



Social Security
Scotland

Tèarainteachd Shòisealta Alba



Client Survey - Five Family Payments December 2022 - March 2023

Summary report

Dignity,
fairness,
respect.

Contents

Background	2
About the survey respondents	2
Executive Summary	3
Application	4
Application – updates and timeliness	6
Support to complete application	7
Application decisions	8
Best Start Foods card	9
Impact of payments received	10

Background

- This report presents results from the Social Security Scotland Five Family Payments Client Survey. Fieldwork ran from 10 April to 7 May 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 December 2022 and 31 March 2023 was invited to take part in the survey. This totaled around 98,500 clients.

About the survey respondents

- The report is based on responses from 9,208 clients, giving a response rate of around 9%.
 - Most described their ethnicity as ‘white’ (85%, compared to 11% minority ethnic)
 - Most described their gender identity as ‘woman’ (88%, compared to 10% ‘man’)
 - Most said their age was either 35-44 (47%) or 45-54 (30%).
 - Most lived at a postcode categorised as SIMD quintile 1 (most deprived) (40%) or quintile 2 (25%)
 - Most did not have a physical or mental health condition lasting or expected to last 12 months or more (61%), although around a third did (32%)

Executive Summary

- More than eight-in-ten respondents (83%) had made an application for Scottish Child Payment only. Around one-in-ten had made a joint application for Best Start Grant, Best Start Foods and Scottish Child Payment (10%), whilst just 1% had applied for Best Start Grant and Best Start Foods only.
- Around a quarter of respondents found out about the benefit(s) they applied for online or via social media (23%). A similar proportion found out about the benefit(s) they applied for via “word of mouth” (25%).
- Most felt that the information on websites made it clear whether they were eligible or not (84%).
- Of those who received a payment, over half (51%) said that their payments helped “a lot” towards their child(ren) taking part in social or educational opportunities.
- A similar proportion felt that the payments they received helped “a lot” towards them purchasing milk and/or healthy food for their child(ren) (52%).

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

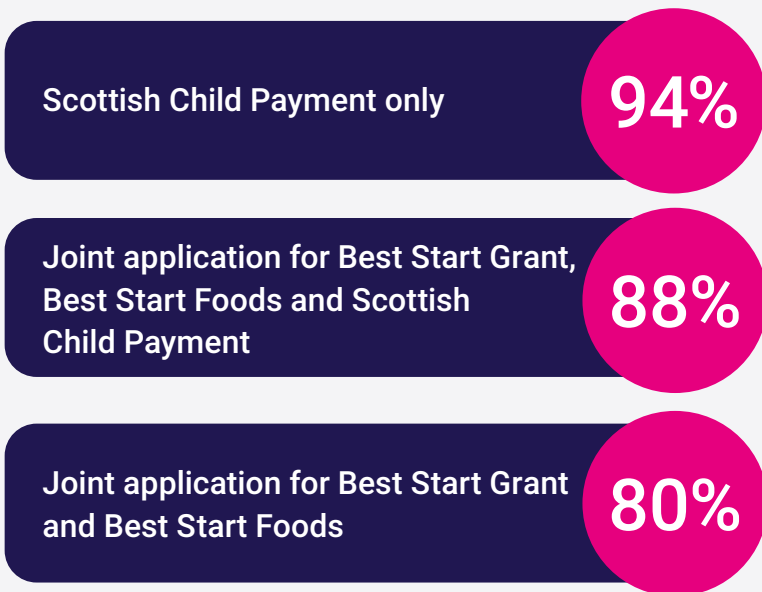
- A large majority of payments were made into the main carer’s bank account (92%) or a joint account including the main carer (5%).

Application

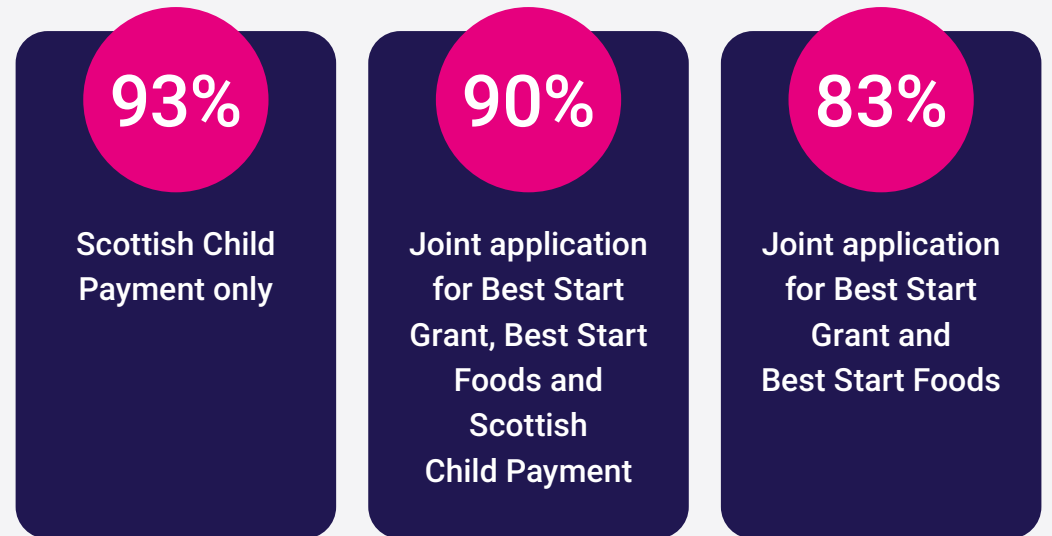
- 93% agreed or strongly agreed that their application process was clear.
- Female respondents were marginally more likely to agree that their application had been clear (93%), compared to male respondents (89%).

- 93% agreed or strongly agreed that their application asked only relevant questions.
- Female respondents were also marginally more likely to agree that their application had asked only relevant questions (93%), compared to male respondents (88%).

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.



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.

94%

Scottish Child Payment only

90%

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

87%

Joint application for Best Start Grant and Best Start Foods

Application – updates and timeliness

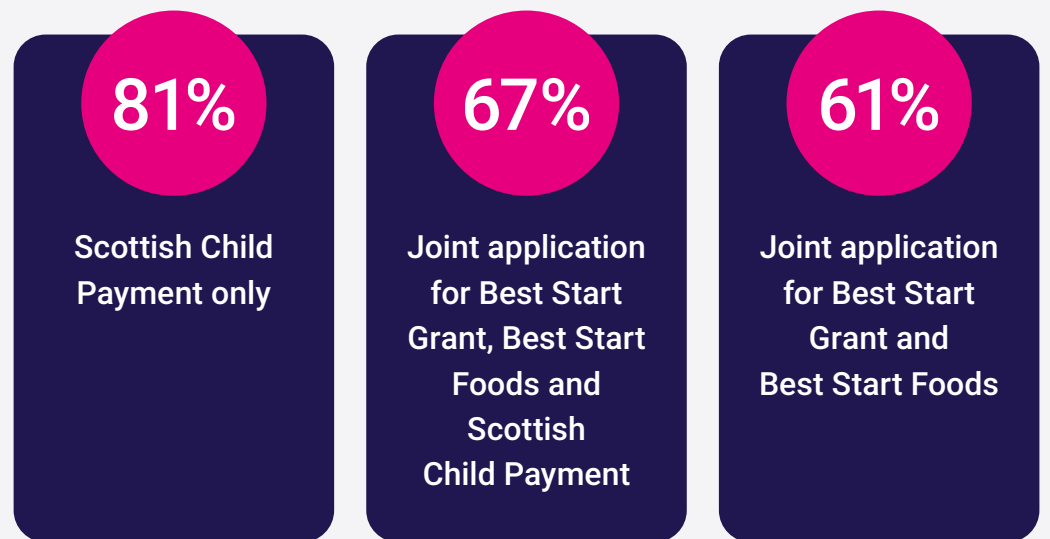
- More than three-in-four (78%) agreed or strongly agreed that they got enough updates on the progress of their application. 12% disagreed or strongly disagreed with this.
- Those with a long term health condition were less likely to agree that they got enough updates on the progress of their application (75%, compared to 80% of those with no such condition)

Those who had made an application for Scottish Child Payment only were most likely to agree or strongly agree that they got enough updates on the progress of their application.



- Around eight-in-ten (79%) agreed or strongly agreed that their application was handled within a reasonable time. 12% disagreed or strongly disagreed with this.
- Minority ethnic respondents were more likely to agree or strongly agree that their application was handled within a reasonable time (84%, compared of 79% of white respondents).

Those who had made an application for Scottish Child Payment only were most likely to agree or strongly agree that their application was handled within a reasonable time, compared to those who made a joint application.



Support to complete application

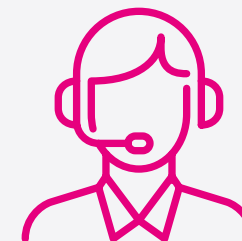
- A little over one-in-ten respondents (12%) received help to complete their application.
- Those who made a joint application for Best Start Grant, Best Start Foods and Scottish Child Payment were most likely to have had help with their application (22%), compared to those who made a joint application for Best Start Grant and Best Start Foods (13%) and Scottish Child Payment only (11%).
- More than four-in-ten (42%) of those who received help with their application got help from Social Security Scotland. A similar proportion (39%) got help from a friend or family member.
- Of those who received help from Social Security Scotland, the vast majority (93%) 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:

18% of respondents aged 55 or older

24% of minority ethnic respondents

20% of male respondents

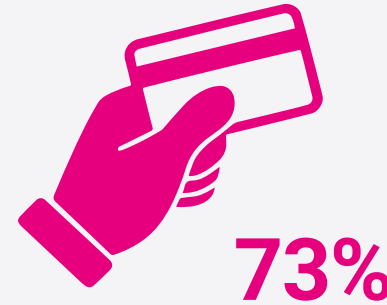


Application decisions

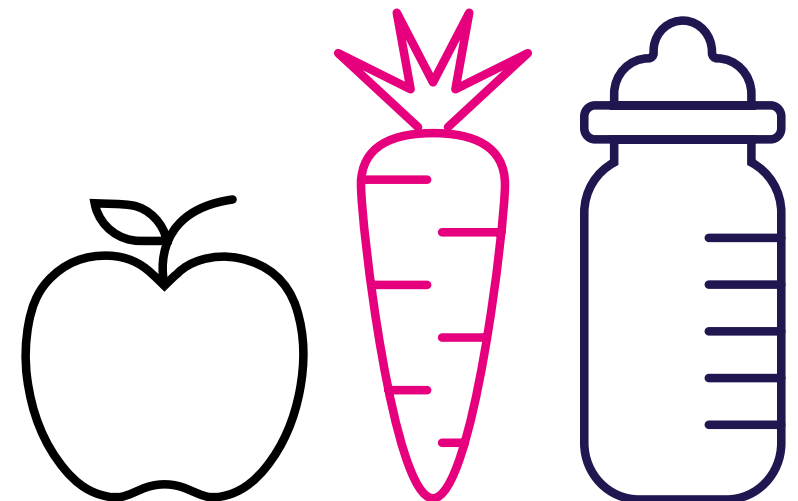
	Received decision for...		
	Best Start Grant	Best Start Foods	Scottish Child Payment
Application was successful	71%	57%	94%
Respondent agreed with decision	84%	79%	96%
Clear why decision was unsuccessful	Agree / Strongly agree 37%	Agree / Strongly agree 42%	Agree / Strongly agree 30%
	Disagree / Strongly disagree 33%	Disagree / Strongly disagree 28%	Disagree / Strongly disagree 45%
If disagreed with decision, asked Social Security Scotland to look at it again	21%	20%	29%

Best Start Foods card

- A majority of respondents agreed or strongly agreed that it was clear how to use their Best Start Foods card (91%).
- Most respondents also agreed or strongly agreed that it was clear where the card can be used (86%) and that they were able to use the card without difficulty (80%).



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”.
- 69% of respondents gave a high rating (8-10) for “Help your child to take part in social or educational opportunities”, including 51% who gave the maximum rating of 10.
- 69% of respondents gave a high rating (8-10) for “Help you to purchase milk and/or healthy food for your child or children”, including 52% who gave the maximum rating of 10.
- The mean rating for “Help your child to take part in social or educational opportunities” was 7.9 out of 10.
- The mean rating for “Help you to purchase milk and/or healthy food for your child or children” was 8.0 out of 10.



- White respondents were more likely to give a rating of 10 out of 10 for both measures (53% for both), compared to minority ethnic respondents (42% and 46% respectively).
- Respondents who lived in a household with 2 or more children were more likely to give a rating of 10 out of 10 for both measures (56% and 57% respectively), compared to those who lived in a household with one child (47% and 48%).



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