



Social Security  
Scotland

Tèarainteachd Shòisealta Alba

# Annual Client Panels Survey 2024

Supplementary Tables



# Annual Client Panels Survey 2024: supplementary tables

## 1. Understanding results tables

Results for small groups of respondents are not published (shown as '#' in results tables) to make sure respondents are not identifiable.

Where fewer than 100 respondents answered a question, results are discussed in the main report but results tables are not included.

Where a group has fewer than 25 respondents, it is not included in results tables unless otherwise stated. For this reason, Funeral Support Payment, Job Start Payment and Young Carer Grant are often not included in tables which break down results by benefit.

Where a group has fewer than 100 respondents this is highlighted (\*) in tables to caution the reader.

Sometimes benefits are grouped for analysis:

- Five Family Payments: A group of benefits including Scottish Child Payment, Best Start Grant and Best Start Foods
- Carers Benefits: Combining Carer's Allowance Supplement, Carer Support Payment and Young Carer Grant

## 2. Who took part

**Table 1: Which benefit(s) respondents received in the last 12 months: Annual Client Panels Survey 2023 and 2024\***

(number of respondents=1,172-1,570)

	2023	2024
Adult Disability Payment	40%	69%
Scottish Child Payment	45%	21%
Carer's Allowance Supplement	19%	11%
Child Disability Payment	20%	10%
Winter Heating Payment	11%	9%
Carer Support Payment	-	4%
Child Winter Heating Payment / Child Winter Heating Assistance	9%	3%
Best Start Foods	4%	2%
Best Start Grant	5%	2%
Funeral Support Payment**	1%	1%
Young Carer Grant**	1%	<1%
Job Start Payment**	<1%	<1%
None of the above	7%	7%

\*Respondents could choose more than one answer

\*\*Fewer than 25 respondents, take caution

**Table 2: Number of benefit(s) respondents received in the last 12 months**  
(number of respondents=1,570)

Total number of benefits received	% of respondents
0	8%
1	66%
2	17%
3	5%
4	3%
5 or more	1%

**Table 3.1: Five Family Payments respondents who received other benefits**  
(number of respondents=343)

Benefit received	% Five Family Payment respondents
Adult Disability Payment	29%
Child Disability Payment	28%

**Table 3.2: Child Disability Payment respondents who received other benefits**  
(number of respondents=159)

<b>Benefit Received</b>	<b>% Child Disability Payment respondents</b>
Child Winter Heating Payment	23%
Carer's Allowance Supplement	31%
Adult Disability Payment	40%
Scottish Child Payment	58%

**Table 3.3: Winter Heating Payment respondents who received other benefits**  
(number of respondents=140)

<b>Benefit received</b>	<b>% Winter Heating Payment respondents</b>
Scottish Child Payment	19%
Adult Disability Payment	74%

**Table 3.4: Carer's Allowance Supplement respondents who received other benefits**  
(number of respondents=177)

<b>Benefit received</b>	<b>% Carer's Allowance Supplement respondents</b>
Carer Support Payment	23%
Child Disability Payment	28%
Scottish Child Payment	32%
Adult Disability Payment	49%

**Table 3.5: Carer Support Payment respondents who received other benefits**  
(number of respondents=69)\*

Benefit received	% Carer Support Payment respondents
Child Disability Payment	28%
Scottish Child Payment	38%
Carer's Allowance Supplement	59%
Adult Disability Payment	62%

\*Fewer than 100 respondents, take caution

### 3. Respondent characteristics by benefit

**Table 4.1: Proportion of minority ethnic respondents by benefit**  
(number of respondents=40-454)

Benefit received	Minority ethnic
Five Family Payments	19%
Child Disability Payment	9%
Child Winter Heating Payment*	8%
Carers benefits	7%
Winter Heating Payment	5%
Adult Disability Payment – no case transfer	4%
Adult Disability Payment – case transfer	4%

\*Fewer than 100 respondents, take caution

**Table 4.2: Refugee status of respondents by benefit**  
(number of respondents=38-449)\*

Benefit	Yes	No	Prefer not to say
Five Family Payments	10%	88%	2%
Child Disability Payment	3%	97%	0%
Child Winter Heating Payment*	0%	100%	0%
Carers benefits	3%	96%	2%
Winter Heating Payment	3%	95%	2%
Adult Disability Payment – no case transfer	1%	98%	1%
Adult Disability Payment – case transfer	1%	98%	1%

\*Fewer than 100 respondents, take caution

## 4. Receiving payments

**Table 5.1**     **Impact of Social Security Scotland payments by benefit – ‘helped you pay for what you needed’**

% respondents who gave high scores (between eight and ten out of ten), (number of respondents=33-1,049)

Benefit	2023	2024
Carer's Allowance Supplement	67%	70%
Best Start Grant*	71%	73%
Best Start Foods*	69%	79%
Scottish Child Payment	71%	73%
Child Winter Heating Assistance / Child Winter Heating Payment	74%	73%*
Child Disability Payment	73%	76%
Adult Disability Payment	63%	72%
Winter Heating Payment	57%	72%
Carer Support Payment*	#	70%

\*Fewer than 100 respondents, take caution



**Table 5.2    Impact of Social Security Scotland payments by benefit – ‘helped you to control your finances’**

% respondents who gave high scores (between eight and ten out of ten), (number of respondents=33-1,040)

Benefit	2023	2024
Carer's Allowance Supplement	60%	70%
Best Start Grant*	60%	64%
Best Start Foods*	69%	62%
Scottish Child Payment	64%	67%
Child Winter Heating Assistance / Child Winter Heating Payment	70%	69%*
Child Disability Payment	69%	72%
Adult Disability Payment	61%	68%
Winter Heating Payment	53%	70%
Carer Support Payment*	#	68%

\*Fewer than 100 respondents, take caution

**Table 5.3**    **Impact of Social Security Scotland payments by benefit – ‘had a positive impact on health and wellbeing’**  
 % respondents who gave high scores (between eight and ten out of ten), (number of respondents=45-1,047)

Benefit	2023	2024
Carer's Allowance Supplement	61%	67%
Best Start Grant*	66%	75%
Best Start Foods*	73%	76%
Scottish Child Payment	67%	70%
Child Winter Heating Assistance / Child Winter Heating Payment	74%	67%*
Child Disability Payment	71%	72%
Adult Disability Payment	62%	69%
Winter Heating Payment	51%	66%
Carer Support Payment*	#	62%

\*Fewer than 100 respondents, take caution

**Table 6.1:**    **Impact of Scottish Child Payment, Best Start Grant and Best Start Foods payments by benefit – ‘had a positive impact on your child’s health and wellbeing’**  
 (number of respondents=32-318)

Benefit	High	Medium	Low
Best Start Grant*	78%	16%	6%
Best Start Foods*	79%	9%	12%
Scottish Child Payment	76%	18%	6%

\*Fewer than 100 respondents, take caution

**Table 6.2:** Impact of Scottish Child Payment, Best Start Grant and Best Start Foods payments by benefit – ‘helped your child take part in social or educational opportunities’  
(number of respondents=31-317)

Benefit	High	Medium	Low
Best Start Grant*	74%	23%	3%
Best Start Foods*	82%	12%	6%
Scottish Child Payment	67%	26%	8%

\*Fewer than 100 respondents, take caution

**Table 6.3:** Impact of Scottish Child Payment, Best Start Grant and Best Start Foods payments by benefit – ‘helped you to purchase milk and/or healthy food for your child’  
(number of respondents=32-313)

Benefit	High	Medium	Low
Best Start Grant*	75%	16%	9%
Best Start Foods*	85%	6%	9%
Scottish Child Payment	73%	19%	9%

\*Fewer than 100 respondents, take caution

**Table 6.4:** Impact of Scottish Child Payment, Best Start Grant and Best Start Foods payments by benefit – ‘helped you financially at key stages of your child’s life’  
(number of respondents=33-311)

Benefit	High	Medium	Low
Best Start Grant*	76%	18%	6%
Best Start Foods*	82%	12%	6%
Scottish Child Payment	67%	21%	12%

**Table 7: Impact of Social Security Scotland payments – care experienced**  
 % respondents who gave high scores (between eight and ten out of ten),  
 (number of respondents=290-296)

Impact statement	Care experienced	Not care experienced
Helped your child take part in social or educational opportunities	59%	68%
Had a positive impact on your child's health and wellbeing	59%	79%
Helped you to purchase milk and/or healthy food for your child	59%	76%
Helped you financially at key stages of your child's life	63%	69%
Helped them to pay for what they needed	68%	72%
Helped them to control their finances	55%	69%
Had a positive impact on health and wellbeing	58%	70%

**Table 8: Impact of Social Security Scotland payments – refugee status**  
 % respondents who gave high scores (between eight and ten out of ten),  
 (number of respondents=280-1259)

Statement	Granted refugee status	Not granted refugee status
Helped your child take part in social or educational opportunities	50%	69%
Had a positive impact on your child's health and wellbeing	71%	78%
Helped you to purchase milk and/or healthy food for your child	69%	75%
Helped you financially at key stages of your child's life	56%	70%
Helped them to pay for what they needed	46%	73%
Helped them to control their finances	51%	68%
Had a positive impact on health and wellbeing	55%	70%

**Table 9: Whether respondents experienced any problems with their payment(s)**  
 (number of respondents=1,414)

Response options	
No	91%
Yes	6%
Can't remember / Don't know	4%

**Table 10:** Whether respondents experienced any problems with their payment(s) - ethnicity  
(number of respondents=91-1,184)

	No	Yes	Can't remember / Don't know
White	92%	5%	3%
Minority ethnic*	85%	10%	5%

\*Fewer than 100 respondents, take caution

## 5. Accessing extra support as a result of receiving disability payments

**Table 11:** How easy or difficult it was for respondents to use their Social Security Scotland disability payment award to access extra support - gender  
(number of respondents=98-141)

	Very easy or quite easy	Neither easy nor difficult	Quite difficult or very difficult	Can't remember / Don't know
Women	57%	16%	21%	6%
Men*	40%	32%	20%	8%

\*Fewer than 100 respondents, take caution

**Table 12:** How easy or difficult it was for respondents to use their Social Security Scotland disability payment award to access extra support - age  
(number of respondents=0-96)\*

	Very easy or Quite easy	Neither easy nor difficult	Quite difficult or Very difficult	Can't remember / Don't know
16-34	#	#	#	#
35-44	63%	13%	22%	3%
45-54	45%	21%	24%	10%
55-64	50%	24%	21%	5%
65+	#	#	#	#

\*Fewer than 100 respondents, take caution

**Table 13:** Whether respondents leased a vehicle or equipment through the Accessible Vehicles and Equipment scheme  
(number of respondents=1,135)

Response options	
No	82%
Yes – I started a new lease in the last 12 months	10%
Yes – I have had a lease for more than 12 months	8%
Can't remember / Don't know	<1%

**Table 14: Respondents' experience of the Accessible Vehicles and Equipment scheme - case transfer versus no case transfer**  
(number of respondents=56-119)

How much do you agree or disagree that the Accessible Vehicles and Equipment scheme...	Adult Disability Payment	Strongly agree or agree	Neither agree nor disagree	Disagree or strongly disagree	Can't remember / Don't know
Offers good value for money	No case transfer*	91%	4%	5%	-
	Case transfer	84%	9%	6%	1%
Offers good choice of vehicles / equipment	No case transfer*	89%	4%	7%	-
	Case transfer	78%	10%	11%	1%
Helps me to live independently	No case transfer*	93%	4%	2%	2%
	Case transfer	92%	7%	1%	1%
Provides good customer service	No case transfer*	95%	4%	2%	-
	Case transfer	90%	6%	3%	2%

\*Fewer than 100 respondents, take caution

**Table 15: Overall experience of the Accessible Vehicles and Equipment scheme: case transfer versus non-case transfer**  
(number of respondents=57-118)

	Very good or good	Neither good nor poor	Poor or very poor
Adult Disability Payment no case transfer*	95%	4%	2%
Adult Disability Payment case transfer	93%	6%	1%

\*Fewer than 100 respondents, take caution



**Table 16: Respondents' experience of the Accessible Vehicles and Equipment scheme, by gender**

% respondents who agree or strongly agree, (number of respondents=67-106)

How much do you agree or disagree that the Accessible Vehicles and Equipment scheme...	Women	Men*
Offers good value for money	89%	80%
Offers good choice of vehicles / equipment	80%	82%
Helps me to live independently	92%	92%
Provides good customer service	95%	84%

\*Fewer than 100 respondents, take caution

## 6. Process of reporting a change of circumstances

**Table 17:** Types of change of circumstances reported, by benefit  
(number of respondents=53-146)

	A change of address – within Scotland	A change of address – moving outside of Scotland	A change of accommodation	A change in other personal or contact information or payment details	A change in personal and/or household circumstances	A change in your or your partner's finances	A change in your or your child's disability, health condition(s) or level of help or care needed	Other
Scottish Child Payment*	19%	#	-	6%	9%	14%	47%	16%
Child Disability Payment*	#	-	-	#	#	-	81%	11%
Adult Disability Payment - no case transfer	19%	#	#	6%	5%	#	46%	26%
Adult Disability Payment - case transfer	21%	-	#	7%	4%	#	47%	27%

\*Fewer than 100 respondents, take caution

# Fewer than 5 respondents

**Table 18: Respondents' experience of reporting a change, by benefit<sup>1</sup>**  
 % respondents who agree or strongly agree (number of respondents=42-76)\*

	Scottish Child Payment		Child Disability Payment	
	2023	2024	2023	2024
The form for telling Social Security Scotland about the change was easy to complete and submit	81%	69%	73%	67%
The process for telling Social Security Scotland about the change was clear	82%	77%	75%	71%
I was able to tell Social Security Scotland about the change in the way I wanted to	82%	66%	80%	61%
Filling in or providing information about the change did not take too long	82%	69%	78%	64%
I was only asked for relevant information when telling Social Security Scotland about the change	90%	69%	82%	69%

\*Fewer than 100 respondents, take caution

<sup>1</sup> An equivalent table for simple changes only is not included due to the smaller numbers of respondents reporting these changes.

## 7. How respondents felt about reporting a change of circumstances

**Table 19: How respondents felt about reporting a simple change of circumstances**

% respondents who agreed or strongly agreed (number of respondents=41-73)\*

	2023	2024
Telling Social Security Scotland about the change made me feel anxious	22%	44%
I was worried that reporting the change would mean I would lose some or all of my payment(s)	22%	29%

\*Fewer than 100 respondents, take caution

**Table 20: How respondents felt about reporting a substantial change of circumstances**

% respondents who agreed or strongly agreed (number of respondents=43-62)\*

How much do you agree or disagree...	Scottish Child Payment		Child Disability Payment	
	2023	2024	2023	2024
Telling Social Security Scotland about the change made me feel anxious	44%	52%	44%	56%
I was worried that reporting the change would mean I would lose some or all of my payment(s)	47%	50%	53%	49%

\*Fewer than 100 respondents, take caution

**Table 21:** How much respondents agreed or disagreed that it was clear whether their payments could be impacted by the change they reported

% respondents who agreed or strongly agreed (number of respondents=350)

Response options	
Strongly agree or agree	50%
Neither agree nor disagree	21%
Strongly disagree or disagree	23%
Not applicable	3%
Can't remember / Don't know	3%

**Table 22:** Respondents who agreed or strongly agreed it was clear whether their payments could be impacted by the simple change they reported

% respondents who agreed or strongly agreed (number of respondents=41-73)\*

	2023	2024
It was clear whether the change of circumstances could impact my payment(s).	51%	58%

\*Fewer than 100 respondents, take caution

**Table 23:** Respondents who agreed or strongly agreed it was clear whether their payments could be impacted by the substantial change they reported, by benefit

% respondents who agreed or strongly agreed (number of respondents=36-59)\*

	Scottish Child Payment		Child Disability Payment	
	2023	2024	2023	2024
It was clear whether the change of circumstances could impact my payment(s).	87%	59%	83%	51%

\*Fewer than 100 respondents, take caution

## 8. Providing supporting information for a change of circumstances

**Table 24:** Whether, and how, respondents provided supporting information relevant to their change of circumstances

(number of respondents=350)

Response options	
No	23%
Yes – I submitted it online	43%
Yes – I sent it through the post	22%
Yes – I provided it in person	4%
Yes – I provided it in another way	5%
Can't remember / Don't know	10%

**Table 25: When respondents provided supporting information**  
(number of respondents=235)

Response options	
When I told Social Security Scotland about the change of circumstances	80%
When I told Social Security Scotland about the change and again later after being contacted by Social Security Scotland	8%
Only after being contacted by Social Security Scotland to request it	6%
Can't remember / Don't know	6%

**Table 26: Respondents' experience of providing supporting information related to a simple change of circumstances**  
% respondents who agree or strongly agree (number of respondents=27=33)\*

	2023	2024
It was clear what information I should provide	89%	91%
It was clear why the supporting information or documents were needed	85%	88%
I was asked to provide supporting information that I had already provided Social Security Scotland previously	41%	39%
It was easy to get the supporting information or documents I wanted	67%	79%
It was easy to provide the supporting information or documents to Social Security Scotland	74%	79%

\*Fewer than 100 respondents, take caution

**Table 27: Respondents' experience of providing supporting information related to a substantial change of circumstances, by benefit**

% respondents who agree or strongly agree (number of respondents=33-46)\*

	Scottish Child Payment		Child Disability Payment	
	2023	2024	2023	2024
It was clear what information I should provide	87%	82%	83%	77%
It was clear why the supporting information or documents were needed	91%	89%	92%	80%
I was asked to provide supporting information that I had already provided Social Security Scotland previously	41%	24%	47%	14%
It was easy to get the supporting information or documents I wanted	78%	64%	83%	64%
It was easy to provide the supporting information or documents to Social Security Scotland	80%	68%	78%	69%

\*Fewer than 100 respondents, take caution



## 9. Outcome of reporting a change of circumstances

**Table 28:** Whether Social Security Scotland had confirmed that the change reported had been processed  
(number of respondents=319)

Response options	
Yes	66%
No	34%

**Table 29:** How much respondents agreed or disagreed that Social Security Scotland processed their change of circumstances within a reasonable timeframe  
% respondents who agreed or strongly agreed (number of respondents=209)

Response options	
Strongly agree or agree	60%
Neither agree nor disagree	11%
Strongly disagree or disagree	27%
Can't remember / Don't know	2%

**Table 30:** Respondents who agreed or strongly agreed that Social Security Scotland processed their simple change within a reasonable time frame  
% respondents who agree or strongly agree (number of respondents=31-51)\*

	2023	2024
Social Security Scotland processed my change within a reasonable timeframe	65%	80%

\*Fewer than 100 respondents, take caution

**Table 31: Respondents who agreed or strongly agreed that Social Security Scotland processed their substantial change within a reasonable time frame, by benefit**

% respondents who agree or strongly agree (number of respondents=19-37)\*

	2023	2024
Scottish Child Payment	73%	65%
Child Disability Payment*	#	#

\*Fewer than 100 respondents, take caution

## 10. Overall experience of reporting a change of circumstances

**Table 32: How much respondents agreed or disagreed that Social Security Scotland treated them with fairness and respect when dealing with their change of circumstances**

(number of respondents=347)

Response options	
Strongly agree or agree	68%
Neither agree nor disagree	19%
Strongly disagree or disagree	13%

**Table 33: Overall experience of telling Social Security Scotland about the change in your circumstances**

(number of respondents=344)

Response options	
Strongly agree or agree	61%
Neither agree nor disagree	18%
Strongly disagree or disagree	21%

## 11. Not telling Social Security Scotland about a change of circumstances

**Table 34:** Whether respondents considered telling Social Security Scotland about any changes in circumstances  
(number of respondents=102-750)

	No		Yes		Can't remember / Don't know	
	2023	2024	2023	2024	2023	2024
Scottish Child Payment	82%	83%	9%	8%	9%	10%
Child Disability Payment	83%	82%	9%	9%	8%	9%
Adult Disability Payment	83%	82%	12%	14%	5%	4%

## 12. Reviews

**Table 35:** Whether respondents were contacted in the last 12 months to say their review is due\*  
(number of respondents=1,147)

Response options	
Yes – for Adult Disability Payment	23%
Yes – for Child Disability Payment	5%
No	70%
Can't remember / Don't know	4%

\*Respondents could choose more than one answer

**Table 36: Current situation with the review**  
(number of respondents=300)

Response options	
I have been told that my review is coming up but I haven't received the form yet	8%
Social Security Scotland has asked me to complete a review form but I haven't done it yet <sup>2</sup>	2%
I have completed the review form and I'm waiting to hear back	27%
I have completed the review form and received a new decision about my benefit award	56%
Can't remember / Don't know	7%

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<sup>2</sup> The survey included follow up questions for respondents who said they had received but not completed the review form. However, there were not enough responses to include in analysis.

## 13. Receiving communication from Social Security Scotland

**Table 37: Communication received from Social Security Scotland in the last 12 months**  
(number of respondents=33-493)

	No	Letter	Email	Text (SMS)	Phone call	Can't remember / Don't know
Carer's Allowance Supplement	13%	69%	7%	1%	2%	7%
Best Start Grant*	36%	30%	12%	6%	-	15%
Best Start Foods*	44%	29%	12%	6%	-	9%
Scottish Child Payment	33%	36%	13%	4%	2%	12%
Child Winter Heating Assistance / Child Winter Heating Payment*	17%	61%	4%	7%	2%	9%
Child Disability Payment	23%	55%	5%	5%	4%	9%
Winter Heating Payment	26%	58%	9%	1%	1%	6%
Carer Support Payment*	19%	55%	9%	4%	4%	9%
Adult Disability Payment - no case transfer	39%	41%	7%	2%	2%	10%
Adult Disability Payment - case transfer	24%	60%	4%	2%	3%	8%

\*Fewer than 100 respondents, take caution

**Table 38:** Whether respondents who had not received any communication had expected to receive any communication from Social Security Scotland in the last 12 months  
(number of respondents=443)

Response options	
No	84%
Yes	16%

**Table 39.1:** Respondents' experience of communication received from Social Security Scotland: I received the right level of communication from Social Security Scotland  
% respondents who agree or strongly agree (number of respondents=34-626)

	2023	2024
Carer's Allowance Supplement	82%	82%
Scottish Child Payment	87%	79%
Child Winter Heating Assistance / Child Winter Heating Payment*	84%	74%
Child Disability Payment	82%	74%
Adult Disability Payment	68%	78%
Winter Heating Payment*	71%	87%
Carer Support Payment*	-	80%

**Table 39.2: Respondents' experience of communication received from Social Security Scotland: The communication I received was useful**  
 % respondents who agree or strongly agree (number of respondents=34-624)

	2023	2024
Carer's Allowance Supplement	91%	86%
Scottish Child Payment	89%	82%
Child Winter Heating Assistance / Child Winter Heating Payment*	86%	79%
Child Disability Payment	85%	79%
Adult Disability Payment	77%	83%
Winter Heating Payment*	85%	89%
Carer Support Payment*	-	88%

**Table 39.3: Respondents' experience of communication received from Social Security Scotland: I had enough choice about how Social Security Scotland communicated with me**  
 % respondents who agree or strongly agree (number of respondents=34-624)

	2023	2024
Carer's Allowance Supplement	77%	84%
Scottish Child Payment	87%	85%
Child Winter Heating Assistance / Child Winter Heating Payment*	83%	85%
Child Disability Payment	79%	81%
Adult Disability Payment	71%	79%
Winter Heating Payment*	70%	83%
Carer Support Payment*	-	90%

**Table 39.4: Respondents' experience of communication received from Social Security Scotland: Social Security Scotland communicated with me in the format I asked for\***

% respondents who agree or strongly agree (number of respondents=34-624)

	2024
Carer's Allowance Supplement	86%
Scottish Child Payment	86%
Child Winter Heating Assistance / Child Winter Heating Payment*	85%
Child Disability Payment	83%
Adult Disability Payment	85%
Winter Heating Payment*	88%
Carer Support Payment*	88%

\*Year-on-year is comparison not included because 2023's survey did not include this statement



## 14. Contacting Social Security Scotland

**Table 40:** Whether respondents had tried to contact Social Security Scotland in the last 12 months  
(number of respondents=1,569)

Response options	
No	58%
Yes	34%
Can't remember	7%

**Table 41: Respondents' reasons for contacting Social Security Scotland in the last 12 months**  
(number of respondents=28-394)

	To get advice or general information		To complete an application		To get an update or information about an application		To get an update or information about your payment(s)		To report a change of circumstances or update your information		To ask for or discuss a review, re-determination or appeal		To make a complaint		To provide feedback or a suggestion	
	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024
Carer's Allowance Supplement*	31%	35%	30%	20%	50%	42%	12%	12%	29%	32%	-	8%	7%	12%	2%	3%
Scottish Child Payment	35%	33%	26%	23%	50%	39%	14%	8%	25%	34%	3%	12%	5%	6%	1%	6%
Child Disability Payment	32%	21%*	23%	19%*	56%	51%*	13%	7%*	31%	40%*	5%	13%*	6%	10% *	1%	3%*
Adult Disability Payment	28%	22%	24%	18%	61%	40%	12%	11%	38%	38%	6%	16%	5%	7%	2%	5%
Winter Heating Payment*	29%	36%	54%	18%	48%	34%	17%	10%	40%	42%	8%	10%	0%	10%	6%	4%
Carer Support Payment *	-	25%	-	21%	-	46%	-	25%	-	29%	-	7%	-	14%	-	14%

\*Fewer than 100 respondents, take caution

## 15. Contact with Social Security Scotland staff

**Table 42.1: Respondents’ most recent contact with Social Security Scotland Staff: ‘I was treated with kindness’**

% respondents who agree or strongly agree (number of respondents=35-401)

	2023	2024
Carer's Allowance Supplement*	90%	88%
Scottish Child Payment	88%	87%
Child Disability Payment*	84%	79%
Adult Disability Payment	83%	82%
Winter Heating Payment*	82%	80%
Five Family Payments	88%	88%
Carer Support Payment*	-	69%

\*Fewer than 100 respondents, take caution

**Table 42.2: Respondents' most recent contact with Social Security Scotland Staff: 'I felt trusted'**

% respondents who agree or strongly agree (number of respondents=28-399)

	2023	2024
Carer's Allowance Supplement*	77%	77%
Scottish Child Payment	81%	75%
Child Disability Payment*	78%	64%
Adult Disability Payment	67%	69%
Winter Heating Payment*	64%	77%
Five Family Payments	81%	75%
Carer Support Payment*	-	75%

\*Fewer than 100 respondents, take caution

**Table 42.3: Respondents' most recent contact with Social Security Scotland Staff: 'I trusted staff'**

% respondents who agree or strongly agree (number of respondents=28-399)

	2023	2024
Carer's Allowance Supplement*	75%	77%
Scottish Child Payment	79%	78%
Child Disability Payment*	70%	67%
Adult Disability Payment	68%	73%
Winter Heating Payment*	64%	71%
Five Family Payments	78%	78%
Carer Support Payment*	-	75%

\*Fewer than 100 respondents, take caution

**Table 42.4: Respondents' most recent contact with Social Security Scotland Staff: 'Staff listened to me'**

% respondents who agree or strongly agree (number of respondents=28-401)

	2023	2024
Carer's Allowance Supplement*	85%	83%
Scottish Child Payment	82%	83%
Child Disability Payment*	80%	71%
Adult Disability Payment	81%	79%
Winter Heating Payment*	77%	74%
Five Family Payments	83%	83%
Carer Support Payment*	-	79%

\*Fewer than 100 respondents, take caution

**Table 42.5: Respondents' most recent contact with Social Security Scotland Staff: 'Staff made me feel comfortable'**

% respondents who agree or strongly agree (number of respondents=28-401)

	2023	2024
Carer's Allowance Supplement*	83%	86%
Scottish Child Payment	84%	79%
Child Disability Payment*	81%	67%
Adult Disability Payment	75%	76%
Winter Heating Payment*	67%	75%
Five Family Payments	85%	79%
Carer Support Payment*	-	79%

\*Fewer than 100 respondents, take caution

**Table 42.6: Respondents' most recent contact with Social Security Scotland Staff: 'Staff were knowledgeable about Social Security Scotland benefits and services'**

% respondents who agree or strongly agree (number of respondents=28-401)

	2023	2024
Carer's Allowance Supplement*	72%	79%
Scottish Child Payment	77%	78%
Child Disability Payment*	75%	66%
Adult Disability Payment	61%	72%
Winter Heating Payment*	62%	75%
Five Family Payments	77%	78%
Carer Support Payment*	-	71%

\*Fewer than 100 respondents, take caution

## 16. Experience of being Client Panel member

**Table 43:** Client Panels communications respondents read in the last year  
(number of respondents=1,564)

Response options	
Invitation to take part in a survey or research interview	61%
Client Panels Newsletter (sent regularly to our Panel members with information about the work we've been doing and upcoming projects)	35%
Welcome message (sent to all Client Panel members when they join the Panel)	31%
A research report (a written document setting out findings from our research)	9%
A research summary (a shorter PDF which summarises research findings)	6%
None of these	13%
Can't remember / Don't know	17%

**Table 44.1:** Respondents' experience of the most recent newsletter they read  
(number of respondents=532-546)

How much do you agree or disagree...	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree	Not applicable	Can't remember / Don't know
The newsletter was easy to understand	91%	5%	1%	1%	3%
The newsletter was interesting	86%	10%	1%	<1%	3%

**Table 44.2: Respondents' experience of the most recent welcome message they read**  
(number of respondents=469-483)

How much do you agree or disagree...	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree	Not applicable	Can't remember / Don't know
The message was easy to understand	94%	4%	<1%	<1%	2%
The message had useful information	87%	8%	-	<1%	4%
The message made it clear what the Client Panels do	93%	4%	<1%	<1%	3%

**Table 44.3: Respondents' experience of the most recent research report or summary they read**  
(number of respondents=187-191)

How much do you agree or disagree...	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree	Not applicable	Can't remember / Don't know
The report / summary was easy to understand	87%	8%	1%	1%	3%
The information in the report / summary was detailed enough	88%	7%	1%	1%	3%
The report / summary was interesting	83%	13%	-	1%	3%



**Table 44.4: Respondents' experience of the most recent invitation to participate in a survey or research interview they read**  
(number of respondents=921-929)

How much do you agree or disagree...	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree	Not applicable	Can't remember / Don't know
The invitation was easy to understand	94%	3%	1%	<1%	1%
The invitation gave enough information	93%	5%	<1%	<1%	2%
The research I was invited to take part in was interesting to me	83%	12%	1%	1%	2%

**Table 45: Participation in Client Panels research in the last year**  
(number of respondents=942)

Response options	
No	45%
Yes	31%
Can't remember / Don't know	24%

**Table 46:** How much respondents agree or disagree that: Being a member of the Client Panels is worthwhile for me  
(number of respondents=32-1,602)

	Strongly agree or Agree	Neither agree nor disagree	Disagree or Strongly disagree	Not applicable	Can't remember / Don't know
Carer's Allowance Supplement	76%	13%	2%	4%	5%
Best Start Grant*	81%	9%	-	-	9%
Best Start Foods*	82%	9%	-	-	9%
Scottish Child Payment	74%	17%	1%	3%	6%
Child Winter Heating Assistance / Child Winter Heating Payment*	76%	17%	2%	-	4%
Child Disability Payment	75%	18%	2%	3%	3%
Adult Disability Payment	70%	19%	2%	4%	4%
Winter Heating Payment	76%	16%	2%	2%	5%
Carer Support Payment*	78%	15%	3%	3%	1%