



Social Security Scotland
Tèarainteachd Shòisealta Alba



Social Security Scotland Client Survey: 2018-2021

Supplementary document:
tables and methods

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1. Introduction

This document has been published alongside the [Social Security Scotland Client Survey: 2018-2021 report](#). It provides supplementary information on who responded to the survey and a range of additional results. Readers should refer to the main survey report for full details of the survey methodology.

The survey results provide rich insight into some of the experiences of Social Security Scotland clients. However, we cannot assume that the results represent the views of Social Security Scotland's clients as a whole. Therefore, findings should be seen as representing the views of clients who responded only and are not generalisable. This includes when results are shown by benefit experience and demographic group.

The rest of this document is split into two sections.

- **Respondents' benefit experience and demographic characteristics** - provides more detailed information on the characteristics of respondents discussed in the main report
- **Headline findings: supplementary tables and breakdowns** - contains findings for the headline question from each section of the survey, broken down by respondents' benefit experience and a range of demographic characteristics. This provides additional results to those contained in the main findings report.

The information set out in Section 2 provides guidance on key points to consider when interpreting results shown below and in the main report. Other key factors to be aware of when reading the results in the tables below are listed below.

- Results are generally rounded to the nearest whole number so tables/columns may not sum to 100% due to rounding.
- Unless otherwise stated, results for each question shown in the report exclude any respondents who either skipped the question, said 'not applicable' or were filtered out of the relevant question.
- Some percentages quoted in the report relate to questions that allowed respondents to choose more than one response. These percentages will not sum to 100% with the other percentages presented.
- '#' indicates a value is suppressed due to a small number of respondents in a group. To reduce risk of disclosure, the minimum base size for a cross break variable was set at 25.
- Most results are presented to zero decimal places. '0%' should therefore be interpreted to mean <0.5%. If no responses were given then this is denoted by '-'.

2. Respondents' benefit experience and demographic characteristics

To provide context to the Social Security Scotland Client Satisfaction Survey: 2018-2021 results, this section provides an overview of who responded. It first discusses the benefit experience of respondents and how this should be taken into account when interpreting results. It then explores the demographic background of respondents, before providing a brief overview of how respondents were geographically distributed across Scotland. A summary of the key points to be aware of is outlined in Section 2 of the main report.

2.1 Benefit experience of respondents

To understand benefit experience amongst those who completed the survey, respondents were asked:

- whether they had received or were due to receive Carer's Allowance Supplement, or Child Winter Heating Assistance¹
- whether they had applied for any of Best Start Grant/Foods, Funeral Support Payment, Young Carer Grant, Job Start Payment, or Scottish Child Payment

Of the 10,575 respondents:

- 41% had received Carer's Allowance Supplement
- 8% had received Child Winter Heating Assistance
- 53% had applied for Best Start Grant/Foods
- 5% had applied for Funeral Support Payment
- 2% had applied for Young Carer Grant
- 0.3% had applied for Job Start Payment
- 44% had applied for Scottish Child Payment

Around half (53%) of respondents had experience of one benefit, a little over a third (37%) of two benefits, and 6% of three or more. A small proportion (4%) said that they had no experience of any Social Security Scotland benefits, although our sampling approach means that this cannot be the case².

¹ The eligibility criteria for receiving a survey invite means that except in rare circumstances, all of those who said yes to the Carer's Allowance Supplement / Child Winter Heating Assistance question should have received their benefit when they completed the survey.

² Eligibility criteria was having received either Carer's Allowance Supplement, or Child Winter Heating Assistance, or had a positive decision on an application for any of the other benefits noted above.

Around three-in-five (61%) respondents had applied for a benefit, whereas the remaining two-in-five (39%) had not experienced a benefit requiring an application, only Carer's Allowance Supplement and/or Child Winter Heating Assistance.

One clear overlap was evident with benefit experience; 87% of those who had applied for Best Start Grant/Foods had also applied for Scottish Child Payment. Otherwise however, the amount of overlap across other benefits was fairly minimal. For example, 13% of Best Start Grant/Foods applicants had also received Carer's Allowance Supplement, whereas this was the case for just over a fifth (22%) of Funeral Support Payment applicants.

Overlap is important to consider when interpreting results across the survey when broken down by benefit group. It means findings for each breakdown may not reflect experiences solely related to applying for or receiving that benefit. Section 12 of the main report looks at those with experience of just one benefit, meaning that the responses presented there are not influenced by a potential conflation of experiences.

2.2 Demographic information

The section below provides an overview of the demographic characteristics of survey respondents.

As with all other questions in the survey, respondents were free to skip any demographic question they did not wish to answer. A 'prefer not to say' option was included for each demographic question too.

When any person applies for a Social Security Scotland benefit they are asked to complete a suite of demographic questions, for the purposes of monitoring equality and diversity. These questions are known as the equalities monitoring form. Responses to equalities monitoring forms across set time periods are analysed and published. The equality and diversity analysis time periods previously covered are December 2019 – May 2020, June 2020 – November 2020, and December 2020 – March 2021.

Data within each equality and diversity analysis time periods is 'de-duplicated' to retain only one equalities monitoring form per client that applied during that period. Where multiple outcomes were available on different applications for an individual client within the same time period, only the most recent outcome has been retained. However, when a client completes multiple equalities monitoring forms across more than one equality and diversity analysis time period, they are included in each (up to three at this point in time).

For the purposes of making comparisons with the demographic characteristics of the survey's respondent sample, the data published from each of the three equality and diversity monitoring time periods has been combined, to represent the demographic characteristics of all Social Security Scotland benefit applicants since December 2019. This combined equality and diversity data is caveated with the fact that it double, or even triple, counts any client who applied for multiple benefits across more than one of the equality and diversity analysis time periods.

Gender

Around four-fifths of all respondents identified as a 'woman' (80%), whilst 17% identified as a 'man'. A very small proportion (0.2%) said they would describe their gender identity 'in another way'. Given the small number of respondents, it is not possible to provide results to wider survey questions for this latter group. The gender spread of survey respondents who had applied for a benefit matched very closely with Social Security Scotland diversity and equalities data (see Table 2.1).

Table 2.1: How respondents would describe their gender identity
All Respondents, and Diversity and equalities data; Column percentages

	All respondents (n=10,575)	Respondents who applied for at least one benefit (n=6,449)	Diversity and equalities data (n=180,430)
Woman	80%	87%	87%
Man	17%	11%	11%
In another way	0.2%	0.2%	0.1%
Prefer not to say	1%	1%	2%
Skipped question	2%	1%	N/A

Looking at survey respondents categorised by experience of specific benefits shows that roughly a quarter of those with experience of Carer's Allowance Supplement (26%), Funeral Support Payment (30%), Young Carer Grant (23%), and Job Start Payment (26%) were men. This contrasts with less than one-in-ten of those with experience of Child Winter Heating Assistance (9%), Best Start Grant/ Foods (8%), and Scottish Child Payment (8%) (see Table 2.2).

Table 2.2: How respondents would describe their gender identity by benefit experience
All respondents with experience of each benefit; Row percentages

Benefit experience	Woman	Man	In another way	Prefer not to say	Skipped question
Carer's Allowance Supplement recipients (n=4,377)	71%	26%	<0.5%	1%	2%
Child Winter Heating Assistance recipients (n=836)	88%	9%	<0.5%	1%	2%
Best Start Grant/Foods applicants (n=4,941)	89%	8%	<0.5%	1%	1%
Funeral Support Payment applicants (n=508)	65%	30%	<0.5%	1%	4%
Young Carer Grant applicants(n=214)	72%	23%	#	#	#
Job Start Payment applicants (n=31)	#	#	#	#	#
Scottish Child Payment applicants (n=4,635)	90%	8%	<0.5%	1%	1%

Age

Respondents were asked to provide their date of birth so we knew their age when they completed the survey. Around a quarter of respondents were aged 25-34 years (25%) and 35-44 (27%). Around one-in-eight were aged 45-54 years (12%) and 55-64 (12%), and a minority were aged 16-24 (5%) and 65+ (4%). 14% of respondents did not give a date of birth in a valid format or at all. Of all those who provided their date of birth, the mean age at time of survey completion was a little over 41 years.

Those who had applied for a benefit were, on the whole, likely to be younger than those who did not; fewer applicants were aged 45 or over, a larger proportion were aged less than 45, and the mean age was around 5 years younger than for the whole sample. However, the diversity and equalities data shows that around seven-in-ten Social Security Scotland benefit applicants since December 2019 were aged 16-34, a far greater proportion than amongst survey respondents who had applied for a benefit (44%).

Table 2.3: Age of respondents

All Respondents, and Diversity and equalities data; Column percentages

Age	All respondents (n=10,575)	Respondents who applied for at least one benefit (n=6,449)	Diversity and equalities data (n=180,175)
16-24	5%	7%	20%
25-34	25%	37%	49%
35-44	27%	34%	25%
45-54	12%	7%	5% ³
55-64	12%	2%	
65+	4%	2%	1%
Mean age (years)	41 years	36 years	N/A
Skipped question / missing data	14%	10%	N/A

Table 2.4 below shows the age distribution of survey respondents by benefit experience (including only those with a valid age). Those with experience of Carer's Allowance Supplement or Funeral Support Payment were likely to be older than those with experience of other benefits.

Table 2.4: Age of respondents by benefit experience

All respondents with experience of each benefit, excluding those with skipped/missing age data; Row percentages

Benefit experience	16-24	25-34	35-44	45-54	55-64	65+	Mean age (years)
Carer's Allowance Supplement recipients (n=3,553)	2%	12%	23%	25%	32%	7%	49
Child Winter Heating Assistance recipients (n=782)	5%	20%	43%	26%	6%	1%	41
Best Start Grant/ Foods applicants (n=4,445)	7%	46%	40%	6%	1%	0%	34
Funeral Support Payment applicants (n=445)	1%	9%	15%	19%	23%	33%	56
Young Carer Grant applicants (n=190)	53%	#	23%	15%	#	-	29
Job Start Payment applicants (n=26)	54%	23%	#	#	-	-	27
Scottish Child Payment applicants (n=4,279)	6%	46%	41%	6%	1%	0%	34

³ These two categories are collapsed in the Social Security Scotland client diversity and equalities analysis data.

Ethnicity

Respondents were asked how they would describe their ethnic background. Detailed data was collected. This has been aggregated to enable large enough sample sizes for proportionate analysis. The majority of respondents identified their ethnic group as 'White' (84%). People with other 'minority ethnic' backgrounds accounted for around one-in-ten responses (10%). The remaining respondents said 'prefer not to say' (2%) or skipped the question (4%). There was only marginal difference between all survey respondents and those who had applied for a benefit. A greater proportion of respondents who applied for at least one benefit described their ethnicity as minority ethnic (13%) compared with diversity and equalities data (7%), and a smaller proportion as white (82%, compared to 90% in the diversity and equalities data), as shown in Table 2.5.

Table 2.5: How respondents would describe their ethnicity
All Respondents, and Diversity and equalities data; Column percentages

	All respondents (n=10,575)	Respondents who applied for at least one benefit (n=6,449)	Diversity and equalities data (n=180,430)
White	84%	82%	90%
Minority Ethnic	10%	13%	7%
Prefer not to say	2%	2%	3%
Skipped question	4%	3%	N/A

Table 2.6 shows the ethnic background of each of group with experience of specific benefits. Funeral Support Payment applicants had the highest proportion who identified as 'White' (91%), whereas Young Carer Grant applicants had the lowest proportion (80%).

Table 2.6: How respondents would describe their ethnicity by benefit experience
All respondents with experience of each benefit; Row percentages

Benefit experience	White	Minority Ethnic	Prefer not to say	Skipped question
Carer's Allowance Supplement recipients (n=4,377)	88%	6%	2%	4%
Child Winter Heating Assistance recipients (n=836)	87%	10%	1%	2%
Best Start Grant/ Foods applicants (n=4,941)	82%	13%	2%	3%
Funeral Support Payment applicants (n=508)	91%	4%	1%	4%
Young Carer Grant applicants (n=214)	80%	15%	#	#
Job Start Payment applicants (n=31)	81%	#	#	#
Scottish Child Payment applicants (n=4,635)	83%	13%	2%	2%

Long-term physical or mental health condition

Around a three-in-ten survey respondents (30%) said they had a physical or mental health condition or illness lasting or expected to last 12 months or more. Slightly more than three-in-five (62%) indicated said that they had no such health condition, whilst 6% answered 'prefer not to say' and 2% skipped the question. Respondents who applied for at least one benefit were slightly more likely to say that they did not have a physical or mental health condition or illness lasting or expected to last 12 months or more, compared with all respondents (see Table 2.7). Diversity and equalities data suggests however, that the proportion of all Social Security Scotland Benefit applicants since December 2019 with such a condition (17%) is lower than amongst benefit applicants who completed the survey (27%).

Table 2.7: Whether respondents had any long-term physical or mental health conditions All Respondents, and Diversity and equalities data; Column percentages

	All respondents (n=10,575)	Respondents who applied for at least one benefit (n=6,449)	Diversity and equalities data (n=180,425)
With long-term physical/mental health condition	30%	27%	17%
No condition	62%	66%	76%
Prefer not to say	6%	6%	7%
Skipped question	2%	2%	N/A

Over half (53%) of Funeral Support Payment applicants reported a physical or mental health condition or illness lasting or expected to last 12 months or more, a greater proportion than all other benefits. Best Start Grant/Foods and Scottish Child Payment applicants were least likely to say that they had such a condition, around a quarter (25%) in both groups, as shown in Table 2.8.

Table 2.8: Whether respondents had any long-term physical or mental health conditions by benefit experience

All respondents with experience of each benefit; Row percentages

Benefit experience	With long-term physical/mental health condition	No condition	Prefer not to say	Skipped question
Carer's Allowance Supplement recipients (n=4,377)	35%	57%	6%	2%
Child Winter Heating Assistance recipients (n=836)	36%	56%	5%	3%
Best Start Grant/ Foods applicants (n=4,941)	25%	68%	6%	1%
Funeral Support Payment applicants (n=508)	53%	37%	5%	5%
Young Carer Grant applicants(n=214)	23%	63%	11%	3%
Job Start Payment applicants (n=31)	42%	52%	#	#
Scottish Child Payment applicants (n=4,635)	25%	67%	6%	1%

Sexual orientation

The proportion of respondents self-identifying as being 'heterosexual' was 88%, with 3% saying they were 'gay', 'lesbian' or 'bisexual'. A small number of respondents (1%) said they thought of themselves 'in another way', chose the 'prefer not to say' option (5%), or skipped the question (3%). Similar responses were evident among respondents who had applied for at least one benefit, and in the diversity and equalities data, as shown in Table 2.9.

Table 2.9: How respondents would describe their sexual orientation

All Respondents, and Diversity and equalities data; Column percentages

	All respondents (n=10,575)	Respondents who applied for at least one benefit (n=6,449)	Diversity and equalities data (n=180,415)
Hetrosexual	88%	88%	91%
Gay / lesbian / bisexual	3%	3%	2%
In another way	1%	1%	0.5%
Prefer not to say	5%	6%	6%
Skipped question	3%	2%	N/A

The proportion identifying as 'heterosexual' was lowest amongst Young Carer Grant recipients (77%). The proportion within most other benefit experience groups was around nine-in-ten.

Table 2.10: How respondents would describe their sexual orientation by benefit experience

All respondents with experience of each benefit; Row percentages

Benefit experience	Hetrosexual	Gay / lesbian / bisexual	In another way	Prefer not to say	Skipped question
Carer's Allowance Supplement recipients (n=4,377)	89%	3%	1%	4%	3%
Child Winter Heating Assistance recipients (n=836)	88%	3%	1%	4%	4%
Best Start Grant/ Foods applicants (n=4,941)	89%	3%	1%	6%	2%
Funeral Support Payment applicants (n=508)	86%	4%	1%	3%	6%
Young Carer Grant applicants(n=214)	77%	8%	#	#	#
Job Start Payment applicants (n=31)	81%	#	#	#	#
Scottish Child Payment applicants (n=4,635)	90%	3%	1%	5%	1%

Trans status

Around one in every 200 respondents (0.5%) said they identified as a 'trans' perso'. 2% chose the 'prefer not to say' response option, and 3% skipped the question. The vast majority (94%) said they did not identify as 'trans'. Again, there was very little difference in response to this question among respondents who had applied for at least one benefit, and in the diversity and equalities data (see Table 2.11).

Table 2.11: Whether respondents identify as a 'trans' person

All Respondents, and Diversity and equalities data; Column percentages

Whether identify as 'trans'	All respondents (n=10,575)	Respondents who applied for at least one benefit (n=6,449)	Diversity and equalities data (n=180,410)
Yes	0.4%	0.4%	0.5%
No	94%	95%	96%
Prefer not to say	2%	2%	3%
Skipped question	3%	2%	N/A

Table 2.12 shows the breakdown within each benefit group. The proportion of respondents identifying as a 'trans' person within each benefit experience group was reasonably similar.

Table 2.12: Whether respondents identify as a 'trans' person by benefit experience
All respondents with experience of each benefit; Row percentages

Benefit experience	Whether identify as 'trans'			
	Yes	No	Prefer not to say	Skipped question
Carer's Allowance Supplement recipients (n=4,377)	0.4%	94%	2%	4%
Child Winter Heating Assistance recipients (n=836)	0.2%	95%	1%	4%
Best Start Grant/ Foods applicants (n=4,941)	0.5%	96%	2%	1%
Funeral Support Payment applicants (n=508)	#	90%	#	#
Young Carer Grant applicants (n=214)	#	91%	#	#
Job Start Payment applicants (n=31)	#	94%	#	#
Scottish Child Payment applicants (n=4,635)	0.4%	96%	2%	1%

Household income

Respondents were asked about their household's total income from all sources over the twelve months prior to completing the survey. Around one-in-three (33%) respondents either skipped the question or answered 'Prefer not to say' or 'Don't know'. Amongst those who gave a valid answer, the most common responses were £5,200 to £10,399 (26%) and £10,400 to £15,599 (23%). Table 2.13 shows the breakdown of results for all respondents and by benefit experience.

Funeral Support Payment applicants were most likely to answer that their household's total income from all sources over the twelve months prior to the survey was in the lowest two income brackets (18% answered 'Less than £5,200' and 43% '£5,200 to £10,399'). The opposite was true for Child Winter Heating Assistance recipients (9% answered 'Less than £5,200' and 15% '£5,200 to £10,399').

Table 2.13: Respondents' household income in previous 12 months
All respondents; Column percentages

Income bracket	All respondents with a valid responses (n=7,093)	Carer's Allowance Supplement recipients (n=2,716)	Child Winter Heating Assistance recipients (n=561)	Best Start Grant/ Foods applicants (n=3,498)	Funeral Support Payment applicants (n=364)	Young Carer Grant applicants (n=109)	Scottish Child Payment applicants (n=3,330)
Less than £5,200	12%	10%	9%	13%	18%	13%	12%
£5,200 to £10,399	26%	22%	15%	29%	43%	25%	28%
£10,400 to £15,599	23%	23%	18%	24%	24%	26%	24%
£15,600 to £20,799	15%	15%	15%	16%	10%	13%	16%
£20,800 to £25,999	10%	11%	11%	9%	#	#	10%
£26,000 to £36,399	9%	11%	15%	6%	#	9%	7%
£36,400 to £51,999	4%	5%	10%	1%	#	9%	2%
£52,000+	2%	3%	6%	0%	#	#	0%

Geographic spread of respondents

Respondents were also asked to provide their postcode so that each address could be classified as urban or rural, based on The Scottish Government Urban Rural 2-fold Classification 2016⁴. This enables us to examine the distribution of survey responses from around Scotland. Around four-in-five (80%) respondents lived in an urban area, whilst around one-in-ten (11%) lived in a rural area. 9% skipped the question, and a small number (0.5%) gave a partial or non-database-matching postcode. There was no clear difference in the urban / rural spread of respondents who had applied for at least one benefit compared to the respondent sample as a whole. However, diversity and equalities data suggests that Social Security Scotland benefit applicants are more likely to live in an urban area (86%), compared to survey respondents who had applied for at least one benefit (82%).

⁴ The Scottish Government core definition of rurality classifies areas with a population of fewer than 3,000 people to be rural. [Scottish Government Urban Rural Classification 2016 - gov.scot \(www.gov.scot\)](https://www.gov.scot/publications/scottish-government-urban-rural-classification-2016/pages/12.aspx)

Table 2.14: Geographic spread of respondents – urban-rural classification
All Respondents, and Diversity and equalities data; Column percentages

Urban or rural area	All respondents (n=10,575)	Respondents who applied for at least one benefit (n=6,449)	Diversity and equalities data ⁵ (n=142,120)
Urban	80%	82%	86%
Rural	11%	9%	13%
Partial or non- matching postcode	0.5%	0.2%	1%
Skipped question	9%	9%	N/A

Table 2.15 below shows the geographical spread of respondents by benefit experience (including only those who provided a valid postcode). Carer's Allowance Supplement recipients (15%) were most likely to live in a rural location, whereas other groups were mostly very similar in spread.

Table 2.15: Geographic spread of respondents – urban-rural classification by benefit experience

All respondents; Row percentages

Benefit experience	Urban	Rural
Carer's Allowance Supplement recipients (n=3,407)	85%	15%
Child Winter Heating Assistance recipients (n=698)	90%	10%
Best Start Grant/ Foods applicants (n=4,074)	90%	10%
Funeral Support Payment applicants (n=406)	89%	11%
Young Carer Grant applicants(n=173)	89%	11%
Job Start Payment applicants (n=25)	#	#
Scottish Child Payment applicants (n=3,837)	90%	10%

Responses were received from clients across each of the 32 local authorities in Scotland. Slightly less than one-in-six (16%) respondents who gave a valid postcode lived the Glasgow City area, as shown in Table 2.16.

⁵ Diversity and equalities monitoring did not collect geographical spread of benefit applicants for the time period between December 2019 and May 2020. Therefore, the data presented as diversity and equalities data for geographical spread only covers applicants from between June 2020 and March 2021.

Table 2.16: Geographic spread of respondents – local authority
All respondents; Column percentages

Local authority	All respondents with a valid responses (n=7,093)
Aberdeen City	3%
Aberdeenshire	3%
Angus	3%
Argyll and Bute	1%
City of Edinburgh	7%
Clackmannanshire	1%
Dumfries and Galloway	3%
Dundee City	2%
East Ayrshire	3%
East Dunbartonshire	1%
East Lothian	2%
East Renfrewshire	2%
Falkirk	4%
Fife	7%
Glasgow City	16%
Highland	4%
Inverclyde	1%
Midlothian	2%
Moray	2%
Nah-Eileanan Siar	0.4%
North Ayrshire	3%
North Lanarkshire	6%
Orkney Islands	0.3%
Perth and Kinross	2%
Renfrewshire	3%
Scottish Borders	2%
Shetland Islands	0.3%
South Ayrshire	2%
South Lanarkshire	6%
Stirling	1%
West Dunbartonshire	2%
West Lothian	4%

Scottish Index of Multiple Deprivation

The [Scottish Index of Multiple Deprivation](#) ranks local areas in Scotland according to relative levels of deprivation across a range of metrics. If an area is identified as 'deprived', this can relate to people having a low income but it can also mean fewer resources or opportunities. SIMD score is routinely categorised by quintile (blocks of 20% intervals, from the most deprived 20% in the population (quintile 1) through to the 20% least deprived in the population (quintile 5)). Of those who gave a valid postcode, around one-in-three (37%) respondents lived in the 20% most deprived areas of Scotland (quintile 1), whereas less than one-in-ten (8%) lived in the least deprived (quintile 5). The proportion living in the 20% most deprived areas of Scotland increased to nearly two-in-five (38%) when looking at respondents who had applied for at least one benefit. This was similar to the diversity and equalities data (see Table 2.17).

Table 2.17: Geographic spread of respondents – Scottish Index of Multiple Deprivation quintile

All Respondents, and Diversity and equalities data; Column percentages

SIMD Quintile	All respondents (n=10,575)	Respondents who applied for at least one benefit (n=6,449)	Diversity and equalities data ⁶ (n=142,135)
Quintile 1 (20% most deprived)	33%	38%	40%
Quintile 2	22%	23%	26%
Quintile 3	16%	14%	16%
Quintile 4	12%	10%	11%
Quintile 5 (20% least deprived)	8%	5%	6%
Partial or non-matching postcode	0.5%	0.2%	1%
Skipped question	10%	10%	N/A

Around seven-in-ten respondents with experience of Best Start Grant/Foods (69%), Funeral Support Payment (71%), and Scottish Child Payment (68%) lived in an area classified as in Quintile 1 (20% most deprived) or Quintile 2. This is compared with a little over half of those with experience of Carer's Allowance Supplement (54%), and Child Winter Heating Assistance (53%).

⁶ Diversity and equalities monitoring did not collect geographical spread of benefit applicants for the time period between December 2019 and May 2020. Therefore, the data presented as Diversity and equalities data for geographical spread only covers applicants from between June 2020 and March 2021.

Table 2.18: Geographic spread of respondents – Scottish Index of Multiple Deprivation quintile by benefit experience

All respondents who gave a valid postcode; Row percentages

Benefit experience	Quintile 1 (20% most deprived)	Quintile 2	Quintile 3	Quintile 4	Quintile 2 (20% least deprived)
Carer's Allowance Supplement recipients (n=3,931)	31%	23%	19%	16%	12%
Child Winter Heating Assistance recipients (n=753)	31%	22%	16%	19%	13%
Best Start Grant/ Foods applicants (n=4,462)	43%	26%	16%	10%	5%
Funeral Support Payment applicants (n=443)	45%	26%	16%	8%	5%
Young Carer Grant applicants(n=191)	41%	25%	16%	10%	7%
Job Start Payment applicants (n=25)	28%	36%	#	#	#
Scottish Child Payment applicants (n=4,175)	42%	26%	16%	11%	5%

3. **Headline findings: supplementary tables and breakdowns**

This section presents findings for the highest level question from each section of the survey, broken down by respondents' benefit experience and a range of demographic characteristics for readers looking for more detailed results. Generally, these questions asked respondents to provide an 'overall rating' for particular aspects of their experience with Social Security Scotland.

The tables are presented in the remainder of this section. They are grouped by breakdown in the following order:

- [All respondents](#)
- [Benefit experience](#)
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3.1 All respondents

Table 3.1.1: Overall rating of experience with Social Security Scotland

All respondents; Column percentages

Response options	All respondents (n=10,456)
Very good or good	92%
Neither poor nor good	6%
Poor or very poor	2%

Table 3.1.2: Views on overall experience with Social Security Scotland (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...:	All respondents (n=10,063-10,297)
Social Security Scotland treated me with dignity	90%
Social Security Scotland treated me fairly	90%
Social Security Scotland treated me with respect	91%
I understand what Social Security Scotland does	85%
Social Security Scotland is an open organisation	74%
I feel I can trust Social Security Scotland	84%
Social Security Scotland did not waste my time	89%
Social Security Scotland is an honest organisation	83%

Table 3.1.3: Overall, how easy or difficult respondents found looking up or making contact with Social Security Scotland
Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	All respondents (n=5,848)
Very easy or easy	87%
Neither easy nor difficult	9%
Difficult or very difficult	5%

Table 3.1.4: Overall, how respondents rated their experience with Social Security Scotland staff
Respondents who had been in contact with staff; Column percentages

Response options	All respondents (n=4,263)
Very good or good	93%
Neither poor nor good	5%
Poor or very poor	3%

Table 3.1.5: Overall, how respondents rated their experience of applying for Social Security Scotland benefits
Respondents who had applied for at least one benefit; Column percentages

Response options	All respondents (n=6,405)
Very good or good	93%
Neither poor nor good	4%
Poor or very poor	3%

Table 3.1.6: Overall, how respondents rated their experience of receiving benefit payments from Social Security Scotland
Respondents who had received benefit payments; Column percentages

Response options	All respondents (n=9,511)
Very good or good	94%
Neither poor nor good	4%
Poor or very poor	2%

Table 3.1.7: Whether respondents faced any barriers getting help from Social Security Scotland
All respondents; Column percentages

Response options	All respondents (n=10,473)
Yes	7%
No	93%

Table 3.1.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland
All respondents; Column percentages

Response options	All respondents (n=10,488)
Yes	2%
No	95%
Prefer not to say	3%

3.2 Benefit experience

Table 3.2.1: Overall rating of experience with Social Security Scotland by benefit experience

All respondents; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor
Carer's Allowance Supplement recipients (n=4,320)	91%	7%	2%
Child Winter Heating Assistance recipients (n=825)	93%	5%	2%
Best Start Grant/Foods applicants (n=4,920)	95%	3%	2%
Funeral Support Payment applicants (n=500)	90%	7%	3%
Young Carer Grant applicants (n=214)	98%	1%	0%
Job Start Payment applicants (n=31)	97%	-	3%
Scottish Child Payment applicants (n=4,610)	96%	3%	2%

Table 3.2.2: Views on overall experience with Social Security Scotland by benefit experience (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Strongly agree or agree that...	Carer's Allowance Supplement recipients (n=4,050-4,241)	Best Start Grant/Foods applicants (n=4,861-4,904)	Funeral Support Payment applicants (n=488-458)	Young Carer Grant applicants (n=209-213)	Scottish Child Payment applicants (n=4,557-4,601)	Job Start Payment applicants (n=30-31)	Child Winter Heating Assistance applicants (n=769-815)
Social Security Scotland treated me with dignity	87%	93%	89%	94%	94%	84%	91%
Social Security Scotland treated me fairly	88%	93%	89%	94%	93%	84%	91%
Social Security Scotland treated me with respect	88%	94%	91%	96%	95%	90%	91%
I understand what Social Security Scotland does	81%	91%	85%	89%	92%	84%	84%
Social Security Scotland is an open organisation	67%	81%	76%	82%	82%	70%	71%
I feel I can trust Social Security Scotland	81%	89%	84%	87%	90%	83%	83%
Social Security Scotland did not waste my time	87%	91%	90%	95%	92%	94%	88%
Social Security Scotland is an honest organisation	79%	89%	86%	88%	89%	80%	83%

Table 3.2.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by benefit experience
 Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Row percentages

Benefit experience	Very easy or easy	Neither easy nor difficult	Difficult or very difficult
Carer's Allowance Supplement recipients (n=1,943)	83%	11%	6%
Child Winter Heating Assistance recipients (n=421)	83%	11%	6%
Best Start Grant/Foods applicants (n=3,378)	90%	6%	4%
Funeral Support Payment applicants (n=343)	83%	10%	6%
Young Carer Grant applicants (n=130)	92%	5%	3%
Scottish Child Payment applicants (n=3,135)	91%	6%	3%

Table 3.2.4: How respondents rated their experience with Social Security Scotland staff by benefit experience
 Respondents who had been in contact with staff; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor
Carer's Allowance Supplement recipients (n=1,402)	90%	6%	3%
Child Winter Heating Assistance recipients (n=308)	93%	5%	2%
Best Start Grant/Foods applicants (n=2,451)	94%	3%	2%
Funeral Support Payment applicants (n=385)	91%	6%	3%
Young Carer Grant applicants (n=105)	97%	3%	-
Scottish Child Payment applicants (n=2,187)	96%	3%	2%

Table 3.2.5: How respondents rated their experience of applying for Social Security Scotland benefits by benefit experience
Respondents who had applied for at least one benefit; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor
Best Start Grant/Foods applicants (n=4,909)	93%	4%	3%
Funeral Support Payment applicants (n=504)	90%	6%	4%
Young Carer Grant applicants (n=212)	97%	2%	1%
Job Start Payment applicants (n=31)	87%	10%	3%
Scottish Child Payment applicants (n=4,603)	95%	3%	2%

Table 3.2.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by benefit experience
Respondents who had received benefit payments; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor
Carer's Allowance Supplement recipients (n=4,092)	94%	5%	2%
Child Winter Heating Assistance recipients (n=831)	96%	3%	1%
Best Start Grant/Foods applicants (n=4,577)	95%	3%	1%
Funeral Support Payment applicants (n=443)	93%	5%	2%
Young Carer Grant applicants (n=174)	98%	2%	1%
Job Start Payment applicants (n=29)	90%	7%	3%
Scottish Child Payment applicants (n=4,391)	96%	3%	1%

Table 3.2.7: Whether respondents faced any barriers getting help from Social Security Scotland by benefit experience
All respondents; Row percentages

Benefit experience	Yes	No
Carer's Allowance Supplement recipients (n=4,347)	6%	94%
Child Winter Heating Assistance recipients (n=828)	6%	94%
Best Start Grant/Foods applicants (n=4,909)	8%	92%
Funeral Support Payment applicants (n=497)	9%	91%
Young Carer Grant applicants (n=213)	7%	93%
Job Start Payment applicants (n=31)	10%	90%
Scottish Child Payment applicants (n=4,605)	6%	94%

Table 3.2.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by benefit experience
All respondents; Row percentages

Benefit experience	Yes	No	Prefer not to say
Carer's Allowance Supplement recipients (n=4,342)	2%	96%	2%
Child Winter Heating Assistance recipients (n=828)	3%	96%	2%
Best Start Grant/Foods applicants (n=4,920)	2%	96%	3%
Funeral Support Payment applicants (n=501)	3%	95%	2%
Young Carer Grant applicants (n=213)	2%	94%	3%
Job Start Payment applicants (n=31)	10%	90%	-
Scottish Child Payment applicants (n=4,612)	2%	96%	2%

3.3 Gender identity

Table 3.3.1: Overall rating of experience with Social Security Scotland by gender identity

All respondents who described their gender identity as 'Man' or 'Women'⁷; Column percentages

Response options	Man (n=1,817)	Woman (n=8,341)
Very good or good	89%	93%
Neither poor nor good	8%	5%
Poor or very poor	2%	2%

Table 3.3.2: Views on overall experience with Social Security Scotland by gender identity (proportion strongly agreeing or agreeing with each statement); All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Thinking about your overall experience with Social Security Scotland...:	Man (n=1,741-1,1784)	Woman (n=8,036-8,239)
Social Security Scotland treated me with dignity	86%	91%
Social Security Scotland treated me fairly	86%	91%
Social Security Scotland treated me with respect	87%	92%
I understand what Social Security Scotland does	82%	86%
Social Security Scotland is an open organisation	72%	75%
I feel I can trust Social Security Scotland	83%	85%
Social Security Scotland did not waste my time	86%	90%
Social Security Scotland is an honest organisation	81%	84%

⁷ Respondents were also able to answer 'In another way' (with an open text box available to 'tell us what other words you would use'). However, too few respondents selected this answer for it to be included within these tables without risking respondent disclosure.

Table 3.3.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by gender identity
 Respondents who described their gender identity as 'Man' or 'Women', and who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	Man (n=846)	Woman (n=4,840)
Very easy or easy	82%	88%
Neither easy nor difficult	10%	8%
Difficult or very difficult	7%	4%

Table 3.3.4: How respondents rated their experience with Social Security Scotland staff by gender identity
 Respondents who described their gender identity as 'Man' or 'Women', and who had been in contact with staff; Column percentages

Response options	Man (n=689)	Woman (n=3,443)
Very good or good	89%	93%
Neither poor nor good	7%	4%
Poor or very poor	4%	3%

Table 3.3.5: How respondents rated their experience of applying for Social Security Scotland benefits by gender identity
 Respondents who described their gender identity as 'Man' or 'Women', and who had applied for at least one benefit; Column percentages

Response options	Man (n=686)	Woman (n=5,561)
Very good or good	91%	94%
Neither poor nor good	6%	4%
Poor or very poor	3%	3%

Table 3.3.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by gender identity
Respondents who described their gender identity as 'Man' or 'Women', and who had received benefit payments; Column percentages

Response options	Man (n=1,633)	Woman (n=7,620)
Very good or good	92%	95%
Neither poor nor good	6%	4%
Poor or very poor	2%	1%

Table 3.3.7: Whether respondents faced any barriers getting help from Social Security Scotland by gender identity
All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Response options	Man (n=1,822)	Woman (n=8,356)
Yes	9%	6%
No	91%	94%

Table 3.3.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by gender identity
All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Response options	Man (n=1,831)	Woman (n=8,362)
Yes	3%	2%
No	93%	96%
Prefer not to say	4%	2%

3.4 Age

Table 3.4.1: Overall rating of experience with Social Security Scotland by age
All respondents; Column percentages

Response options	16-24 (n=546)	25-34 (n=2,614)	35-44 (n=2,854)	45-54 (n=1,298)	55-64 (n=1,304)	65+ (n=403)
Very good or good	94%	95%	95%	91%	88%	91%
Neither poor nor good	5%	3%	4%	8%	10%	7%
Poor or very poor	1%	2%	2%	2%	2%	2%

Table 3.4.2: Views on overall experience with Social Security Scotland by age (proportion strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...	16-24 (n=536-546)	25-34 (n=2,582-2,609)	35-44 (n=2,781-2,836)	45-54 (n=1,228-1,277)	55-64 (n=1,201-1,269)	65+ (n=355-378)
Social Security Scotland treated me with dignity	90%	94%	92%	88%	85%	88%
Social Security Scotland treated me fairly	92%	93%	92%	89%	87%	89%
Social Security Scotland treated me with respect	93%	95%	93%	89%	86%	88%
I understand what Social Security Scotland does	87%	92%	88%	81%	78%	74%
Social Security Scotland is an open organisation	78%	82%	77%	69%	64%	65%
I feel I can trust Social Security Scotland	88%	90%	87%	83%	79%	79%
Social Security Scotland did not waste my time	89%	93%	91%	87%	87%	87%
Social Security Scotland is an honest organisation	87%	90%	86%	81%	76%	78%

Table 3.4.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by age
 Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	16-24 (n=335)	25-34 (n=1,735)	35-44 (n=1,695)	45-54 (n=603)	55-64 (n=569)	65+ (n=198)
Very easy or easy	88%	91%	90%	84%	79%	69%
Neither easy nor difficult	8%	6%	7%	11%	12%	22%
Difficult or very difficult	4%	3%	3%	5%	8%	9%

Table 3.4.4: How respondents rated their experience with Social Security Scotland staff by age
 Respondents who had been in contact with staff; Column percentages

Response options	16-24 (n=268)	25-34 (n=1,186)	35-44 (n=1,144)	45-54 (n=471)	55-64 (n=443)	65+ (n=205)
Very good or good	96%	95%	94%	91%	89%	91%
Neither poor nor good	2%	3%	4%	5%	7%	6%
Poor or very poor	1%	2%	2%	4%	4%	3%

Table 3.4.5: How respondents rated their experience of applying for Social Security Scotland benefits by age
 Respondents who had applied for at least one benefit; Column percentages

Response options	16-24 (n=453)	25-34 (n=2,375)	35-44 (n=2,204)	45-54 (n=420)	55-64 (n=148)	65+ (n=156)
Very good or good	94%	94%	95%	94%	89%	92%
Neither poor nor good	4%	3%	3%	4%	7%	6%
Poor or very poor	2%	2%	2%	2%	4%	2%

Table 3.4.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by age
Respondents who had received benefit payments; Column percentages

Response options	16-24 (n=472)	25-34 (n=2,433)	35-44 (n=2,645)	45-54 (n=1,189)	55-64 (n=1,169)	65+ (n=352)
Very good or good	95%	96%	95%	94%	93%	94%
Neither poor nor good	4%	3%	4%	4%	6%	5%
Poor or very poor	1%	1%	1%	2%	1%	1%

Table 3.4.7: Whether respondents faced any barriers getting help from Social Security Scotland by age
All respondents; Column percentages

Response options	16-24 (n=550)	25-34 (n=2,616)	35-44 (n=2,848)	45-54 (n=1,308)	55-64 (n=1,306)	65+ (n=400)
Yes	7%	6%	6%	6%	5%	8%
No	93%	94%	94%	94%	95%	92%

Table 3.4.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by age
All respondents; Column percentages

Response options	16-24 (n=550)	25-34 (n=2,616)	35-44 (n=2,848)	45-54 (n=1,308)	55-64 (n=1,306)	65+ (n=400)
Yes	2%	2%	2%	3%	3%	2%
No	95%	96%	96%	94%	95%	96%
Prefer not to say	3%	2%	2%	3%	2%	1%

3.5 Ethnicity

Table 3.5.1: Overall rating of experience with Social Security Scotland by ethnicity

All respondents; Column percentages

Response options	White (n=8,828)	Minority Ethnic (n=1,052)	Prefer not to say (n=215)
Very good or good	92%	95%	91%
Neither poor nor good	6%	3%	7%
Poor or very poor	2%	2%	3%

Table 3.5.2: Views on overall experience with Social Security Scotland by ethnicity (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...	White (n=8,488-8,713)	Minority Ethnic (n=1,019-1,035)	Prefer not to say (n=211-217)
Social Security Scotland treated me with dignity	90%	91%	84%
Social Security Scotland treated me fairly	90%	90%	82%
Social Security Scotland treated me with respect	91%	94%	86%
I understand what Social Security Scotland does	85%	87%	76%
Social Security Scotland is an open organisation	73%	81%	66%
I feel I can trust Social Security Scotland	85%	89%	75%
Social Security Scotland did not waste my time	89%	91%	83%
Social Security Scotland is an honest organisation	83%	88%	73%

Table 3.5.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by ethnicity
 Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	White (n=4,915)	Minority Ethnic (n=618)	Prefer not to say (n=113)
Very easy or easy	87%	85%	81%
Neither easy nor difficult	8%	11%	13%
Difficult or very difficult	5%	5%	5%

Table 3.5.4: How respondents rated their experience with Social Security Scotland staff by ethnicity
 Respondents who had been in contact with staff; Column percentages

Response options	White (n=3,502)	Minority Ethnic (n=515)	Prefer not to say (n=91)
Very good or good	92%	95%	90%
Neither poor nor good	4%	4%	7%
Poor or very poor	3%	1%	3%

Table 3.5.5: How respondents rated their experience of applying for Social Security Scotland benefits by ethnicity
 Respondents who had applied for at least one benefit; Column percentages

Response options	White (n=5,274)	Minority Ethnic (n=814)	Prefer not to say (n=148)
Very good or good	93%	96%	91%
Neither poor nor good	4%	3%	6%
Poor or very poor	3%	1%	3%

Table 3.5.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by ethnicity
Respondents who had received benefit payments; Column percentages

Response options	White (n=8,055)	Minority Ethnic (n=964)	Prefer not to say (n=187)
Very good or good	95%	95%	93%
Neither poor nor good	4%	3%	6%
Poor or very poor	1%	1%	1%

Table 3.5.7: Whether respondents faced any barriers getting help from Social Security Scotland by ethnicity
All respondents; Column percentages

Response options	White (n=8,850)	Minority Ethnic (n=1,043)	Prefer not to say (n=217)
Yes	6%	9%	15%
No	94%	91%	85%

Table 3.5.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by ethnicity
All respondents; Column percentages

Response options	White (n=8,857)	Minority Ethnic (n=1,048)	Prefer not to say (n=218)
Yes	2%	2%	6%
No	96%	92%	79%
Prefer not to say	2%	6%	15%

3.6 Whether respondents have a long-term physical/mental health condition

Table 3.6.1: Overall rating of experience with Social Security Scotland by whether respondents have a long-term physical/mental health condition
All respondents; Column percentages

Response options	With long-term physical/mental health condition (n=3,096)	No condition (n=6,533)	Prefer not to say (n=624)
Very good or good	90%	94%	90%
Neither poor nor good	7%	5%	7%
Poor or very poor	3%	2%	3%

Table 3.6.2: Views on overall experience with Social Security Scotland by whether respondents have a long-term physical/mental health condition (proportion strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...	With long-term physical/mental health condition (n=2,989-3,056)	No condition (n=6,265-6,443)	Prefer not to say (n=608-620)
Social Security Scotland treated me with dignity	87%	92%	85%
Social Security Scotland treated me fairly	87%	92%	86%
Social Security Scotland treated me with respect	87%	93%	87%
I understand what Social Security Scotland does	81%	88%	79%
Social Security Scotland is an open organisation	69%	77%	66%
I feel I can trust Social Security Scotland	81%	87%	80%
Social Security Scotland did not waste my time	86%	91%	86%
Social Security Scotland is an honest organisation	80%	86%	79%

Table 3.6.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by whether respondents have a long-term physical/mental health condition
 Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	With long-term physical/mental health condition (n=1,758)	No condition (n=3,616)	Prefer not to say (n=357)
Very easy or easy	83%	89%	82%
Neither easy nor difficult	11%	7%	13%
Difficult or very difficult	7%	4%	5%

Table 3.6.4: How respondents rated their experience with Social Security Scotland staff by whether respondents have a long-term physical/mental health condition
 Respondents who had been in contact with staff; Column percentages

Response options	With long-term physical/mental health condition (n=1,383)	No condition (n=2,517)	Prefer not to say (n=261)
Very good or good	90%	94%	91%
Neither poor nor good	6%	3%	6%
Poor or very poor	4%	2%	3%

Table 3.6.5: How respondents rated their experience of applying for Social Security Scotland benefits by whether respondents have a long-term physical/mental health condition
 Respondents who had applied for at least one benefit; Column percentages

Response options	With long-term physical/mental health condition (n=1,708)	No condition (n=4,209)	Prefer not to say (n=389)
Very good or good	91%	95%	92%
Neither poor nor good	6%	3%	6%
Poor or very poor	4%	2%	2%

Table 3.6.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by whether respondents have a long-term physical/mental health condition
 Respondents who had received benefit payments; Column percentages

Response options	With long-term physical/mental health condition (n=2,851)	No condition (n=5,908)	Prefer not to say (n=580)
Very good or good	93%	95%	93%
Neither poor nor good	5%	3%	5%
Poor or very poor	2%	1%	2%

Table 3.6.7: Whether respondents faced any barriers getting help from Social Security Scotland by whether respondents have a long-term physical/mental health condition
All respondents; Column percentages

Response options	With long-term physical/mental health condition (n=3,109)	No condition (n=6,528)	Prefer not to say (n=633)
Yes	9%	5%	10%
No	91%	95%	90%

Table 3.6.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by whether respondents have a long-term physical/mental health condition
All respondents; Column percentages

Response options	With long-term physical/mental health condition (n=3,108)	No condition (n=6,544)	Prefer not to say (n=633)
Yes	3%	1%	3%
No	94%	97%	89%
Prefer not to say	3%	2%	8%

3.7 Urban-rural classification

Table 3.7.1: Overall rating of experience with Social Security Scotland by urban-rural classification

All respondents; Column percentages

Response options	Urban (n=8,382)	Rural (n=1,137)
Very good or good	93%	93%
Neither poor nor good	5%	6%
Poor or very poor	2%	2%

Table 3.7.2: Views on overall experience with Social Security Scotland by urban-rural classification (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...:	Urban (n=8,083-8,274)	Rural (n=1,096-1,125)
Social Security Scotland treated me with dignity	91%	90%
Social Security Scotland treated me fairly	91%	91%
Social Security Scotland treated me with respect	92%	91%
I understand what Social Security Scotland does	86%	84%
Social Security Scotland is an open organisation	75%	72%
I feel I can trust Social Security Scotland	86%	85%
Social Security Scotland did not waste my time	90%	89%
Social Security Scotland is an honest organisation	85%	83%

Table 3.7.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by urban-rural classification
 Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	Urban (n=4,735)	Rural (n=623)
Very easy or easy	88%	86%
Neither easy nor difficult	8%	9%
Difficult or very difficult	4%	5%

Table 3.7.4: How respondents rated their experience with Social Security Scotland staff by urban-rural classification
 Respondents who had been in contact with staff; Column percentages

Response options	Urban (n=3,409)	Rural (n=462)
Very good or good	93%	92%
Neither poor nor good	4%	5%
Poor or very poor	3%	3%

Table 3.7.5: How respondents rated their experience of applying for Social Security Scotland benefits by urban-rural classification
Respondents who had applied for at least one benefit; Column percentages

Response options	Urban (n=5,252)	Rural (n=593)
Very good or good	94%	93%
Neither poor nor good	4%	4%
Poor or very poor	2%	3%

Table 3.7.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by urban-rural classification
Respondents who had received benefit payments; Column percentages

Response options	Urban (n=7,649)	Rural (n=1,029)
Very good or good	95%	95%
Neither poor nor good	4%	3%
Poor or very poor	1%	2%

Table 3.7.7: Whether respondents faced any barriers getting help from Social Security Scotland by urban-rural classification
All respondents; Column percentages

Response options	Urban (n=8,386)	Rural (n=1,142)
Yes	6%	6%
No	94%	94%

Table 3.7.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by urban-rural classification
 All respondents; Column percentages

Response options	Urban (n=8,402)	Rural (n=1,141)
Yes	2%	2%
No	96%	96%
Prefer not to say	3%	1%

3.8 Scottish Index of Multiple Deprivation quintile

Table 3.8.1: Overall rating of experience with Social Security Scotland by Scottish Index of Multiple Deprivation quintile
All respondents; Column percentages

Response options	20% most deprived (n=3,447)	Quintile 2 (n=2,274)	Quintile 3 (n=1,631)	Quintile 4 (n=1,221)	20% least deprived (n=792)
Very good or good	95%	93%	92%	92%	89%
Neither poor nor good	4%	5%	6%	6%	8%
Poor or very poor	1%	1%	2%	2%	3%

Table 3.8.2: Views on overall experience with Social Security Scotland by Scottish Index of Multiple Deprivation quintile (proportion strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...	20% most deprived (n=3,414-3,368)	Quintile 2 (n=2,196-2,248)	Quintile 3 (n=1,573-1,616)	Quintile 4 (n=1,153-1,205)	20% least deprived (n=728-769)
Social Security Scotland treated me with dignity	92%	90%	90%	90%	87%
Social Security Scotland treated me fairly	92%	91%	90%	91%	87%
Social Security Scotland treated me with respect	93%	91%	91%	91%	87%
I understand what Social Security Scotland does	88%	86%	85%	84%	82%
Social Security Scotland is an open organisation	79%	76%	72%	70%	65%
I feel I can trust Social Security Scotland	88%	86%	85%	85%	78%
Social Security Scotland did not waste my time	91%	90%	89%	89%	87%
Social Security Scotland is an honest organisation	88%	85%	82%	81%	75%

Table 3.8.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by Scottish Index of Multiple Deprivation quintile

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	20% most deprived (n=2,033)	Quintile 2 (n=1,282)	Quintile 3 (n=928)	Quintile 4 (n=643)	20% least deprived (n=382)
Very easy or easy	88%	88%	85%	89%	84%
Neither easy nor difficult	8%	7%	10%	9%	11%
Difficult or very difficult	4%	5%	6%	3%	6%

Table 3.8.4: How respondents rated their experience with Social Security Scotland staff by Scottish Index of Multiple Deprivation quintile

Respondents who had been in contact with staff; Column percentages

Response options	20% most deprived (n=1,572)	Quintile 2 (n=936)	Quintile 3 (n=638)	Quintile 4 (n=404)	20% least deprived (n=224)
Very good or good	94%	95%	90%	92%	88%
Neither poor nor good	4%	3%	5%	4%	7%
Poor or very poor	2%	2%	4%	4%	5%

Table 3.8.5: How respondents rated their experience of applying for Social Security Scotland benefits by Scottish Index of Multiple Deprivation quintile
Respondents who had applied for at least one benefit; Column percentages

Response options	20% most deprived (n=2,447)	Quintile 2 (n=1,485)	Quintile 3 (n=918)	Quintile 4 (n=610)	20% least deprived (n=288)
Very good or good	94%	95%	93%	93%	94%
Neither poor nor good	4%	3%	3%	3%	3%
Poor or very poor	2%	2%	4%	3%	3%

Table 3.8.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by Scottish Index of Multiple Deprivation quintile
Respondents who had received benefit payments; Column percentages

Response options	20% most deprived (n=3,144)	Quintile 2 (n=2,052)	Quintile 3 (n=1,515)	Quintile 4 (n=1,113)	20% least deprived (n=717)
Very good or good	95%	95%	94%	95%	95%
Neither poor nor good	4%	4%	4%	4%	4%
Poor or very poor	1%	1%	2%	1%	1%

Table 3.8.7: Whether respondents faced any barriers getting help from Social Security Scotland by Scottish Index of Multiple Deprivation quintile
All respondents; Column percentages

Response options	20% most deprived (n=3,451)	Quintile 2 (n=2,270)	Quintile 3 (n=1,640)	Quintile 4 (n=1,227)	20% least deprived (n=786)
Yes	7%	6%	6%	6%	6%
No	93%	94%	94%	94%	94%

Table 3.8.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by Scottish Index Of Multiple Deprivation quintile
All respondents; Column percentages

Response options	20% most deprived (n=3,460)	Quintile 2 (n=2,275)	Quintile 3 (n=1,641)	Quintile 4 (n=1,225)	20% least deprived (n=788)
Yes	2%	1%	2%	2%	1%
No	95%	96%	96%	97%	97%
Prefer not to say	3%	2%	2%	2%	2%

3.9 Sexual orientation

Table 3.9.1: Overall rating of experience with Social Security Scotland by sexual orientation
All respondents; Column percentages

Response options	Heterosexual/straight (n=9,220)	Gay/lesbian/bisexual (n=345)	Answered 'In another way' (n=76)	Prefer not to say (n=537)
Very good or good	93%	93%	89%	91%
Neither poor nor good	6%	4%	5%	6%
Poor or very poor	2%	2%	5%	3%

Table 3.9.2: Views on overall experience with Social Security Scotland by sexual orientation (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...:	Heterosexual/straight (n=8,884-9,120)	Gay/lesbian/ bisexual (n=332-340)	Answered 'In another way' (n=70-73)	Prefer not to say (n=518-528)
Social Security Scotland treated me with dignity	90%	91%	80%	84%
Social Security Scotland treated me fairly	90%	92%	81%	83%
Social Security Scotland treated me with respect	91%	93%	86%	87%
I understand what Social Security Scotland does	86%	84%	78%	81%
Social Security Scotland is an open organisation	74%	71%	67%	73%
I feel I can trust Social Security Scotland	85%	84%	76%	80%
Social Security Scotland did not waste my time	89%	89%	85%	85%
Social Security Scotland is an honest organisation	84%	80%	80%	80%

Table 3.9.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by sexual orientation
Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	Heterosexual/straight (n=5,154)	Gay/lesbian/bisexual (n=186)	Answered 'In another way' (n=50)	Prefer not to say (n=308)
Very easy or easy	87%	89%	84%	81%
Neither easy nor difficult	8%	10%	6%	13%
Difficult or very difficult	5%	2%	10%	5%

Table 3.9.4: How respondents rated their experience with Social Security Scotland staff by sexual orientation
Respondents who had been in contact with staff; Column percentages

Response options	Heterosexual/straight (n=3,735)	Gay/lesbian/bisexual (n=134)	Answered 'In another way' (n=39)	Prefer not to say (n=223)
Very good or good	92%	95%	95%	94%
Neither poor nor good	5%	4%	-	3%
Poor or very poor	3%	1%	5%	3%

Table 3.9.5: How respondents rated their experience of applying for Social Security Scotland benefits by sexual orientation
Respondents who had applied for at least one benefit; Column percentages

Response options	Heterosexual/straight (n=5,659)	Gay/lesbian/bisexual (n=208)	Answered 'In another way' (n=46)	Prefer not to say (n=365)
Very good or good	93%	94%	93%	93%
Neither poor nor good	4%	4%	2%	4%
Poor or very poor	3%	2%	4%	3%

Table 3.9.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by sexual orientation
Respondents who had received benefit payments; Column percentages

Response options	Heterosexual/straight (n=8,421)	Gay/lesbian/bisexual (n=312)	Answered 'In another way' (n=72)	Prefer not to say (n=462)
Very good or good	95%	94%	89%	93%
Neither poor nor good	4%	4%	6%	5%
Poor or very poor	1%	2%	6%	3%

Table 3.9.7: Whether respondents faced any barriers getting help from Social Security Scotland by sexual orientation
All respondents; Column percentages

Response options	Heterosexual/straight (n=9,230)	Gay/lesbian/bisexual (n=345)	Answered 'In another way' (n=76)	Prefer not to say (n=540)
Yes	6%	8%	12%	13%
No	94%	92%	88%	87%

Table 3.9.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by sexual orientation
All respondents; Column percentages

Response options	Heterosexual/straight (n=9,241)	Gay/lesbian/bisexual (n=346)	Answered 'In another way' (n=76)	Prefer not to say (n=539)
Yes	2%	2%	4%	5%
No	96%	96%	89%	82%
Prefer not to say	2%	2%	7%	13%

3.10 Trans status

Table 3.10.1: Overall rating of experience with Social Security Scotland by trans status

All respondents; Column percentages

Response options	Do you consider yourself to be a trans person?		
	Yes (n=46)	No (n=9,888)	Prefer not to say (n=222)
Very good or good	96%	93%	91%
Neither poor nor good	4%	5%	5%
Poor or very poor	-	2%	5%

Table 3.10.2: Views on overall experience with Social Security Scotland by trans status (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience with Social SecurityScotland...:	Do you consider yourself to be a trans person?		
	Yes (n=44-47)	No (n=9,521-9,770)	Prefer not to say (n=213-219)
Social Security Scotland treated me with dignity	91%	90%	77%
Social Security Scotland treated me fairly	85%	90%	78%
Social Security Scotland treated me with respect	85%	91%	85%
I understand what Social Security Scotland does	85%	85%	81%
Social Security Scotland is an open organisation	77%	74%	71%
I feel I can trust Social Security Scotland	87%	85%	80%
Social Security Scotland did not waste my time	93%	89%	85%
Social Security Scotland is an honest organisation	82%	84%	78%

Table 3.10.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by trans status
Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Do you consider yourself to be a trans person?			
Response options	Yes (n=28)	No (n=5,511)	Prefer not to say (n=141)
Very easy or easy	82%	87%	87%
Neither easy nor difficult	14%	9%	8%
Difficult or very difficult	4%	5%	6%

Table 3.10.4: How respondents rated their experience with Social Security Scotland staff by trans status
Respondents who had been in contact with staff; Column percentages

Do you consider yourself to be a trans person?			
Response options	Yes (n=26)	No (n=3,985)	Prefer not to say (n=108)
Very good or good	100%	93%	94%
Neither poor nor good	-	5%	3%
Poor or very poor	-	3%	3%

Table 3.10.5: How respondents rated their experience of applying for Social Security Scotland benefits by trans status
Respondents who had applied for at least one benefit; Column percentages

Do you consider yourself to be a trans person?			
Response options	Yes (n=31)	No (n=6,083)	Prefer not to say (n=159)
Very good or good	97%	93%	94%
Neither poor nor good	3%	4%	3%
Poor or very poor	-	3%	3%

Table 3.10.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by trans status
Respondents who had received benefit payments; Column percentages

Do you consider yourself to be a trans person?			
Response options	Yes (n=44)	No (n=9,015)	Prefer not to say (n=194)
Very good or good	98%	95%	92%
Neither poor nor good	2%	4%	6%
Poor or very poor	-	1%	3%

Table 3.10.7: Whether respondents faced any barriers getting help from Social Security Scotland by trans status
All respondents; Column percentages

Do you consider yourself to be a trans person?			
Response options	Yes (n=48)	No (n=9,897)	Prefer not to say (n=226)
Yes	15%	6%	19%
No	85%	94%	81%

Table 3.10.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by trans status
All respondents; Column percentages

Do you consider yourself to be a trans person?			
Response options	Yes (n=48)	No (n=9,912)	Prefer not to say (n=225)
Yes	8%	2%	6%
No	88%	96%	70%
Prefer not to say	4%	2%	24%

3.11 Religion

Table 3.11.1: Overall rating of experience with Social Security Scotland by religion
All respondents; Column percentages

Response options	None (n=5,136)	Muslim (n=673)	Church of Scotland (n=1,509)	Other Christian (n=797)	Roman Catholic (n=1,498)	Other (n=283)	Prefer not to say (n=351)
Very good or good	93%	96%	90%	93%	93%	90%	87%
Neither poor nor good	5%	3%	8%	5%	5%	7%	10%
Poor or very poor	2%	1%	2%	2%	2%	3%	3%

Table 3.11.2: Views on overall experience with Social Security Scotland by religion (proportion strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...:	None (n=4,955-5,098)	Muslim (n=658-666)	Church of Scotland (n=1,417-1,479)	Other Christian (n=762-781)	Roman Catholic (n=1,447-1,476)	Other (n=266-281)	Prefer not to say (n=342-346)
Social Security Scotland treated me with dignity	91%	92%	86%	89%	91%	88%	81%
Social Security Scotland treated me fairly	91%	91%	88%	90%	91%	88%	79%
Social Security Scotland treated me with respect	91%	94%	88%	91%	92%	90%	83%
I understand what Social Security Scotland does	87%	90%	80%	82%	88%	79%	77%
Social Security Scotland is an open organisation	74%	84%	69%	72%	78%	65%	61%
I feel I can trust Social Security Scotland	85%	92%	80%	84%	87%	78%	73%
Social Security Scotland did not waste my time	90%	92%	87%	89%	91%	85%	79%
Social Security Scotland is an honest organisation	84%	91%	79%	83%	86%	78%	70%

Table 3.11.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by religion
 Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	None (n=2,986)	Muslim (n=403)	Church of Scotland (n=787)	Other Christian (n=410)	Roman Catholic (n=818)	Other (n=147)	Prefer not to say (n=193)
Very easy or easy	88%	87%	83%	86%	88%	83%	78%
Neither easy nor difficult	8%	9%	11%	9%	8%	6%	16%
Difficult or very difficult	4%	4%	6%	5%	4%	11%	6%

Table 3.11.4: How respondents rated their experience with Social Security Scotland staff by religion
 Respondents who had been in contact with staff; Column percentages

Response options	None (n=2,048)	Muslim (n=315)	Church of Scotland (n=594)	Other Christian (n=318)	Roman Catholic (n=641)	Other (n=118)	Prefer not to say (n=136)
Very good or good	93%	97%	90%	93%	92%	93%	88%
Neither poor nor good	4%	3%	6%	4%	5%	4%	8%
Poor or very poor	3%	0%	3%	2%	4%	3%	4%

Table 3.11.5: How respondents rated their experience of applying for Social Security Scotland benefits by religion
Respondents who had applied for at least one benefit; Column percentages

Response options	None (n=3,437)	Muslim (n=550)	Church of Scotland (n=594)	Other Christian (n=462)	Roman Catholic (n=942)	Other (n=122)	Prefer not to say (n=210)
Very good or good	93%	96%	92%	95%	94%	96%	89%
Neither poor nor good	4%	3%	4%	3%	3%	2%	7%
Poor or very poor	3%	1%	4%	2%	3%	2%	4%

Table 3.11.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by religion
Respondents who had received benefit payments; Column percentages

Response options	None (n=4,707)	Muslim (n=600)	Church of Scotland (n=1,354)	Other Christian (n=716)	Roman Catholic (n=1,377)	Other (n=257)	Prefer not to say (n=312)
Very good or good	95%	96%	93%	96%	94%	94%	91%
Neither poor nor good	4%	3%	5%	3%	4%	4%	7%
Poor or very poor	1%	1%	2%	1%	2%	2%	3%

Table 3.11.7: Whether respondents faced any barriers getting help from Social Security Scotland by religion
All respondents; Column percentages

Response options	None (n=5,140)	Muslim (n=669)	Church of Scotland (n=1,515)	Other Christian (n=796)	Roman Catholic (n=1,503)	Other (n=283)	Prefer not to say (n=352)
Yes	6%	9%	6%	9%	7%	8%	12%
No	94%	91%	94%	91%	93%	92%	88%

Table 3.11.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by religion
All respondents; Column percentages

Response options	None (n=5,145)	Muslim (n=675)	Church of Scotland (n=1,519)	Other Christian (n=797)	Roman Catholic (n=1,507)	Other (n=280)	Prefer not to say (n=350)
Yes	2%	1%	3%	2%	2%	4%	5%
No	97%	91%	95%	95%	96%	92%	87%
Prefer not to say	2%	8%	2%	3%	2%	5%	8%

3.12 Household income

Table 3.12.1: Overall rating of experience with Social Security Scotland by household income
All respondents; Column percentages

Response options	Less than £5,200 (n=829)	£5,200 to £10,399 (n=1,834)	£10,400 to £15,599 (n=1,645)	£15,600 to £20,799 (n=1,054)	£20,800 to £25,999 (n=711)	£26,000 to £36,399 (n=602)	£36,400 to £51,999 (n=249)	£52,000 or more (n=118)
Very good or good	91%	93%	93%	93%	95%	92%	90%	88%
Neither poor nor good	7%	5%	4%	5%	4%	7%	6%	9%
Poor or very poor	2%	2%	2%	2%	1%	1%	3%	3%

Table 3.12.2: Views on overall experience with Social Security Scotland by household income (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...	Less than £5,200 (n=809-821)	£5,200 to £10,399 (n=1,773-1,808)	£10,400 to £15,599 (n=1,586-1,626)	£15,600 to £20,799 (n=1,026-1,052)	£20,800 to £25,999 (n=683-706)	£26,000 to £36,399 (n=557-592)	£36,400 to £51,999 (n=225-245)	£52,000 or more (n=104-117)
Social Security Scotland treated me with dignity	88%	91%	91%	91%	90%	90%	90%	84%
Social Security Scotland treated me fairly	89%	90%	90%	91%	92%	92%	91%	84%
Social Security Scotland treated me with respect	90%	92%	92%	92%	92%	91%	89%	84%
I understand what Social Security Scotland does	85%	87%	87%	87%	87%	85%	80%	78%
Social Security Scotland is an open organisation	77%	78%	76%	76%	76%	69%	64%	61%
I feel I can trust Social Security Scotland	83%	87%	86%	87%	86%	84%	82%	73%
Social Security Scotland did not waste my time	87%	91%	90%	91%	91%	89%	89%	84%
Social Security Scotland is an honest organisation	84%	86%	86%	85%	85%	80%	81%	66%

Table 3.12.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by household income
 Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	Less than £5,200 (n=499)	£5,200 to £10,399 (n=1,111)	£10,400 to £15,599 (n=962)	£15,600 to £20,799 (n=603)	£20,800 to £25,999 (n=374)	£26,000 to £36,399 (n=317)	£36,400 to £51,999 (n=110)	£52,000 or more (n=55)
Very easy or easy	87%	87%	89%	89%	89%	87%	85%	85%
Neither easy nor difficult	8%	8%	7%	6%	8%	10%	8%	7%
Difficult or very difficult	5%	5%	4%	4%	3%	3%	6%	7%

Table 3.12.4: How respondents rated their experience with Social Security Scotland staff by household income
Respondents who had been in contact with staff; Column percentages

Response options	Less than £5,200 (n=406)	£5,200 to £10,399 (n=864)	£10,400 to £15,599 (n=711)	£15,600 to £20,799 (n=414)	£20,800 to £25,999 (n=235)	£26,000 to £36,399 (n=176)	£36,400 to £51,999 (n=64)	£52,000 or more (n=28)
Very good or good	92%	92%	95%	92%	94%	93%	84%	93%
Neither poor nor good	4%	4%	3%	6%	4%	6%	3%	-
Poor or very poor	4%	3%	2%	2%	2%	1%	13%	7%

Table 3.12.5: How respondents rated their experience of applying for Social Security Scotland benefits by household income
Respondents who had applied for at least one benefit; Column percentages

Response options	Less than £5,200 (n=601)	£5,200 to £10,399 (n=1,342)	£10,400 to £15,599 (n=1,086)	£15,600 to £20,799 (n=702)	£20,800 to £25,999 (n=412)	£26,000 to £36,399 (n=294)	£36,400 to £51,999 (n=79)	£52,000 or more (n=16)
Very good or good	93%	93%	94%	94%	95%	94%	90%	#
Neither poor nor good	4%	4%	3%	3%	2%	3%	6%	#
Poor or very poor	3%	3%	3%	3%	3%	3%	4%	#

Table 3.12.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by household income
Respondents who had received benefit payments; Column percentages

Response options	Less than £5,200 (n=729)	£5,200 to £10,399 (n=1,704)	£10,400 to £15,599 (n=1,509)	£15,600 to £20,799 (n=969)	£20,800 to £25,999 (n=656)	£26,000 to £36,399 (n=542)	£36,400 to £51,999 (n=219)	£52,000 or more (n=104)
Very good or good	91%	95%	96%	95%	96%	96%	96%	92%
Neither poor nor good	7%	4%	3%	3%	4%	3%	2%	6%
Poor or very poor	2%	2%	1%	2%	1%	1%	2%	2%

Table 3.12.7: Whether respondents faced any barriers getting help from Social Security Scotland by household income
All respondents; Column percentages

Response options	Less than £5,200 (n=832)	£5,200 to £10,399 (n=1,840)	£10,400 to £15,599 (n=1,641)	£15,600 to £20,799 (n=1,052)	£20,800 to £25,999 (n=712)	£26,000 to £36,399 (n=600)	£36,400 to £51,999 (n=246)	£52,000 or more (n=122)
Yes	10%	6%	7%	7%	4%	3%	6%	3%
No	90%	94%	93%	93%	96%	97%	94%	97%

Table 3.12.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by household income
All respondents; Column percentages

Response options	Less than £5,200 (n=831)	£5,200 to £10,399 (n=1,845)	£10,400 to £15,599 (n=1,641)	£15,600 to £20,799 (n=1,054)	£20,800 to £25,999 (n=707)	£26,000 to £36,399 (n=603)	£36,400 to £51,999 (n=248)	£52,000 or more (n=122)
Yes	3%	2%	2%	2%	1%	1%	2%	1%
No	93%	96%	96%	97%	97%	98%	97%	98%
Prefer not to say	4%	2%	2%	1%	1%	1%	1%	1%

3.13 Care experience

Table 3.13.1: Overall rating of experience with Social Security Scotland by whether ever been in care
All respondents; Column percentages

Response options	Care experienced (n=422)	Not been in care (n=9,529)	Prefer not to say (n=243)
Very good or good	91%	93%	88%
Neither poor nor good	6%	5%	7%
Poor or very poor	3%	2%	5%

Table 3.13.2: Views on overall experience with Social Security Scotland by whether ever been in care (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...:	Care experienced (n=411-418)	Not been in care (n=9,169-9,404)	Prefer not to say (n=234-245)
Social Security Scotland treated me with dignity	89%	90%	79%
Social Security Scotland treated me fairly	89%	90%	79%
Social Security Scotland treated me with respect	90%	91%	84%
I understand what Social Security Scotland does	86%	85%	78%
Social Security Scotland is an open organisation	73%	74%	70%
I feel I can trust Social Security Scotland	86%	85%	78%
Social Security Scotland did not waste my time	88%	90%	78%
Social Security Scotland is an honest organisation	82%	84%	74%

Table 3.13.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by whether ever been in care
 Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	Care experienced (n=263)	Not been in care (n=5,296)	Prefer not to say (n=149)
Very easy or easy	84%	87%	81%
Neither easy nor difficult	10%	8%	13%
Difficult or very difficult	6%	4%	7%

Table 3.13.4: How respondents rated their experience with Social Security Scotland staff by whether ever been in care
 Respondents who had been in contact with staff; Column percentages

Response options	Care experienced (n=213)	Not been in care (n=3,807)	Prefer not to say (n=117)
Very good or good	91%	93%	92%
Neither poor nor good	7%	4%	4%
Poor or very poor	3%	3%	3%

Table 3.13.5: How respondents rated their experience of applying for Social Security Scotland benefits by whether ever been in care
Respondents who had applied for at least one benefit; Column percentages

Response options	Care experienced (n=302)	Not been in care (n=5,793)	Prefer not to say (n=181)
Very good or good	91%	94%	91%
Neither poor nor good	6%	4%	5%
Poor or very poor	4%	3%	4%

Table 3.13.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by whether ever been in care
Respondents who had received benefit payments; Column percentages

Response options	Care experienced (n=390)	Not been in care (n=8,682)	Prefer not to say (n=213)
Very good or good	93%	95%	92%
Neither poor nor good	6%	4%	3%
Poor or very poor	2%	1%	5%

Table 3.13.7: Whether respondents faced any barriers getting help from Social Security Scotland by whether ever been in care
All respondents; Column percentages

Response options	Care experienced (n=422)	Not been in care (n=9,537)	Prefer not to say (n=246)
Yes	11%	6%	17%
No	89%	94%	83%

Table 3.13.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by whether ever been in care
All respondents; Column percentages

Response options	Care experienced (n=422)	Not been in care (n=9,550)	Prefer not to say (n=246)
Yes	4%	2%	5%
No	93%	96%	76%
Prefer not to say	3%	2%	18%

How to access background or source data

The data collected for this report:

- ☐ are available in more detail through Scottish Neighbourhood Statistics
- ☐ are available via an alternative route
- ☐ may be made available on request, subject to consideration of legal and ethical factors. Please contact ResearchRequests@socialsecurity.gov.scot for further information.
- ☐ cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

The views expressed in this document by Client Survey respondents do not necessarily represent those of Social Security Scotland, the Scottish Government or Scottish Ministers.