



Social Security Scotland  
Tèarainteachd Shòisealta Alba



social  
research

# Client Survey - Five Family Payments August - November 2022

Summary report

Dignity,  
fairness,  
respect.

## Contents

|                                 |   |
|---------------------------------|---|
| Background                      | 2 |
| About the survey respondents    | 2 |
| Executive Summary               | 3 |
| Application                     | 4 |
| Support to complete application | 6 |
| Application decisions           | 7 |
| Best Start Foods card           | 8 |
| Impact of payments received     | 9 |

## Background

- This report presents results from the Social Security Scotland Five Family Payments Client Survey. Fieldwork ran from 16 January to 12 February 2023.
- Everyone who had applied for any of Scottish Child Payment, Best Start Grant or Best Start Foods and received a decision on that application between 1 August 2022 and 30 November 2022 was invited to take part in the survey. This totaled around 46,500 clients.

## About the survey respondents

- The report is based on responses from 7,214 clients, giving a response rate of around 16%.
  - Most described their ethnicity as 'white' (86%, compared to 11% minority ethnic)
  - Most described their gender identity as 'woman' (90%, compared to 8% 'man')
  - Most said their age was 25-44 (80%)
  - Most lived at a postcode categorised as SIMD quintile 1 (most deprived) (43%) or quintile 2 (25%)
  - Most did not have a physical or mental health condition lasting or expected to last 12 months or more (64%), although nearly three-in-ten did (29%)

## Executive Summary

- Six-in-ten respondents (60%) had made an application for Scottish Child Payment only. Around three-in-ten had made a joint application for Best Start Grant, Best Start Foods and Scottish Child Payment (29%), whilst just 4% had applied for Best Start Grant and Best Start Foods only.
- Around one-in-four respondents found out about the benefit(s) they applied for online or via social media (26%). This was the case for around one-in-three (32%) of those who only applied for Scottish Child Payment.
- Most felt that the information on websites made it clear whether they were eligible or not (86%).
- Of those who received a payment, over half (54%) said that their payments helped “a lot” towards their child(ren) taking part in social or educational opportunities.
- Nearly six-in-ten (58%) said that the payments they received helped “a lot” towards them purchasing milk and/or healthy food for their child(ren).

Most respondents agreed or strongly agreed that their application...



was clear



asked only relevant questions



did not take too long

Of those who received a Best Start Foods card, the majority agreed or strongly agreed that:



It was clear how to use the card



It was clear where the card can be used



they were able to use the card without any difficulties

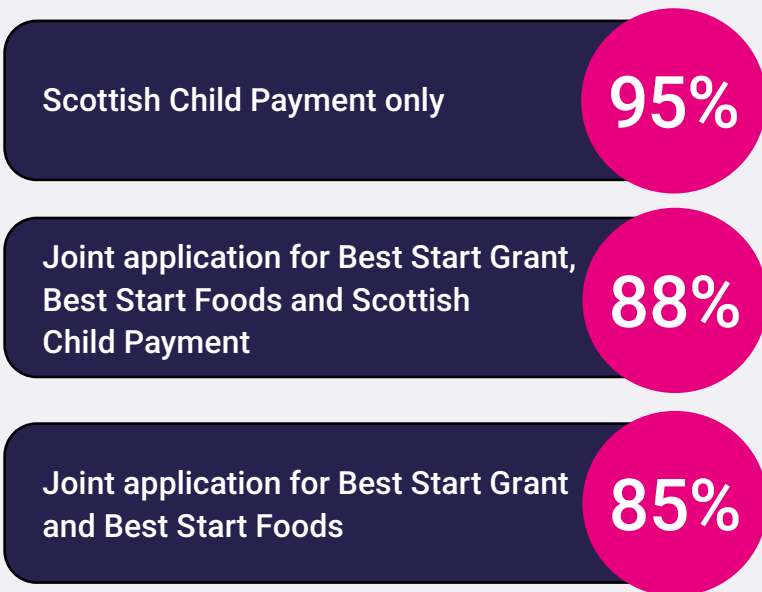
- A large majority of payments were made into the main carer’s bank account (93%) or a joint account including the main carer (4%).

## Application

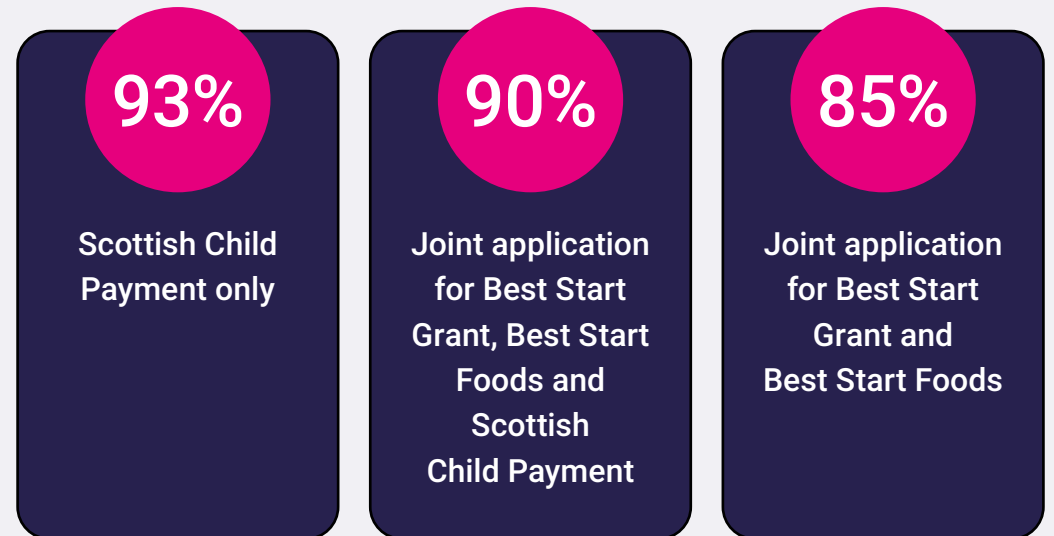
- 92% agreed or strongly agreed that their application process was clear.
- Respondents aged 16-24 were less likely to agree that their application had been clear (85%), compared to those aged 25 and over (93%).

- 93% agreed or strongly agreed that their application asked only relevant questions.
- Respondents aged 16-24 were also less likely to agree that their application had asked only relevant questions (88%), compared to those with no such condition (93%).

Those who had made an application for Scottish Child Payment only were most likely to agree that their application was clear, compared to those who made a joint application.



Those who had made an application for Scottish Child Payment only were most likely to agree that their application asked only relevant questions, compared to those who made a joint application.



- 93% agreed or strongly agreed that their application did not take too long to fill in and submit.
- Respondents aged 16-24 were less likely to agree that their application did not take too long (86%), compared to those with no such condition (93%).



Those who had made an application for Scottish Child Payment only were most likely to agree that their application did not take too long, compared to those who made a joint application.

95%

Scottish Child  
Payment only

90%

Joint application  
for Best Start  
Grant, Best Start  
Foods and  
Scottish  
Child Payment

88%

Joint application  
for Best Start  
Grant and  
Best Start Foods

## Support to complete application

- Around one-in-seven respondents (14%) received help to complete their application.
- Those who made a joint application for Best Start Grant, Best Start Foods and Scottish Child Payment were most likely to have had help with their application (19%), compared to those who made a joint application for Best Start Grant and Best Start Foods (16%) and Scottish Child Payment only (10%).
- Nearly half (47%) of those who received help with their application got help from Social Security Scotland. Around one-in-three (35%) got help from a friend or family member.
- Of those who received help from Social Security Scotland, the vast majority (96%) agreed or strongly agreed that it was easy to get that support.

Some groups of respondents were more likely to have received support with their application. These included:

**24%** of respondents aged 16-24

**33%** of minority ethnic respondents

**26%** of male respondents



## Application decisions

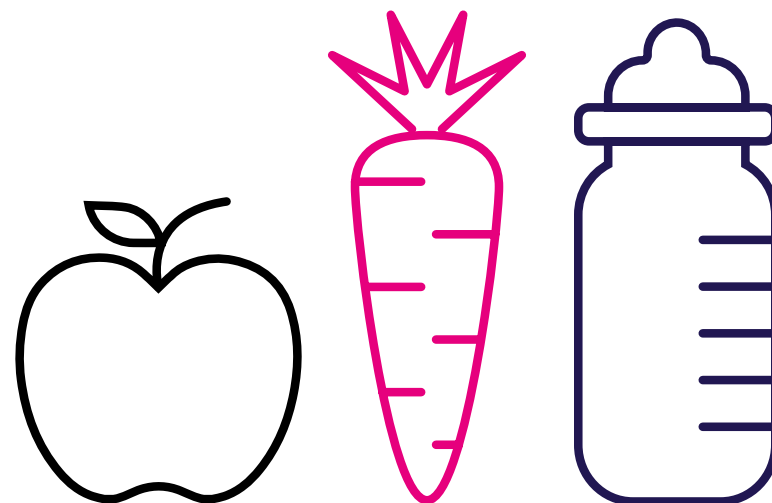
|  | Received decision for...                   |  |  |
|--|--|--|--|
|  | Best Start Grant                           | Best Start Foods                           | Scottish Child Payment                     |
| Application was successful   | <b>78%</b>                                 | <b>68%</b>                                 | <b>94%</b>                                 |
| Respondent agreed with decision  | <b>89%</b>                                 | <b>85%</b>                                 | <b>93%</b>                                 |
| Clear why decision was unsuccessful  | Agree / Strongly agree<br><b>37%</b>       | Agree / Strongly agree<br><b>42%</b>       | Agree / Strongly agree<br><b>29%</b>       |
|  | Disagree / Strongly disagree<br><b>33%</b> | Disagree / Strongly disagree<br><b>30%</b> | Disagree / Strongly disagree<br><b>38%</b> |
| If disagreed with decision, asked Social Security Scotland to look at it again | <b>19%</b>                                 | <b>17%</b>                                 | <b>20%</b>                                 |

## Best Start Foods card

- A majority of respondents agreed or strongly agreed that it was clear how to use their Best Start Foods card (92%).
- A similar proportion agreed or strongly agreed that it was clear where the card can be used (89%) and that they were able to use the card without difficulty (86%).
- Of the small proportion of respondents who did not agree that they were able to use their Best Start Foods card without difficulty, over half (53%) said that “the card was not accepted / was declined”, and around a third (32%) said they “were not sure what things the card could be used to buy”.



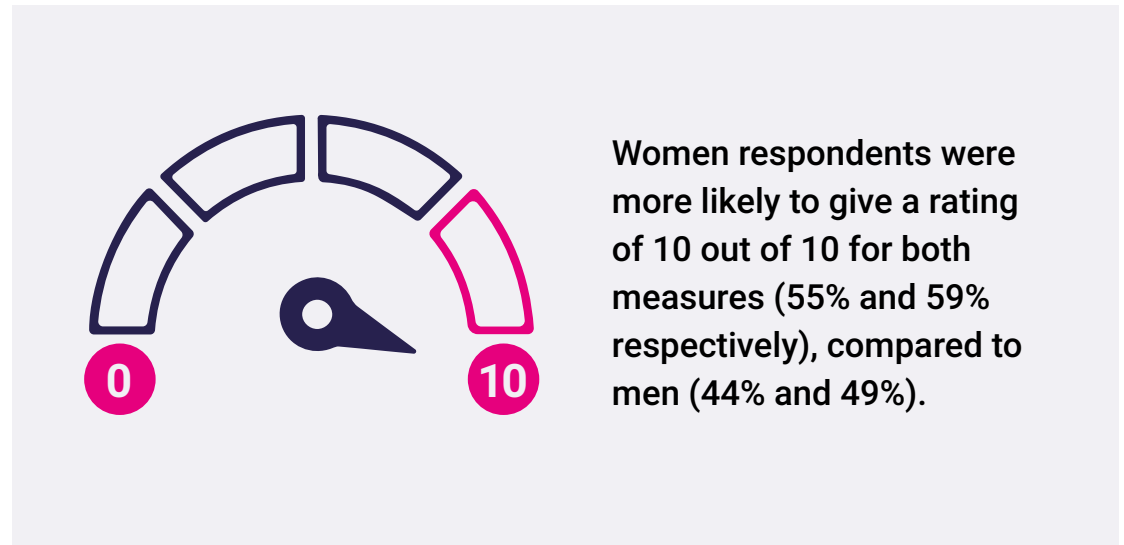
Best Start Foods recipients with a long term health condition were less likely to have agreed that they were able to use their card without difficulty.





## Impact of payments received

- Respondents were asked to give a rating between 0 and 10 (where 0 is not at all and 10 is a lot) as to the extent the payments they received had “Helped their child to take part in social or educational opportunities” and “Helped them to purchase milk and/or healthy food for their child or children”.
- 70% of respondents gave a high rating (8-10) for “Help your child to take part in social or educational opportunities”, including 54% who gave the maximum rating of 10.
- 74% of respondents gave a high rating (8-10) for “Help you to purchase milk and/or healthy food for your child or children”, including 58% who gave the maximum rating of 10.
- The mean rating for “Help your child to take part in social or educational opportunities” was 8.0 out of 10.
- The mean rating for “Help you to purchase milk and/or healthy food for your child or children” was 8.3 out of 10.



- White respondents were more likely to give a rating of 10 out of 10 for both measures (56% and 60% respectively), compared to minority ethnic respondents (46% and 53%).
- Respondents who received three or more Five Family Payments were more likely to give a rating of 10 out of 10 for both measures (59% and 69% respectively), compared to those who received one Five Family Payment (53% and 56%) or two Five Family Payments (51% and 59%).



Social Security Scotland  
Tèarainteachd Shòisealta Alba

#### Contact us

 [socialsecurity.gov.scot](https://socialsecurity.gov.scot)

 @SocSecScot

 Social Security Scotland

ISBN: 978-1-80525-194-1

29 March 2023