

Client Survey - Adult and Child Disability Payment January - March 2024

Summary report

Dignity,
fairness,
respect.

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Background

- This report presents the results from the Social Security Scotland Disability Payments Client Survey. Fieldwork ran from 7 May to 3 June 2024.
- All Adult Disability Payment or Child Disability Payment applicants who received a decision between 1 January and 31 March 2024 were invited to take part in the survey. Those who had completed a Case Transfer for either benefit, and received their first payment during the same period were invited also.

About the survey respondents

- The report is based on responses from 9,008 clients. Of these, 3,946 respondents had completed a Case Transfer and 4,886 had applied for either Adult or Child Disability Payment.
 - Most described their ethnicity as 'white' (94%, compared to 3% minority ethnic).
 - Most described their gender identity as 'woman' (60%, compared to 38% 'man').
 - Most said their age was 55-64 (38%), 65+ (25%) or 45-54 (18%).
 - Over half lived at a postcode categorised as SIMD quintile 1 (most deprived) (31%) or quintile 2 (25%).

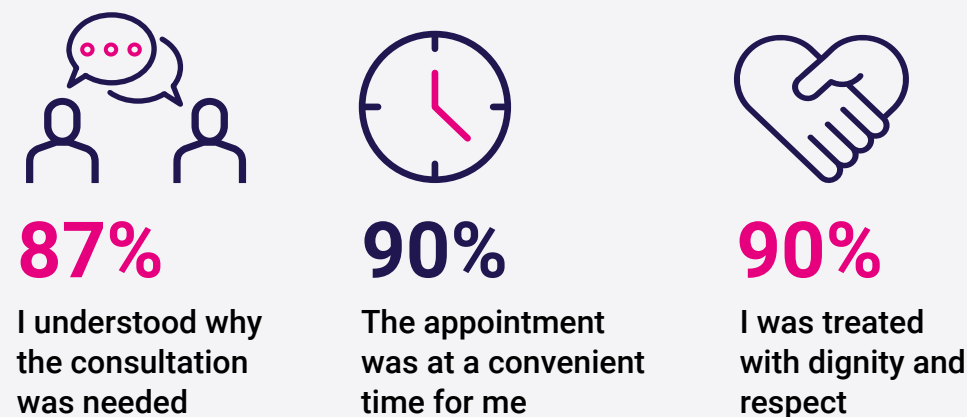
Executive Summary

- The majority of respondents who had completed a Case Transfer agreed or strongly agreed that they had felt 'informed' (89%) and 'reassured' (82%) about the process.
- A similar proportion felt that the communication they received about their Case Transfer was 'clear and easy to understand' (85%) and that 'the tone was friendly' (82%).
- Around eight-in-ten Adult and Child Disability Payment applicants (72% and 84% respectively) felt that they were 'treated fairly and respectfully throughout the application process'.
- Around half of Adult and Child Disability Payment applicants (49% and 53% respectively) felt that 'filling in and submitting the application did not take too long'.
- Around seven-in-ten Adult and Child Disability Payment applicants who provided Supporting Information (68% and 76% respectively) felt that 'it was easy to provide Supporting Information'.

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



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



Case Transfer experience – informed and reassured

Adult Disability Payment

- 89% agreed or strongly agreed that they had 'felt informed about the process' of their Case Transfer.
- 82% agreed or strongly agreed that they had 'felt reassured about the process' of their Case Transfer.

Child Disability Payment

- 91% agreed or strongly agreed that they had 'felt informed about the process' of their Case Transfer.
- The same proportion agreed or strongly agreed that they had 'felt reassured about the process' of their Case Transfer.

Some comments left by respondents, when asked to 'tell us about your overall experience of the case transfer process', support these findings:

Very satisfied. I was kept informed of everything that was taking place throughout the case transfer.

Just got a letter which explained clearly what was happening. I felt reassured that things will go smoothly.

The letters were very reassuring and had a very different tone from PIP letter which was comforting. I thought there was the right level of letters (two or three) and I really liked the Charter.

Case Transfer experience – anxiety

Adult Disability Payment

- Two in five (40%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'. Around a third (35%) disagreed or strongly disagreed with this.

Some groups were more likely to agree or strongly agree that 'being Case Transferred to Adult Disability Payment made them feel anxious', including:

- Those aged 35-44 (59%), compared to those aged 65+ (31%).
- Those from minority ethnic groups (51%) compared to those who identified as white (40%).

Child Disability Payment

- Around half (51%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'. A smaller proportion (30%) disagreed or strongly disagreed with this.

Some comments left by respondents, when asked to 'tell us about your overall experience of the case transfer process', support these findings:

When I initially received the letter, I felt anxious however I called Social Security Scotland and the person was very kind and helpful.

When I was first informed my letter about the transfer I was very anxious but I found the Social Security Scotland website was very informative and explained the process very well. Further information which I received through letters was most informative and the whole process passed without any issues.

Case Transfer communication

Adult Disability Payment

- 88% agreed or strongly agreed that the communication they received from Social Security Scotland about their Case Transfer was 'clear and easy to understand'. 3% disagreed or strongly disagreed with this.
- 83% agreed or strongly agreed that 'the tone was friendly'. 1% disagreed or strongly disagreed with this.
- 84% agreed or strongly agreed that the communication they received 'helped them to understand what was happening and why'. 4% disagreed or strongly disagreed with this.
- 79% agreed or strongly agreed that the communication they received 'made them feel confident that they could approach Social Security Scotland if they had a query'. 4% disagreed or strongly disagreed with this.

Child Disability Payment

- 89% agreed or strongly agreed that the communication they received from Social Security Scotland about their Case Transfer was 'clear and easy to understand'.
- 91% agreed or strongly agreed that 'the tone was friendly'.
- 86% agreed or strongly agreed that the communication they received 'helped them to understand what was happening and why'.
- 89% agreed or strongly agreed that the communication they received 'made them feel confident that they could approach Social Security Scotland if they had a query'.

Some comments left by respondents, when asked to 'tell us about your overall experience of the case transfer process', support these findings:

I feel that I was informed in a timely matter about the transfer process. I was informed before and after the process had been completed.

I was kept well informed both by letter and telephone call by a member of staff, I was made feel at ease and, in the case of the call I received, was treated very well.

Application

Many Adult Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

60%

The application process enabled them to fully explain their daily living and mobility needs

64%

They were treated fairly and respectfully throughout the application process

72%

- Younger respondents were more likely to disagree or strongly disagree that 'the application process enabled you to fully explain your daily living and mobility needs (for example, 34% of 25-34 year olds compared to 19% of 55-64 year olds).

Most Child Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

69%

The application process enabled them to fully explain their / their child's care and mobility needs

77%

They were treated fairly and respectfully throughout the application process

84%

- Those who lived at a postcode categorised as SIMD quintile 1 (most deprived) were more likely to agree or strongly agree that 'I was treated fairly and respectfully throughout the application process' (90%) compared to 76% from quintile 5 (least deprived).

Application – respondent comments

Some comments left by respondents, when asked 'what was it about the application process that made you feel like you were / were not treated fairly and respectfully', support these findings:

I stated in my application that I have a severe fear of phone calls due to my autism and cannot make these myself and still was contacted only by phone and provided with no alternative to confirming my identity (i.e video call, text, webchat, email).

The process isn't set up to support those with learning difficulties. It's long, wordy and generalised.

Each contact I made I was treated with respect and dignity throughout. Staff were incredibly helpful with clear and concise information throughout.

One of the conditions I suffer from is very severe anxiety so for that reason I didn't even want to apply (fear of judgment) but the staff on calls were amazing and calm with me, and [staff member] that came to my house to help me with my form, couldn't have been more down to earth she was lovely and is also amazing at her job.

I believe that the way the questions were laid out gave me enough information to understand what was asked of me e.g. how to obtain written evidence from health professionals in order to assist my application, it also gave me information on who to contact if I needed any help with my application.

Many Adult Disability Payment applicants agreed or strongly agreed that:

The application process was clear

65%

The application asked only relevant questions

59%

Filling in and submitting the application did not take too long

49%

- Those aged 16-24 (41%) were more likely to disagree or strongly disagree that 'filling in and submitting the application did not take too long' compared to older groups (31% of 45-54 year olds and 26% of those aged 65+).

Child Disability Payment applicants were more likely to agree or strongly agree that:

The application process was clear

79%

The application asked only relevant questions

70%

Filling in and submitting the application did not take too long

53%

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:

Not enough information about criteria for making claim, had to get the Maggie Centre to help me, didn't know what I was entitled to or which benefit.

Reasons for finding it hard: age, the physical size of the application form was too long...not understanding some of the questions, not knowing what they meant. A wider problem was being in and out of hospital for 6 months - so needing to do physical application forms and dealing with letters - this was difficult because of not being in the house.

Application form is long but I was very impressed with the service I received and it was relatively easy to complete and submit the relevant supporting information.

Found the process easier than PIP, forms were clearer and asked relevant questions to health conditions. Staff were highly knowledgeable and so helpful on phone and local delivery team.



Support to complete application

Adult Disability Payment

- Almost half of respondents (48%) received help to complete their Adult Disability Payment application.
- Over a third (35%) of those who received help with their application got help from a friend or family member. Around a quarter (23%) got help from Social Security Scotland.
- Of those who received help from Social Security Scotland, the vast majority (93%) agreed or strongly agreed that it was easy to get that support.

Child Disability Payment

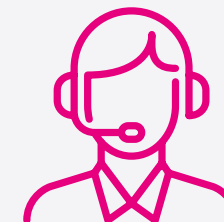
- Around three-in-ten respondents (33%) received help to complete their application.
- Around four-in-ten (37%) of those who received help with their application got help from Social Security Scotland. Around one in five (19%) got help from a friend or family member.
- Of those who received help from Social Security Scotland, the majority (83%) agreed or strongly agreed that it was easy to get that support.

Some groups of respondents were more likely to have received support with their Adult Disability Payment application. These included:

66% of minority ethnic respondents

57% of respondents aged 16-24

51% of respondents who lived at a postcode categorised as SIMD quintile 1 (most deprived)



Some groups of respondents were more likely to have received support with their Child Disability Payment application. These included:

66% of minority ethnic respondents

43% of respondents aged 55-64

Supporting Information – how, what, when and why

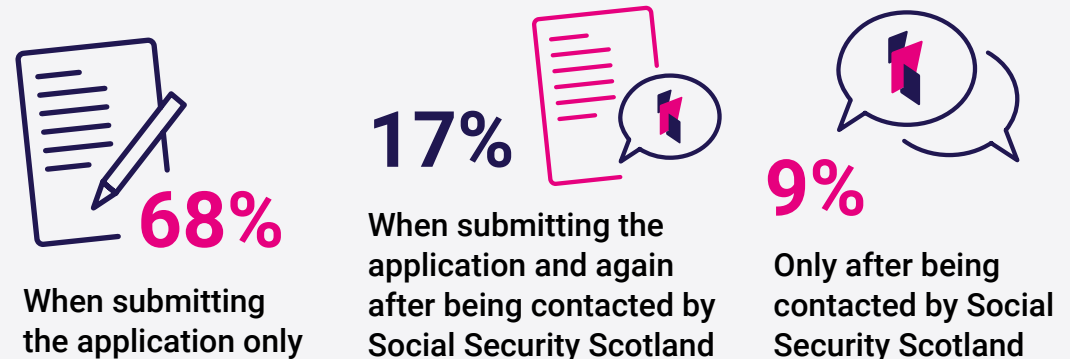
Adult Disability Payment

- A majority of respondents who applied for Adult Disability Payment provided Supporting Information (69%), whilst 16% did not.
- A third of respondents (33%) received a call from Social Security Scotland after they had submitted their application, to ask for more information or to clarify something.
- The most common forms of Supporting Information provided were: 'confirmation of diagnosis' (71%) 'medical or social work reports' (58%), 'test results' (27%).
- Respondents most often got their Supporting Information from: 'a GP' (66%), 'a hospital (including from doctors, consultants or nurses)' (60%), and 'a therapist' (19%).
- Around two in five (39%) asked Social Security Scotland to collect Supporting Information on their behalf. The most common reasons were that they thought Social Security Scotland 'would know better what information to collect' (46%) and 'could collect the information faster' (45%).

How did respondents provide Supporting Information?



At what point did respondents provide their Supporting Information to Social Security Scotland?



- Respondents from ethnic minority groups were more likely to say they had submitted Supporting Information (76%) compared to respondents who identified as white (69%).
- When asked why did they chose not to provide supporting information one in five (21%) respondents said 'I gave contacts so Social Security Scotland could do it for me', 22% 'I didn't think it was needed' and 15% 'I didn't know what to provide'.

Supporting Information – how, what, when and why

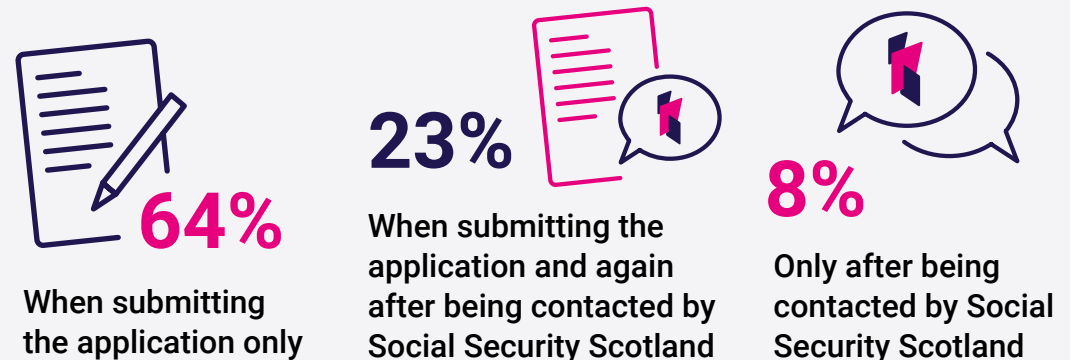
Child Disability Payment

- Almost all respondents who applied for Child Disability Payment provided Supporting Information (86%), whilst 7% did not.
- Two in five (41%) received a call from Social Security Scotland after they had submitted their application, to ask for more information or to clarify something.
- The most common forms of Supporting Information provided were: ‘medical or social work reports’ (57%), ‘confirmation of diagnosis’ (56%) and ‘information from another person who knows you / your child’ (44%).
- Respondents most often got their Supporting Information from: ‘a hospital (including from doctors, consultants or nurses)’ (57%), and ‘school, college or nursery’ (48%), ‘a therapist’ (32%) or ‘a GP’ (28%).

How did respondents provide Supporting Information?



At what point did respondents provide their Supporting Information to Social Security Scotland?



- Over a third (35%) asked Social Security Scotland to collect Supporting Information on their behalf. Common reasons were that they thought Social Security Scotland ‘could collect the information faster’ (43%) and ‘would know better what information to collect’ (43%).

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 **71%**

It was easy to get the Supporting Information they wanted **62%**

It was clear how to include the Supporting Information **78%**

It was easy to provide Supporting Information **68%**

Just over three quarters of respondents said that the Supporting Information they provided:



78%

reflected my situation / disability / condition 'very well' or 'well'



78%

was the best information to support my application

Supporting Information experience

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 **79%**

It was easy to get the Supporting Information they wanted **67%**

It was clear how to include the Supporting Information **84%**

It was easy to provide Supporting Information **76%**

Respondents from minority ethnic groups were more likely to agree or strongly agree that:



84% it was easy to get the Supporting Information they wanted



88% it was easy to provide Supporting Information

- The majority of respondents (86%) felt that the Supporting Information they provided reflected their situation / disability / condition 'very well' or 'well'.

Experience of a consultation

- Around one in five (21%) of respondents who had applied for Adult Disability Payment told us they had had a consultation.
- The majority of respondents (86%) 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

87%

The appointment was at a convenient time for me

90%

The type of appointment was convenient for me

88%

I felt the practitioner understood me

83%

I was treated with dignity and respect

90%

I felt listened to

85%

My practitioner communicated with me in a way that was clear and I could understand

89%

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.

Overall experience

I felt able to take time to explain my symptoms and how they affected my daily living. I was given time to explain and also to answer and ask questions.

I think, on balance, everything was as good as it can be, questions were relevant to me and my answers were easy to give.

I thought the consultation was explained very well and could not do enough to help me.

Suggestions for improvement

The consultation went on for too long, a lot of the questions had a repetitive answer I was exhausted by time we had finished. Improvement would be shorter consultation time.

I think they should ask if there was anything else you wanted to ask. I got one question and that was it finished, I wanted to say more but wasn't given the time.

Getting information from specialists who deal with particular diseases will always be easier and more beneficial to the applicant. A general nurse will not understand the intricacies of diabetes for example. Get someone educated and specialised in the specific disease.



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