



Social Security
Scotland

Tèarainteachd Shòisealta Alba



social
research

Social Security Scotland Client Survey: 2023-24

Supplementary document:
tables and methods

Contents

1. Introduction	3
2. Respondents' benefit experience and demographic characteristics	5
2.1. Benefit experience of respondents	5
2.2. Demographic information	6
3. Headline findings: supplementary tables and breakdowns.....	35
3.1. All respondents	36
3.2. Benefit experience	40
3.3. Gender identity	49
3.4. Age	53
3.5. Ethnicity	57
3.6. Whether respondents have a long-term physical/mental health condition	61
3.7. Urban-rural classification	66
3.8. Scottish Index of Multiple Deprivation quintile	70
3.9. Sexual orientation	75
3.10. Trans status	79
3.11. Religion	83
3.12. Household income	87
3.13. Care experience	92
3.14. Communication needs	96
3.15. Main language	100
3.16. Refugee status	104
3.17. Number of Adults in household	108
3.18. Number of children in household	112
3.19. Caring Responsibilities	116

1. Introduction

This document has been published alongside the Social Security Scotland Client Survey: 2023-24 report. It provides supplementary information on who responded to the survey and a range of additional results by demographic characteristics. 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. It is reasonable though, given the number of responses, to treat the findings as indicative of the general view of clients. 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 headline questions 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 for the closed questions presented in this report are rounded to whole numbers. As such, results included in charts and tables figures may not sum to 100% due to rounding. This may also mean that if the report text presents a finding which is a sum of two response options, rounding may cause the summed value to be 1 percentage point higher or lower than the sum of the two constituent values.
- 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, unless otherwise stated. 'Don't know', 'Can't remember', and 'Prefer not to say' responses are included as valid responses.
- '#' indicates that 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 variable to be included in a cross break was set at 25. The minimum base size for a response within the cross break was set at 5.
- Responses from those with experience of Job Start Payment were below the minimum base size of 25 and are therefore not included.
- 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 '-'.

- Many closed questions within the survey provide respondents with response options in a 5 point Likert scale format, for example: 'strongly agree', 'agree', 'neither agree nor disagree', 'disagree', 'strongly disagree', or alternatively: 'very good', 'good', 'neither poor nor good', 'poor', 'very poor'. When analysed these responses were combined into, for example, agree (including 'strongly agree', 'agree'), neither agree nor disagree, and disagree (including 'disagree', 'strongly disagree'). No guidance was given to respondents as to how they should interpret these response options, they were allowed to interpret at their discretion.
- Report Tables include a 'Total' row or column. Where a Table presents findings from 'All respondents', the 'Total' is the number of respondents who answered the corresponding question. Where a Table includes a cross break, for example 'by benefit experience', the 'Total' outlines the number of respondents within each sub-group, for example the number of respondents who had experience of Scottish Child Payment.
- Some findings are broken down by benefit. This can be by 'experience of the benefit' (experience of applying for or receiving each benefit), 'experience of benefit application' (experience of applying for each benefit), or 'experience of receiving benefit' (experience of receiving each benefit). Each table which includes benefit break downs will specify the category of benefit experience included.

2. Respondents' benefit experience and demographic characteristics

To provide context to the Social Security Scotland Client Satisfaction Survey: 2023-24 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.

2.1. Benefit experience of respondents

All respondents had received either a payment for a non-application benefit (Carer's Allowance Supplement, Child Winter Heating Payment, or Winter Heating Payment), a decision on an application, or were transferred from a previously awarded benefit or payment since 1 April 2023. The survey asked respondents about their experience of the benefit application process (if any benefits were applied for), and/or receiving a payment, and/or the Case Transfer. Experience of a benefit could include having applied for that benefit, having received payment for that benefit, or both. The survey also includes respondents who applied for a benefit but not received it because their application was unsuccessful.

It is important to note that some respondents may have received a benefit but did not apply for it during the time frame set out by the survey. Therefore some survey responses may include experiences of applying for a benefit that fall into the 2023-24 reporting period. Some respondents may also have applied for multiple benefits and may therefore comment on applications they are still awaiting a decision on.

Table 2.1: Respondents' experience of each benefit
All Respondents

	Applied for	Received payment for	Any experience of
Carer's Allowance Supplement	-	3%	3%
Best Start Grant	5%	8%	11%
Best Start Foods	5%	2%	5%
Scottish Child Payment	10%	9%	11%
Funeral Support Payment	2%	1%	2%
Young Carer Grant	0%	0%	0%
Child Winter Heating Payment	-	0.8%	-
Winter Heating Payment	-	0.8%	-
Child Disability Payment applicant	4%	3%	5%
Child Disability Payment Case Transfer	-	1%	-
Adult Disability Payment applicant	35%	24%	38%
Adult Disability Payment Case Transfer	-	26%	-

Table 2.1 shows the percentage of respondents who had experience of each benefit, received a payment for a benefit, and those who had applied for and/or received a payment for a benefit (“any experience of”). The majority of respondents had applied for (35%), received payment for (24%), or had any experience of (38%) Adult Disability Payment.

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.

Gender

Over six-in-ten respondents identified as a ‘woman’ (63%), whilst one-third (33%) identified as a ‘man’. A small proportion (0.5%) said they would describe their gender identity ‘in another way’ (see Table 2.2).

Table 2.2: How respondents would describe their gender identity

All Respondents; Column percentages

Gender identity	All respondents	Respondents who applied for at least one benefit
Man	33%	30%
Woman	63%	65%
In another way	0.5%	0.6%
Prefer not to say	2%	2%
Skipped	2%	1%
Total	36,914	18,876

Child Winter Heating Payment has the greatest split in terms of gender identity (7% man and 91% woman) followed by Child Disability Payment applicants (9% man and 87% woman), as set out in Table 2.3.

Table 2.3: How respondents would describe their gender identity, by benefit experience

All Respondents with experience of each benefit; Row percentages

Benefit experience	Man	Woman	In another way	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	29%	68%	#	#	2%	995
Best Start Grant	15%	81%	0%	2%	1%	4,003
Best Start Foods	13%	83%	0%	2%	1%	1,922
Scottish Child Payment	15%	81%	0%	2%	1%	4,009
Funeral Support Payment	31%	65%	-	2%	2%	718
Young Carer Grant	33%	62%	#	#	#	123
Child Winter Heating Payment	7%	91%	-	#	#	306
Winter Heating Payment	30%	64%	#	3%	#	293
Child Disability Payment applicant	9%	87%	0%	3%	1%	1,529
Child Disability Payment Case Transfer	15%	82%	#	#	#	291
Adult Disability Payment applicant	37%	58%	1%	2%	2%	12,775
Adult Disability Payment Case Transfer	37%	59%	0%	1%	2%	9,454

Age

Respondents were asked to provide their date of birth, so we knew their age when they completed the survey. Respondents who did not provide a date of birth were then asked to provide an age band (as set out in Table 2.4). The most populous group were those aged between 55-64, making up just over a third of all respondents (34%). A fifth were aged 45-54 years (20%), while around one-in-six were aged 35-44 years (16%) and over one-tenth 65+ (12%). A minority were aged 16-24 (3%) and 25-34 (9%). 6% 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 52 years.

Those who had applied for a benefit were, on the whole, likely to be slightly younger than those who did not. Fewer applicants were aged 55 or over (36%, compared to 46% of the sample as a whole) and the mean age was around 4 years younger than for the whole sample (see Table 2.4).

Table 2.4: Age of respondents
All Respondents; Column percentages

Age	All respondents	Respondents who applied for at least one benefit
16-24	3%	4%
25-34	9%	12%
35-44	16%	21%
45-54	20%	21%
55-64	34%	30%
65+	12%	6%
MEAN AGE	52	48
Skipped question	6%	4%
Total	36,914	18,876

Table 2.5 shows the age distribution of survey respondents by benefit experience (including only those who provided a valid date of birth or age band). Those with experience of Carer's Allowance Supplement, Funeral Support Payment or Adult Disability Payment Case Transfer were likely to be older than those with experience of other benefits.

Table 2.5: Age of respondents by benefit experience

All respondents with experience of each benefit who provided a valid date of birth or age band; Row percentages

Benefit experience	16-24	25-34	35-44	45-54	55-64	65+	Total	Mean age (years)
Carer's Allowance Supplement	4%	9%	13%	17%	49%	8%	968	53
Best Start Grant	5%	28%	43%	19%	4%	1%	3,881	39
Best Start Foods	10%	41%	41%	6%	#	#	1,880	34
Scottish Child Payment	5%	28%	44%	19%	4%	1%	3,887	39
Funeral Support Payment	1%	4%	13%	21%	39%	23%	657	57
Young Carer Grant	96%	#	#	#	#	#	121	18
Child Winter Heating Assistance	#	23%	47%	24%	4%	#	301	40
Winter Heating Payment	4%	13%	24%	23%	28%	7%	284	48
Child Disability Payment applicant	1%	19%	46%	25%	7%	1%	1,472	42
Child Disability Payment Case Transfer	#	41%	33%	11%	1%	#	280	44
Adult Disability Payment applicant	3%	8%	14%	24%	43%	8%	12,177	52
Adult Disability Payment Case Transfer	1%	3%	8%	19%	42%	26%	8,757	58

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' (89%). People with 'minority ethnic' backgrounds accounted for 5% of respondents. There was only a marginal difference between all survey respondents and those who had applied for a benefit.

Table 2.6: How respondents would describe their ethnicity
All Respondents; Column percentages

Ethnicity	All respondents	Respondents who applied for at least one benefit
White	89%	87%
Minority ethnic	5%	6%
Prefer not to say	2%	3%
Skipped question	4%	3%
Total	36,914	18,876

Table 2.7 shows the ethnic background of each group with experience of specific benefits. Respondents with experience of Adult Disability Payment Case Transfer had the highest proportion who identified as 'white' (92%), whereas those with experience of Best Start Foods had the lowest proportion (71%).

Table 2.7: 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	Total
Carer's Allowance Supplement	90%	4%	3%	3%	995
Best Start Grant	72%	19%	5%	4%	4,003
Best Start Foods	71%	21%	5%	3%	1,922
Scottish Child Payment	72%	19%	5%	4%	4,009
Funeral Support Payment	91%	2%	2%	5%	718
Young Carer Grant	89%	8%	#	#	123
Child Winter Heating Assistance	89%	6%	4%	2%	306
Winter Heating Payment	89%	5%	2%	3%	293
Child Disability Payment applicant	90%	5%	2%	3%	1,529
Child Disability Payment Case Transfer	88%	7%	2%	3%	291
Adult Disability Payment applicant	91%	3%	2%	3%	12,775
Adult Disability Payment Case Transfer	92%	3%	2%	3%	9,453

Long-term physical or mental health condition

Nearly three quarters of respondents (73%) said they had a physical or mental health condition or illness lasting or expected to last 12 months or more. Just under a fifth (19%) indicated 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 less likely to say that they did have a physical or mental health condition or illness lasting or expected to last 12 months or more (68%), as shown in Table 2.8.

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

All Respondents; Column percentages

Long-term physical or mental health condition	All respondents	Respondents who applied for at least one benefit	All respondents who did not apply for or Case Transfer to ADP
With long-term physical / mental health condition	73%	68%	53%
No condition	19%	24%	38%
Prefer not to say	6%	6%	7%
Skipped question	2%	2%	2%
Total	36,914	18,876	14,686

The majority of Adult Disability Payment Case Transfer and Adult Disability Payment applicants reported a physical or mental health condition or illness lasting or expected to last 12 months or more (88% and 85% respectively), a greater proportion than all other benefits. Respondents with experience of Best Start Foods (21%), Best Start Grant (26%), or Scottish Child Payment (26%) were least likely to say that they had such a condition, as shown in Table 2.9.

Table 2.9: 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	Total
Carer's Allowance Supplement	34%	57%	6%	2%	995
Best Start Grant	26%	65%	7%	2%	4,003
Best Start Foods	21%	71%	7%	1%	1,922
Scottish Child Payment	26%	65%	7%	2%	4,009
Funeral Support Payment	63%	26%	8%	2%	718
Young Carer Grant	27%	65%	8%	-	123
Child Winter Heating Payment	38%	55%	5%	2%	306
Winter Heating Payment	72%	22%	4%	2%	293
Child Disability Payment applicant	42%	48%	8%	2%	1,529
Child Disability Payment Case Transfer	49%	41%	#	#	291
Adult Disability Payment applicant	85%	8%	5%	2%	12,775
Adult Disability Payment Case Transfer	88%	6%	4%	2%	9,453

Sexual orientation

The proportion of respondents self-identifying as 'heterosexual' was 86%, with 4% saying they were 'gay', 'lesbian' or 'bisexual'. A small number of respondents (1%) said they thought of themselves 'in another way'. 7% chose the 'prefer not to say' option, and 3% skipped the question. There was little difference in sexual orientation between respondents who had applied for at least one benefit and the sample as a whole, as shown in Table 2.10.

Table 2.10: How respondents would describe their sexual orientation

All Respondents; Column percentages

Sexual orientation	All respondents	Respondents who applied for at least one benefit
Heterosexual	86%	85%
Gay / lesbian / bisexual	4%	5%
In another way	1%	1%
Prefer not to say	7%	7%
Skipped question	3%	3%
Total	36,914	18,876

Those with experience of Young Carer Grant (15%) were more likely than other benefit experience groups to describe their sexual orientation as gay, lesbian, or bisexual, as shown in Table 2.11. Among other groups, the variation is mostly driven by differences in the proportion who preferred not to say or skipped the question.

Table 2.11: How respondents described their sexual orientation by benefit experience

All respondents with experience of each benefit; Row percentages

Benefit experience	Heterosexual	Gay / lesbian / bisexual	In another way	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	88%	3%	1%	5%	3%	995
Best Start Grant	84%	3%	1%	9%	3%	4,003
Best Start Foods	84%	3%	1%	9%	2%	1,922
Scottish Child Payment	85%	3%	1%	9%	3%	4,009
Funeral Support Payment	85%	3%	1%	7%	4%	718
Young Carer Grant	72%	15%	#	11%	#	123
Child Winter Heating Payment	89%	3%	#	7%	#	306
Winter Heating Payment	82%	5%	#	11%	#	293
Child Disability Payment applicant	89%	2%	#	6%	#	1,529
Child Disability Payment Case Transfer	87%	3%	#	8%	#	291
Adult Disability Payment applicant	85%	5%	1%	6%	3%	12,775
Adult Disability Payment Case Transfer	88%	3%	0%	5%	3%	9,453

Trans status

A small proportion of respondents (1%) identified as a 'trans' person. 2% chose the 'prefer not to say' response option, and 3% skipped the question. The vast majority (93%) 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 (see Table 2.12).

Table 2.12: Whether respondents identified as a 'trans' person
All Respondents; Column percentages

Whether identified as 'trans'	All respondents	Respondents who applied for at least one benefit
Yes	1%	1%
No	93%	93%
Prefer not to say	2%	3%
Skipped question	3%	3%
Total	36,914	18,876

A table outlining trans status and benefit experience has not been provided, given the very low number of respondents who identified as a trans person, and the subsequent risk of disclosure.

Religion

The majority of respondents stated “none” (44%) when asked what religion, religious denomination or body they belong to. The next most popular choice was Church of Scotland (22%) followed by Roman Catholic (15%). There are small differences in religion between respondents who had applied for at least one benefit and the sample as a whole, as shown in Table 2.13.

Table 2.13: Religion, religious denomination or body respondents belong to
All Respondents; Column percentages

Religion	All Respondents	Respondents who applied for at least one benefit
None	44%	46%
Church of Scotland	22%	19%
Roman Catholic	15%	14%
Other Christian	6%	7%
Muslim	3%	4%
Other Religions ¹	3%	3%
Prefer not to say	5%	5%
Skipped	2%	2%
Total	36,914	18,876

Those with experience of Young Carer Grant were most likely to report their religion, religious denomination or body as “none” (64%). Adult Disability Payment Case Transfer has the highest proportion of respondents selecting Church of Scotland (27%), as shown in table 2.13. The highest proportion of Muslim respondents were those with experience of Best Start Grant (12%), Best Start Foods (14%), and Scottish Child Payment (12%).

¹ Buddhist, Sikh, Jewish, Hindu, Pagan, Other (free text responses)

Table 2.13: Religion, religious denomination or body respondents belong to, by benefit experience

All respondents; row percentages

Benefit experience	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say	Skipped	Total
Carer's Allowance Supplement	44%	21%	16%	7%	2%	3%	4%	3%	995
Best Start Grant	44%	8%	12%	13%	12%	3%	5%	2%	4,003
Best Start Foods	46%	6%	11%	13%	14%	3%	5%	2%	1,922
Scottish Child Payment	44%	8%	12%	13%	12%	3%	5%	2%	4,009
Funeral Support Payment	43%	24%	19%	4%	1%	2%	4%	3%	718
Young Carer Grant	64%	10%	10%	4%	3%	2%	6%	1%	123
Child Winter Heating Payment	60%	13%	11%	5%	2%	3%	5%	2%	306
Winter Heating Payment	54%	15%	13%	8%	2%	2%	4%	2%	293
Child Disability Payment applicant	60%	11%	13%	6%	2%	2%	4%	2%	1,529
Child Disability Payment Case Transfer	54%	13%	14%	9%	3%	1%	4%	1%	291
Adult Disability Payment applicant	45%	22%	15%	5%	1%	3%	5%	2%	12,775
Adult Disability Payment Case Transfer	40%	27%	16%	6%	1%	3%	5%	2%	9,453

Household income

Respondents were asked about their household's total income from all sources over the twelve months prior to completing the survey. Nearly half (47%) either skipped the question or answered 'Prefer not to say' or 'Don't know'². Amongst those who gave a valid answer, the most common response was '£5,200 to £10,399' (24%), followed by '£10,400 to £15,599' (21%). More than seven-in-ten (71%) respondents who gave a valid response said that their household's annual income was less than £20,799. Table 2.13 shows the breakdown of results for all respondents and by benefit experience.

Those with experience of Winter Heating Payment 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 income brackets (23% answered 'Less than £5,200'). The opposite was true for those with experience of Child Disability Payment applicants (7% answered 'Less than £5,200'), as shown in Table 2.13.

² Among all respondents, 24% answered 'Don't know', 20% 'Prefer not to say', and 3% skipped the question.

Table 2.13: Respondents' household income in previous 12 months, by benefit experience

All respondents; row percentages

Benefit experience	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000+	Total
All respondents	13%	24%	21%	12%	10%	10%	6%	4%	19,392
Carer's Allowance Supplement	12%	22%	18%	13%	11%	13%	8%	4%	535
Best Start Grant	16%	22%	19%	13%	12%	12%	5%	1%	2,570
Best Start Foods	20%	24%	16%	13%	11%	10%	5%	1%	1,180
Scottish Child Payment	16%	22%	19%	13%	12%	11%	4%	1%	2,586
Funeral Support Payment	19%	41%	26%	6%	3%	2%	#	#	408
Young Carer Grant	15%	13%	15%	15%	15%	#	11%	#	46
Child Winter Heating Payment	8%	11%	11%	8%	8%	21%	18%	13%	179
Winter Heating Payment	23%	31%	19%	9%	4%	7%	4%	3%	185
Child Disability Payment applicant	7%	15%	17%	10%	12%	12%	14%	12%	872
Child Disability Payment Case Transfer	9%	18%	18%	12%	12%	8%	13%	10%	164
Adult Disability Payment applicant	15%	25%	18%	11%	10%	10%	7%	4%	6,693
Adult Disability Payment Case Transfer	8%	25%	29%	13%	10%	8%	4%	2%	4,772

Geographic spread of respondents

Respondents were also asked to provide their postcode so that each could be classified as urban or rural, based on The Scottish Government Urban Rural 2-fold Classification 2020³. This enables us to examine the distribution of survey responses from around Scotland. 79% of respondents provided a valid postcode. Of those who did provide a valid postcode, the majority (86%) lived in an urban area, whilst around one-in-seven (14%) lived in a rural area. 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, as shown in Table 2.14.

Table 2.14: Urban-rural classification

All Respondents; Column percentages

Urban or rural area	All respondents	Respondents who applied for at least one benefit
Urban	86%	86%
Rural	14%	14%
Total	29,222	14,808

Table 2.15 below shows the geographical spread of respondents by benefit experience (including only those who provided a valid postcode). Those with experience of Carer's Allowance Supplement (20%) were more likely to live in a rural area, although broadly the geographical spread was similar across all benefit experience groups.

³ The Scottish Government core definition of rurality classifies areas with a population of fewer than 3,000 people to be rural. <https://www.gov.scot/publications/scottish-government-urban-rural-classification-2020/>

Table 2.15: Urban-rural classification of respondent's postcode, by benefit experience
All respondents who provided a valid postcode; Row percentages

Benefit experience	Urban	Rural	Total
Carer's Allowance Supplement	80%	20%	808
Best Start Grant	88%	12%	3,160
Best Start Foods	89%	11%	1,518
Scottish Child Payment	87%	13%	3,175
Funeral Support Payment	88%	12%	560
Young Carer Grant	86%	14%	108
Child Winter Heating Payment	83%	17%	239
Winter Heating Payment	86%	14%	237
Child Disability Payment applicant	86%	14%	1,157
Child Disability Payment Case Transfer	85%	15%	247
Adult Disability Payment applicant	86%	14%	10,021
Adult Disability Payment Case Transfer	86%	14%	7,717

Scottish Index of Multiple Deprivation

The [Scottish Index of Multiple Deprivation](#) (SIMD) 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, one-third of (33%) respondents lived in a postcode categorised within the 20% most deprived in Scotland (quintile 1), whereas less than one-in-ten (9%) lived in a postcode categorised as the least deprived (quintile 5). There was no clear difference in the SIMD spread of respondents who had applied for at least one benefit compared to the respondent sample as a whole, as shown in table 2.16.

Table 2.16: Scottish Index of Multiple Deprivation quintile

All respondents who provided a valid postcode; Column percentages

SIMD Quintile	All respondents	Respondents who applied for at least one benefit
Quintile 1 (most deprived)	33%	34%
Quintile 2	25%	25%
Quintile 3	18%	18%
Quintile 4	15%	15%
Quintile 5 (least deprived)	9%	9%
Total	29,222	14,808

Those with experience of Winter Heating Payment had the largest proportion of respondents categorised as within SIMD quintile 1 (48%). Among some benefit experience groups, marginally more than four-in-ten lived in a postcode categorised as within SIMD quintile 1 (most deprived), and around a quarter in quintile 2 (Best Start Grant, Best Start Foods, Scottish Child Payment, and Funeral Support Payment). The remaining benefits had around three-in-ten living in a postcode categorised as within SIMD quintile 1 (most deprived), as shown in Table 2.17.

Table 2.17: Scottish Index of Multiple Deprivation quintile, by benefit experience

All respondents who gave a valid postcode; Row percentages

Benefit experience	Quintile 1 (most deprived)	Quintile 2	Quintile 3	Quintile 4	Quintile 5 (least deprived)	Total
Carer's Allowance Supplement	27%	20%	20%	16%	16%	808
Best Start Grant	40%	24%	17%	13%	7%	3,160
Best Start Foods	43%	25%	16%	11%	6%	1,518
Scottish Child Payment	39%	24%	17%	13%	7%	3,175
Funeral Support Payment	40%	26%	18%	11%	4%	560
Young Carer Grant	36%	17%	22%	14%	11%	108
Child Winter Heating Payment	32%	21%	18%	20%	9%	239
Winter Heating Payment	48%	23%	11%	12%	6%	237
Child Disability Payment applicant	31%	23%	18%	16%	11%	1,157
Child Disability Payment Case Transfer	35%	23%	18%	14%	10%	247
Adult Disability Payment applicant	32%	25%	18%	16%	10%	10,021
Adult Disability Payment Case Transfer	32%	25%	19%	15%	9%	7,717

Communication needs

Respondents were asked whether they had “any communication needs”, including a list of response options which set out types of communication needs. As set out in Table 2.18, 18% of respondents said that they had a communication need, whilst the majority (79%) did not. Those who had applied for at least one benefit were very marginally less likely to say that they had a communication need, compared to all respondents as a whole.

Table 2.18: Communication needs

All respondents; Column percentages

Do you have any communication needs?	All respondents	Respondents who applied for at least one benefit
Yes	18%	17%
No	79%	80%
Skipped question	3%	3%
Total	36,914	18,876

Those with experience of Winter Heating Payment (45%) were more likely to have communication needs. Those with experience of Child Disability Payment applications (9%) were least likely to report communication needs, as shown in Table 2.19

Table 2.19: Communication needs, by benefit experience

All respondents; Row percentages

Benefit experience	Communication needs	No Communication needs	Skipped	Total
Carer's Allowance Supplement	15%	81%	4%	995
Best Start Grant	18%	79%	3%	4,003
Best Start Foods	14%	83%	3%	1,922
Scottish Child Payment	18%	79%	3%	4,009
Funeral Support Payment	33%	61%	6%	718
Young Carer Grant	24%	76%	-	123
Child Winter Heating Payment	23%	75%	2%	306
Winter Heating Payment	45%	51%	4%	293
Child Disability Payment applicant	9%	90%	2%	1,529
Child Disability Payment Case Transfer	14%	85%	1%	291
Adult Disability Payment applicant	17%	81%	2%	12,775
Adult Disability Payment Case Transfer	20%	77%	3%	9,453

Care experience

Respondents were asked whether they had “ever been in care”. As set out in Table 2.20, one-in-twenty (5%) respondents said that they had been in care, whilst nine-in-ten (90%) said that they had not. There was no difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.20: Care experience
All respondents; Column percentages

Have you ever been in care?	All respondents	Respondents who applied for at least one benefit
Yes	5%	5%
No	90%	90%
Prefer not to say	4%	4%
Skipped question	2%	2%
Total	36,914	18,876

There is very little difference in those saying they had “ever been in care”, across benefit experience. Those with experience of Child Winter Heating Payment were marginally more likely to have responded “yes”, as set out in Table 2.21.

Table 2.21: Care experience, by benefit experience
All respondents; Row percentages

Benefit experience	Yes	No	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	4%	91%	2%	3%	995
Best Start Grant	5%	88%	5%	2%	4,003
Best Start Foods	6%	86%	6%	2%	1,922
Scottish Child Payment	5%	88%	5%	2%	4,009
Funeral Support Payment	4%	90%	3%	3%	718
Young Carer Grant	3%	90%	4%	4%	113
Child Winter Heating Payment	7%	90%	3%	1%	306
Winter Heating Payment	6%	87%	4%	2%	293
Child Disability Payment applicant	4%	91%	3%	2%	1,529
Child Disability Payment Case Transfer	5%	90%	4%	1%	291
Adult Disability Payment applicant	5%	90%	4%	2%	12,775
Adult Disability Payment Case Transfer	5%	91%	3%	2%	9,453

Main Language

Respondents were asked what their main language was. As set out in Table 2.22, three-quarters (75%) of respondents reported their main language as English, whilst a quarter (25%) said it was “another language”. There was no difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.22: Main Language

All respondents; Column percentages

What is your main language	All respondents	Respondents who applied for at least one benefit
English	75%	75%
Another language	23%	23%
Skipped question	2%	2%
Total	36,914	18,876

Respondents with experience of Young Carer Grant were more likely to say their main language was English (90%). Respondents with experience of Best Start Grant and Scottish Child Payment were marginally more likely to say “another language” (37% respectively), as set out in Table 2.23.

Table 2.23: Main Language, by benefit experience

All respondents; Row percentages

Benefit experience	English	Another language	Skipped question	Total
Carer's Allowance Supplement	81%	18%	1%	995
Best Start Grant	61%	37%	2%	4,003
Best Start Foods	62%	36%	1%	1,922
Scottish Child Payment	62%	37%	2%	4,009
Funeral Support Payment	71%	25%	3%	718
Young Carer Grant	90%	10%	-	113
Child Winter Heating Payment	84%	14%	2%	306
Winter Heating Payment	75%	22%	3%	293
Child Disability Payment applicant	80%	18%	2%	1,529
Child Disability Payment Case Transfer	75%	24%	1%	291
Adult Disability Payment applicant	78%	20%	1%	12,775
Adult Disability Payment Case Transfer	75%	23%	2%	9,453

Refugee Status

Respondents were asked if they have “ever been granted refugee status to live in the UK”. As set out in Table 2.24, a very small percentage (2%) of respondents reported they had been granted refugee status to live in the UK. There was very little difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.24: Refugee Status

All respondents; Column percentages

Have you ever been granted refugee status?	All respondents	Respondents who applied for at least one benefit
Yes	2%	3%
No	93%	92%
Prefer not to say	2%	3%
Skipped question	3%	2%
Total	36,914	18,876

Respondents with experience of Best Start Foods were most likely to say they had been granted refugee status to live in the UK (11%) followed by Best Start Grant and Scottish Child Payment (9% respectively), as set out in Table 2.23.

Table 2.25: Refugee status, by benefit experience

All respondents; Row percentages

Benefit experience	Yes	No	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	1%	94%	2%	3%	995
Best Start Grant	9%	83%	5%	3%	4,003
Best Start Foods	11%	81%	6%	3%	1,922
Scottish Child Payment	9%	83%	5%	3%	4,009
Funeral Support Payment	1%	91%	3%	5%	718
Young Carer Grant	#	97%	#	-	123
Child Winter Heating Payment	#	94%	3%	#	306
Winter Heating Payment	2%	2%	2%	2%	293
Child Disability Payment applicant	1%	94%	2%	2%	1,529
Child Disability Payment Case Transfer	#	94%	3%	#	291
Adult Disability Payment applicant	1%	95%	2%	2%	12,775
Adult Disability Payment Case Transfer	1%	95%	1%	3%	9,453

Number of adults in household

Respondents were asked how many adults lived in their household. As set out in Table 2.26, two-fifths (40%) of respondents reported having 1 adult in the household, followed by those with two adults (37%) and 3 or more (15%). There was little difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.26: Number of adults in household
All respondents; Column percentages

Number of adults in household	All respondents	Respondents who applied for at least one benefit
1	40%	40%
2	37%	36%
3 or more	15%	16%
Prefer not to say	5%	5%
Skipped	3%	3%
Total	36,914	18,876

Respondents with experience of Funeral Support Payment were more likely to say there was 1 adult in their household (58%). Respondents with experience of Young Carer Grant were more likely to say there were 3 or more adults in their household (62%), as set out in Table 2.27.

Table 2.27: Number of adults in household, by benefit experience
All respondents; Row percentages

Benefit experience	1	2	3 or more	Prefer not to say	Skipped	Total
Carer's Allowance Supplement	22%	49%	23%	3%	3%	995
Best Start Grant	39%	39%	14%	6%	2%	4,003
Best Start Foods	37%	44%	11%	6%	2%	1,922
Scottish Child Payment	41%	38%	14%	5%	3%	4,009
Funeral Support Payment	58%	20%	10%	5%	6%	718
Young Carer Grant	#	25%	62%	#	-	123
Child Winter Heating Payment	33%	42%	19%	3%	3%	306
Winter Heating Payment	49%	28%	14%	3%	5%	293
Child Disability Payment applicant	34%	42%	18%	4%	2%	1,529
Child Disability Payment Case Transfer	31%	37%	27%	#	#	291
Adult Disability Payment applicant	40%	36%	16%	5%	3%	12,775
Adult Disability Payment Case Transfer	43%	36%	13%	4%	3%	9,453

Number of children in household

Respondents were asked how many children lived in their household. As set out in Table 2.28, over two-thirds (68%) of respondents reported having 0 children in the household, followed by those with 1 child (13%) and 2 children (9%). There was marked difference between those who had applied for at least one benefit compared to all respondents as a whole. Particularly with those who said 0 children in the household (57% of those who applied for at least one benefit, compared with 68% of all respondents).

Table 2.28: Number of children in household
All respondents; Column percentages

Number of children in household	All respondents	Respondents who applied for at least one benefit
0	68%	57%
1	13%	19%
2	9%	13%
More than 2	4%	6%
Prefer not to say	3%	3%
Skipped	3%	2%
Total	36,914	18,876

Respondents with experience of Adult Disability Payment Case Transfer and Adult Disability Payment applicants were more likely to say there were 0 children in their household (86% and 77% respectively), as set out in Table 2.29.

Table 2.29: Number of children in household, by benefit experience
All respondents; Row percentages

Benefit experience	0	1	2	3 or more	Prefer not to say	Skipped	Total
Carer's Allowance Supplement	69%	11%	8%	6%	2%	3%	995
Best Start Grant	5%	42%	32%	17%	2%	2%	4,003
Best Start Foods	7%	36%	32%	21%	3%	1%	1,922
Scottish Child Payment	4%	42%	33%	18%	2%	2%	4,009
Funeral Support Payment	73%	11%	5%	3%	3%	4%	718
Young Carer Grant	52%	27%	14%	#	#	-	123
Child Winter Heating Payment	5%	32%	39%	21%	#	#	306
Winter Heating Payment	57%	18%	11%	9%	2%	3%	293
Child Disability Payment applicant	4%	36%	38%	18%	2%	1%	1,529
Child Disability Payment Case Transfer	20%	28%	30%	19%	2%	1%	291
Adult Disability Payment applicant	77%	10%	5%	2%	3%	2%	12,775
Adult Disability Payment Case Transfer	86%	6%	2%	1%	2%	3%	9,453

Caring responsibilities

Respondents were also asked “apart from anything you do as part of paid employment, do you look after, or give any regular help or support to family members, friends, neighbours or others because of either a long-term physical/mental ill-health/disability, or problems related to old age?”. As set out in Table 2.30, around a quarter (25%) reported that they did have caring responsibilities. The majority (66%) said they did not have caring responsibilities. There was no difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.30: Caring Responsibilities
All respondents; Column percentages

Caring responsibilities	All respondents	Respondents who applied for at least one benefit
Yes	25%	25%
No	66%	66%
Prefer not to say	7%	7%
Skipped	2%	2%
Total	36,914	18,876

Respondents with experience of Young Carer Grant were more likely to say they had caring responsibilities (83%), followed by those with experience of Carer’s Allowance Supplement and Child Winter Heating Payment (74% and 71% respectively). Respondents with experience of Adult Disability Payment Case Transfer were more likely to say they had no caring responsibilities (75%), as set out in Table 2.31.

Table 2.31: Caring Responsibilities, by benefit experience
All respondents; Row percentages

Benefit experience	Yes	No	Prefer not to say	Skipped	Total
Carer's Allowance Supplement	74%	18%	5%	4%	995
Best Start Grant	26%	63%	9%	2%	4,003
Best Start Foods	20%	68%	10%	2%	1,922
Scottish Child Payment	26%	63%	9%	2%	4,009
Funeral Support Payment	21%	68%	7%	3%	718
Young Carer Grant	83%	12%	4%	1%	123
Child Winter Heating Payment	71%	21%	5%	3%	306
Winter Heating Payment	41%	48%	6%	5%	293
Child Disability Payment applicant	50%	39%	8%	2%	1,529
Child Disability Payment Case Transfer	56%	35%	8%	2%	291
Adult Disability Payment applicant	22%	69%	7%	2%	12,775
Adult Disability Payment Case Transfer	17%	75%	5%	2%	9,453

Comparison with applicants

Table 2.32 shows a comparison of the demographic characteristics of Client Survey respondents who completed an application between 1 April 2023 and 31 March 2024 compared to statistics on Social Security Scotland applicants who completed an equalities monitoring form as part of the application process during the same period which could be linked with their applications. Comparison of all Client Survey respondents and all clients was not possible as equalities data is not available for clients who have been transferred from the Department of Work and Pensions nor for clients who receive benefits which are paid automatically (Carer's Allowance Supplement, Child Winter Heating Payment and Winter Heating Payment).

In the table, the data is divided into three columns showing: the proportion of applicants who provided demographic data that chose each answer; the proportion of Client Survey respondents who made an application that chose each answer; and the percentage point difference between these figures where '+' means a larger proportion of Client Survey respondents and '-' means a smaller proportion. As with all the tables in this report, figures may not sum due to rounding.

The data for Client Survey respondents corresponds with the figures presented in tables 2.2 to 2.31 above. Data for applicants was calculated based on Equalities and Diversity statistics for 2023-24 published by Social Security Scotland.⁴ The data presented in Table 2.32 may differ from the figures in the published statistics due to small differences in how responses have been categorised and counted to allow for comparison with Client Survey data.

For six of the nine categories included in the comparison, the proportions of Client Survey respondents who made an application and applicants choosing each answer option was the same or similar. This means there was a difference of five or less percentage points between each of the available answer options. These categories were: gender, ethnicity, sexual orientation, transgender, geographical location, and SIMD classification.

For three of the nine categories, there were larger differences between the two groups. The biggest percentage point differences were in the age and health categories.

Around two in five (45%) of applicants were aged between 16-34, compared to less than one in five (16%) of Client Survey respondents. Around half (51%) of Client Survey respondents were aged 45-64, compared to around a quarter (26%) of applicants.

More than two thirds (68%) of Client Survey respondents who made an application had a long-term physical or mental health condition, compared to half (50%) of applicants.

The proportion of Client Survey respondents who made an application that said they had no religion (46%) was 13 percentage points lower than the corresponding proportion of applicants (59%). Around one in five (19%) of Client Survey respondents were part of the Church of Scotland, compared to one in ten (10%) of applicants.

⁴ Figures represent the number of applicants who completed an equalities monitoring form after data linking and de-duplication. The full Equalities and diversity data for applicants is published online here: [Social Security Scotland - Social Security Scotland Client and Applicant Diversity and Equalities Analysis for April 2023 to March 2024](#)

Lastly, with regards to benefit experience, around two thirds (67%) of Client Survey respondents who made an application did so for Adult Disability Payment. This was 24 percentage points higher than applicants who provided equalities data (43%). The proportions of respondents who applied for Funeral Support Payment, Job Start Payment and Young Carer Grant were all smaller than the proportions of applicants by between 1 and 2 percentage points.

Table 2.32: Comparison of demographic characteristics of Client Survey respondents who made an application compared to applicants who provided demographic information with their application

Column percentages

	Applicants - Diversity and Equalities data	Client Survey - respondents who applied for at least one benefit	Percentage point difference
Gender identity			
Man	25%	30%	+5
Woman	68%	65%	-3
In another way	1%	1%	-
Prefer not to say	7%	2%	-5
Skipped/unknown	0%	1%	+1
Age			
16-24	16%	4%	-12
25-34	29%	12%	-17
35-44	25%	21%	-4
45-64	26%	51%	+25
65+	3%	6%	+3
Skipped/unknown	0%	4%	+4
Ethnicity			
White	87%	87%	-
Minority ethnic ⁵	6%	6%	-
Prefer not to say	7%	3%	-4
Skipped/unknown	0%	3%	+3
Long-term physical or mental health condition			
With long-term physical/mental health condition	50%	68%	+18
No condition	39%	24%	-15

⁵ Ethnic minority categories have been combined for comparison. In the applicant statistics, this includes Mixed or multiple ethnic groups, Asian, African, Caribbean or Black and Other ethnic groups.

	Applicants - Diversity and Equalities data	Client Survey - respondents who applied for at least one benefit	Percentage point difference
Prefer not to say	11%	6%	-4
Skipped/unknown	0%	2%	+2
Sexual orientation			
Heterosexual	84%	85%	+1
Gay / lesbian / bisexual ⁶	5%	5%	-
In another way	1%	1%	-
Prefer not to say	11%	7%	-4
Skipped/unknown	0%	3%	+3
Transgender			
Yes	1%	1%	-
No	92%	93%	+1
Prefer not to say	8%	3%	-5
Skipped/unknown	0%	3%	+3
Urban or rural area⁷			
Urban	86%	86%	-
Rural	14%	14%	-
SIMD Quintile⁸			
Quintile 1 (most deprived)	35%	34%	-1
Quintile 2	25%	25%	-
Quintile 3	18%	18%	-
Quintile 4	14%	15%	+1
Quintile 5 (least deprived)	8%	9%	+1
Religion			
None	59%	46%	-13
Roman Catholic	11%	14%	+3
Church of Scotland	10%	19%	+9
Other Christian	5%	7%	+2
Muslim	4%	4%	-
Other religions ⁹	2%	3%	+1
Prefer not to say	11%	5%	-6

⁶ These categories are separated into 'Gay & Lesbian' and 'Bisexual' in the applicant statistics publication.

⁷ In the applicant statistics, more detailed Urban and Rural breakdowns have been used. The statistics also include unknowns. These have been removed from the percentages in this table.

⁸ In the applicant statistics, more detailed SIMD breakdowns have been used. The statistics also include unknowns. These have been removed from the percentages in this table.

⁹ Buddhist, Sikh, Jewish, Hindu, Pagan, Other (free text responses).

	Applicants - Diversity and Equalities data	Client Survey - respondents who applied for at least one benefit	Percentage point difference
Skipped/unknown	0%	2%	+2
Benefit applied for			
Best Start Foods	19%	22%	-17
Best Start Grant			
Scottish Child Payment			
Funeral Support Payment	6%	4%	-2
Job Start Payment	1%	0%	-1
Young Carer Grant	3%	1%	-2
Child Disability Payment	8%	8%	-
Adult Disability Payment	43%	67%	+24

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](#)
- [Gender identity](#)
- [Age](#)
- [Ethnicity](#)
- [Whether respondents have a long-term physical/mental health condition](#)
- [Urban-rural classification](#)
- [Scottish Index of Multiple Deprivation quintile](#)
- [Sexual orientation](#)
- [Religion](#)
- [Household income](#)
- [Care experience](#)
- [Communication needs](#)
- [Main language](#)
- [Refugee status](#)
- [Adults in Household](#)
- [Children in Household](#)

3.1. All respondents

Table 3.1.1: Overall rating of experience with Social Security Scotland

All respondents; Column percentages

Response options	All respondents
Very good or good	81%
Neither poor nor good	15%
Poor or very poor	5%
Total	35,069

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...	All respondents	Total
Social Security Scotland treated me with dignity	79%	34,577
Social Security Scotland treated me fairly	77%	34,315
Social Security Scotland treated me with respect	80%	34,458
I understand what Social Security Scotland does	78%	35,777
Social Security Scotland is an open organisation	61%	35,172
I feel I can trust Social Security Scotland	69%	35,597
Social Security Scotland did not waste my time	73%	35,041
Social Security Scotland is an honest organisation	68%	35,461

Table 3.1.3: Views on experience of contacting Social Security Scotland (% strongly agreeing or agreeing with each statement)

All respondents who had tried to contact Social Security Scotland; Column percentages

Response options	All respondents	Total
I had enough choice about how I communicated with Social Security Scotland	75%	17,350
It was easy to contact Social Security Scotland	64%	17,098
I got the support (information or advice) I needed	69%	17,166

Table 3.1.4: Views on experience of contact from Social Security Scotland (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Response options	All respondents	Total
I received the right level of communication from Social Security Scotland	69%	35,406
I had enough choice about how Social Security Scotland communicated with me	72%	35,106

Table 3.1.5: Overall, how respondents rated their experience with Social Security Scotland staff

All respondents who had been in contact with staff; Column percentages

Response options	All respondents
Very good or good	85%
Neither poor nor good	10%
Poor or very poor	5%
Total	15,616

Table 3.1.6: Overall, how respondents rated their experience of filling in and submitting their application for Social Security Scotland benefits

All respondents who had applied for at least one benefit; Column percentages

Response options	All respondents
Very good or good	74%
Neither poor nor good	19%
Poor or very poor	7%
Total	21,047

Table 3.1.7: Overall, how respondents rated their experience of receiving benefit payments from Social Security Scotland

All respondents who had received benefit payments; Column percentages

Response options	All respondents
Very good or good	90%
Neither poor nor good	8%
Poor or very poor	1%
Total	25,928

Table 3.1.8: Whether respondents faced any barriers getting help from Social Security Scotland

All respondents; Column percentages

Response options	All respondents
Experienced barrier	24%
Did not experience barrier	76%
Total	35,605

Table 3.1.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland
All respondents; Column percentages

Response options	All respondents
Experienced discrimination	6%
Did not experience discrimination	89%
Prefer not to say	5%
Total	36,511

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	Total
Carer's Allowance Supplement	88%	11%	1%	1,096
Best Start Grant	90%	8%	2%	4,793
Best Start Foods	90%	8%	2%	4,197 ¹⁰
Funeral Support Payment	87%	10%	3%	450
Young Carer Grant	95%	#	#	109
Scottish Child Payment	95%	4%	1%	16,112
Child Winter Heating Payment	93%	#	#	234
Winter Heating Payment	85%	11%	4%	283
Child Disability Payment	85%	10%	5%	1,658
Child Disability Payment Case Transfer	91%	7%	2%	2,411
Adult Disability Payment	75%	18%	8%	4,790
Adult Disability Payment Case Transfer	85%	13%	2%	2,704

¹⁰ Discrepancy in number for Best Start Grant / Best Start Foods is likely driven by respondents answering 'Don't know' to the question regarding application type.

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

All respondents; Column percentages

Strongly agree or agree that ... (Social Security Scotland)	treated me with dignity	treated me fairly	treated me with respect	did not waste my time	I understand what Social Security Scotland does	I feel I can trust Social Security Scotland	is an honest organisati on	is an open organisation	Total
Carer's Allowance Supplement	86%	87%	86%	84%	82%	76%	75%	70%	879
Best Start Grant	90%	88%	91%	86%	88%	84%	84%	84%	3,754
Best Start Foods	90%	88%	91%	85%	90%	85%	86%	86%	1,814
Funeral Support Payment	88%	86%	90%	83%	85%	79%	81%	77%	704
Young Carer Grant	94%	93%	98%	89%	85%	84%	84%	80%	120
Scottish Child Payment	91%	91%	89%	92%	87%	85%	85%	85%	15,557
Child Winter Heating Payment	93%	92%	94%	86%	92%	87%	87%	83%	291
Winter Heating Payment	86%	86%	88%	80%	87%	78%	78%	77%	288
Child Disability Payment applicants	88%	84%	88%	87%	75%	79%	76%	78%	1,482
Child Disability Payment Case Transfer	88%	89%	89%	88%	79%	84%	85%	85%	287
Adult Disability Payment applicants	76%	70%	76%	77%	63%	65%	67%	66%	12,207
Adult Disability Payment Case Transfer	84%	83%	85%	83%	67%	72%	78%	71%	8,577

Table 3.2.3: Views on experience of contacting Social Security Scotland, by benefit experience (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

Benefit experience	I had enough choice about how I communicated with Social Security Scotland	It was easy to contact Social Security Scotland	I had enough choice about how I communicated with Social Security Scotland	Total
Carer's Allowance Supplement	81%	70%	75%	323
Best Start Grant	82%	76%	81%	1,720
Best Start Foods	84%	79%	83%	953
Funeral Support Payment	83%	79%	84%	400
Young Carer Grant	82%	78%	90%	50
Scottish Child Payment	83%	77%	82%	1,728
Child Winter Heating Payment	90%	70%	75%	124
Winter Heating Payment	77%	70%	77%	182
Child Disability Payment	80%	62%	73%	1,096
Child Disability Payment Case transfer	81%	63%	77%	195
Adult Disability Payment	72%	59%	64%	7,864
Adult Disability Payment Case transfer	79%	69%	74%	3,713

Table 3.2.4: Views on experience of contact from Social Security Scotland, by benefit experience (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Benefit experience	I received the right level of communication from Social Security Scotland	I had enough choice about how Social Security Scotland communicated with me	Total
All respondents	69%	72%	35,406
Carer's Allowance Supplement	74%	75%	924
Best Start Grant	79%	80%	3,897
Best Start Foods	81%	83%	1,887
Funeral Support Payment	78%	80%	700
Young Carer Grant	79%	85%	121
Scottish Child Payment	81%	81%	3,912
Child Winter Heating Payment	83%	83%	300
Winter Heating Payment	76%	76%	289
Child Disability Payment applicants	69%	77%	1,508
Child Disability Payment Case transfer	82%	83%	285
Adult Disability Payment applicants	62%	68%	12,485
Adult Disability Payment Case transfer	76%	74%	8,976

Table 3.2.5: 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	Total
Carer's Allowance Supplement	90%	8%	2%	333
Best Start Grant	94%	5%	1%	2,370
Best Start Foods	95%	4%	1%	2,144
Funeral Support Payment	91%	7%	2%	282
Young Carer Grant	95%	#	#	40
Scottish Child Payment	95%	4%	1%	5,801
Child Winter Heating Payment	89%	9%	2%	207
Winter Heating Payment	86%	10%	5%	152
Child Disability Payment applicants	87%	9%	5%	714
Child Disability Payment Case transfer	85%	10%	5%	848
Adult Disability Payment applicants	81%	13%	7%	3,037
Adult Disability Payment Case transfer	87%	9%	4%	980

Table 3.2.6: 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 applied for	Very good or good	Neither poor nor good	Poor or very poor	Total
Best Start Grant, Best Start Foods and Scottish Child Payment	90%	8%	2%	1,468
Best Start Grant and Best Start Foods	90%	8%	2%	288
Scottish Child Payment	91%	8%	1%	2,087
Funeral Support Payment	86%	12%	2%	691
Young Carer Grant applicants	86%	11%	3%	171
Child Disability Payment	80%	14%	6%	1,471
Adult Disability Payment	67%	24%	10%	11,706

Table 3.2.7: 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	Total
All payment recipients	90%	8%	1%	25,928
Carer's Allowance Supplement	89%	9%	1%	974
Best Start Grant	95%	4%	1%	1,274
Best Start Foods	94%	5%	1%	780
Funeral Support Payment	92%	7%	1%	532
Young Carer Grant	95%	3%	2%	123
Scottish Child Payment	95%	5%	1%	3,302
Child Winter Heating Payment	95%	4%	0%	305
Winter Heating Payment	85%	11%	4%	285
Child Disability Payment	93%	6%	1%	1,573

Table 3.2.8: Whether respondents faced any barriers getting help from Social Security Scotland by benefit experience
All respondents; Row percentages

Benefit experience	Experienced barrier	Did not experience barrier	Total
All respondents	24%	76%	35,606
Carer's Allowance Supplement	11%	89%	980
Best Start Grant	17%	83%	2,090
Best Start Foods	18%	82%	1,894
Scottish Child Payment	16%	84%	3,955
Funeral Support Payment	21%	79%	442
Young Carer Grant	18%	82%	104
Child Winter Heating Payment	14%	86%	304
Winter Heating Payment	22%	78%	293
Child Disability Payment applicants	23%	77%	1,409
Child Disability Payment Case transfer	22%	78%	285
Adult Disability Payment applicants	29%	71%	12,509
Adult Disability Payment Case transfer	20%	80%	8,973

Table 3.2.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by benefit experience

All respondents; Row percentages

Benefit experience	Experienced discrimination	Did not experience discrimination	Prefer not to say	Total
All respondents	6%	89%	5%	36,511
Carer's Allowance Supplement	2%	96%	2%	975
Best Start Grant	6%	87%	7%	2,097
Best Start Foods	6%	87%	7%	1,902
Funeral Support Payment	6%	90%	4%	713
Young Carer Grant	4%	93%	3%	173
Scottish Child Payment	5%	89%	6%	3,971
Child Winter Heating Payment	2%	96%	2%	303
Winter Heating Payment	6%	89%	6%	290
Child Disability Payment applicants	4%	92%	4%	1,415
Child Disability Payment Case Transfer	6%	92%	3%	288
Adult Disability Payment applicants	8%	85%	7%	12,716
Adult Disability Payment Case Transfer	3%	93%	3%	9,145

3.3. Gender identity

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

All respondents

Response options	How would you describe your gender identity?			
	Man	Woman	In another way	Prefer not to say
Very good or good	78%	82%	71%	64%
Neither poor nor good	17%	13%	21%	26%
Poor or very poor	5%	4%	9%	10%
Total	11,447	22,328	160	661

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

Thinking about your overall experience...	Man	Woman	In another way	Prefer not to say
Social Security Scotland treated me with dignity	77%	81%	73%	59%
Social Security Scotland treated me fairly	74%	79%	75%	55%
Social Security Scotland treated me with respect	78%	83%	73%	61%
I understand what Social Security Scotland does	76%	81%	71%	59%
Social Security Scotland is an open organisation	60%	63%	42%	37%
I feel I can trust Social Security Scotland	67%	71%	54%	44%
Social Security Scotland did not waste my time	71%	75%	60%	48%
Social Security Scotland is an honest organisation	67%	70%	55%	41%
Total	11,497	21,740	160	710

Table 3.3.3: Views on experience of contacting Social Security Scotland, by gender identity (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Man	Woman	In another way	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	73%	77%	64%	57%
It was easy to contact Social Security Scotland	62%	65%	53%	44%
I got the support (information or advice) I needed	67%	72%	59%	51%
Total	4,077	8,492	63	228

Table 3.2.4: Views on experience of contact from Social Security Scotland, by gender identity (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Man	Woman	In another way	Prefer not to say
I received the right level of communication from Social Security Scotland	67%	72%	57%	50%
I had enough choice about how Social Security Scotland communicated with me	69%	74%	58%	52%
Total	11,661	22,344	167	750

Table 3.3.5: How respondents rated their experience with Social Security Scotland staff, by gender identity

Respondents who had been in contact with staff; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Very good or good	83%	86%	80%	71%
Neither poor nor good	11%	9%	14%	17%
Poor or very poor	5%	4%	6%	12%
Total	4,770	10,182	79	339

Table 3.3.6: How respondents rated their experience of applying for Social Security Scotland benefits, by gender identity

Respondents who had applied for at least one benefit; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Very good or good	69%	77%	71%	60%
Neither poor nor good	23%	17%	23%	27%
Poor or very poor	8%	6%	7%	13%
Total	6,479	13,781	102	402

Table 3.3.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by gender identity

Respondents who had received benefit payments; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Very good or good	89%	92%	89%	74%
Neither poor nor good	10%	7%	#	22%
Poor or very poor	2%	1%	#	4%
Total	8,168	16,859	116	481

Table 3.3.8: 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	Woman	In another way	Prefer not to say
Experienced barrier	26%	23%	42%	44%
Did not experience barrier	74%	77%	58%	56%
Total	11,788	22,423	166	740

Table 3.3.9: 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	Woman	In another way	Prefer not to say
Experienced discrimination	6%	5%	14%	13%
Did not experience discrimination	88%	91%	81%	67%
Prefer not to say	6%	5%	5%	19%
Total	12,027	23,046	170	758

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	25-34	35-44	45-54	55-64	65+
Very good or good	82%	82%	84%	79%	80%	81%
Neither poor nor good	13%	13%	11%	16%	15%	15%
Poor or very poor	5%	6%	5%	5%	4%	3%
Total	1,008	2,964	5,589	7,100	12,213	4,342

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...	16-24	25-34	35-44	45-54	55-64	65+
Social Security Scotland treated me with dignity	79%	79%	80%	79%	80%	81%
Social Security Scotland treated me fairly	77%	77%	78%	75%	77%	79%
Social Security Scotland treated me with respect	81%	82%	82%	80%	81%	82%
I understand what Social Security Scotland does	81%	83%	83%	78%	77%	79%
Social Security Scotland is an open organisation	66%	69%	68%	60%	59%	60%
I feel I can trust Social Security Scotland	72%	72%	73%	68%	68%	71%
Social Security Scotland did not waste my time	73%	74%	75%	71%	74%	76%
Social Security Scotland is an honest organisation	72%	73%	72%	67%	68%	69%
Total	1,032	3,039	5,679	7,085	11,882	4,052

Table 3.4.3: Views on experience of contacting Social Security Scotland, by age (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

Thinking about your overall experience...	16-24	25-34	35-44	45-54	55-64	65+
I had enough choice about how I communicated with Social Security Scotland	75%	78%	77%	75%	75%	73%
It was easy to contact Social Security Scotland	60%	65%	67%	64%	63%	66%
I got the support (information or advice) I needed	69%	71%	71%	69%	70%	68%
Total	491	1,651	3,169	3,862	5,876	1,486

Table 3.4.4: Views on experience of contact from Social Security Scotland, by age (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Thinking about your overall experience...	16-24	25-34	35-44	45-54	55-64	65+
I received the right level of communication from Social Security Scotland	68%	69%	70%	67%	70%	74%
I had enough choice about how Social Security Scotland communicated with me	73%	74%	74%	71%	72%	73%
Total	1,041	3,095	5,774	7,187	12,139	4,226

Table 3.4.5: 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	25-34	35-44	45-54	55-64	65+
Very good or good	88%	87%	85%	85%	85%	84%
Neither poor nor good	9%	8%	9%	10%	10%	12%
Poor or very poor	3%	4%	5%	4%	5%	4%
Total	479	1,505	2,765	3,446	5,384	1,314

Table 3.4.6: 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	25-34	35-44	45-54	55-64	65+
Very good or good	79%	81%	80%	73%	69%	70%
Neither poor nor good	15%	13%	14%	20%	24%	23%
Poor or very poor	6%	7%	6%	7%	7%	7%
Total	800	2,379	4,323	4,512	6,625	1,534

Table 3.4.7: 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	25-34	35-44	45-54	55-64	65+
Very good or good	93%	92%	93%	90%	90%	91%
Neither poor nor good	6%	7%	6%	9%	9%	8%
Poor or very poor	2%	1%	1%	1%	1%	1%
Total	729	2,280	4,363	5,241	8,837	3,165

Table 3.4.8: Whether respondents faced any barriers getting help from Social Security Scotland, by age

All respondents; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Experienced barrier	25%	24%	24%	25%	24%	22%
Did not experience barrier	75%	76%	76%	75%	76%	78%
Total	970	3,086	5,784	7,217	12,322	4,318

Table 3.4.9: 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	25-34	35-44	45-54	55-64	65+
Experienced discrimination	7%	8%	8%	6%	4%	3%
Did not experience discrimination	86%	84%	87%	89%	91%	93%
Prefer not to say	7%	7%	6%	6%	4%	3%
Total	1,060	3,120	5,863	7,373	12,641	4,457

3.5. Ethnicity

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

All respondents; Column percentage

Response options	White	Minority Ethnic	Prefer not to say
Very good or good	81%	87%	73%
Neither poor nor good	15%	10%	21%
Poor or very poor	5%	3%	7%
Total	31,268	1,791	824

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...	White	Minority Ethnic	Prefer not to say
Social Security Scotland treated me with dignity	80%	85%	68%
Social Security Scotland treated me fairly	77%	82%	64%
Social Security Scotland treated me with respect	81%	87%	69%
I understand what Social Security Scotland does	79%	82%	69%
Social Security Scotland is an open organisation	61%	76%	51%
I feel I can trust Social Security Scotland	69%	80%	58%
Social Security Scotland did not waste my time	73%	80%	62%
Social Security Scotland is an honest organisation	68%	79%	57%
Total	30,787	1,764	859

Table 3.5.3: Views on experience of contacting Social Security Scotland, by ethnicity (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	White	Minority Ethnic	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	75%	81%	63%
It was easy to contact Social Security Scotland	64%	74%	53%
I got the support (information or advice) I needed	69%	80%	59%
Total	15,374	938	444

Table 3.5.4: Views on experience of contact from Social Security Scotland, by ethnicity (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	White	Minority Ethnic	Prefer not to say
I received the right level of communication from Social Security Scotland	69%	79%	60%
I had enough choice about how Social Security Scotland communicated with me	72%	77%	60%
Total	31,483	1,811	888

Table 3.5.5: 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	Minority Ethnic	Prefer not to say
Very good or good	85%	92%	78%
Neither poor nor good	10%	6%	13%
Poor or very poor	5%	2%	9%
Total	13,845	872	380

Table 3.5.6: 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	Minority Ethnic	Prefer not to say
Very good or good	73%	86%	68%
Neither poor nor good	20%	11%	22%
Poor or very poor	7%	3%	10%
Total	18,438	1,385	526

Table 3.5.7: 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	Minority Ethnic	Prefer not to say
Very good or good	91%	92%	82%
Neither poor nor good	8%	7%	15%
Poor or very poor	1%	1%	3%
Total	23,167	1,369	604

Table 3.5.8: Whether respondents faced any barriers getting help from Social Security Scotland, by ethnicity

All respondents; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Experienced barrier	23%	27%	39%
Did not experience barrier	77%	73%	61%
Total	31,717	1,823	884

Table 3.5.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by ethnicity

All respondents; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Experienced discrimination	5%	7%	10%
Did not experience discrimination	90%	84%	72%
Prefer not to say	5%	9%	19%
Total	32,502	1,843	906

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	No condition	Prefer not to say
Very good or good	79%	88%	79%
Neither poor nor good	16%	9%	17%
Poor or very poor	5%	3%	4%
Total	25,618	6,837	2,029

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...	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	78%	86%	74%
Social Security Scotland treated me fairly	75%	84%	73%
Social Security Scotland treated me with respect	79%	88%	76%
I understand what Social Security Scotland does	77%	86%	73%
Social Security Scotland is an open organisation	58%	75%	58%
I feel I can trust Social Security Scotland	66%	80%	65%
Social Security Scotland did not waste my time	71%	82%	70%
Social Security Scotland is an honest organisation	66%	79%	65%
Total	25,243	6,740	2,010

Table 3.6.3: Views on experience of contacting Social Security Scotland, by whether respondents have a long-term physical/mental health condition (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	With long-term physical/mental health condition	No condition	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	74%	81%	70%
It was easy to contact Social Security Scotland	62%	71%	63%
I got the support (information or advice) I needed	68%	77%	68%
Total	13,133	3,005	908

Table 3.6.4: Views on experience of contact from Social Security Scotland, by whether respondents have a long-term physical/mental health condition (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	With long-term physical/mental health condition	No condition	Prefer not to say
I received the right level of communication from Social Security Scotland	68%	78%	67%
I had enough choice about how Social Security Scotland communicated with me	70%	79%	67%
Total	25,950	6,784	2,067

Table 3.6.5: 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	No condition	Prefer not to say
Very good or good	84%	90%	85%
Neither poor nor good	11%	7%	10%
Poor or very poor	5%	3%	4%
Total	11,596	2,880	848

Table 3.6.6: 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	No condition	Prefer not to say
Very good or good	70%	86%	74%
Neither poor nor good	22%	10%	21%
Poor or very poor	8%	3%	6%
Total	14,435	4,994	1,248

Table 3.6.7: 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	No condition	Prefer not to say
Very good or good	90%	94%	87%
Neither poor nor good	9%	5%	12%
Poor or very poor	2%	1%	1%
Total	18,506	5,565	1,462

Table 3.6.8: 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	No condition	Prefer not to say
Experienced barrier	26%	16%	28%
Did not experience barrier	74%	84%	72%
Total	26,141	6,833	2,044

Table 3.6.9: 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	No condition	Prefer not to say
Experienced discrimination	6%	4%	5%
Did not experience discrimination	89%	92%	81%
Prefer not to say	5%	4%	14%
Total	26,783	6,989	2,118

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	Rural
Very good or good	82%	81%
Neither poor nor good	14%	14%
Poor or very poor	4%	5%
Total	23,935	3,978

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...	Urban	Rural
Social Security Scotland treated me with dignity	81%	80%
Social Security Scotland treated me fairly	78%	78%
Social Security Scotland treated me with respect	82%	81%
I understand what Social Security Scotland does	79%	80%
Social Security Scotland is an open organisation	63%	61%
I feel I can trust Social Security Scotland	71%	70%
Social Security Scotland did not waste my time	75%	74%
Social Security Scotland is an honest organisation	70%	69%
Total	23,566	3,934

Table 3.7.3: Views on experience of contacting Social Security Scotland, by urban-rural classification (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Urban	Rural
I had enough choice about how I communicated with Social Security Scotland	76%	76%
It was easy to contact Social Security Scotland	66%	63%
I got the support (information or advice) I needed	71%	69%
Total	11,792	1,964

Table 3.7.4: Views on experience of contact from Social Security Scotland, by urban-rural classification (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Urban	Rural
I received the right level of communication from Social Security Scotland	71%	70%
I had enough choice about how Social Security Scotland communicated with me	73%	72%
Total	24,085	3,999

Table 3.7.5: 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	Rural
Very good or good	86%	85%
Neither poor nor good	9%	11%
Poor or very poor	4%	4%
Total	10,646	1,764

Table 3.7.6: 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	Rural
Very good or good	75%	74%
Neither poor nor good	18%	20%
Poor or very poor	7%	6%
Total	14,439	2,257

Table 3.7.7: 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	Rural
Very good or good	91%	92%
Neither poor nor good	8%	7%
Poor or very poor	1%	1%
Total	17,630	3,005

Table 3.7.8: Whether respondents faced any barriers getting help from Social Security Scotland, by urban-rural classification

All respondents; Column percentages

Response options	Urban	Rural
Experienced barrier	23%	23%
Did not experience barrier	77%	77%
Total	24,295	4,068

Table 3.7.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, urban-rural classification

All respondents; Column percentages

Response options	Urban	Rural
Experienced discrimination	5%	5%
Did not experience discrimination	90%	91%
Prefer not to say	5%	4%
Total	24,856	4,145

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	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	83%	81%	82%	81%	81%
Neither poor nor good	13%	14%	13%	14%	14%
Poor or very poor	3%	4%	5%	5%	5%
Total	9,262	6,928	5,064	4,139	2,520

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...	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Social Security Scotland treated me with dignity	81%	80%	81%	80%	80%
Social Security Scotland treated me fairly	79%	78%	78%	77%	77%
Social Security Scotland treated me with respect	83%	82%	81%	81%	81%
I understand what Social Security Scotland does	80%	79%	80%	79%	80%
Social Security Scotland is an open organisation	66%	63%	62%	61%	59%
I feel I can trust Social Security Scotland	73%	71%	70%	70%	68%
Social Security Scotland did not waste my time	76%	75%	74%	73%	73%
Social Security Scotland is an honest organisation	73%	70%	70%	68%	67%
Total	9,149	6,792	4,995	4,077	2,487

Table 3.8.3: Views on experience of contacting Social Security Scotland, by Scottish Index of Multiple Deprivation quintile (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
I had enough choice about how I communicated with Social Security Scotland	78%	77%	77%	74%	73%
It was easy to contact Social Security Scotland	69%	66%	65%	60%	56%
I got the support (information or advice) I needed	73%	71%	71%	66%	66%
Total	4,602	3,387	2,485	2,055	1,227

Table 3.8.4: Views on experience of contact from Social Security Scotland, by Scottish Index of Multiple Deprivation quintile (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
I received the right level of communication from Social Security Scotland	73%	70%	71%	69%	70%
I had enough choice about how Social Security Scotland communicated with me	74%	73%	73%	72%	71%
Total	9,319	6,933	5,091	4,193	2,548

Table 3.8.5: 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	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	88%	86%	85%	84%	84%
Neither poor nor good	8%	10%	10%	10%	9%
Poor or very poor	4%	4%	4%	5%	7%
Total	4,229	3,081	2,177	1,841	1,082

Table 3.8.6: 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	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	77%	74%	74%	73%	73%
Neither poor nor good	17%	19%	19%	20%	19%
Poor or very poor	5%	7%	7%	7%	8%
Total	5744	4117	2938	2460	1437

Table 3.8.7: 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	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	91%	91%	91%	92%	92%
Neither poor nor good	8%	8%	7%	7%	7%
Poor or very poor	1%	1%	1%	1%	1%
Total	6,853	5,054	3,729	3,092	1,907

Table 3.8.8: 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	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Experienced barrier	23%	24%	23%	24%	23%
Did not experience barrier	77%	76%	77%	76%	77%
Total	9,362	7,009	5,147	4,251	2,594

Table 3.8.9: 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	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Experienced discrimination	5%	5%	5%	5%	5%
Did not experience discrimination	89%	89%	90%	90%	91%
Prefer not to say	5%	5%	5%	4%	3%
Total	9,581	7,175	5,260	4,341	2,644

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	Which of the following best describes how you think of yourself?			
	Heterosexual / straight	Gay / lesbian / bisexual	In another way	Prefer not to say
Very good or good	81%	78%	80%	75%
Neither poor nor good	15%	15%	12%	19%
Poor or very poor	4%	7%	8%	6%
Total	30,290	1,373	238	2,243

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

Thinking about your overall experience...	Heterosexual / straight	Gay / lesbian / bisexual	In another way	Prefer not to say
Social Security Scotland treated me with dignity	80%	77%	73%	70%
Social Security Scotland treated me fairly	78%	74%	71%	67%
Social Security Scotland treated me with respect	81%	78%	75%	73%
I understand what Social Security Scotland does	79%	79%	71%	70%
Social Security Scotland is an open organisation	62%	56%	52%	53%
I feel I can trust Social Security Scotland	70%	64%	59%	60%
Social Security Scotland did not waste my time	74%	68%	65%	64%
Social Security Scotland is an honest organisation	69%	64%	63%	59%
Total	29,745	1,410	245	2,274

Table 3.9.3: Views on experience of contacting Social Security Scotland, by sexual orientation (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Heterosexual / straight	Gay / lesbian / bisexual	In another way	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	76%	75%	65%	68%
It was easy to contact Social Security Scotland	64%	60%	63%	58%
I got the support (information or advice) I needed	70%	67%	63%	63%
Total	14,786	795	126	1,170

Table 3.9.4: Views on experience of contact from Social Security Scotland, by sexual orientation (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Heterosexual / straight	Gay / lesbian / bisexual	In another way	Prefer not to say
I received the right level of communication from Social Security Scotland	70%	63%	60%	63%
I had enough choice about how Social Security Scotland communicated with me	72%	70%	63%	63%
Total	30,430	1,438	246	2,359

Table 3.9.5: 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	Gay / lesbian / bisexual	In another way	Prefer not to say
Very good or good	85%	84%	81%	81%
Neither poor nor good	10%	10%	15%	12%
Poor or very poor	4%	6%	3%	7%
Total	13,350	688	118	1,019

Table 3.9.6: 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	Gay / lesbian / bisexual	In another way	Prefer not to say
Very good or good	74%	71%	73%	71%
Neither poor nor good	19%	20%	18%	21%
Poor or very poor	7%	9%	9%	8%
Total	18,035	895	158	1,422

Table 3.9.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by gender identity

Respondents who had received benefit payments; Column percentages

Response options	Heterosexual / straight	Gay / lesbian / bisexual	In another way	Prefer not to say
Very good or good	91%	91%	90%	84%
Neither poor nor good	8%	8%	9%	14%
Poor or very poor	1%	2%	2%	2%
Total	22,453	1,018	181	1,640

Table 3.9.8: Whether respondents faced any barriers getting help from Social Security Scotland, by sexual orientation

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

Response options	Heterosexual / straight	Gay / lesbian / bisexual	In another way	Prefer not to say
Experienced barrier	23%	28%	44%	37%
Did not experience barrier	77%	72%	56%	63%
Total	30,687	1,436	247	2,323

Table 3.9.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by sexual orientation

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

Response options	Heterosexual / straight	Gay / lesbian / bisexual	In another way	Prefer not to say
Experienced discrimination	5%	8%	12%	9%
Did not experience discrimination	90%	87%	83%	76%
Prefer not to say	5%	5%	5%	16%
Total	31,415	1,473	261	2,389

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	No	Prefer not to say
Very good or good	79%	81%	70%
Neither poor nor good	15%	15%	22%
Poor or very poor	6%	4%	9%
Total	270	32,935	802

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...	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	78%	80%	61%
Social Security Scotland treated me fairly	75%	77%	58%
Social Security Scotland treated me with respect	79%	81%	64%
I understand what Social Security Scotland does	82%	79%	64%
Social Security Scotland is an open organisation	60%	61%	46%
I feel I can trust Social Security Scotland	68%	69%	51%
Social Security Scotland did not waste my time	70%	74%	53%
Social Security Scotland is an honest organisation	70%	69%	50%
Total	269	32,415	852

Table 3.10.3: Views on experience of contacting Social Security Scotland, by trans status (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Yes	No	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	76%	76%	63%
It was easy to contact Social Security Scotland	64%	64%	52%
I got the support (information or advice) I needed	71%	70%	58%
Total	160	16,183	481

Table 3.10.4: Views on experience of contact from Social Security Scotland, by trans status (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Yes	No	Prefer not to say
I received the right level of communication from Social Security Scotland	66%	70%	56%
I had enough choice about how Social Security Scotland communicated with me	68%	72%	56%
Total	274	33,164	888

Table 3.10.5 How respondents rated their experience with Social Security Scotland staff, by trans status

Respondents who had been in contact with staff; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	87%	85%	77%
Neither poor nor good	7%	10%	13%
Poor or very poor	6%	5%	10%
Total	139	14,554	408

Table 3.10.6: 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

Response options	Yes	No	Prefer not to say
Very good or good	77%	74%	68%
Neither poor nor good	16%	19%	22%
Poor or very poor	7%	7%	10%
Total	191	19,741	535

Table 3.10.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by trans status

Respondents who had received benefit payments; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	89%	91%	78%
Neither poor nor good	8%	8%	17%
Poor or very poor	3%	1%	4%
Total	203	24,452	570

Table 3.10.8: Whether respondents faced any barriers getting help from Social Security Scotland, by trans status

All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced barrier	37%	24%	46%
Did not experience barrier	63%	76%	54%
Total	274	33,410	874

Table 3.10.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by trans status

All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced discrimination	16%	5%	13%
Did not experience discrimination	73%	90%	60%
Prefer not to say	11%	5%	27%
Total	281	34,215	901

3.11. Religion

Table 3.11.1: Overall rating of experience with Social Security Scotland, by religion

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say
Very good or good	81%	80%	83%	82%	92%	79%	71%
Neither poor nor good	15%	16%	14%	13%	7%	15%	22%
Poor or very poor	5%	4%	4%	4%	1%	6%	7%
Total	15,427	7,681	5,225	2,258	963	1,034	1,762

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...	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say
Social Security Scotland treated me with dignity	79%	80%	81%	82%	88%	78%	68%
Social Security Scotland treated me fairly	76%	77%	79%	79%	86%	73%	65%
Social Security Scotland treated me with respect	80%	81%	83%	84%	92%	78%	70%
I understand what Social Security Scotland does	79%	78%	80%	81%	86%	76%	68%
Social Security Scotland is an open organisation	60%	61%	64%	65%	83%	56%	47%
I feel I can trust Social Security Scotland	68%	69%	73%	73%	87%	64%	54%
Social Security Scotland did not waste my time	73%	74%	76%	77%	85%	69%	60%
Social Security Scotland is an honest organisation	67%	69%	72%	73%	88%	64%	53%
Total	15,361	7,444	5,126	2,194	950	1,017	1,775

Table 3.11.3: Views on experience of contacting Social Security Scotland, by religion (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	75%	76%	76%	76%	86%	75%	64%
It was easy to contact Social Security Scotland	63%	64%	66%	65%	81%	61%	51%
I got the support (information or advice) I needed	68%	70%	73%	73%	86%	68%	58%
Total	7,810	3,564	2,554	1,135	483	512	917

Table 3.11.4: Views on experience of contact from Social Security Scotland, by religion (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say
I received the right level of communication from Social Security Scotland	69%	70%	73%	74%	83%	65%	59%
I had enough choice about how Social Security Scotland communicated with me	72%	71%	74%	75%	82%	68%	59%
Total	15,642	7,659	5,233	2,270	961	1,056	1,849

Table 3.11.5: 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	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say
Very good or good	85%	85%	86%	87%	94%	85%	78%
Neither poor nor good	10%	11%	10%	9%	5%	10%	14%
Poor or very poor	5%	4%	4%	4%	1%	5%	8%
Total	6,936	3,195	2,334	1,078	480	449	805

Table 3.11.6: 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	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say
Very good or good	74%	71%	75%	79%	90%	72%	65%
Neither poor nor good	19%	22%	19%	17%	7%	22%	25%
Poor or very poor	7%	7%	6%	5%	3%	7%	10%
Total	9,534	4,101	3,112	1,428	797	609	1,043

Table 3.11.7: 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	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say
Very good or good	91%	90%	91%	92%	93%	88%	83%
Neither poor nor good	8%	9%	8%	7%	5%	10%	15%
Poor or very poor	1%	1%	1%	1%	1%	2%	2%
Total	11,470	5,602	3,846	1,700	747	773	1,284

Table 3.11.8: Whether respondents faced any barriers getting help from Social Security Scotland, by religion

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say
Experienced barrier	23%	23%	23%	25%	24%	29%	37%
Did not experience barrier	77%	77%	77%	75%	76%	71%	63%
Total	15,748	7,719	5,283	2,296	966	1,056	1,820

Table 3.11.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by religion

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Prefer not to say
Experienced discrimination	6%	5%	5%	4%	7%	8%	8%
Did not experience discrimination	90%	91%	91%	90%	82%	87%	77%
Prefer not to say	5%	5%	4%	6%	11%	5%	15%
Total	16,136	7,928	5,402	2,324	979	1,083	1,886

3.12. Household income

Table 3.12.1: Overall rating of experience with Social Security Scotland, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Very good or good	80%	82%	83%	82%	80%	80%	77%	76%
Neither poor nor good	15%	14%	13%	14%	15%	14%	15%	16%
Poor or very poor	5%	4%	4%	4%	5%	6%	8%	8%
Total	2,356	4,570	4,010	2,160	1,845	1,785	1,098	634

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

All respondents; Column percentages

Thinking about your overall experience...	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Social Security Scotland treated me with dignity	77%	82%	81%	81%	81%	80%	78%	76%
Social Security Scotland treated me fairly	74%	79%	80%	79%	77%	76%	73%	74%
Social Security Scotland treated me with respect	78%	83%	83%	83%	81%	81%	80%	79%
I understand what Social Security Scotland does	77%	81%	82%	82%	82%	81%	80%	81%
Social Security Scotland is an open organisation	67%	65%	64%	64%	65%	63%	61%	57%
I feel I can trust Social Security Scotland	69%	73%	71%	70%	70%	70%	66%	66%
Social Security Scotland did not waste my time	71%	76%	76%	75%	72%	74%	70%	67%
Social Security Scotland is an honest organisation	70%	73%	70%	71%	69%	70%	65%	63%
Total	2,451	4,529	3,900	2,103	1,812	1,759	1,092	642

Table 3.12.3: Views on experience of contacting Social Security Scotland, by annual household income (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
I had enough choice about how I communicated with Social Security Scotland	74%	78%	77%	80%	76%	77%	75%	70%
It was easy to contact Social Security Scotland	67%	68%	65%	69%	63%	62%	55%	46%
I got the support (information or advice) I needed	67%	74%	72%	72%	66%	66%	66%	64%
Total	1,360	2,294	1,924	1,036	949	892	575	342

Table 3.12.4: Views on experience of contact from Social Security Scotland, by annual household income (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
I received the right level of communication from Social Security Scotland	69%	72%	73%	71%	69%	69%	65%	63%
I had enough choice about how Social Security Scotland communicated with me	72%	74%	76%	74%	73%	74%	70%	71%
Total	2,476	4,583	3,992	2,177	1,864	1,807	1,125	667

Table 3.12.5: How respondents rated their experience with Social Security Scotland staff, by annual household income

Respondents who had been in contact with staff; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Very good or good	84%	88%	86%	87%	85%	83%	83%	81%
Neither poor nor good	11%	9%	10%	8%	10%	10%	10%	12%
Poor or very poor	5%	3%	4%	5%	5%	7%	7%	7%
Total	1,167	2,097	1,730	934	805	795	526	284

Table 3.12.6: How respondents rated their experience of applying for Social Security Scotland benefits, by annual household income

Respondents who had applied for at least one benefit; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Very good or good	74%	76%	75%	78%	75%	76%	69%	70%
Neither poor nor good	18%	19%	19%	17%	16%	17%	20%	18%
Poor or very poor	8%	6%	5%	6%	8%	7%	12%	12%
Total	1,697	2,858	2,237	1,321	1,187	1,170	715	419

Table 3.12.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by annual household income

Respondents who had received benefit payments; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Very good or good	91%	90%	92%	92%	92%	91%	90%	93%
Neither poor nor good	8%	9%	7%	7%	7%	7%	8%	5%
Poor or very poor	2%	1%	1%	1%	2%	1%	2%	2%
Total	1,609	3,426	3,028	1,662	1,388	1,304	783	441

Table 3.12.8: Whether respondents faced any barriers getting help from Social Security Scotland, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Experienced barrier	30%	24%	22%	23%	22%	22%	24%	24%
Did not experience barrier	70%	76%	78%	77%	78%	78%	76%	76%
Total	2,460	4,592	4,046	2,200	1,896	1,834	1,134	668

Table 3.12.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more
Experienced discrimination	9%	5%	4%	5%	7%	5%	6%	8%
Did not experience discrimination	83%	90%	92%	91%	89%	91%	90%	90%
Prefer not to say	7%	4%	4%	4%	4%	4%	4%	2%
Total	2,524	4,711	4,134	2,246	1,934	1,862	1,153	685

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	Not been in care	Prefer not to say
Very good or good	81%	81%	72%
Neither poor nor good	15%	15%	22%
Poor or very poor	4%	4%	6%
Total	1,661	31,599	1,188

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...	Care experienced	Not been in care	Prefer not to say
Social Security Scotland treated me with dignity	77%	80%	62%
Social Security Scotland treated me fairly	75%	77%	60%
Social Security Scotland treated me with respect	78%	81%	65%
I understand what Social Security Scotland does	75%	79%	63%
Social Security Scotland is an open organisation	58%	62%	48%
I feel I can trust Social Security Scotland	67%	70%	55%
Social Security Scotland did not waste my time	71%	74%	57%
Social Security Scotland is an honest organisation	66%	69%	54%
Total	1,675	31,056	1,218

Table 3.13.3: Views on experience of contacting Social Security Scotland, by whether ever been in care (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Care experienced	Not been in care	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	75%	76%	63%
It was easy to contact Social Security Scotland	64%	64%	56%
I got the support (information or advice) I needed	69%	70%	61%
Total	923	15,440	648

Table 3.13.4: Views on experience of contact from Social Security Scotland, by whether ever been in care (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Care experienced	Not been in care	Prefer not to say
I received the right level of communication from Social Security Scotland	67%	70%	61%
I had enough choice about how Social Security Scotland communicated with me	70%	72%	58%
Total	1,709	31,746	1,274

Table 3.13.5: 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	Not been in care	Prefer not to say
Very good or good	84%	85%	78%
Neither poor nor good	12%	10%	13%
Poor or very poor	4%	5%	8%
Total	840	13,882	571

Table 3.13.6: 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	Not been in care	Prefer not to say
Very good or good	73%	74%	69%
Neither poor nor good	19%	19%	23%
Poor or very poor	8%	7%	8%
Total	1,022	18,892	763

Table 3.13.7: 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	Not been in care	Prefer not to say
Very good or good	90%	91%	78%
Neither poor nor good	9%	8%	18%
Poor or very poor	2%	1%	4%
Total	1,227	23,385	870

Table 3.13.8: 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	Not been in care	Prefer not to say
Experienced barrier	31%	23%	43%
Did not experience barrier	69%	77%	57%
Total	1,711	32,004	1,254

Table 3.13.9: 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	Not been in care	Prefer not to say
Experienced discrimination	8%	5%	10%
Did not experience discrimination	85%	90%	63%
Prefer not to say	7%	4%	26%
Total	1,748	32,799	1,299

3.14. Communication needs

Table 3.14.1: Overall rating of experience with Social Security Scotland, by communication needs

All respondents; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	78%	81%
Neither poor nor good	17%	14%
Poor or very poor	5%	4%
Total	6,244	27,821

Table 3.14.2: Views on overall experience with Social Security Scotland, by communication needs (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Have communication needs	No communication needs
Social Security Scotland treated me with dignity	75%	80%
Social Security Scotland treated me fairly	73%	78%
Social Security Scotland treated me with respect	77%	81%
I understand what Social Security Scotland does	72%	80%
Social Security Scotland is an open organisation	55%	63%
I feel I can trust Social Security Scotland	64%	70%
Social Security Scotland did not waste my time	69%	74%
Social Security Scotland is an honest organisation	64%	69%
Total	6,246	27,363

Table 3.14.3: Views on experience of contacting Social Security Scotland, by communication needs (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Have communication needs	No communication needs
I had enough choice about how I communicated with Social Security Scotland	74%	80%
It was easy to contact Social Security Scotland	63%	68%
I got the support (information or advice) I needed	73%	77%
Total	2,533	11,132

Table 3.14.4: Views on experience of contact from Social Security Scotland, by communication needs (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Have communication needs	No communication needs
I received the right level of communication from Social Security Scotland	66%	71%
I had enough choice about how Social Security Scotland communicated with me	67%	73%
Total	6,409	27,976

Table 3.14.5: How respondents rated their experience with Social Security Scotland staff, by communication needs

Respondents who had been in contact with staff; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	84%	85%
Neither poor nor good	11%	10%
Poor or very poor	5%	5%
Total	3,054	12,106

Table 3.14.6: How respondents rated their experience of applying for Social Security Scotland benefits, by communication needs

Respondents who had applied for at least one benefit; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	70%	75%
Neither poor nor good	22%	19%
Poor or very poor	8%	7%
Total	3,613	16,884

Table 3.14.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by communication needs

Respondents who had received benefit payments; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	87%	91%
Neither poor nor good	11%	8%
Poor or very poor	2%	1%
Total	4,701	20,493

Table 3.14.8: Whether respondents faced any barriers getting help from Social Security Scotland, by communication needs

All respondents; Column percentages

Response options	Have communication needs	No communication needs
Experienced barrier	36%	22%
Did not experience barrier	64%	78%
Total	6,336	28,295

Table 3.14.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by communication needs

All respondents; Column percentages

Response options	Have communication needs	No communication needs
Experienced discrimination	9%	5%
Did not experience discrimination	83%	91%
Prefer not to say	9%	5%
Total	6,563	28,897

3.15. Main language

Table 3.15.1: Overall rating of experience with Social Security Scotland, by main language¹¹

All respondents; Column percentages

Response options	English	Other language
Very good or good	80%	83%
Neither poor nor good	15%	14%
Poor or very poor	5%	3%
Total	26,287	8,289

Table 3.15.2: Views on overall experience with Social Security Scotland, by main language (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	English	Other language
Social Security Scotland treated me with dignity	79%	81%
Social Security Scotland treated me fairly	76%	79%
Social Security Scotland treated me with respect	80%	83%
I understand what Social Security Scotland does	78%	79%
Social Security Scotland is an open organisation	60%	66%
I feel I can trust Social Security Scotland	67%	74%
Social Security Scotland did not waste my time	72%	76%
Social Security Scotland is an honest organisation	66%	74%
Total	25,990	8,093

¹¹ A question asking respondents their main language was added to the survey for the final two (of three) fieldwork rounds comprising the 2021/2022 survey fieldwork. Therefore, this question has fewer responses.

Table 3.15.3: Views on experience of contacting Social Security Scotland, by main language (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	English	Other language
I had enough choice about how I communicated with Social Security Scotland	74%	78%
It was easy to contact Social Security Scotland	62%	70%
I got the support (information or advice) I needed	68%	74%
Total	13,189	3,873

Table 3.15.4: Views on experience of contact from Social Security Scotland, by main language (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	English	Other language
I received the right level of communication from Social Security Scotland	68%	73%
I had enough choice about how Social Security Scotland communicated with me	71%	74%
Total	26,578	8,284

Table 3.15.5: How respondents rated their experience with Social Security Scotland staff, by main language

Respondents who had been in contact with staff; Column percentages

Response options	English	Other language
Very good or good	84%	88%
Neither poor nor good	11%	8%
Poor or very poor	5%	4%
Total	11,700	3,668

Table 3.15.6: How respondents rated their experience of applying for Social Security Scotland benefits, by main language

Respondents who had applied for at least one benefit; Column percentages

Response options	English	Other language
Very good or good	73%	78%
Neither poor nor good	20%	17%
Poor or very poor	7%	5%
Total	15,626	5,122

Table 3.15.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by main language

Respondents who had received benefit payments; Column percentages

Response options	English	Other language
Very good or good	90%	91%
Neither poor nor good	8%	8%
Poor or very poor	1%	1%
Total	19,501	6,065

Table 3.15.8: Whether respondents faced any barriers getting help from Social Security Scotland, by main language

All respondents; Column percentages

Response options	English	Other language
Experienced barrier	24%	25%
Did not experience barrier	76%	75%
Total	26,766	8,329

Table 3.15.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by, main language

All respondents; Column percentages

Response options	English	Other language
Experienced discrimination	6%	5%
Did not experience discrimination	90%	87%
Prefer not to say	5%	7%
Total	27,433	8,541

3.16. Refugee status

Table 3.16.1: Overall rating of experience with Social Security Scotland, by refugee status

All respondents; Column percentages

Response options	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
Very good or good	91%	81%	72%
Neither poor nor good	8%	15%	21%
Poor or very poor	2%	5%	7%
Total	685	32,698	834

Table 3.16.2: Views on overall experience with Social Security Scotland, by refugee status (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	89%	80%	62%
Social Security Scotland treated me fairly	86%	77%	60%
Social Security Scotland treated me with respect	92%	81%	66%
I understand what Social Security Scotland does	87%	79%	65%
Social Security Scotland is an open organisation	84%	61%	53%
I feel I can trust Social Security Scotland	87%	69%	56%
Social Security Scotland did not waste my time	86%	73%	58%
Social Security Scotland is an honest organisation	87%	68%	57%
Total	676	32,201	861

Table 3.16.3: Views on experience of contacting Social Security Scotland, by refugee status (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	85%	75%	64%
It was easy to contact Social Security Scotland	77%	64%	57%
I got the support (information or advice) I needed	86%	69%	63%
Total	370	16,090	451

Table 3.16.4: Views on experience of contact from Social Security Scotland, by refugee status (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
I received the right level of communication from Social Security Scotland	83%	69%	62%
I had enough choice about how Social Security Scotland communicated with me	81%	72%	60%
Total	686	32,912	900

Table 3.16.5: How respondents rated their experience with Social Security Scotland staff, by refugee status

Respondents who had been in contact with staff; Column percentages

Response options	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
Very good or good	93%	85%	79%
Neither poor nor good	6%	10%	13%
Poor or very poor	1%	5%	8%
Total	379	14,411	408

Table 3.16.6: How respondents rated their experience of applying for Social Security Scotland benefits, by refugee status

Respondents who had applied for at least one benefit; Column percentages

Response options	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
Very good or good	88%	74%	73%
Neither poor nor good	9%	20%	18%
Poor or very poor	2%	7%	9%
Total	586	19,403	572

Table 3.16.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by refugee status
Respondents who had received benefit payments; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Very good or good	93%	91%	80%
Neither poor nor good	6%	8%	16%
Poor or very poor	1%	1%	3%
Total	554	24,177	588

Table 3.16.8: Whether respondents faced any barriers getting help from Social Security Scotland, by refugee status
All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Experienced barrier	29%	24%	43%
Did not experience barrier	71%	76%	57%
Total	692	33,186	874

Table 3.16.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by refugee status
All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Experienced discrimination	9%	5%	11%
Did not experience discrimination	80%	90%	60%
Prefer not to say	11%	5%	29%
Total	700	34,002	907

3.17. Number of Adults in household

Table 3.17.1: Overall rating of experience with Social Security Scotland, by number of adults in household

All respondents; Column percentages

Response options	1	2	3 or more	Prefer not to say
Very good or good	82%	80%	81%	72%
Neither poor nor good	14%	15%	15%	21%
Poor or very poor	4%	5%	5%	7%
Total	14,190	12,899	5,392	1,624

Table 3.17.2: Views on overall experience with Social Security Scotland, by number of adults in household (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	1	2	3 or more	Prefer not to say
Social Security Scotland treated me with dignity	80%	79%	80%	67%
Social Security Scotland treated me fairly	78%	77%	77%	64%
Social Security Scotland treated me with respect	81%	81%	81%	69%
I understand what Social Security Scotland does	78%	80%	79%	67%
Social Security Scotland is an open organisation	61%	61%	62%	51%
I feel I can trust Social Security Scotland	70%	69%	70%	55%
Social Security Scotland did not waste my time	74%	73%	74%	60%
Social Security Scotland is an honest organisation	69%	68%	69%	55%
Total	13,984	12,644	5,314	1,677

Table 3.17.3: Views on experience of contacting Social Security Scotland, by number of adults in household (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	1	2	3 or more	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	76%	76%	75%	62%
It was easy to contact Social Security Scotland	66%	63%	62%	54%
I got the support (information or advice) I needed	71%	69%	70%	59%
Total	7,090	6,247	2,650	862

Table 3.17.4: Views on experience of contact from Social Security Scotland, by number of adults in household (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	1	2	3 or more	Prefer not to say
I received the right level of communication from Social Security Scotland	71%	69%	69%	59%
I had enough choice about how Social Security Scotland communicated with me	72%	72%	72%	61%
Total	14,276	12,962	5,426	1,722

Table 3.17.5: How respondents rated their experience with Social Security Scotland staff, by number of adults in household

Respondents who had been in contact with staff; Column percentages

Response options	1	2	3 or more	Prefer not to say
Very good or good	86%	85%	85%	78%
Neither poor nor good	10%	10%	11%	14%
Poor or very poor	4%	5%	4%	9%
Total	6,418	5,587	2,425	741

Table 3.17.6: How respondents rated their experience of applying for Social Security Scotland benefits, by number of adults in household

Respondents who had applied for at least one benefit; Column percentages

Response options	1	2	3 or more	Prefer not to say
Very good or good	75%	74%	74%	68%
Neither poor nor good	19%	19%	19%	23%
Poor or very poor	6%	7%	7%	9%
Total	8,550	7,564	3,372	1,001

Table 3.17.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by number of adults in household

Respondents who had received benefit payments; Column percentages

Response options	1	2	3 or more	Prefer not to say
Very good or good	91%	91%	91%	83%
Neither poor nor good	8%	8%	7%	15%
Poor or very poor	1%	1%	2%	2%
Total	10,461	9,635	4,006	1,152

Table 3.17.8: Whether respondents faced any barriers getting help from Social Security Scotland, by number of adults in household
All respondents; Column percentages

Response options	1	2	3 or more	Prefer not to say
Experienced barrier	24%	23%	23%	37%
Did not experience barrier	76%	77%	77%	63%
Total	14,334	13,177	5,430	1,702

Table 3.17.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by number of adults in household
All respondents; Column percentages

Response options	1	2	3 or more	Prefer not to say
Experienced discrimination	5%	5%	6%	9%
Did not experience discrimination	90%	90%	90%	73%
Prefer not to say	5%	5%	5%	18%
Total	14,737	13,401	5,601	1,757

3.18. Number of children in household

Table 3.18.1: Overall rating of experience with Social Security Scotland, by number of children in household

All respondents; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Very good or good	79%	84%	87%	90%	68%
Neither poor nor good	16%	12%	9%	7%	24%
Poor or very poor	5%	4%	4%	3%	8%
Total	23,840	4,742	3,227	1,599	848

Table 3.18.2: Views on overall experience with Social Security Scotland, by number of children in household (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	0	1	2	More than 2	Prefer not to say
Social Security Scotland treated me with dignity	78%	82%	85%	87%	60%
Social Security Scotland treated me fairly	75%	80%	82%	85%	57%
Social Security Scotland treated me with respect	79%	84%	86%	88%	61%
I understand what Social Security Scotland does	77%	82%	86%	88%	61%
Social Security Scotland is an open organisation	58%	68%	73%	78%	43%
I feel I can trust Social Security Scotland	67%	74%	78%	83%	48%
Social Security Scotland did not waste my time	72%	76%	79%	83%	53%
Social Security Scotland is an honest organisation	66%	73%	78%	83%	47%
Total	23,216	4,804	3,238	1,611	897

Table 3.18.3: Views on experience of contacting Social Security Scotland, by number of children in household (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	0	1	2	More than 2	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	74%	77%	81%	85%	56%
It was easy to contact Social Security Scotland	62%	67%	68%	72%	45%
I got the support (information or advice) I needed	68%	73%	74%	77%	52%
Total	11,195	2,546	1,754	947	480

Table 3.18.4: Views on experience of contact from Social Security Scotland, by number of children in household (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	0	1	2	More than 2	Prefer not to say
I received the right level of communication from Social Security Scotland	68%	71%	74%	78%	55%
I had enough choice about how Social Security Scotland communicated with me	70%	75%	78%	82%	54%
Total	23,873	4,836	3,282	1,629	931

Table 3.18.5: How respondents rated their experience with Social Security Scotland staff, by number of children in household

Respondents who had been in contact with staff; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Very good or good	84%	87%	89%	89%	73%
Neither poor nor good	11%	8%	7%	6%	16%
Poor or very poor	5%	4%	4%	5%	11%
Total	10,015	2,357	1,583	879	402

Table 3.18.6: How respondents rated their experience of applying for Social Security Scotland benefits, by number of children in household

Respondents who had applied for at least one benefit; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Very good or good	69%	81%	84%	88%	63%
Neither poor nor good	23%	14%	11%	10%	26%
Poor or very poor	8%	5%	5%	3%	11%
Total	12,373	3,731	2,652	1,320	506

Table 3.18.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by number of children in household

Respondents who had received benefit payments; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Very good or good	90%	92%	94%	95%	78%
Neither poor nor good	9%	7%	5%	5%	19%
Poor or very poor	1%	1%	1%	1%	3%
Total	17,088	3,700	2,623	1,359	594

Table 3.18.8: Whether respondents faced any barriers getting help from Social Security Scotland, by number of children in household

All respondents; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Experienced barrier	25%	22%	20%	21%	42%
Did not experience barrier	75%	78%	80%	79%	58%
Total	24,112	4,846	3,286	1,635	916

Table 3.18.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by number of children in household

All respondents; Column percentages

Response options	0	1	2	More than 2	Prefer not to say
Experienced discrimination	5%	6%	6%	6%	10%
Did not experience discrimination	90%	88%	90%	89%	68%
Prefer not to say	5%	6%	4%	6%	22%
Total	24,778	4,941	3,332	1,641	952

3.19. Caring Responsibilities

Table 3.19.1: Overall rating of experience with Social Security Scotland, by caring responsibilities

All respondents; Column percentages

	Apart from anything you do as part of paid employment, do you look after, or give any regular help or support to family members, friends, neighbours or others because of either a long-term physical/mental ill-health/disability, or problems related to old age?		
Response options	Yes	No	Prefer not to say
Very good or good	83%	81%	73%
Neither poor nor good	13%	15%	21%
Poor or very poor	5%	4%	6%
Total	8,844	23,200	2,319

Table 3.19.2: Views on overall experience with Social Security Scotland, by caring responsibilities (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	88%	89%	83%
Social Security Scotland treated me fairly	87%	87%	83%
Social Security Scotland treated me with respect	89%	89%	85%
I understand what Social Security Scotland does	87%	87%	80%
Social Security Scotland is an open organisation	76%	79%	74%
I feel I can trust Social Security Scotland	80%	81%	76%
Social Security Scotland did not waste my time	84%	84%	79%
Social Security Scotland is an honest organisation	80%	82%	76%
Total	11,191	17,724	1,922

Table 3.19.3: Views on experience of contacting Social Security Scotland, by caring responsibilities (% strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

	Yes	No	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	77%	75%	68%
It was easy to contact Social Security Scotland	62%	65%	58%
I got the support (information or advice) I needed	69%	70%	64%
Total	4,526	11,269	1,192

Table 3.19.4: Views on experience of contact from Social Security Scotland, by caring responsibilities (% strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Yes	No	Prefer not to say
I received the right level of communication from Social Security Scotland	69%	70%	62%
I had enough choice about how Social Security Scotland communicated with me	73%	72%	63%
Total	8,977	23,286	2,403

Table 3.19.5 How respondents rated their experience with Social Security Scotland staff, by caring responsibilities

Respondents who had been in contact with staff; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	86%	85%	81%
Neither poor nor good	10%	10%	13%
Poor or very poor	4%	5%	6%
Total	4,054	10,169	1,057

Table 3.19.6: How respondents rated their experience of applying for Social Security Scotland benefits, by caring responsibilities

Respondents who had applied for at least one benefit; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	76%	74%	69%
Neither poor nor good	17%	20%	24%
Poor or very poor	7%	7%	7%
Total	5,148	14,042	1,443

Table 3.19.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by caring responsibilities

Respondents who had received benefit payments; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	91%	91%	84%
Neither poor nor good	7%	8%	14%
Poor or very poor	1%	1%	2%
Total	6,788	16,984	1,639

Table 3.19.8: Whether respondents faced any barriers getting help from Social Security Scotland, by caring responsibilities

All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced barrier	24%	23%	36%
Did not experience barrier	76%	77%	64%
Total	8,996	23,532	2,387

Table 3.19.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by caring responsibilities

All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced discrimination	6%	5%	8%
Did not experience discrimination	90%	91%	73%
Prefer not to say	4%	4%	19%
Total	9,214	24,089	2,460

How to access background or source data

The data collected for this report may be made available on request, subject to consideration of legal and ethical factors. Please contact ResearchRequests@socialsecurity.gov.scot for further information. This email address is for research related requests only. Any unrelated queries (e.g. benefit information) will be automatically deleted.

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.

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