

Client Survey - Adult and Child Disability Payment September - December 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 13 February to 11 March 2024.
- All Adult Disability Payment or Child Disability Payment applicants who received a decision between 1 September 2023 and 31 December 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.

About the survey respondents

- The report is based on responses from 9,111 clients. Of these, 2,868 respondents had completed a Case Transfer and 6,046 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' (61%, compared to 36% 'man').
 - Most said their age was 55-64 (42%), 45-54 (21%) or 35-44 (13%).
 - 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' (83%) and 'reassured' (75%) about the process.
- A similar proportion felt that the communication they received about their Case Transfer was 'clear and easy to understand' (78%) and that 'the tone was friendly' (80%).
- 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 (45% and 52% respectively) felt that 'filling in and submitting the application did not take too long'.
- Nearly seven-in-ten Adult and Child Disability Payment applicants who provided Supporting Information (69% and 81% 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.



64%

was clear



58%

asked only relevant questions



64%

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:



89%

I understood why the consultation was needed



88%

The appointment was at a convenient time for me



90%

I was treated with dignity and respect

Case Transfer experience – informed and reassured

Adult Disability Payment

- 84% agreed or strongly agreed that they had 'felt informed about the process' of their Case Transfer.
- 75% agreed or strongly agreed that they had 'felt reassured about the process' of their Case Transfer.

Child Disability Payment

- 81% agreed or strongly agreed that they had 'felt informed about the process' of their Case Transfer.
- 75% 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:

Any changes in my life I worry about, but once I received information from Social Security Scotland, I felt informed and reassured.

A letter was sent explaining transfer process then it took place without any problems.

A[n] email or letter would be appreciated to say they have received your review form. Sent my form to them on 1st of Dec and still waiting for a letter of confirmation. This is where it makes me anxious.

Case Transfer experience – anxiety

Adult Disability Payment

- Around half (49%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'. Around a third (29%) 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 (60%), compared to those aged 55 and older (43%).
- Those who lived at a postcode categorised as SIMD quintile 1 and 2 (50%) compared to others (49%).

Child Disability Payment

- Around four-in-ten (43%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'. A smaller proportion (33%) disagreed or strongly disagreed with this.

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

- Those aged 45-54 (54%), compared to those aged 35-44 (30%).
- Those who identified as a woman (44%) compared to those that identified as men (35%).

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

When I received the letter saying I was getting changed to ADS, I got very anxious, but it was unnecessary as all the work was done by ADS. I don't remember if I had to sign anything but it was straight forward from my side.

Case Transfer communication

Adult Disability Payment

- 82% 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.
- 81% agreed or strongly agreed that 'the tone was friendly'. 2% disagreed or strongly disagreed with this.
- 80% 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.
- 76% 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'. 6% disagreed or strongly disagreed with this.

Child Disability Payment

- 83% agreed or strongly agreed that the communication they received from Social Security Scotland about their Case Transfer was 'clear and easy to understand'. 8% disagreed or strongly disagreed with this.
- 88% 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'.
- 83% 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 was informed and it didn't take too long and when I called, the officer was friendly and helpful and sympathetic to my cause which was nice to hear and lessened my anxiety.

I found communication easy and the tone of the letter was friendly.

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 care and mobility needs

64%

They were treated fairly and respectfully throughout the application process

72%

- 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 (66%, compared to 58% the combined 2 to 5 quintiles).

Most Child Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

72%

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

76%

They were treated fairly and respectfully throughout the application process

84%

- Those who identified as white (72%) were more likely to agree that 'the eligibility was clear before you applied' compared to those who identified as minority ethnic (56%).

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:

The questions are right in-between the point of being too vague and too specific. [...] there isn't a clear way to answer without feeling like you are lying. I felt belittled, the response for my initial application was awful to read as it made me feel like I was malingering or exaggerating. [...] I have found every stage difficult to process and have needed help at every stage. Even with this survey I needed assistance and it has brought back painful memories of feeling disrespected and belittled.

When the nurse called she really listened to me and wasn't judgemental.

When I was interviewed I felt heard and respected.

Despite struggle with the questions and answering, when I was denied I was still given fair feedback given how I felt I had to answer, and was never made to feel as though I was exaggerating PTSD symptoms [...]

Many Adult Disability Payment applicants agreed or strongly agreed that:

The application process was clear

64%

The application asked only relevant questions

58%

Filling in and submitting the application did not take too long

45%

- Those aged 65+ (72%) were more likely to agree or strongly agree that 'the application process enabled (them) to fully explain (their) daily living and mobility needs'. Those aged between 25-34 (54%) were the least likely to agree with this statement.

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

76%

Filling in and submitting the application did not take too long

52%

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:

The form is very repetitive and does not ask relevant questions about how every day living is impacted across various disabilities.

I had to work very hard to try to ensure I included all of the relevant information. Due to the structure of the form there was a lot of repetition of some information whilst it was very difficult to find a place to include other information.

Application form is long but understandable to get a grasp of the needs being assessed. In addition the advisors I spoke to on the chat were lovely.

[...] not clear how much information was required and where to put it.



Support to complete application

Adult Disability Payment

- Almost half of respondents (49%) received help to complete their Adult Disability Payment application.
- Over a third (36%) of those who received help with their application got help from a friend or family member. Around one-in-four (24%) 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

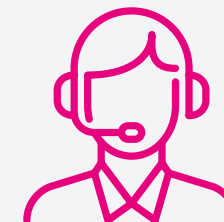
- Around three-in-ten respondents (31%) received help to complete their application.
- A little over four-in-ten (43%) of those who received help with their application got help from Social Security Scotland. Around a quarter (24%) got help from a friend or family member.
- Of those who received help from Social Security Scotland, the vast majority (97%) 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:

59% of respondents aged 16-24

54% of ethnic minority respondents

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:

93% of minority ethnic respondents

50% of respondents aged 55-64

Supporting Information – how, what, when and why

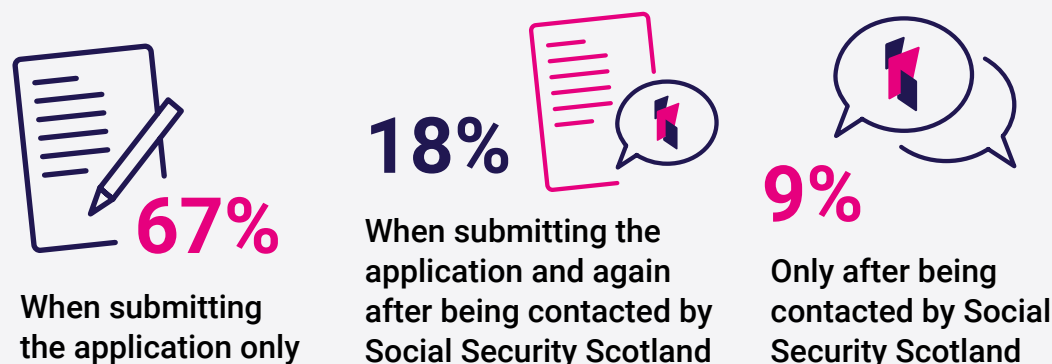
Adult Disability Payment

- A majority of respondents who applied for Adult Disability Payment provided Supporting Information (72%), whilst 13% did not.
- Over a third of respondents (35%) 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' (59%), 'test results' (29%).
- Respondents most often got their Supporting Information from: 'a GP' (66%), 'a hospital (including from doctors, consultants or nurses)' (59%), and 'a therapist' (20%).
- Around two-fifths (38%) asked Social Security Scotland to collect Supporting Information on their behalf. The most common reasons were that they thought Social Security Scotland 'could collect the information faster' (44%) and 'would know better what information to collect' (43%).

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 4 (less deprived) were more likely to have provided Supporting Information (77%, compared to 71% and 72% respectively for quintiles 1 and 2 (most deprived)).
- When asked why did they chose not to provide supporting information one-in-three (29%) respondents said 'I gave contacts so Social Security Scotland could do it for me', 25% 'I didn't think it was needed' and 14% 'I didn't know what to provide'.

Supporting Information – how, what, when and why

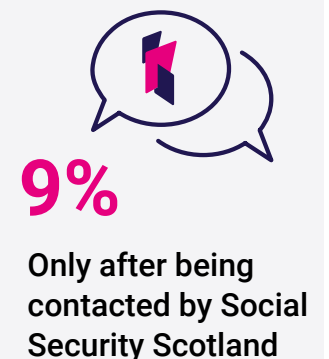
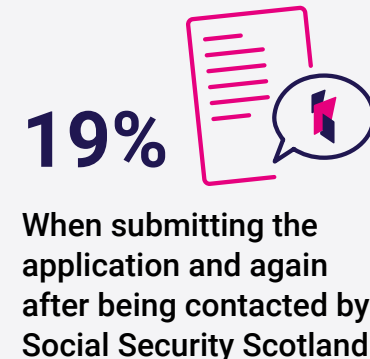
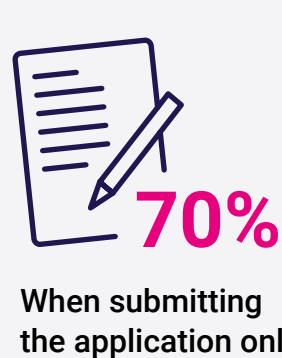
Child Disability Payment

- Most respondents who applied for Child Disability Payment provided Supporting Information (90%), whilst 5% did not.
- Almost a third of respondents (29%) 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' (58%), 'medical or social work reports' (55%), and 'information from another person who knows you / your child' (39%).
- Respondents most often got their Supporting Information from: 'a hospital (including from doctors, consultants or nurses)' (62%), and 'school, college or nursery' (44%), 'a therapist' (34%) or 'a GP' (29%).
- Over a quarter (27%) 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' (40%) and 'would know better what information to collect' (33%).

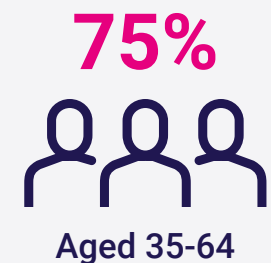
How did respondents provide Supporting Information?



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



Those aged between 35-64 years of age were more likely to provide supporting information with their application than those aged 25-34 (75%, compared to 45%).



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 **72%**

It was easy to get the Supporting Information they wanted **61%**

It was clear how to include the Supporting Information **77%**

It was easy to provide Supporting Information **69%**

Respondents aged 25-34 were less likely to agree or strongly agreed that:



63%

it was clear what information they should supply



48%

it was easy to get the supporting information

- Just over three quarters of respondents (78%) 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 **84%**

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

It was clear how to include the Supporting Information **87%**

It was easy to provide Supporting Information **81%**

Respondents aged 55-64 were less likely to agree or strongly agree that:



48% it was easy to get the Supporting Information they wanted



76% it was clear how to include supporting information

- Nearly nine-in-ten respondents (86%) felt that the supporting information they provided reflected their situation / disability / condition 'very well' or 'well'.

Experience of a consultation

- Almost a quarter (22%) of respondents who had applied for Adult Disability Payment told us they had had a consultation.
- The majority (90%) had completed their consultation via a phone call. The remaining 10% had completed their consultation via a video call.
- Those aged 25-34 were less likely to have completed a consultation (13%, compared to 20% of those aged 16-24, and 25% of those aged 55+).
- The majority of respondents (87%) 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

89%

The appointment was at a convenient time for me

88%

The type of appointment was convenient for me

88%

I felt the practitioner understood me

80%

I was treated with dignity and respect

90%

I felt listened to

83%

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

89%

Experience of a consultation – 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 had a phone consultation which because of my health issues was perfect for me. Dont think you can improve on that. I cant answer for other consultations.

The consultant was professional, knowledgeable and made me feel relaxed. She prompted me for more information during questions that I would not have thought to mention. She had me explore my disabilities in a way I haven't before and found it so helpful and therapeutic.

Home visit was on time and never rushed or push me for a answer to questions put me at ease very polite and curious.

I did not know what to expect from the call. I didn't understand some of the questions. I am still waiting for a letter with a decision.





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