contacting Social Security Scotland, by number of adults in household (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	1	2	3 or more	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	79%	80%	80%	73%
It was easy to contact Social Security Scotland	67%	67%	68%	58%
I had enough choice about how I communicated with Social Security Scotland	76%	77%	76%	67%
Total	5,778	5,114	2,240	612

Table 3.17.4: Views on experience of contact from Social Security Scotland, by number of adults in household (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	1	2	3 or more	Prefer not to say
I received the right level of communication from Social Security Scotland	77%	76%	77%	66%
I had enough choice about how Social Security Scotland communicated with me	78%	77%	78%	69%
Total	13,039	11,769	5,457	1,310

Table 3.17.5: How respondents rated their experience with Social Security Scotland staff, by number of adults in household

Respondents who had been in contact with staff; Column percentages

Response options	1	2	3 or more	Prefer not to say
Very good or good	91%	90%	91%	84%
Neither poor nor good	6%	7%	6%	11%
Poor or very poor	3%	3%	3%	5%
Total	5,369	4,903	2,178	565

Table 3.17.6: How respondents rated their experience of applying for Social Security Scotland benefits, by number of adults in household

Respondents who had applied for at least one benefit; Column percentages

Response options	1	2	3 or more	Prefer not to say
Very good or good	89%	88%	89%	82%
Neither poor nor good	9%	10%	9%	14%
Poor or very poor	2%	3%	2%	3%
Total	10,710	8,722	3,806	1,028

Table 3.17.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by number of adults in household

Respondents who had received benefit payments; Column percentages

Response options	1	2	3 or more	Prefer not to say
Very good or good	94%	94%	94%	89%
Neither poor nor good	5%	5%	5%	10%
Poor or very poor	1%	1%	1%	2%
Total	11,387	10,283	4,819	991

Table 3.17.8: Whether respondents faced any barriers getting help from Social Security Scotland, by number of adults in household

All respondents; Column percentages

Response options	1	2	3 or more	Prefer not to say
Experienced barrier	17%	17%	16%	30%
Did not experience barrier	83%	83%	84%	70%
Total	13,353	12,114	5,648	1,327

Table 3.17.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by number of adults in household

All respondents; Column percentages

Response options	1	2	3 or more	Prefer not to say
Experienced discrimination	3%	4%	4%	6%
Did not experience discrimination	94%	93%	93%	79%
Prefer not to say	3%	3%	3%	15%
Total	13,425	12,181	5,657	1,347

3.18. Number of children in household

Table 3.18.1: Overall rating of experience with Social Security Scotland, by number of children in household

All respondents; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Very good or good	83%	90%	91%	92%	76%
Neither poor nor good	13%	8%	7%	6%	18%
Poor or very poor	3%	2%	2%	2%	6%
Total	9,217	9,929	7,732	3,928	594

Table 3.18.2: Views on overall experience with Social Security Scotland, by number of children in household (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	0	1	2	More than 2	Prefer not to say
Social Security Scotland treated me with dignity	84%	90%	90%	92%	74%
Social Security Scotland treated me fairly	82%	89%	90%	91%	73%
Social Security Scotland treated me with respect	84%	90%	91%	93%	75%
I understand what Social Security Scotland does	81%	87%	90%	91%	73%
Social Security Scotland is an open organisation	69%	80%	83%	86%	63%
I feel I can trust Social Security Scotland	74%	82%	85%	87%	63%
Social Security Scotland did not waste my time	79%	86%	87%	87%	68%
Social Security Scotland is an honest organisation	74%	82%	85%	87%	63%
Total	8,780	9,543	7,456	3,803	552

Table 3.18.3: Views on experience of contacting Social Security Scotland, by number of children in household (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	0	1	2	More than 2	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	78%	78%	81%	82%	67%
It was easy to contact Social Security Scotland	68%	66%	67%	67%	54%
I had enough choice about how I communicated with Social Security Scotland	74%	77%	78%	77%	62%
Total	4,046	3,607	3,358	2,112	290

Table 3.18.4: Views on experience of contact from Social Security Scotland, by number of children in household (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	0	1	2	More than 2	Prefer not to say
I received the right level of communication from Social Security Scotland	73%	78%	79%	78%	62%
I had enough choice about how Social Security Scotland communicated with me	73%	78%	80%	82%	63%
Total	8,989	9,754	7,659	3,921	622

Table 3.18.5: How respondents rated their experience with Social Security Scotland staff, by number of children in household

Respondents who had been in contact with staff; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Very good or good	88%	91%	92%	92%	80%
Neither poor nor good	8%	6%	5%	5%	12%
Poor or very poor	4%	3%	2%	3%	8%
Total	4,069	3,497	3,054	1,851	263

Table 3.18.6: How respondents rated their experience of applying for Social Security Scotland benefits, by number of children in household

Respondents who had applied for at least one benefit; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Very good or good	79%	90%	92%	92%	79%
Neither poor nor good	16%	8%	7%	7%	16%
Poor or very poor	5%	2%	2%	1%	4%
Total	4,685	8,528	6,605	3,389	453

Table 3.18.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by number of children in household

Respondents who had received benefit payments; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Very good or good	91%	95%	95%	95%	84%
Neither poor nor good	8%	4%	4%	4%	14%
Poor or very poor	1%	1%	1%	1%	2%
Total	7,339	8,795	6,882	3,501	454

Table 3.18.8: Whether respondents faced any barriers getting help from Social Security Scotland, by number of children in household

All respondents; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Experienced barrier	20%	15%	15%	18%	33%
Did not experience barrier	80%	85%	85%	82%	67%
Total	9,378	10,037	7,805	3,949	628

Table 3.18.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by number of children in household

All respondents; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Experienced discrimination	4%	3%	3%	4%	7%
Did not experience discrimination	92%	94%	94%	92%	76%
Prefer not to say	4%	3%	3%	4%	17%
Total	9,469	10,072	7,817	3,978	641

3.19. Caring Responsibilities

Table 3.19.1: Overall rating of experience with Social Security Scotland, by caring responsibilities

All respondents; Column percentages

	Apart from anything you do as part of paid employment, do you look after, or give any regular help or support to family members, friends, neighbours or others because of either a long-term physical/mental ill-health/disability, or problems related to old age?		
Response options	Yes	No	Prefer not to say
Very good or good	89%	88%	84%
Neither poor nor good	8%	9%	13%
Poor or very poor	2%	2%	3%
Total	11,623	18,372	2,117

Table 3.19.2: Views on overall experience with Social Security Scotland, by caring responsibilities (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	88%	89%	83%
Social Security Scotland treated me fairly	87%	87%	83%
Social Security Scotland treated me with respect	89%	89%	85%
I understand what Social Security Scotland does	87%	87%	80%
Social Security Scotland is an open organisation	76%	79%	74%
I feel I can trust Social Security Scotland	80%	81%	76%
Social Security Scotland did not waste my time	84%	84%	79%
Social Security Scotland is an honest organisation	80%	82%	76%
Total	11,191	17,724	1,922

Table 3.19.3: Views on experience of contacting Social Security Scotland, by caring responsibilities (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Yes	No	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	79%	80%	74%
It was easy to contact Social Security Scotland	66%	68%	63%
I had enough choice about how I communicated with Social Security Scotland	75%	77%	73%
Total	5,069	7,802	913

Table 3.19.4: Views on experience of contact from Social Security Scotland, by caring responsibilities (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Yes	No	Prefer not to say
I received the right level of communication from Social Security Scotland	76%	77%	71%
I had enough choice about how Social Security Scotland communicated with me	77%	78%	71%
Total	11,355	18,200	2,116

Table 3.19.5 How respondents rated their experience with Social Security Scotland staff, by caring responsibilities

Respondents who had been in contact with staff; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	90%	91%	89%
Neither poor nor good	7%	6%	9%
Poor or very poor	3%	3%	2%
Total	4,689	7,466	882

Table 3.19.6: How respondents rated their experience of applying for Social Security Scotland benefits, by caring responsibilities

Respondents who had applied for at least one benefit; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	89%	89%	84%
Neither poor nor good	9%	9%	14%
Poor or very poor	2%	2%	3%
Total	7,678	14,988	1,696

Table 3.19.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by caring responsibilities

Respondents who had received benefit payments; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	94%	94%	92%
Neither poor nor good	5%	5%	7%
Poor or very poor	1%	1%	1%
Total	10,360	15,465	1,734

Table 3.19.8: Whether respondents faced any barriers getting help from Social Security Scotland, by caring responsibilities

All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced barrier	17%	16%	28%
Did not experience barrier	83%	84%	72%
Total	11,767	18,641	2,146

**Table 3.19.9: Whether respondents felt discriminated against at any point during their experience with Social Security
Scotland, by caring responsibilities**
All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced discrimination	4%	4%	5%
Did not experience discrimination	94%	93%	79%
Prefer not to say	2%	3%	17%
Total	11,814	18,742	2,174

How to access background or source data

The data collected for this report may be made available on request, subject to consideration of legal and ethical factors. Please contact ResearchRequests@socialsecurity.gov.scot for further information.

The views expressed in this document by Client Survey respondents do not necessarily represent those of Social Security Scotland, the Scottish Government or Scottish Ministers.