



Social Security Scotland Statistics

Carer Support Payment statistics and Carer's Allowance Supplement statistics to 30 June 2025

Key Findings

In Scotland, to 30 June 2025:

- 24,845 Carer Support Payment applications had been received.
- 15,310 applications were processed with a decision made. Of these 73% were authorised, 16% were denied and 11% were withdrawn.
- £187.6 million was issued in payments to carers.

To date, 89,775 Carer's Allowance Supplement payments have been made to carers who were eligible in April 2025.

Frequency of publications

The next publication for Carer Support Payment will cover up to the end of September 2025 and will be released in November 2025.

The next publication for Carer's Allowance Supplement will cover up to the October 2025 eligibility date and will be released in February 2026.

Under the Code of Practice for Statistics¹ we publish a timetable of statistical releases for the twelve months ahead².

¹ The Code of Practice for Statistics is available on the [UK Statistics Authority website](#).

² The forthcoming publication timetable is available on the [Social Security Scotland website](#).

Contents

Key Findings	1
Introduction	3
Carer Support Payment - Main Findings	4
Applications by month.....	4
Applications by channel.....	4
Applications by age.....	4
Applications by local authority area	4
Processing times	4
Payments.....	4
Individuals paid	5
Caseload.....	5
Re-determinations	5
Carer's Allowance Supplement at April 2025 eligibility Date	6
Payments.....	6
Age and local authority areas	6
Carer's Allowance Supplement payments since September 2018	10
Number of carers	10
Expenditure.....	10
Age band	11
Local authority area	12
Carers since September 2018	13
Background notes - Carer Support Payment.....	15
Eligibility.....	15
Re-determinations and appeals.....	17
Case transfers	18
Background notes - Carer's Allowance Supplement.....	19
About the data.....	21

Introduction

Carer Support Payment is a replacement for Carer's Allowance, which is currently administered by Department for Work and Pensions, in Scotland. Carer Support Payment is administered by Social Security Scotland.

From 20 November 2023, Carer Support Payment opened for new applications in the pilot areas of Dundee City, Na h-Eileanan Siar and Perth and Kinross. On 24 June 2024, Carer Support Payment launched in the three further pilot local authority areas of Angus, North Lanarkshire and South Lanarkshire. Carer Support Payment was rolled out to seven additional areas from August 2024, and was made available nationally from 4 November 2024.

This publication provides information on applications and payments for Carer Support Payment from launch on 20 November 2023 to 30 June 2025. It therefore provides information for just over 19 months of applications and payments.

People in Scotland currently in receipt of Carer's Allowance will have their benefits transferred to Carer Support Payment. This process began in February 2024. The transfer process happens automatically, with no need for carers to do anything. Social Security Scotland will write to carers in advance of their benefits transferring. This transfer process started across the country.

All tables relating to this publication are available in an Excel workbook on [Social Security Scotland statistics website](#).

This publication also provides information on recipients of Carer's Allowance Supplement at the April 2025 eligibility date and also includes an update of statistics for previous eligibility dates.

Carer's Allowance Supplement is given to people in Scotland who receive Carer's Allowance or Carer Support Payment on the Carer's Allowance Supplement eligibility dates. These are two dates each year - one in April and one in October - which are set by the Scottish Government. The [Background Note](#) has further detail on eligibility dates.

The statistics for Carer Support Payment and Carer's Allowance Supplement are being published as official statistics in development. Official statistics in development may be new or existing statistics, and will be tested with users, in line with the standards of trustworthiness, quality and value in the Code of Practice for Statistics. The UK Statistics Authority has not yet assessed these statistics.

Carer Support Payment - Main Findings

Applications by month

- As of 30 June 2025, 24,845 applications for Carer Support Payment had been received **[Table 1]**.
- In total, there were 15,310 applications processed with a decision made by 30 June 2025. Of these, 73% were authorised, 16% were denied and 11% were withdrawn **[Table 1]**.

Applications by channel

- As of 30 June 2025, of the 24,845 applications received for Carer Support Payment, 76% were received online, 5% were paper applications and 19% were phone applications **[Table 2]**.

Applications by age

- The most common age groups for applicants were 65 and over and 35-39, both representing 12% of applications received. Ages 18-24, 30-34, 60-64 each accounted for 11% of application received **[Table 3]**.
- The lowest age band was under 18, accounting for only 4% of total applications **[Table 3]**.

Applications by local authority area

- Application were received from all 32 local authority areas. Of the applications received since 20 November 2023, 12% came from Glasgow City (national roll out). This was followed by 10% of applications coming from North Lanarkshire (phase 2 pilot) and 8% from Fife (phase 3 pilot) **[Table 4]**.

Processing times

- The median average³ processing time for applications processed to 30 June 2025 was 26 working days **[Table 5]**.
- Over the latest quarter, the median processing time increased from 61 days in April 2025 to 73 days in May 2025 and remained at 73 days in June 2025⁴ **[Table 5]**.

Payments

- Between 20 November 2023 and 30 June 2025, the total value of Carer Support Payments issued was £187.6 million **[Table 6]**.

³ The median average is the middle value of an ordered dataset, or the point at which half of the values are higher and half of the values are lower.

⁴ Processing times were calculated by determining the time between an application being received and a decision being made. This includes the time spent waiting to receive supporting information from carers to allow a decision to be made, which should be considered when interpreting these processing times. See the [about the data](#) section for further information on processing times.

- Of this total, £28.6 million was issued to carers in Glasgow City, £16.4 million to carers in North Lanarkshire, £14.7 million to carers in Fife and £127.9 million to carers in the remaining local authority areas **[Table 7]**.

Individuals paid

- In June 2025, 83,395 individuals received payments in respect of Carer Support Payment **[Table 8]**.
- From launch to 30 June 2025, Carer Support Payment has been paid to 88,560 individuals **[Table 8]**.

Caseload

- As of 30 June 2025, it is estimated that in total 126,160 carers were on the caseload for Carer Support Payment. Of these, 92,335 carers were in receipt of payment and 33,825 carers had underlying entitlement⁵ **[Table 9]**.
- 10,525 of the carers on the caseload were new applicants and 115,635 carers were people who had their award transferred from the Department for Work and Pensions **[Table 9]**.
- Of the carers on the caseload at 30 June, 19,315 were in Glasgow City, 11,075 were in North Lanarkshire and 9,245 were in Fife **[Table 10]**.
- Around 65% of the carers on the caseload were aged 45 and over as of 30 June **[Table 11]**.

Re-determinations

- By 30 June 2025, 430 re-determinations were requested. Of these, 395 were completed by 30 June and 94% of these were closed within 56 days **[Table 12]**.
- Of the re-determinations received, around 125 were allowed, around 255 were disallowed and the remainder had no decision made **[Table 12]**.
- There were around 30 appeals received by 30 June 2025.

⁵ For more information on underlying entitlement, please see the [Eligibility section](#) of the background notes.

Carer's Allowance Supplement at April 2025 eligibility Date

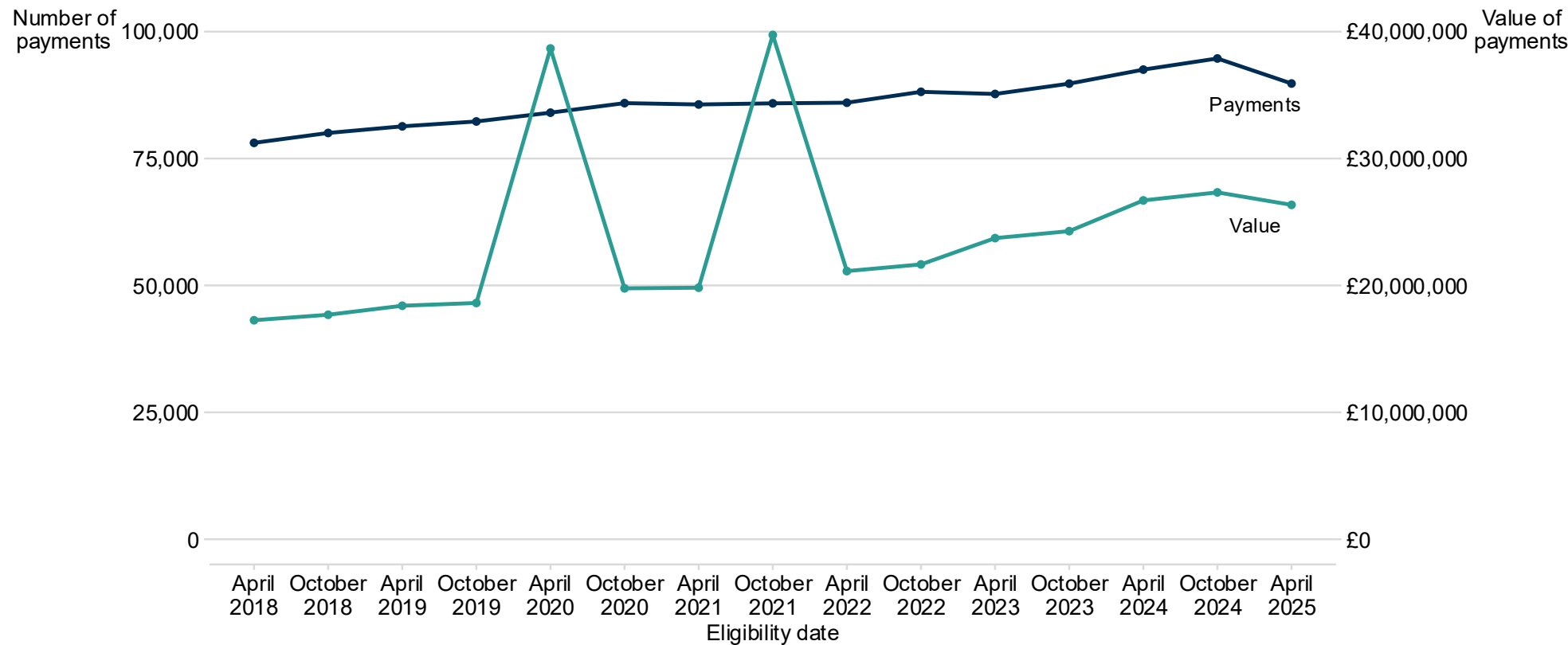
Payments

- To date, 89,775 Carer's Allowance Supplement payments have been made to carers who were eligible in April 2025 **[Table 1, Chart 1]**.
- Each payment was for £293.50. Carer's Allowance Supplement was uprated by 1.7% compared to the previous year where each payment was for £288.60. The total expenditure for April 2025 was £26.3 million. This was a decrease of around £1.0 million compared to October 2024 when it was £27.3 million **[Table 1]**.
- The number of carers paid so far for April 2025 is 4,935 lower than for October 2024. However, this is likely to increase as the April 2025 figure does not yet include any backdated payments. The [Background note](#) shows that the number of carers receiving payments for previous eligibility dates has increased by around 2% to 6% in subsequent publications. These increases are due to backdating of payments to carers that are found to have been eligible for past dates in subsequent scans done by the Department for Work and Pensions and Social Security Scotland.

Age and local authority areas

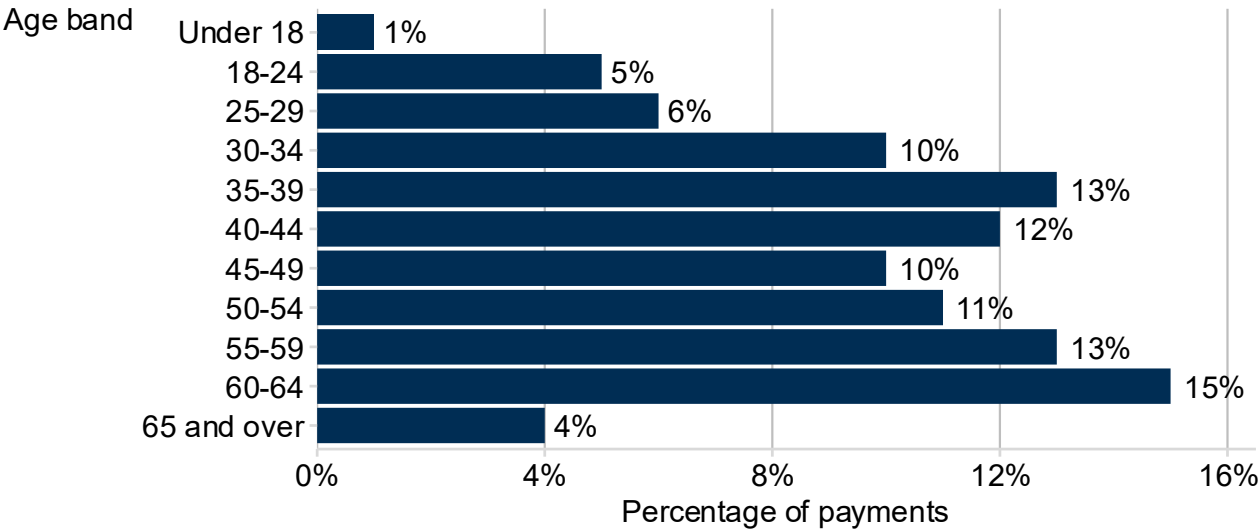
- Overall, the number of Carer's Allowance Supplement payments increased with age band up to age 39 followed by a slight decrease for age 40 to 49 and a further increase from age 50 up to 64. Relatively few payments were made to those aged 65 and over **[Table 1, Chart 2]**.
- The proportion of payments made to carers aged 50 and over was 43%, compared to 12% to those aged under 30 **[Table 1, Chart 2]**.
- The proportion of payments made to carers aged 65 and over was 4%, compared to 1% to those aged under 18 **[Table 1, Chart 2]**.
- The local authority areas with the greatest percentage of carers receiving payments were Glasgow City with 16% of payments, North Lanarkshire with 8% and Fife with 8% **[Table 2, Chart 3]**.

Chart 1: Carer’s Allowance Supplement payments by eligibility date - April 2018 to April 2025

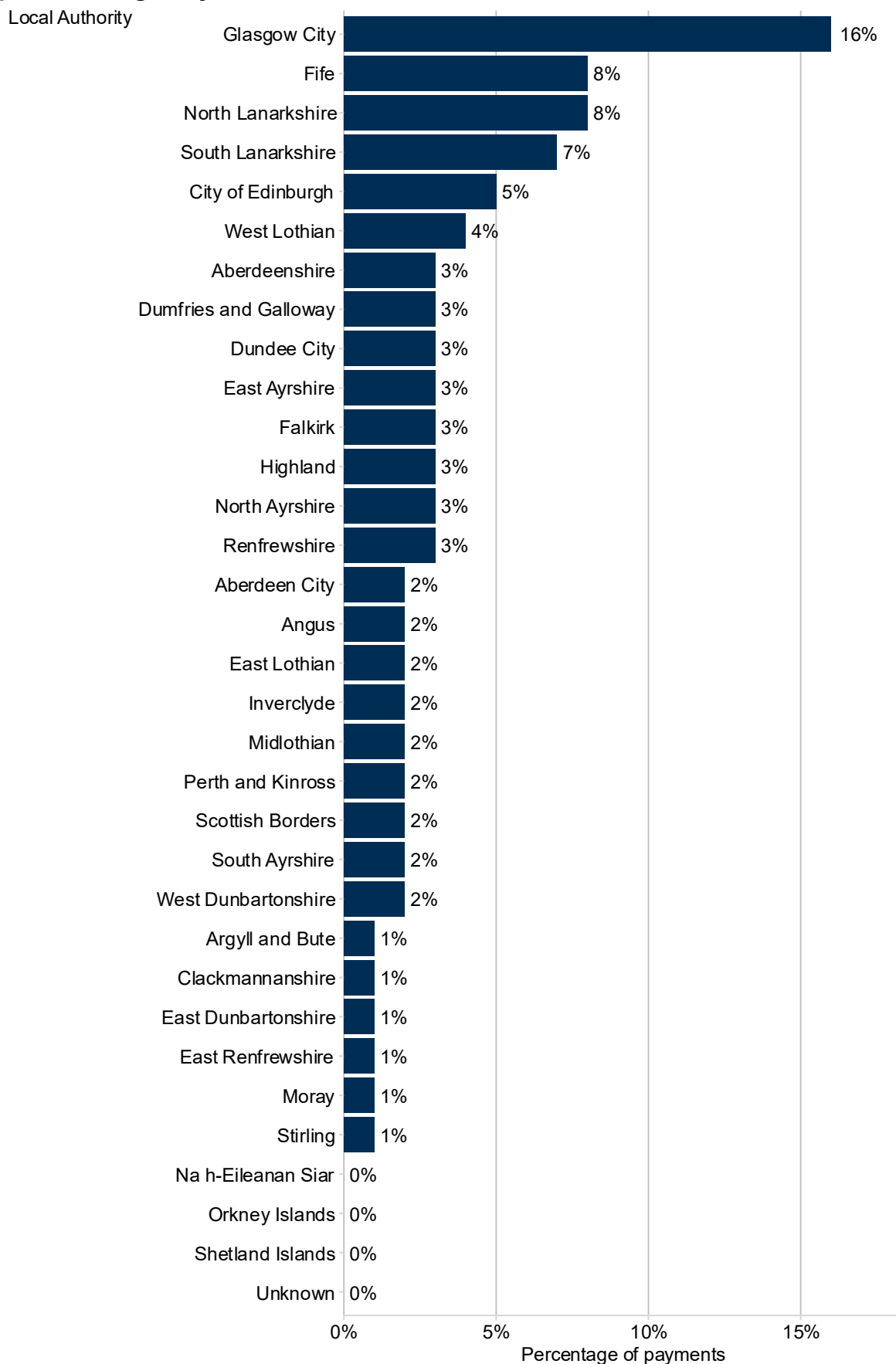


Due to the Coronavirus Carer’s Allowance Supplement, total expenditure for the April 2020 and October 2021 eligibility dates is around double the expenditure for the other eligibility dates.

Chart 2: Percentage of Carer's Allowance Supplement payments by age band – April 2025 eligibility date



**Chart 3: Percentage of Carer's Allowance Supplement payments by Local Authority
– April 2025 eligibility date**



Carer's Allowance Supplement payments since September 2018

Number of carers

- Since September 2018, almost 1.3 million Carer's Allowance Supplement payments have been made to 177,920 carers [Table 1, Table 3].
- Generally, there has been an increase in the number of Carer's Allowance Supplement recipients over time since the benefit started. The three most recent eligibility dates have seen the highest number of payments since launch with 92,515 at April 2024 and 94,710 at October 2024 and 89,775 at April 2025 [Table 1, Chart 1].
- The number of carers receiving payments in April 2025 at 89,775 was lower compared to October 2024 at 94,710. As explained in the payments section and in the [Background note](#), these may yet increase if backdated payments are made.

Expenditure

- In total, £361.1 million has been paid to carers since 2018 [Table 1, Chart 1]. The excerpt from Table 1c with added total expenditure per financial year is shown below.

Excerpt from table 1c: Carer's Allowance Supplement expenditure, by eligibility date

Financial year	Payment value	Expenditure		
		April	October	Total
2018/19	£221.00	£17.3 million	£17.7 million	£34.9 million
2019/20	£226.20	£18.4 million	£18.6 million	£37.0 million
2020/21	April: £460.20 October: £230.10	£38.7 million	£19.8 million	£58.4 million
2021/22	April: £231.40 October: £462.80	£19.8 million	£39.7 million	£59.5 million
2022/23	£245.70	£21.1 million	£21.7 million	£42.8 million
2023/24	£270.50	£23.7 million	£24.3 million	£48.0 million
2024/25	£288.60	£26.7 million	£27.3 million	£54.0 million
2025/26	£293.50	£26.3 million	Payments due in December 2025	£26.3 million

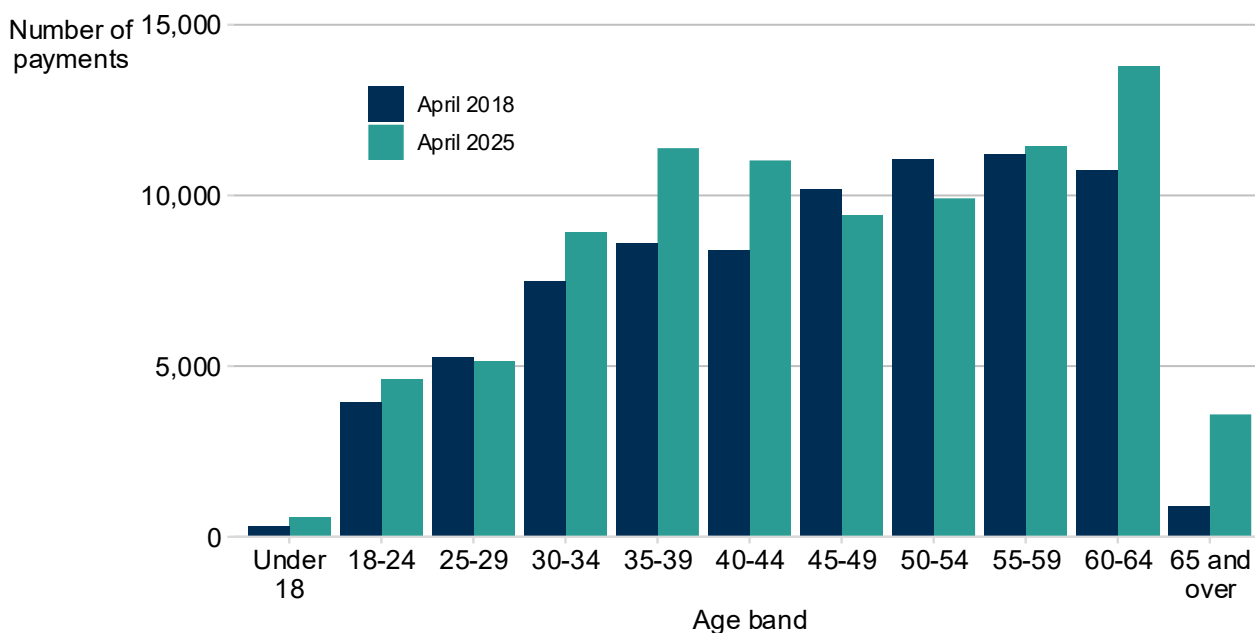
Due to the Coronavirus Carer's Allowance Supplement, total expenditure for the April 2020 and October 2021 eligibility dates is around double the expenditure for the other eligibility dates. Figures are subject to revision – more recent data are most likely to change.

Age band

- The proportion of carers in each age band has remained relatively stable since the April 2018 eligibility date, with the greatest change being in the '65 and over' age band, followed by the 45-49 and 50-54 age bands.
- The number of carers in the '65 and over' age band more than quadrupled from 880 at the April 2018 eligibility date to 3,585 at the April 2025 eligibility date. As a proportion, this was an increase from 1% in April 2018 to 4% by April 2024 [**Table 1, Chart 4**].
- The main reason for this is likely to be increases in State Pension Age for both men and women⁶. Carers stop getting paid Carer's Allowance or Carer Support Payment if they start receiving State Pension at the same or higher rate. Carers in receipt of the State Pension at the same or higher rate will continue to have an underlying entitlement to Carer's Allowance and Carer Support Payment, which may mean they get increased amounts in other benefits but they will not continue to get paid Carer's Allowance Supplement. Therefore as State Pension age rises, the age at which some carers will stop receiving Carer's Allowance, Carer Support Payment and Carer's Allowance Supplement will also rise. This means there will be more carers in the higher age bands remaining in receipt of Carer's Allowance, Carer Support Payment and Carer's Allowance Supplement.

⁶ Women's State Pension age increased to 65 between April 2016 and November 2018. From December 2018, the State Pension age for both men and women started to increase and will reach 67 by 2028. For more information, see the [GOV.UK website](https://www.gov.uk).

Chart 4: Carer's Allowance Supplement payments by age band - April 2018 eligibility date compared to October 2024 eligibility date



The number and proportion of carers in the older age bands has increased since the first Carer's Allowance Supplement eligibility date in April 2018.

Local authority area

- The percentage of carers in receipt of Carer's Allowance Supplement in each local authority area was similar across all eligibility dates, changing by less than one percentage point between each eligibility date in each local authority **[Table 3]**.

Carers since September 2018

- At each eligibility date from October 2018 onwards, around 89% to 96% of carers receiving payments had also received a payment at the previous date, and around 4% to 11% had not received a payment at the previous date **[Table 4, Chart 5]**.
- Of the carers that had not received a payment on the previous date, most were receiving a payment for the first time, and a smaller proportion were receiving a payment after a break of one or more eligibility dates **[Table 4]**.
- Of the 89,775 carers eligible in April 2025, the data currently shows that 96% had received a payment for October 2024 **[Table 4]**.
- An additional 3% were receiving a payment for the first time in October 2024, and 1% were receiving a payment after a break of one or more eligibility dates **[Table 4]**.
- Of the 94,710 carers eligible in October 2024, 8% were no longer eligible by April 2025 **[Table 4]**.
- These figures are likely to change in future updates to the statistics due to backdating. In particular, analysis of previous eligibility dates shows that the number of carers found to have stopped receiving payments for the last eligibility date may decrease, and the number starting or re-starting receiving payments for this date may increase.

Chart 5: Carers by eligibility date

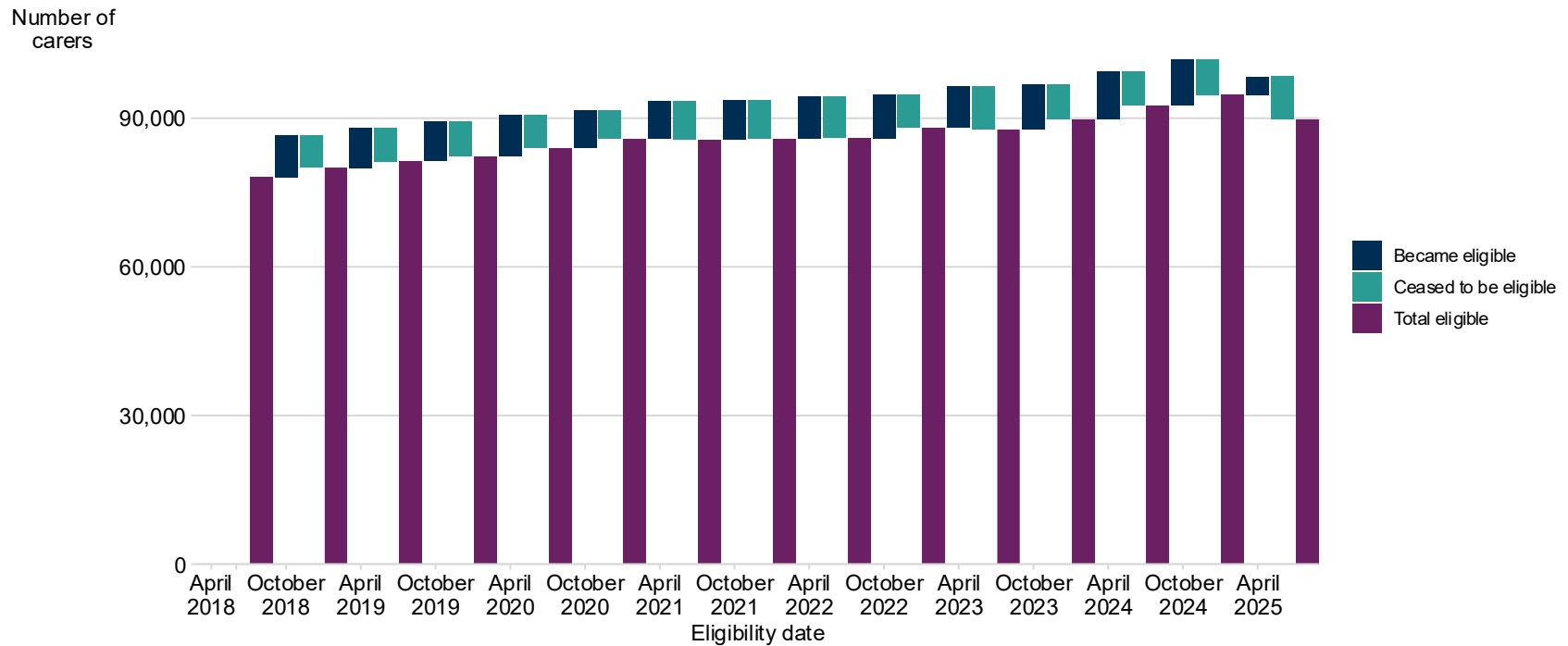


Chart 5 shows the total number of carers eligible for Carer's Allowance Supplement at each eligibility date from April 2018 to April 2025. The bars between each eligibility date show the change in the number of eligible carers over the period

Background notes - Carer Support Payment

Carer Support Payment is a replacement for Carer's Allowance in Scotland. The Scotland Act 2016 gave Scottish Parliament powers over Carer's Allowance, which is administered to Scottish carers by the Department for Work and Pensions.

In September 2018, Carer's Allowance became the first of these benefits to have responsibility transferred from the Department for Work and Pensions to Social Security Scotland, the executive agency of Scottish Government which is responsible for delivering the social security benefits for Scotland.

Carer Support Payment launched in three pilot local authority areas on 20 November 2023:

- Perth and Kinross
- Dundee City
- Na h-Eileanan Siar (Western Isles).

On 24 June 2024, Carer Support Payment launched in three further pilot local authority areas:

- Angus
- North Lanarkshire
- South Lanarkshire

On 19 August 2024, Carer Support Payment launched in seven further pilot local authority areas:

- Aberdeen City
- Aberdeenshire
- East Ayrshire
- Fife
- Moray
- North Ayrshire
- South Ayrshire

The benefit was made available nationally on 4 November 2024.

Carers in Scotland who already receive Carer's Allowance will have their benefits automatically transferred to Carer Support Payment. This process began in February 2024. The process is automatic, with no need for carers to do anything. Social Security Scotland will write to carers in advance of the benefits transferring.

Eligibility

Carer Support Payment is support a carer can be paid if they provide care for someone in receipt of a qualifying disability benefit, and meet certain eligibility criteria. The carer must:

- be 16 or over
- usually live in Scotland
- provide care for 35 hours or more a week, this includes if they provide care all day every day
- not be studying certain courses if they are aged 16 to 19
- not earn more than £196 a week after tax, National Insurance and expenses.

The cared-for person must receive one of the following certain disability benefits:

- Adult Disability Payment – daily living component at the standard or enhanced rate
- Child Disability Payment – middle or highest care rate
- Attendance Allowance
- Personal Independence Payment – daily living component
- Disability Living Allowance – middle or highest care rate
- Constant Attendant Allowance at or above normal maximum rate with Industrial Injuries Disablement Benefit
- Constant Attendant Allowance at or above the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment.

If the carer is receiving any of the following benefits, it could reduce the amount they get from Carer Support Payment:

- State Pension
- Maternity Allowance
- Contribution-based Jobseeker's Allowance (also known as 'New Style' Jobseeker's Allowance)
- Contribution-based Employment and Support Allowance (also known as 'New Style' Employment and Support Allowance)
- Incapacity Benefit
- Severe Disablement Allowance
- Widowed Mother's Allowance or Widowed Parent's Allowance
- Training Allowance
- War Widow's or Widower's Pension (Additional allowance for spouse element)
- Unemployability Supplement that is paid with Industrial Injuries Disablement benefit or War Pension
- Widow's Pension or Bereavement Allowance
- Industrial Death Benefit.

Those benefits are known as 'overlapping benefits'. Benefits 'overlap' where they are paid for the same purpose. Carer Support Payment and the benefits above are all 'income replacement' benefits. This means that a carer cannot get one of the above benefits and the full amount of Carer Support Payment at the same time.

If a carer's overlapping benefit is less than Carer Support Payment, their payment will be the difference between Carer Support Payment and the overlapping benefit. This is sometimes known as a 'top-up'. If their overlapping benefit is the same as or more than Carer Support Payment, they do not get any payment of Carer Support Payment. This is sometimes known as having 'underlying entitlement'.

Having 'underlying entitlement' can help carers get either:

- more money on top of their other benefits
- access to benefits they could not get before.

The full amount of Carer Support Payment is currently £83.30 a week.

Carer Support Payment can also affect the benefits of the person the carer is caring for. If the person being cared for gets a Severe Disability Premium it will stop. A cared for person might be getting the Severe Disability Premium if they get:

- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Income Support
- Pension Credit
- Housing Benefit.

This is because the Severe Disability Premium is provided to meet the costs of care associated with having a severe disability so is paid where the individual does not have someone caring for them.

Carer Support Payment eligibility depends on the carer having earnings from employment which are below a certain threshold. This means the carer must tell Social Security Scotland if there are any changes to how much they earn. This could include:

- starting or finishing a job
- starting or finishing self-employment
- changes to how much they earn
- changes to any additional earnings
- changes to any expenses paid.

Re-determinations and appeals

If an applicant doesn't agree with a decision about their Carer Support Payment application, they can ask Social Security Scotland to look at it again. This is called asking for a re-determination. A request for a re-determination should be made within 42 days of being notified of the determination. Social Security Scotland then has 56 calendar days to make a re-determination.

Carer Support Payment applicants also have the right to appeal to a Tribunal if they do not agree with Social Security Scotland's re-determination, or if Social Security Scotland is not able to make a re-determination within the required timescales.

Case transfers

From 26 February 2024, people who get Carer's Allowance from the Department for Work and Pensions started to have their award transferred to Carer Support Payment in phases. Social Security Scotland aims to have the transfer process completed for everyone in receipt of Carer's Allowance by Spring 2025.

A case transfer begins when Department for Work and Pensions first sends over a person's case data to Social Security Scotland. This usually occurs approximately three to four months before a person's Carer's Allowance ends, so that their Carer Support Payment award can be prepared in advance and ready for a transfer between payments of the old and new benefit. During this transitional period, the Department for Work and Pensions will continue to make payments to these individuals. A transfer is complete once entitlement to Carer Support Payment has started.

Management information as at July 2025 shows that there had been 126,672 clients from the Department of Work and Pensions who had been selected for transfer to Carer Support Payment and had their case data sent to Social Security Scotland as part of this case transfer process. This means that more than 99% of the Carer's Allowance clients in Scotland have started the case transfer process to Social Security Scotland.

Social Security Scotland has now completed the case transfer process for more than 99% of those who were in receipt of Carer's Allowance. As of July 2025, 118,369 had their award transferred to Carer Support Payment caseload and 8,121 cases were stopped during transfer⁷. The current caseload at June 2025 is lower than 118,369 as some clients with transferred awards have since left the caseload.

Social Security Scotland will only publish official statistics on case transfers from the time that they are fully responsible for the administration of that case, including making the payments. The Department for Work and Pensions will publish official statistics on the cases that are still being paid by them.

⁷ A case can be stopped during transfer for example if it is withdrawn, if the carer ceases to receive Carer Support Payment or if the carer moves address outside of Scotland.

Background notes - Carer's Allowance Supplement

Carer's Allowance Supplement is an extra payment from the Scottish Government to carers in Scotland who are receiving a full or partial Carer's Allowance payment from the Department for Work and Pensions (DWP) or Carer Support Payment from Social Security Scotland. Carer's Allowance Supplement is provided as a separate payment from Social Security Scotland.

The payment was initially set at a level which would raise Carer's Allowance to the equivalent of the current rate of Jobseeker's Allowance for 25 and over. However following uprating the combined payment now exceeds the rate of Jobseeker's Allowance.

To be eligible for Carer's Allowance Supplement you must:

- be getting Carer's Allowance or Carer Support Payment on the eligibility date;
- and live in Scotland on the eligibility date;
- or if living outside of the United Kingdom, have a genuine and sufficient link to Scotland and live in the [European Economic Area](#), Switzerland or Gibraltar on the eligibility date.
- The person you are caring for does not have to live in Scotland.

It is possible for carers to have a temporary break in Carer's Allowance Supplement payments due to a temporary suspension of Carer's Allowance, as described above.

Carers getting Carer Support Payment will be paid Carer's Allowance Supplement in the same way as those getting Carer's Allowance until everyone's benefit has been moved to Carer Support Payment.

Carer's Allowance Supplement payments are paid twice a year, based on eligibility at specific eligibility dates in April and October. The table below shows the month and amount of payments issued per eligible date in the last five financial years.

Eligibility date	Month payments issued	Payment amount
13 April 2020*	June 2020*	£460.20*
12 October 2020	December 2020	£230.10
12 April 2021	June 2021	£231.40
11 October 2021**	December 2021**	£462.80**
11 April 2022	June 2022	£245.70
10 October 2022	December 2022	£245.70
10 April 2023	June 2023	£270.50
9 October 2023	December 2023	£270.50
8 April 2024	June 2024	£288.60
7 October 2024	December 2024	£288.60
14 April 2025	June 2025	£293.50

*The Scottish Government issued an extra Carer's Allowance Supplement payment of £230.10 in June 2020. This payment was issued to provide some more support for carers during coronavirus. Carers receiving a payment for the 13 April 2020 eligibility date will get a total payment of £460.20, made up of £230.10 standard Carer's Allowance Supplement, plus £230.10 Coronavirus Carer's Allowance Supplement. If a Carer's Allowance claim is backdated to include 13 April 2020 they will receive the extra payment. In the statistics this is counted as one payment with a value of £460.20.

** The Scottish Government issued an extra Carer's Allowance Supplement payment of £231.40 in December 2021. Carers receiving a payment for the 11 October 2021 eligibility date will get a total payment of £462.80, made up of £231.40 standard Carer's Allowance Supplement, plus £231.40 Coronavirus Carer's Allowance Supplement. If a Carer's Allowance claim is backdated to include 11 October 2021 they will receive the extra payment. In the statistics this is counted as one payment with a value of £462.80.

About the data

Carer Support Payment

How the data is collected

The data in this publication is sourced from Social Security Scotland's case management system. The system holds information on all applications received, decisions and payments. Data about the applicant is collected through the online application form or is entered by client advisors during telephone applications or processing of paper applications. Information about the application outcome and payments is created in the case management system as an application is processed.

The information is held across multiple tables within the system. Extracts of administrative data are taken from this system regularly for internal reporting purposes. Data cuts combine information from the different tables in the system into one daily extract which includes details of all Carer Support Payment applications made since 20 November 2023. A payments extract which contains information on the financial aspects of applications is used for calculations in this publication.

To take into account backdating and delays between applications being authorised and payments being made, a data cut from 15 July 2025 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 30 June 2025. Later data cuts may include retrospective changes to application details, including corrections to details in the case management system.

Quality Assurance

The data used to produce official statistics are the same as the data extracted from the case management system on a daily basis that is used for internal reporting within Social Security Scotland. As such, the data is checked daily for consistency with previous extracts (i.e. do applications, decisions and payments figures increase as expected over time, and are they in proportion to each other) and compared to other sources of information.

Additional quality assurance and cleaning has been carried out on the variables used in the official statistics to:

- Check for duplicate and missing application references.
- Check for duplicate and missing applicant identification numbers.
- Check application dates are within the expected ranges.
- Check that payment date is present where a payment value is present.
- Check postcode lengths are within the expected ranges and check postcodes that do not match to local authority areas – see [Geography](#) section.

- Remove a small number of test applications which were used to test the case management system.

Once the data is aggregated and copied into the publication and supporting Excel tables, the final statistics are quality assured by a different member of the statistics team. The final documents are checked by the lead statistician.

Revisions

Each updated publication of Carer Support Payment statistics may include revisions going back to November 2023. This is because each time figures are published they will be based from a new 100% data cut from the case management system, which can include retrospective changes to data going back to November 2023 as described in the [How the data is collected](#) section. More recent months tend to be subject to a greater degree of revision than more distant ones.

Data Quality

Rounding and disclosure control

Application and outcome figures have been rounded to the nearest five for disclosure control. The number of payments has been rounded to the nearest five for disclosure control. Data has been suppressed where it would disclose fewer than five applications.

Application channel

Application channel is automatically entered into the case management system for online applications, and manually entered for applications taken by phone or paper. If ever an application channel has been manually entered incorrectly, the application channel will be classed as 'unknown'.

Application authorisation and payment

In this publication, the date that applications were processed is the date used to produce statistics of processed applications by month. After applications are authorised for payment, and in some cases approved by a manager, then a payment is issued. Carers should receive money in their nominated account within four working days after payment is issued.

In this publication, we report on the value of payments that have been issued by the end of each month and not the payments successfully received by the applicants.

Age of applicant

The age that is used for the applicant is taken from the date of birth that is entered during the completion of the application and some small errors may exist. The age that is used in this publication is based on the age of the carer at the time of application.

Geography

Applications are assigned to a local authority area by postcode using a Scottish Government lookup file. For some applications, the postcode will not match to the lookup file. This can be because the postcode is not in a Scottish local authority

area, or because the postcode has been introduced too recently to appear on the lookup file, for example if a property is in a new development. Postcodes are linked to client profiles and data extracts are automatically updated in the case of a client changing address. As a result, postcodes reflect the latest address of clients and may not be the same as the address at the time of application. Therefore a small number of addresses may not reflect the correct local authority at the time of application, decision, or payment.

Processing time

Processing time is the number of days from the application being received to a decision being made or the application being withdrawn. It includes time spent waiting to receive supporting information from applicants through online upload or by post but does not include additional time to make payments. It is calculated in working days. Weekends and public holidays are excluded from calculations, even if applications were processed by staff working overtime on these days. The time of day that an application was received or processed is not taken into account.

Processing time is only calculated for applications that were decided within the period being reported on. Data is presented by the month of decision rather than month the application was received.

Case transfers

This publication provides statistics on case transfers from the time that case transfer has been completed and the person's Carer Support Payment award has started. This is reported as part of caseload measures.

Caseload

The methodology used for this publication uses a data extract which makes it possible to identify all cases who are in receipt of, or have been approved for, a payment in the caseload period, even if they have not been paid yet.

The methodology uses a point in-time measure of the number of people in receipt of Carer Support Payment on the final day of any given month. It counts people from the point that they are approved for a payment or underlying entitlement, until the point that their eligibility ends. Therefore, if a carer's eligibility ended on the last day of a month, they would be counted in that month's caseload, but not in subsequent months. However, if the carer's eligibility ended before the last day of the month then they would not be included in that month's caseload. A data cut from 15 July 2025 has been used to produce statistics on all cases who are in receipt of, or have been approved for, a payment in the caseload period, even if they have not been paid yet, up to 11.59 pm on 30 June 2025.

Carers who have been approved for Carer Support Payment can be entitled to payment or have underlying entitlement. To determine the number of carers on the caseload who had underlying entitlement, an extract was used to determine whether on the last day of each month the person was classed as underlying entitlement. If they were not classed as underlying entitlement as at the last day of the month then the case was classed as in payment.

For more information on underlying entitlement, please see the [Eligibility section](#) of the background notes.

Carer's Allowance Supplement

How Carer's Allowance Supplement data is collected

The Department for Work and Pensions runs a scan of the information they hold on those in payment of Carer's Allowance twice a year to identify those eligible for Carer's Allowance Supplement on each of the eligibility dates. Scans are run around six weeks after each Carer's Allowance Supplement eligibility date. The Department for Work and Pensions then securely transfers the necessary data to Social Security Scotland to allow them to make Carer's Allowance Supplement payments. Social Security Scotland also runs a similar scan of the information they hold on those in payment of Carer Support Payment to identify those eligible for Carer's Allowance Supplement on each of the eligibility dates.

In some instances, payment of Carer's Allowance can be backdated, which may mean that someone who did not receive Carer's Allowance on the Carer's Allowance Supplement eligibility date is later considered to have been eligible on that date. In order to capture these people, each scan of the Department for Work and Pensions data will identify people who have retrospective entitlement to earlier eligibility dates, as well as identifying those in receipt of Carer's Allowance on the most recent eligibility date. Social Security Scotland will then pay Carer's Allowance Supplement for one or more periods of eligibility as determined by the data transfer.

A cut of data is extracted from the Social Security Scotland payments system in the month following Carer's Allowance Supplement payments being made. This includes information about each carer that received a payment for any one of the eligibility dates going back to 2018/19. For each carer the data extract includes their title, postcode, whether they have received a payment for each of the eligibility dates, and their age at each of those eligibility dates. This data is used to produce statistics on numbers of carers receiving a Carer's Allowance Supplement for the most recent eligibility date, and also to update payments figures for all previous eligibility dates. For this publication, due to changes to our payment systems, a new data report has been extracted. As a result of this, local authority area breakdowns for historical reporting periods as well as gender breakdowns are not presented in this publication. These can be found for historical reporting periods in previous publications.

Carer's Allowance Supplement data quality

Backdating

To take account of backdating, each eligibility scan identifies those people that have retrospective entitlement for previous Carer's Allowance Supplement eligibility dates. The data in this publication includes those found to be eligible during the latest scan for any of the previous eligibility dates. The statistics for the latest eligibility date will not include retrospective entitlement until the next eligibility scan. Future scans may continue to identify additional people who are retrospectively entitled for any previous eligibility date. Because of this, there may be an undercount for the latest eligibility date, and smaller undercounts for earlier eligibility dates.

The table below illustrates how figures for total number of carers at each eligibility date have changed between statistics publications, and percentage increase in figures between publications:

		Published number of carers / payments														
		April 2018 eligibility date**	October 2018 eligibility date**	April 2019 eligibility date**	October 2019 eligibility date**	April 2020 eligibility date**	October 2020 eligibility date	April 2021 eligibility date	October 2021 eligibility date	April 2022 eligibility date	October 2022 eligibility date	April 2023 eligibility date	October 2023 eligibility date	April 2024 eligibility date	October 2024 eligibility date	April 2025 eligibility date
Publication (and date published)	April 2018 eligibility date (Feb 2019)	77,620*														
	October 2018 eligibility date (May 2019)	77,620*	75,760													
	April 2019 eligibility date (August 2019)	77,990 (+0.5%)	79,680 (+5.2%)	77,740												
	October eligibility date 2019 (February 2020)	78,080 (+0.1%)	79,950 (+0.3%)	80,900 (+4.1%)	78,125											
	April eligibility date 2020 (August 2020)	78,080	80,030 (+0.1%)	81,230 (+0.4%)	82,045 (+5.0%)	80,185										
	October eligibility date 2020 (February 2020)	78,080	80,060 (+0.0%)	81,335 (+0.1%)	82,290 (+0.3%)	83,750 (+4.4%)	83,820									
	April eligibility date 2021 (August 2021)	78,080	80,035 (-0.0%)	81,340 (+0.0%)	82,300 (+0.0%)	83,910 (+0.2%)	85,690 (+2.2%)	82,590								
	October eligibility date 2021 (February 2022)	78,085 (+0.0%)	80,035	81,340	82,300	84,030 (+0.1%)	85,805 (+0.1%)	85,270 (+3.2%)	81,920							
	April eligibility date 2022 (August 2022)	78,085	80,035	81,340	82,300	84,035 (+0.0%)	85,845 (+0.0%)	85,500 (-0.3%)	85,495 (+4.4%)	81,680						
	October eligibility date 2022 (February 2023)	78,085	80,035	81,340	82,300	84,035	85,860 (+0.0%)	85,560 (+0.1%)	85,730 (+0.3%)	85,595 (+4.8%)	84,885					
	April eligibility date 2023 (August 2023)	78,085	80,040 (+0.0%)	81,345 (+0.0%)	82,300	84,035	85,870 (+0.0%)	85,590 (+0.0%)	85,790 (+0.1%)	85,870 (+0.3%)	87,715 (+3.3%)	84,325				
	October eligibility date 2023 (February 2024)	78,085	80,040	81,345	82,305 (+0.0%)	84,040 (+0.0%)	85,875 (+0.0%)	85,600 (+0.0%)	85,810 (+0.0%)	85,910 (+0.0%)	87,985 (+0.3%)	87,195 (+3.4%)	86,470			
	April eligibility date 2023 (August 2024)	78,085	80,040	81,345	82,305	84,040	85,890 (+0.0%)	85,615 (+0.0%)	85,830 (+0.0%)	85,945 (+0.0%)	88,065 (+0.1%)	87,545 (+0.4%)	89,320 (+3.3%)	88,615		
	October eligibility date 2024 (February 2025)	78,085	80,040	81,345	82,305	84,040	85,900 (+0.0%)	85,630 (+0.0%)	85,850 (+0.0%)	85,965 (+0.0%)	88,105 (+0.0%)	87,655 (+0.1%)	89,650 (+0.4%)	92,225 (+4.1%)	91,630	
	April eligibility date 2025 (August 2025)	78,085	80,035 (-0.0%)	81,340 (-0.0%)	82,300 (-0.0%)	84,035 (-0.0%)	85,915 (+0.0%)	85,650 (+0.0%)	85,870 (+0.0%)	85,995 (+0.0%)	88,140 (+0.0%)	87,715 (+0.1%)	89,750 (+0.1%)	92,515 (+0.3%)	94,710 (+3.4%)	89,775
Total % change to date		0.6%	5.6%	4.6%	5.3%	4.8%	2.5%	3.7%	4.8%	5.3%	3.8%	4.0%	3.8%	4.4%	3.4%	n/a
Backdated payments to date		465	4,275	3,600	4,175	3,850	2,095	3,060	3,950	4,315	3,255	3,390	3,280	3,900	3,080	n/a

*no additional backdating occurred between these publications as they were based on the same scan.

**backdating occurs for up to three past payments, no further backdating is expected for this eligibility date.

There has been relatively little change in the figure for April 2018 eligibility date. This is mainly due to the first publication for this eligibility date being ten months after the date itself, with backdated payments already having been made by the time data was first published.

For the eligibility dates October 2018 to April 2025 the table shows that the figure originally published has increased by between 2.5% to 5.6% in each case, with most of the increase occurring between the first and second times that data for these eligibility dates has been published. It is likely that the figure for the April 2025 eligibility date will also increase when the statistics are updated in future when backdated payments are made.

Gender

Gender data are not available for the latest payment date due to a change in the system from which the data is extracted. Therefore we have not published gender breakdowns in this publication. Historical published breakdowns are available at: [Social Security Scotland - Statistics collections](#)

Age

Age is based on age at the eligibility date. In a very small number of cases ageband is 'unknown'.

Local Authority

A small number of carers (190 at the April 2025 eligibility date, which is less than one per cent) have 'unknown' local authority due to their supplied postcodes not matching the postcode address file used for statistical analysis.

Due to a change in the system from which the data is extracted, a number of carers at eligibility dates before 2020 have 'unknown' local authority areas in this publication (5,295 at the April 2018 eligibility date, which is around 7%). Local authority data for these carers is available in previous publications.

Postcodes are provided in the data we receive and are updated in the case of a client changing address. As a result, postcodes reflect the latest address of the clients and may not be the same as the address at the time of past eligibility dates. Therefore a small number of addresses may not reflect the correct local authority at the time of the payment.

Rounding

Payments figures have been rounded to the nearest five, and expenditure figures to the nearest £5 for disclosure control.

Comparisons between Carer's Allowance and Carer's Allowance Supplement Statistics

The eligibility for Carer's Allowance Supplement is dependent on a person being in payment of Carer's Allowance on the eligibility date. The data is therefore similar to the Carer's Allowance statistics published here and by the Department for Work and Pensions⁸. However, there are a number of differences between these two sets of data. The key differences are:

- Reference date – Carer's Allowance Supplement data refers to eligibility dates which are in mid-April or mid-October each year. Carer's Allowance data refers to the end of February, May, August or November each year.
- Backdating – Carer's Allowance Supplement data is taken from scans carried out around six weeks after each eligibility date, except for the April 2018 eligibility date where the scan was run in August 2018. Therefore the April 2018 data has more than seven months of backdating and all other data has one month of backdating. Carer's Allowance data includes up to four months of backdating.
- Eligibility – all those who receive a payment of Carer's Allowance on the eligibility date will receive Carer's Allowance Supplement. This will include eligible carers who subsequently become entitled to a payment, including cases which may have temporarily been suspended from payment. Carer's Allowance data will exclude those who are later found to be ineligible for Carer's Allowance as part of their backdating adjustments.
- Geography – the Department for Work and Pensions use different postcode address files to identify those who receive Carer's Allowance who are living in Scottish postcodes.

Future Developments

We are seeking users' views on the content of this publication to ensure it best meets their requirements. If you have any comments or suggestions that you would like to provide us, please email MI@socialsecurity.gov.scot.

⁸ Carer's Allowance statistics are published as part of the [Department for Work and Pensions' benefits statistics collection](#).

Related Social Security Scotland Publications

Statistics on Carer's Allowance and Carer's Allowance Supplement for Scotland are published by Social Security Scotland at: [Social Security Scotland](#).

An Official Statistics publication for Scotland

Official and Accredited Official Statistics are produced to high professional standards set out in the Code of Practice for Statistics. Both undergo regular quality assurance reviews to ensure that they meet customer needs and are produced free from any political interference.

Correspondence and enquiries

For enquiries about this publication please contact:

Katrina Caldwell

Social Security Scotland – Analysis and Insights

e-mail: MI@socialsecurity.gov.scot

For general enquiries about Scottish Government statistics please contact:

Office of the Chief Statistician, Telephone: 0131 244 0442,

e-mail: ChiefStatistician@gov.scot

How to access background or source data

The data collected for this statistical bulletin:

☒ are available in more detail through statistics.gov.scot

☒ are available via an alternative route. Summary tables are available at:

<https://www.socialsecurity.gov.scot/publications>

☐ may be made available on request, subject to consideration of legal and ethical factors. Please contact MI@socialsecurity.gov.scot for further information.

☐ cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

Complaints and suggestions

If you are not satisfied with our service or have any comments or suggestions, please write to the Chief Statistician, 3WR, St Andrews House, Edinburgh, EH1 3DG, Telephone: (0131) 244 0302, e-mail ChiefStatistician@gov.scot.

If you would like to be consulted about statistical collections or receive notification of publications, please register your interest at www.gov.scot/scotstat
Details of forthcoming publications can be found at www.gov.scot/statistics

Crown Copyright

You may use or re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. See: www.nationalarchives.gov.uk/doc/open-government-licence/