

Client Survey - Adult and Child Disability Payment January - March 2023

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 26 April to 26 May 2023.
- All Adult Disability Payment or Child Disability Payment applicants who received a decision between 1 January 2023 and 31 March 2023 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. In total around 46,500 clients were invited to this round of research.

About the survey respondents

- The report is based on responses from 6,317 clients, giving a response rate of around 14%. Of these, 2,359 respondents had completed a Case Transfer and 3,444 had applied for either Adult or Child Disability Payment.
 - Most described their ethnicity as 'white' (95%, compared to 3% minority ethnic)
 - Most described their gender identity as 'woman' (64%, compared to 34% 'man')
 - Most said their age was 35-44 (16%), 45-54 (25%) or 55-64 (40%)
 - Around half lived at a postcode categorised as SIMD quintile 1 (most deprived) (32%) or quintile 2 (26%)

Executive Summary

- The majority of respondents who had completed a Case Transfer agreed or strongly agreed that they had felt 'informed' (83%) and 'reassured' (73%) about the process.
- A similar proportion felt that the communication they received about their Case Transfer was 'clear and easy to understand' (79%) and that 'the tone was friendly' (79%).
- Around eight-in-ten Adult and Child Disability Payment applicants (80% and 85% respectively) felt that they were 'treated fairly and respectfully throughout the application process'.
- Fewer than six-in-ten Adult and Child Disability Payment applicants (55% and 57% respectively) felt that 'filling in and submitting the application did not take too long'.
- Nearly eight-in-ten Adult and Child Disability Payment applicants who provided Supporting Information (72% and 79% 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...



73%

was clear



67%

asked only relevant questions



70%

enabled them to fully explain their daily living and mobility needs

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



91%

I understood why the consultation was needed



90%

The appointment was at a convenient time for me



93%

I was treated with dignity and respect

Case Transfer experience

Adult Disability Payment

- 83% agreed or strongly agreed that they had 'felt informed about the process' of their Case Transfer.
- 72% agreed or strongly agreed that they had 'felt reassured about the process' of their Case Transfer.
- More than half (57%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'. Around one-fifth (22%) disagreed or strongly disagreed with this.

Child Disability Payment

- 80% agreed or strongly agreed that they had 'felt informed about the process' of their Case Transfer.
- 79% agreed or strongly agreed that they had 'felt reassured about the process' of their Case Transfer.
- Around four-in-ten (39%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'. A similar proportion (38%) 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 16-54 (62%), compared to those aged 55 and older (52%)
- Those who lived at a postcode categorised as SIMD quintile 1 (59%), compared to SIMD quintile 5 (50%).



Some groups were more likely to agree or strongly agree that 'I felt supported during the process', including:

- Those from a minority ethnic background (80%), compared to white respondents (52%).
- Those who lived at a postcode categorised as SIMD quintile 1 (59%), compared to those from SIMD quintile 5 (46%).

Case Transfer communication

Adult Disability Payment

- 80% agreed or strongly agreed that the communication they received from Social Security Scotland about their Case Transfer was 'clear and easy to understand'. 6% disagreed or strongly disagreed with this.
- 79% agreed or strongly agreed that 'the tone was friendly'. 3% disagreed or strongly disagreed with this.
- 77% agreed or strongly agreed that the communication they received 'helped them to understand what was happening and why'. 6% disagreed or strongly disagreed with this.
- 72% 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'. 7% disagreed or strongly disagreed with this.

Child Disability Payment

- 87% agreed or strongly agreed that the communication they received from Social Security Scotland about their Case Transfer was 'clear and easy to understand'. 5% disagreed or strongly disagreed with this.
- 85% agreed or strongly agreed that 'the tone was friendly'.
- 82% agreed or strongly agreed that the communication they received 'helped them to understand what was happening and why'. 5% disagreed or strongly disagreed with this.
- 82% 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.

Case Transfer comments

Respondents were asked to tell us about their overall experience of the Case Transfer process, including anything that could be improved, and around 1,460 did so.

The majority of comments were positive. Many of the positive comments referred to the communication received, the quality of the service and the ease of the process.

The whole experience was great .
Very good service polite informative
and very experienced. The advisors
I spoke with were very friendly and
made me feel very comfortable.

First of all, thank you for your
support. Thank you for helping
people like me who are in need
and sick.

I found it to be easy
to understand and
letter I got was clear to
understand and print
was large.

A minority of comments were negative or identified potential areas for improvement. The most common issue mentioned in the negative comments was around issues with a change of circumstances.

I had a change of circumstances in
Oct 22 with my PIP and sent everything
down south, they did nothing about
it because of the up coming move to
ADS therefore I had to do the change of
circumstances again.

I only found out about the case transfer due to calling PIP due
to a complaint with regards to my change of circumstances not
being properly looked at. PIP then proceeded to tell me that I've
been transferred to Scotland adult disability, however prior to this
they advised I send all my forms for change of circumstance to
PIP, yet they wouldn't look at it.

Comments given also provided further insight into the anxiousness experienced by some clients during their Case Transfer. Of respondents who agreed that 'being Case Transferred made me feel anxious', the majority set out that they had felt this way initially, but then had a positive experience of the process:

I felt very anxious about the move but it wasn't as bad as I thought it would be.

Explained everything perfectly for me to understand, with a nice and kind attitude and very understanding about my anxiousness.

Although I felt anxious about the change and the affect it would have the letters I received clearly pointed out each step and I was kept informed of the whole change over thank you.

I felt anxious to start with but realised it was the same benefit just under a different name. The correspondence I received by letter and online was very reassuring.

A minority of comments mentioned elements of the respondents' Case Transfer experience which had caused them to feel anxious, particularly comments focused on being case transferred and then being re-assessed shortly afterwards.

I had no idea about the changes to begin with so I was extremely anxious and worried that I would not receive payments etc but it has worked out well.

I was only contacted via letters and was told I was getting re-assessed in May. I don't know why I'm being re-assessed and I am very anxious about the whole thing.

Application

Most Adult Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

67%

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

70%

They were treated fairly and respectfully throughout the application process

80%

- Those who lived at a postcode categorised as SIMD quintile 1 (most deprived) were more likely to agree or strongly agree that 'the eligibility criteria was clear before they applied' for Adult Disability Payment (72%, compared to 61% of SIMD quintile 5).

Most Child Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

74%

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

81%

They were treated fairly and respectfully throughout the application process

85%

Most Adult Disability Payment applicants agreed or strongly agreed that:

The application process was clear

73%

The application asked only relevant questions

67%

Filling in and submitting the application did not take too long

55%

- White respondents were less likely to agree or strongly agree that 'Filling in and submitting the application did not take too long' for Adult Disability Payment (55%, compared to 69% of minority ethnic respondents).

Most Child Disability Payment applicants agreed or strongly agreed that:

The application process was clear

77%

The application asked only relevant questions

74%

Filling in and submitting the application did not take too long

57%

Support to complete application

Adult Disability Payment

- Around five-in-ten respondents (48%) received help to complete their Adult Disability Payment application.
- Two-fifths (40%) of those who received help with their application got help from a friend or family member. Around one-in-four (27%) 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

- Around a third of respondents (34%) received help to complete their application.
- Around a third (34%) of those who received help with their application got help from Social Security Scotland. A quarter (25%) got help from a friend or family member.
- Of those who received help from Social Security Scotland, the vast majority (85%) 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:

52% of respondents aged 16-24

52% of respondents aged 55+

51% of respondents who lived at a postcode categorised as SIMD quintile 3



Supporting Information – how, what, when and why

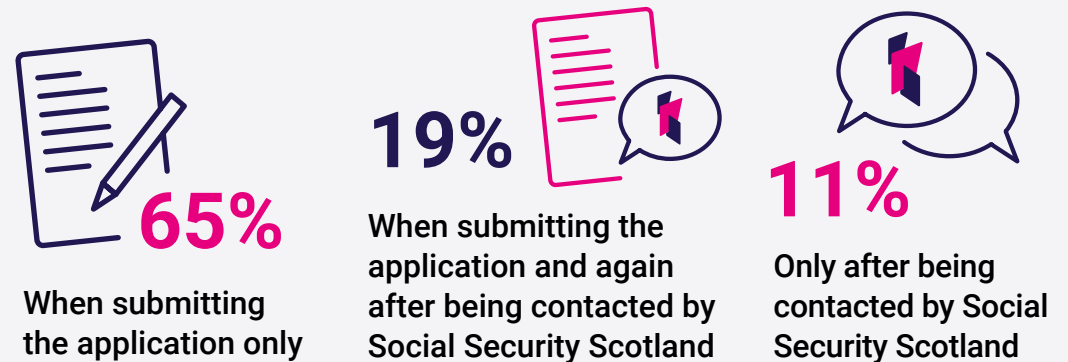
Adult Disability Payment

- A majority of respondents who applied for Adult Disability Payment provided Supporting Information (70%), whilst 16% did not.
- Nearly half (49%) 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' (69%), 'medical or social work reports' (57%), and 'test results' (26%).
- Respondents most often got their Supporting Information from: 'a GP' (65%), 'a hospital (including from doctors, consultants or nurses)' (60%), and 'a therapist' (21%).
- More than two-fifths (42%) asked Social Security Scotland to collect Supporting Information on their behalf. The most common reasons were that Social Security Scotland 'could collect the information faster' (51%) and 'would know better what information to collect' (44%).

How did respondents provide Supporting Information?



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



- Respondents who lived at a postcode categorised as SIMD quintile 1 (most deprived) were less likely to have provided Supporting Information (67%, compared to 70-74% of others).
- Those aged 16-24 were more likely to have not asked Social Security Scotland to collect supporting information on their behalf (47%, compared to 41% of others).

Supporting Information – how, what, when and why

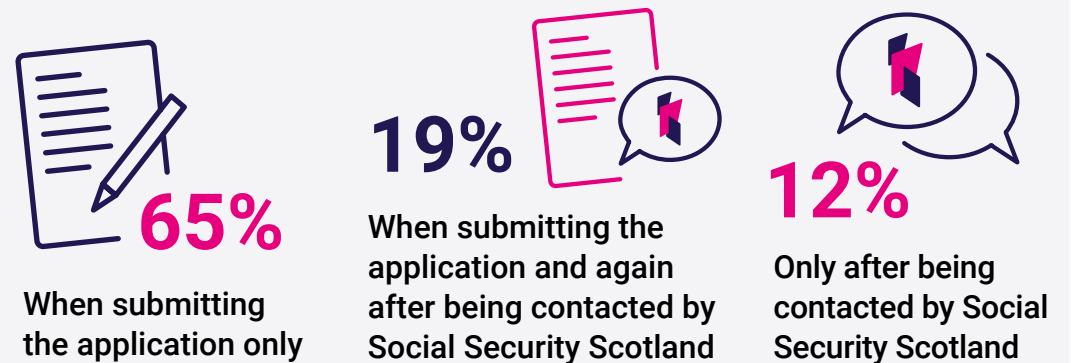
Child Disability Payment

- Most respondents who applied for Child Disability Payment provided Supporting Information (85%), whilst 8% did not.
- Nearly half of respondents (47%) 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' (62%), 'medical or social work reports' (61%), and 'information from another person who knows you / your child' (42%).
- Respondents most often got their Supporting Information from: 'a hospital (including from doctors, consultants or nurses)' (63%), and 'school, college or nursery' (38%), 'a therapist' (34%) or 'a GP' (32%).
- Three-in-ten (30%) asked Social Security Scotland to collect Supporting Information on their behalf. Common reasons were that Social Security Scotland 'could collect the information faster' (49%) and 'would know better what information to collect' (47%).

How did respondents provide Supporting Information?



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



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 **75%**

It was easy to get the Supporting Information they wanted **65%**

It was clear how to include the Supporting Information **81%**

It was easy to provide Supporting Information **72%**

- Respondents aged 65 or older were more likely to agree or strongly agreed that 'it was easy to get the Supporting Information they wanted' (69%, compared to 63% of those aged 16-54).

Respondents aged 16-24 were less likely to agree or strongly agreed that:



57%

it was clear what information they should supply



74%

it was clear how to include the Supporting Information



64%

it was easy to provide Supporting Information

- More than eight-in-ten respondents (81%) felt that the supporting information they provided reflected their situation / disability / condition 'very well' or 'well'.

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 **83%**

It was easy to get the Supporting Information they wanted **73%**

It was clear how to include the Supporting Information **85%**

It was easy to provide Supporting Information **79%**

When asked why they chose to provide the Supporting Information they did, those who applied for Child Disability Payment said:



85%

It was the best information to support my application



13%

Social Security Scotland told me what to provide

- Nearly nine-in-ten respondents (87%) felt that the supporting information they provided reflected their situation / disability / condition 'very well' or 'well'.

Experience of a consultation

- Around a quarter (24%) of respondents who had applied for Adult Disability Payment told us they had had a consultation.
- Nine-in-ten (91%) had completed their consultation via a phone call. The remaining 10% had completed their consultation via a video call.
- Those who lived at a postcode categorised as SIMD quintile 5 were less likely to have completed a consultation (18%, compared to 22-25% of others).
- A large majority (89%) 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

91%

The appointment was at a convenient time for me

90%

The type of appointment was convenient for me

91%

I felt the practitioner understood me

84%

I was treated with dignity and respect

93%

I felt listened to

87%

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

91%

Consultation comments

Overwhelmingly, comments relating to experience of a consultation were positive. Many of the positive comments referred to the practitioner:

Discussing over the phone was probably the best option for myself as I can get embarrassed talking about my condition and how it affects my daily life.

I was very impressed how courteous and understanding the lady was during the whole consultation. I finished the phone call feeling I had really been listened to about my condition and how it affected my everyday life.

I felt I was listened to - I could put things across which maybe I didn't explain as well on the application.

Excellent experience. Staff member was very empathetic, highly professional, very knowledgeable and personable.

From the start I was made to feel at ease which helped me a lot and was told if I felt I needed to stop I could.

Application process

Respondents were asked to detail what improvements could be made to the application process to make it easier to fully explain their daily living and mobility needs.

Many comments focused on the need for greater recognition, within the application form, of disabilities that fluctuate in severity, which can vary day by day, notably mental health conditions. Also, respondents wanted more open text boxes in the application form.

Provide a section to enable a free text/narrative to allow the applicant to describe how their disability affects them from a very personal perspective. We are all individual, how a persons disability affects one differs to another. Therefore; a section where the applicant can present their disability in their own words can be empowering.

A section maybe at the end where you can outline how your condition impacts your daily life in other ways. E.g. I have migraine, so can walk fine etc. most days, but on days with migraine I can't move at all.

Ask about good days AND bad days. I have 28 bad days & maybe 2 good days. Sometimes I have great days. Other days I can't get out of bed. It's not all set in stone.

Understanding that every day can be different regarding mental health...I felt there wasn't enough ways to explain my complex ptsd. It can effect me differently from day to day.



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