



Social Security Scotland
Tèarainteachd Shòisealta Alba



Client Survey - Five Family Payments April - July 2022

Summary report

Dignity,
fairness,
respect.

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Background

- This report presents the results from the Social Security Scotland Five Family Payments Client Survey. Fieldwork ran from 5 September to 9 October 2022.
- 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 April 2022 and 31 July 2022 was invited to take part in the survey.

About the survey respondents

- The report is based on responses from 829 clients.
 - Most described their ethnicity as 'white' (80%, compared to 16% minority ethnic)
 - Most described their gender identity as 'woman' (88%, compared to 10% 'man')
 - Most said their age was 25-44 (86%)
 - Most lived at a postcode categorised as SIMD quintile 1 (most deprived) (46%) or quintile 2 (26%)
 - Most did not have a physical or mental health condition lasting or expected to last 12 months or more (71%), although nearly one-in-four did (23%)

Executive Summary

- More than half of respondents (54%) had made a joint application for Best Start Grant, Best Start Foods and Scottish Child Payment. Around one-in-ten (12%) did not know which Five Family Payments application they had made.
- Around one-in-five respondents found out about the benefits they applied for via “word of mouth” (20%) or through a “Health service” (20%).
- Most felt that the information on websites made it clear whether they were eligible or not (80%).
- Over half (56%) of those who received a Best Start Foods card said that they would have preferred to receive payment into their bank account rather than the pre-paid card, whilst 18% disagreed with this.
- Of those who received a payment, 45% said that their payments helped “a lot” towards their child taking part in social or educational opportunities.
- More than half (54%) said that the payments they received helped “a lot” towards them purchasing milk and/or healthy food for their child or children.

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



was clear



asked only relevant questions



88%

did not take too long

Of those who received a Best Start Foods card, the majority agree 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 (4%).

Application

- 87% agreed or strongly agreed that their application process was clear.
- Respondents with a long term health condition were less likely to agree that their application had been clear (80%), compared to those with no such condition (89%).

- 88% agreed or strongly agreed that their application asked only relevant questions.
- Respondents with a long term health condition were also less likely to agree that their application had asked only relevant questions (79%), compared to those with no such condition (91%).

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.

Scottish Child Payment only

91%

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

86%

Joint application for Best Start Grant and Best Start Foods

81%



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.

92%

Scottish Child Payment only

88%

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

82%

Joint application for Best Start Grant and Best Start Foods

- 88% agreed or strongly agreed that their application did not take too long to fill in and submit.
- Respondents with a long term health condition were less likely to agree that their application did not take too long (83%), compared to those with no such condition (90%).



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.

90%

Scottish Child
Payment only

88%

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

84%

Joint application
for Best Start
Grant and
Best Start Foods

Support to complete application

- Nearly one-in-five respondents (18%) received help to completed 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 (20%), compared to those who made a joint application for Best Start Grant and Best Start Foods (13%) or Scottish Child Payment only (16%).
- Nearly half (49%) of those who received help with their application got help from Social Security Scotland. Around one-in-three (33%) 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:



34% of respondents aged 16-24

36% of minority ethnic respondents

29% of male respondents

Application decisions

	Received decision for...		
	Best Start Grant	Best Start Foods	Scottish Child Payment
Application was successful	78%	70%	88%
Repondent agreed with decision	88%	85%	91%
Clear why decision was unsuccessful	Agree / Strongly agree 40%	Agree / Strongly agree 45%	Agree / Strongly agree 26%
	Disagree / Strongly disagree 43%	Disagree / Strongly disagree 34%	Disagree / Strongly disagree 52%
If disagreed with decision, asked Social Security Scotland to look at it again	19%	15%	14%

Best Start Foods card

- A majority of respondents agreed or strongly agreed that it was clear how to use their Best Start Foods card (88%).
- A similar proportion agreed or strongly agreed that it was clear where the card can be used (87%) and that they were able to use the card without difficulty (85%).
- 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 (56%) said that “the card was not accepted / was declined”, and around a third (31%) said they “were not sure what things the card could be used to buy”.
- Nearly six-in-ten (56%) Best Start Foods card recipients agreed or strongly agreed with the statement: “I would have preferred to receive payment into my bank account rather than the pre-paid card”. A little less than one-in-five (18%) disagreed or strongly disagreed with this.

Those with a long term health condition were far less likely to be positive about their experience with Best Start Foods:



Agreed that it was clear how to use the card



Agreed that it was clear where the card can be used



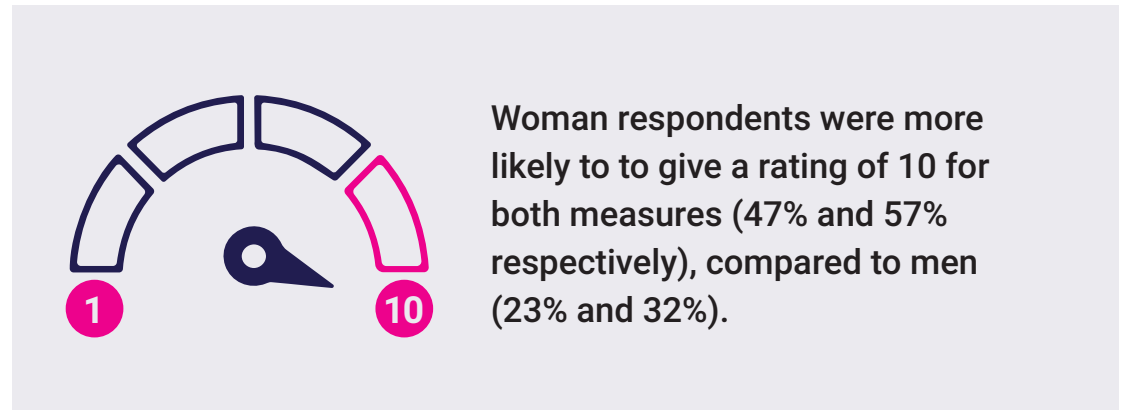
Agreed that they were able to use their card without difficulty



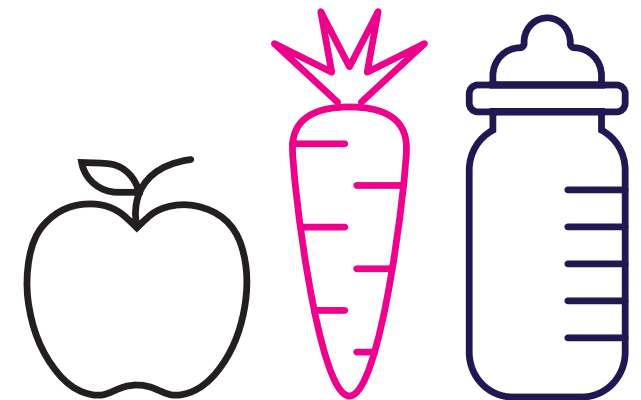
Best Start Foods recipients aged 16-24 were less likely to have preferred to receive payment into their bank account rather than the pre-paid card

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”.
- 60% of respondents gave a high rating (8-10) for “Help your child to take part in social or educational opportunities”, including 45% who gave the maximum rating of 10.
- 70% of respondents gave a high rating (8-10) for “Help you to purchase milk and/or healthy food for your child or children”, including 54% who gave the maximum rating of 10.
- The mean rating for “Help your child to take part in social or educational opportunities” was 7.2 out of 10.
- The mean rating for “Help you to purchase milk and/or healthy food for your child or children” was 7.9 out of 10.



- White respondents were more likely to give a rating of 10 for both measures (49% and 58% respectively), compared to minority ethnic respondents (25% and 40%).
- Respondents who lived at an address categorised as SIMD quintile 1 (most deprived) were more likely to give a rating of 10 for the extent to which their payments “Help you to purchase milk and/or healthy food for your child or children” (62%), compared to other respondents (48%).





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