

Client Survey - Experiences of the Case Transfer process April - September 2024

Summary report

Dignity,
fairness,
respect.

Contents

Background	2
About the survey respondents	3
Executive Summary	4
Case Transfer process	5
Anxiety about Case Transfer	6
Case Transfer communication	7
Respondent comments about their Case Transfer experience	8

Background

- This is the first report focussed solely on experiences of the Case Transfer process.
- This report covers the experiences of clients who have had their case transferred to Adult Disability Payment or Carer Support Payment. The results are from responses to the Social Security Scotland Client Satisfaction Survey that were received from 1 April to 30 September 2024.
- The process of transferring benefit awards for disabled children and young people to Child Disability Payment is now complete. Given the small numbers of responses from these clients, findings are not included in this report but will be published in the 2024-25 annual Client Survey report.
- In the future, responses from clients who have their awards transferred to Pension Age Disability Payment or Scottish Adult Disability Living Allowance will also be included in these reports.

About the survey respondents



The report is based on responses from 3,833 clients.



3,765

respondents who had their case transferred to Adult Disability Payment



67

respondents who had their case transferred to Carer Support Payment



1

respondent was uncertain about which benefit they had been transferred to

- Most (96%) described their ethnicity as 'white' compared to 2% minority ethnic.
- Over half (58%) described their gender identity as 'woman' compared to 40% 'man'.
- Around a third (36%) said they were aged 55-64. The same proportion said they were aged 65+.
- Over half lived at a postcode categorised as SIMD quintile 1 (most deprived) (32%) or quintile 2 (25%).

Executive Summary

Overall experience

- Around three quarters (77%) of respondents who had their case transferred to Adult Disability Payment rated their overall experience with Social Security Scotland as either 'very good' or 'good'.
- Around three quarters (78%) of respondents who had their case transferred to Carer Support Payment rated their overall experience with Social Security Scotland as either 'very good' or 'good'.

Case Transfer process

- The majority of respondents strongly agreed or agreed that they had felt 'informed' (79%) and 'reassured' (73%) about the Case Transfer process.
- Around half (48%) said 'being Case Transferred made them feel anxious'.
- Around half (48%) said they 'felt supported during the process'.

Communication

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

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

73% 'helped them to understand what was happening and why'.


71% 'made them feel confident that they could approach Social Security Scotland if they had a query'.




Case Transfer process

Adult Disability Payment

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


 **80%** felt informed about the process


 **73%** felt reassured about the process

 **48%** felt supported during the process

Carer Support Payment

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

 **78%** felt informed about the process

 **75%** felt reassured about the process

 **35%** felt supported during the process

Some comments left by respondents support these findings:

It was made so easy and stress free and I was informed all about the case transfer from start to finish throughout the process I can't fault the system at all, thank you.

Transfer was completed with reassurance. I knew what was happening.

I was very happy with the transfer. I felt supported throughout the process

Transfer was easy. Staff on phonenumber where helpful and friendly. Kept informed by text and letters which was reassuring through the process.

Anxiety about Case Transfer

Adult Disability Payment

- Around half (48%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'.
- Around a third (29%) disagreed or strongly disagreed with this.

Carer Support Payment

- Around a third (35%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'.
- Around a third (34%) disagreed or strongly disagreed with this.

Some groups were more likely to agree or strongly agree that having their case transferred to Adult Disability Payment made them feel anxious:

- 60% of those aged 35-44 compared to 37% of those aged 65+.
- 62% of those from minority ethnic groups compared to 47% those who identified as white.



In their comments, some respondents discussed feeling anxious:

It was an easy process the change over, but I was anxious thinking I would have to go through lots of paperwork, it wasn't like that in the end.

I think the transfer happened without any delays. I was anxious to start but had enough letters to keep me informed.

I felt anxious, about it all till I was reassured by one of your colleagues then I completely felt at ease.

All seems to have been handed well. I was anxious in case there was a glitch, but needn't have worried.

Case Transfer communication

Adult Disability Payment

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



77% was clear and easy to understand



77% had a friendly tone



73% helped them to understand what was happening and why



71% made them feel confident that they could approach Social Security Scotland if they had a query

Carer Support Payment

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



83% was clear and easy to understand



82% had a friendly tone



78% helped them to understand what was happening and why



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

Some comments left by respondents support these findings:

The process was straight forward for me and letters explained everything I needed to know.

The process was clearly communicated to me in user friendly language. The tone was friendly and accessible.

The transfer was seamless which made me feel confident that if I did have an issue of any kind that I could get in touch. I am really pleased with the ease of this process.

Respondent comments about their Case Transfer experience

I didn't like that when my case was transferred to [Carer Support Payment] that I then had to wait 5 weeks on my next carers payment. I also didn't like the payment date changing and not understanding why it couldn't just stay the same 4 weekly period it was with DWP.

All went smoothly thank you.

I was happy with the letters I received and they were explained in a way that you could understand.

Process was smooth and painless.

I received a blanket letter informing me of change. Explanation of letters on bank statement would have been helpful.

It's all been clear, perhaps you could improve by making a telephone call.

I am a blind person who uses screen reading software and a Braille display on my computer. I received the letters of notification of the change from PIP to ADP. They were in hard print which did not scan well...It would have been better to receive the letters by email. I do not want to ask family or friends to read this kind of correspondence to me as it intrudes on my privacy and is disempowering.

It doesn't seem to have affected me at all. Just get my benefit as usual. No complaints.

It was very quick and easy. I had nothing to do and that made things very easy.



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