

Client Survey - Experiences of the Case Transfer process October 2024 - March 2025

Summary report

Dignity,
fairness,
respect.

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Background

- This is the second report focussed solely on experiences of the Case Transfer process.
- This report covers the experiences of clients who have had their award transferred to Adult Disability Payment or Carer Support Payment. The results are from responses to the Social Security Scotland Client Satisfaction Survey that were received from 1 October 2024 to 31 March 2025.
- The process of transferring benefit awards for disabled children and young people to Child Disability Payment is now complete. Given the small numbers of responses from these clients, findings are not included in this report but will be published in the 2024-25 annual Client Survey report.
- In the future, responses from clients who have their award transferred to Pension Age Disability Payment or Scottish Adult Disability Living Allowance will also be included in these reports.

About the survey respondents



The report is based on responses from 11,918 clients.



7,771

respondents who had their award transferred to Adult Disability Payment



4,147

respondents who had their award transferred to Carer Support Payment



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respondents were uncertain about which benefit their award had been transferred to

- Most (95%) described their ethnicity as 'white' compared to 3% minority ethnic.
- Almost two thirds (63%) described their gender identity as 'woman' compared to 35% 'man'.
- Two in five (40%) said they were aged 55-64. Around one in five (23%) said they were aged 65+.
- Over half lived at a postcode categorised as SIMD quintile 1 (most deprived) (33%) or quintile 2 (26%).

Executive Summary

Overall experience

- Three quarters (75%) of respondents who had their award transferred to Adult Disability Payment rated their overall experience with Social Security Scotland as either 'very good' or 'good'.
- More than three quarters (80%) of respondents who had their award transferred to Carer Support Payment rated their overall experience with Social Security Scotland as either 'very good' or 'good'.

Transfer process

- The majority of respondents strongly agreed or agreed that they had felt 'informed' (80%) and 'reassured' (72%) about the transfer process.
- Around half (47%) said 'being Case Transferred made them feel anxious'.
- Around half (48%) said they 'felt supported during the process'.

Communication

About the communication they received about the transfer of their award, most respondents felt it:

77% was 'clear and easy to understand' and that 'the tone was friendly'.

74% 'helped them to understand what was happening and why'.




72% 'made them feel confident that they could approach Social Security Scotland if they had a query'.



Transfer process




Adult Disability Payment

Many respondents who had their award transferred to Adult Disability Payment strongly agreed or agreed that they:

-  **81%** felt informed about the process
-  **72%** felt reassured about the process
-  **47%** felt supported during the process

Carer Support Payment

Many respondents who had their award transferred to Carer Support Payment strongly agreed or agreed that they:

-  **79%** felt informed about the process
-  **72%** felt reassured about the process
-  **50%** felt supported during the process

Some comments left by respondents support these findings:

Completely informed about the whole transfer. I was treated with absolute respect. I had no concerns whatsoever about my payments. I was reassured leading up to the change to Social Security Scotland.

Well informed and reassured throughout process.

I felt the process was good and easy to do and I felt supported.

It appears it has been an easy transfer over from DWP and well informed with supporting guidelines and contact numbers that are easy to follow.

Anxiety about the transfer

Adult Disability Payment

- Around half (52%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'.
- A quarter (25%) disagreed or strongly disagreed with this.

Carer Support Payment

- A third (36%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'.
- The same proportion (36%) disagreed or strongly disagreed with this.

Younger respondents were more likely to agree or strongly agree that having their award transferred made them feel anxious:

- For transfer to Adult Disability Payment, 62% of those aged 35-44 compared to 43% of those aged 65+.
- For transfer for Carer Support Payment, 44% of those aged 34-44 compared to 30% of those aged 65+.



In their comments, some respondents discussed feeling anxious:

It was very straightforward. Prior to the correspondence I was a bit anxious when I heard the change would be happening. However, I needn't have worried.

When I received the letter about the transfer I felt a bit anxious because any change in living circumstances is daunting but it was explained clearly enough.

I have been kept informed at every stage and at my age it has stopped me from worrying or getting anxious.

Case Transfer communication

Adult Disability Payment

Most respondents strongly agreed or agreed that the communication they received from Social Security Scotland about the transfer of their award to Adult Disability Payment:



78% was clear and easy to understand



76% had a friendly tone



74% helped them to understand what was happening and why



70% made them feel confident that they could approach Social Security Scotland if they had a query

Carer Support Payment

Most respondents strongly agreed or agreed that the communication they received from Social Security Scotland about the transfer of their award to Carer Support Payment was:



77% was clear and easy to understand



78% had a friendly tone



74% helped them to understand what was happening and why



75% made them feel confident that they could approach Social Security Scotland if they had a query

Some comments left by respondents support these findings:

I received a letter 2-3 weeks before the transfer from PIP to ADP with how much I'd receive and what day the payment would be made. It was clear and informative.

Everything was explained to me in the letter in simple terms which as a person with learning disability made me feel confident that if I had any questions I could contact Social Security Scotland.

Respondent comments about their transfer experience

There was some anxiety caused by the process as I received an ambiguous letter from DWP telling me they had changed my decision on Carer's Allowance...I phoned Social Security Scotland and they were quickly able to confirm that I was transferred to Carer Support Payment. They were very helpful and put my mind at ease. Overall I am very happy with the transfer.

All was very easy and straightforward.

As I am on the State Pension and no longer receive Carer's Allowance then this was a formality.

I didn't need to anything so there was no stress.

It stated [Carer Support Payment] payments would be as normal but in fact there was a week delay therefore a upset of normal payment processes.

It happened with no input from me - seemed seamless.

Had to call to help clarify doubt I was having, person I spoke to was knowledgeable, and seemed genuine when I spoke to them and they used "plain English" which helped me understand everything and the process.

The letters I received were not in a format that I could read as I prefer email communication so I can use my screen reader. I had to try to scan the letters using an app on my phone but it did not read the information completely. I had three or four letters and still do not fully understand what they are.



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