

Client Survey - Adult and Child Disability Payment April - September 2024

Summary report

Dignity,
fairness,
respect.

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Background

- This report presents the results from the Social Security Scotland Client Satisfaction Survey and includes responses to the survey from 1 April to 30 September 2024.
- The focus of this report is on people who applied for Adult or Child Disability Payment. The remaining Adult or Child Disability Payment case transfers will now be presented with other benefits' case transfers in a standalone report.
- This is the first publication from the Client Satisfaction Survey since recent upgrades were put into effect:
 1. A review of the survey questionnaire to:
 - align it more tightly to the reviewed **Charter Measurement Framework**
 - reduce the length, and therefore, the burden on respondents
 2. The launch of automatic invitations:
 - From July 2024 automatic invitations to the Client Satisfaction Survey have launched for most benefits which require an application. This means that the survey is to be issued on a rolling basis to all applicants following a decision on an application.

About the survey respondents

- The report is based on 5,594 responses. Those were 328 from clients who applied for Child Disability Payment and 5,266 for Adult Disability Payment.
- Most described their ethnicity as 'white' (93%, compared to 4% minority ethnic).
- Most described their gender identity as 'woman' (60%, compared to 39% 'man').
- Most said their age was 55-64 (40%), 45-54 (1%) and 35-44 (16%).
- Over half lived at a postcode categorised as SIMD quintile 1 (most deprived) (31%) or quintile 2 (25%).



Executive Summary

- The majority of Adult and Child Disability applicants rated their overall experiences as 'very good' or 'good', 69% and 81%, respectively.
- Almost two thirds (64%) respondents rated their experience of applying for Adult Disability Payment as 'very good' or 'good'; while three quarters (75%) of Child Disability Payment rated their experience of applying as 'very good' or 'good'.
- The majority of Adult and Child Disability Applicants said they were able to get information in a format that was accessible to them, that is 84% and 92%, respectively.
- Around three-quarters of Adult and Child Disability Payment applicants (68% and 75% respectively) felt that they were 'treated fairly and respectfully throughout the application process'.
- Nine-in-ten (91%) Adult Disability applicants who received help from Social Security Scotland to apply agreed or strongly agreed that 'it was easy to get support from Social Security Scotland to complete your application'. Over eight-in-ten (82%) of Child Disability applicants agreed or strongly agreed with that same statement.

Most respondents who had applied for Adult Disability Payment agreed or strongly agreed that their application process...



59%

...was clear



59%

...asked only relevant questions



62%

...enabled them to fully explain their circumstances

Of those who had completed a consultation, the majority agreed or strongly agreed that:



90%

I understood why the consultation was needed



89%

The appointment was of a convenient type (over the phone or video call)



83%

My practitioner understood my disability

- Around seven-in-ten Adult and Child Disability Payment applicants who provided Supporting Information (69% and 75% respectively) felt that 'it was easy to provide Supporting Information'.

Communication and finding information

Adult Disability Payment



The majority (56%) of Adult Disability Applicants said they used our websites to find information about benefits; while 14% used our helpline to do so.

- Over a third (34%) of respondents first heard about the benefits from word-of-mouth followed by a quarter (23%) of respondents who first heard about this benefit from health services.
- Over four-in-five (84%) respondents agreed or strongly agreed that they were 'able to get information in a format that was accessible to me'.

Child Disability Payment



The majority (55%) of Child Disability Applicants said they used our websites to find information about benefits, while 15% used our helpline to do so.

- Over a third (32%) first heard about the benefits from health services and a similar proportion (30%) from word-of-mouth.
- Over nine-in-ten (92%) respondents agreed or strongly agreed that they were 'able to get information in a format that was accessible to me'.

Application

Many Adult Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

59%

The application process enabled them to fully explain their circumstances

62%

They were treated fairly and respectfully throughout the application process

73%

The application process was clear

67%

The application asked only relevant questions

59%

Many Child Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

70%

The application process enabled them to fully explain their circumstances

76%

They were treated fairly and respectfully throughout the application process

81%

The application process was clear

81%

The application asked only relevant questions

74%

Application – respondent comments

Some comments left by respondents, when asked 'is there anything else you would like to tell us about your experience of filling in and submitting your application and any supporting information', support these findings:

Having a disability is hard to live with. Being treated with dignity and respect made the process much easier and I did not have to feel ashamed of asking for help.

It took a long time to fill in the application online but understand its complex to find out if I was eligible.

Some questions I found hard to answer as to me it seems like the application form is worded better to someone that has a physical disability or condition and not a mental disability or condition so I found it harder and a little confusing to fill in the relevant information to support my application.

I was contacted by someone looking to ask some questions, they gave me a time and right on that time they called to answer some more questions which I thought was good [...] I thought the whole process was quick and very good the website was a bit of a challenge at first but once you look at the questions and think as you are not rushed to fill it in.

I had difficulty filling out the forms on my own a bit due to my condition but social security Scotland were really helpful on the phone helping me with any questions I had.

Although at first I thought the application was too much, but when I started to fill it in everything was related to my claim and didn't take too long to fill in.

Support to complete application

Adult Disability Payment



46%

Almost half of respondents received help to complete their Adult Disability Payment application.

- One-in-four (26%) of those who received help with their application got help from a friend or family member. Around a one-in-five (19%) got help from Social Security Scotland.
- Of those who received help from Social Security Scotland, the vast majority (91%) agreed or strongly agreed that it was easy to get that support.

Child Disability Payment



30%

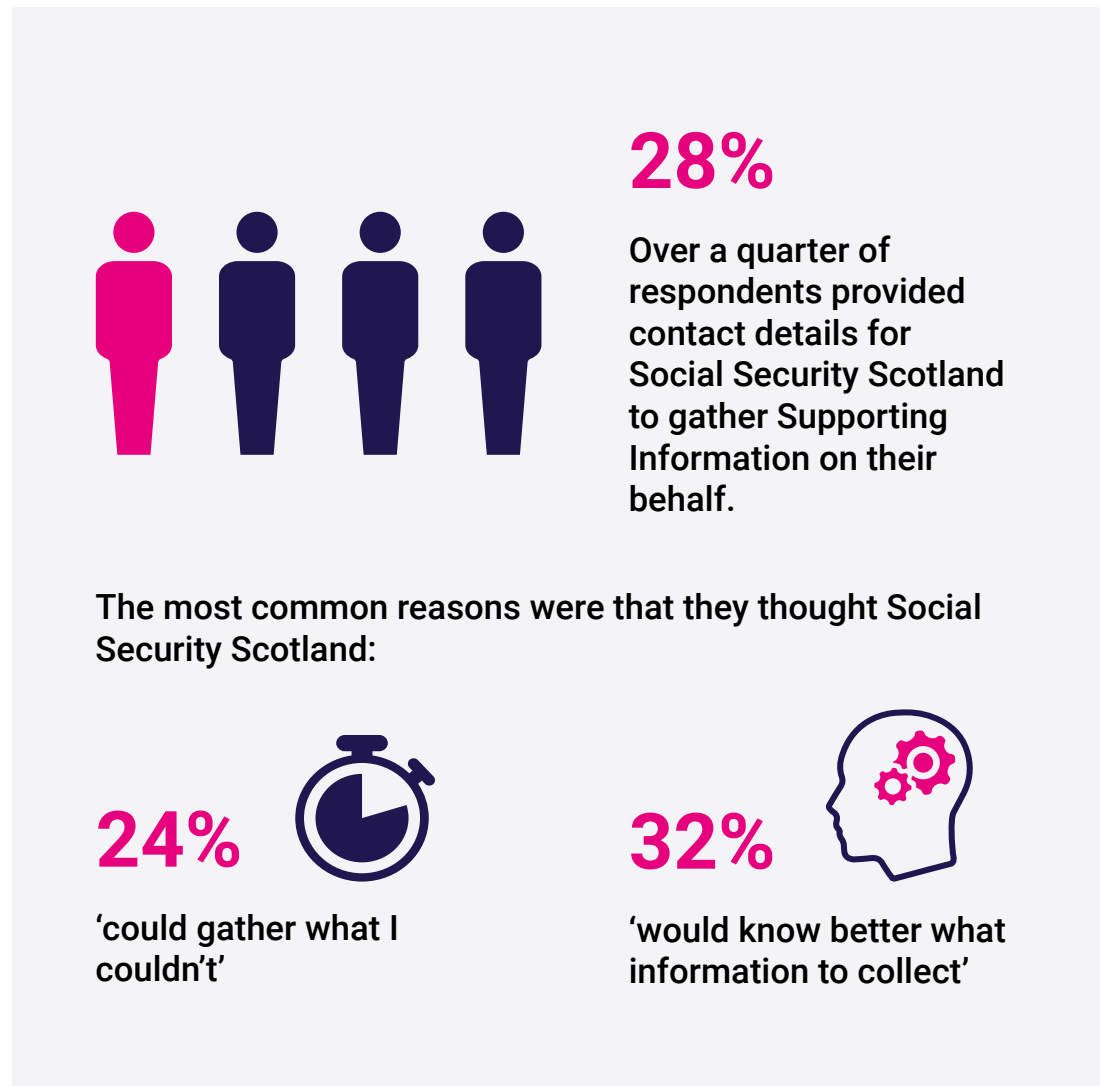
Around three-in-ten respondents received help to complete their Child Disability Payment application.

- One-in-three (34%) of those who received help with their application got help from Social Security Scotland. Around one-in-ten (12%) got help from a friend or family member.
- Of those who received help from Social Security Scotland, the majority (82%) agreed or strongly agreed that it was easy to get that support.

Supporting Information – how, what, when and why

Adult Disability Payment

- A majority of respondents (68%) who applied for Adult Disability Payment provided Supporting Information with their application.
- Almost four-in-five (79%) respondents agreed that 'it was clear what information I should supply'.
- Around seven-in-ten (69%) respondents agreed that 'it was easy to provide the supporting information I wanted'.
- Respondents most often got their Supporting Information from: a GP (45%) and 'a hospital (including from doctors, consultants or nurses (16%)).
- When asked why did they choose not to provide supporting information a third said (37%) 'I didn't think it was needed' and two-in-ten (26%) said they didn't have suitable supporting information.



Supporting Information – how, what, when and why

Child Disability Payment

- A majority of respondents (79%) who applied for Child Disability Payment provided Supporting Information with their application.
- The majority (85%) of respondents agreed or strongly agreed that 'it was clear what information I should supply'.
- Three-in-four (75%) of respondents agreed that 'it was easy to provide the supporting information I wanted'.
- Respondents most often got their Supporting Information from: school (32%) and therapists (17%).
- When asked why did they choose not to provide supporting information two-in-five (42%) said 'I didn't have anything suitable to provide' and one-in-five (23%) said they 'tried to provide supporting information but it was too difficult'.



22%

two-in-ten respondents provided contact details for Social Security Scotland to gather Supporting Information on their behalf.

The most common reasons were that they thought Social Security Scotland:

29%



'could gather what I couldn't'

41%



'would know better what information to collect'

Supporting Information experience

Adult Disability Payment

Most respondents who provided Supporting Information as part of their application for Adult Disability Payment agreed or strongly agreed that:

It was clear what information they should supply

79%

It was easy to get the Supporting Information they wanted

69%



58%

Four-in-five respondents said that the Supporting Information they provided was the best information to support my application.

Child Disability Payment

Most respondents who provided Supporting Information as part of their application for Child Disability Payment agreed or strongly agreed that:

It was clear what information they should supply

85%

It was easy to get the Supporting Information they wanted

75%



65%

The majority of respondents said that the Supporting Information they provided was the best information to support my application.

Experience of a consultation*

- Around one-in-twenty (5%) of respondents who had applied for Adult Disability Payment told us they had had a consultation.
- The majority of respondents (85%) rated their overall experience of the consultation as very good or good.



Most respondents who completed a consultation agreed or strongly agreed with the statements:

I understood why the consultation was needed

90%

The appointment was at a convenient time for me

93%

The type of appointment was convenient for me

94%

I felt the practitioner understood my disability

83%

* This applies only to people who applied for Adult Disability Payment

Experience of a consultation – respondent comments

Respondents who reported having a consultation were invited to comment to say what was good about the process and anything that could be improved.

The comments were overwhelmingly positive about the quality of service provided by Social Security Scotland's practitioners. Some respondents mentioned that they were anxious about their consultation, but most were put at ease by the practitioner.

It was perfect! The person who I talk and a had the video call appointment understand me and see my health problems and he was so sorry for me and for my situation.

The overall experience was super positive and helpful and made me feel at ease as I have anxiety, so I felt listened to and understood.

The consultation was not as bad as I thought. I was listened to.

Outstanding service. Polite, understanding, knowledgeable, empathetic and actively listened. First class.

The lady that I spoke with was very pleasant, 100% improvement compared to dealing with PIP.

Claire explained everything and asked questions but gave me time to explain as I am deaf and don't process information easily. She was very kind in her manner and allowed me to talk freely without judgement of me as a person which made me feel less anxious.



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