Social Security Scotland
Tèarainteachd Shòisealta Alba

Social Security Panels Research: Working location of staff

social research

Contents

1. Executive Summary

From November to December 2021, Client Panel and Experience Panel members took part in a survey to explore views about the working location of Social Security Scotland staff. A total of 525 panel members completed the survey. This report presents the results from the survey. Below is a summary of the key findings.

Contact with Social Security Scotland

Around four in ten Client Panel respondents (37%) had been in touch with Social Security Scotland since March 2020. For the majority, their most recent communication had taken place over the phone (86%). Around half (51%) were unsure if the staff member they were in contact with was working at home.

Respondents were asked if there was anything about the interaction they were happy or unhappy with. Many praised the attitude of staff and said they had got the answers they needed. Few respondents left negative comments. The most common issue mentioned was call waiting times.

Staff location

A third of respondents (33%) strongly agreed or agreed that when making contact with Social Security Scotland, it's important to know where the staff member is working from. The remaining respondents were split evenly between those disagreeing with the statement (33%) and those saying they neither agreed nor disagreed (34%). Older respondents and those with a disability or long-term health condition were more likely to say it was important to know where staff are working.

Respondents were asked whether they would prefer to speak to Social Security Scotland staff working at home or in an office for a range of purposes. Most respondents said they didn't mind where staff were working. Some respondents said they would prefer or strongly prefer staff in an office. This ranged from one in ten when seeking general advice or information (11%), to one in three when challenging

a decision (32%) or making a complaint (33%). Again, there were differences in preference for staff location between demographic groups. Older respondents and those with a disability or long-term health condition were more likely to prefer or strongly prefer to talk to staff working in an office.

Personal and identifying information

The majority (82%) agreed or strongly agreed they would feel confident discussing their personal information with staff in an office. This figure fell to 65% when respondents were asked about speaking with staff working at home.

Almost nine in ten respondents (86%) said they agreed or strongly agreed that personal information would be kept private when staff work in an office. This fell to just under three quarters (73%) when respondents were asked about engaging with staff working from home. Some groups of respondents were less likely to feel confident discussing personal information or trust it would be kept private when talking to staff working at home. These were older respondents and those with a disability or long-term health condition.

To carry out their job, staff often have to view personal information about a client, such as their contact details or financial information. Some of this information can identify who a client is so is known as 'identifying information'. Only three per cent of respondents said they would have concerns about staff viewing identifying information about them whilst working in an office. In contrast, 22% would be concerned about staff viewing such information when working at home.

Most respondents said that there was not anything they would feel uncomfortable speaking about with staff regardless of whether they were working at home (64%) or in an office (81%).

Comments about data privacy and working location of staff

Respondents were also able to provide comments to explain or expand on their views throughout the survey. Respondents often made similar points across different sections of the survey, so comments were analysed together.

A number of respondents said they would like to know where staff were based during interactions. Respondents said this transparency could help them understand background noise and build their trust.

Respondents often stated working location shouldn't matter, as long as client service and data security can be maintained. Respondents mentioned things like staff having access to the information and IT systems they need and staff following policies and procedures to keep data safe. Many respondents emphasised how important it is that staff are professional and helpful regardless of their working location.

Many respondents said that they felt comfortable with staff working from home as long as measures were taken to maintain IT security and client confidentiality. In particular, respondents said it was crucial that staff working at home could maintain privacy from other household members. A key concern was other household members overhearing or otherwise being exposed to confidential information about clients.

Some respondents said they would prefer to talk to staff working in an office. Many said that an office provides better privacy and confidentiality for clients. Some said the office environment promoted professionalism among staff. Another theme among comments was a belief that IT security would be stronger in an office environment. Lastly, some respondents felt that staff in an office may be able to provide a better service than those working from home. Some thought that staff in an office would find it easier to get advice and guidance from colleagues or line managers.

What's next?

Social Security Scotland and the Scottish Government will continue to work with the Client Panels and Experience Panels to make sure the social security system works for the people of Scotland.

Social Security Scotland has now committed to a hybrid working approach in the future. This means that most staff will spend some time working in an office and some time working from home. We are currently working to design and test how this approach will work best. Results from this survey have been shared with colleagues who are delivering these plans. The findings will also be shared with managers who deliver client services. This will help them plan how their teams approach and test hybrid working, taking into account which activities are best suited for each location.

Policies and practices are in place to keep client data safe and ensure IT security regardless of the working location of staff. The research findings will be used to consider additional ways to communicate with clients about the steps taken by Social Security Scotland to keep their data safe wherever staff work.

2. Background and methodology

2.1. Background

Like many organisations, Social Security Scotland quickly introduced measures to keep staff and clients safe at the beginning of the Coronavirus (COVID-19) pandemic. At that time, all Social Security Scotland staff were advised to work from home in line with Scottish Government guidelines. Limited numbers of staff have returned to offices to help deliver essential services as COVID-19 related restrictions have eased.

Social Security Scotland has now committed to a hybrid working approach into the future. This means that most staff will spend some time working in an office and some time working from home. The aim of this research was to understand the views of current or potential Social Security Scotland clients about interacting with staff working in different locations.

2.2. Methodology

From November to December 2021, all Client Panel and Experience Panel members were invited to take part in a survey about the working location of Social Security Scotland staff.

Established in 2020, the Client Panels are made up of people who have applied for or received a payment from Social Security Scotland and opted into taking part in research. Researchers speak to panel members to find out what people's experience of Social Security Scotland has been like. The Experience Panels were established in 2017 to help design a social security system that works for the people of Scotland. Members have experience of at least one of the benefits delivered by the Department for Work and Pensions that have, or will, come to Scotland. However,

members of each panel may have experience of applying for or receiving benefits from more than one organisation. The benefit experience of each set of panel respondents is outlined in Tables A7 and A8 in Annex A.

The survey covered three main themes:

- Experiences of recent communication with Social Security Scotland.

- If it is important to know whether staff are working in an office or at home.

- Views about speaking to and sharing personal information with staff working at home and in an office.

In the survey we told respondents that Social Security Scotland is committed to protecting and respecting clients' privacy and personal data. We also linked respondents to where they could find out more about how Social Security Scotland handles personal data if they wanted. Respondents were not given detailed information about current processes, for example relating to data protection when staff work remotely. This was because we didn't want to influence respondents' views on what processes are or should be in place.

The survey could be completed online, over the phone or in paper format. A total of 525 panel members completed the survey. This represents a response rate of around 10%. Table 2.1 shows that more Client Panel respondents (307) than Experience Panel respondents (218) took part.

Table 2.1:   **Survey responses**

Panel	Total
Client Panels	307
Experience Panels	218
Total	**525**

2.3. Demographic characteristics of respondents

Where possible, information provided by respondents in the survey was matched to demographic information supplied previously by panel members. This allows us to present the information below to give context to the findings from the survey. Linking was not possible where there was missing or unclear information, either in the survey or in the information gathered previously.

Around two-thirds of survey respondents identify as women (67%) and around a third identify as men (32%). Similar to the population of Scotland, most respondents live in an urban area (84%).[1] Likewise, the vast majority of respondents were white (93%).[2] Overall, two-fifths of respondents were aged between 45 and 59 (40%). Around a third were aged 44 and under (35%). People aged 60 and over accounted for a quarter of responses (25%). Overall, around six in ten respondents (61%) have a disability or long-term health condition. More than half of respondents (60%) have caring responsibilities. Further demographic information about the respondents can be found in Annex A.

---

[1] National Records of Scotland's latest estimate is that around 17% of people in Scotland lived in rural areas in mid-2020: Mid-2020 Small Area Population Estimates, Report (nrscotland.gov.uk)
[2] The 2011 Census found that 96% of Scotland's population was white: Ethnicity | Scotland's Census (scotlandscensus.gov.uk)

2.4. Analysis

Client Panel and Experience Panel members received a slightly different survey tailored to their experience. The majority of the survey questions were closed questions, meaning they had tick boxes for respondents to choose from. Data was cleaned and analysed by Social Security Scotland researchers. This included removing a small number of responses which were identified as duplicates. Key results across the survey were examined for differences across a range of demographic characteristics, such as age and whether respondents have a long-term health condition. Notable differences in answers between groups are highlighted in the report. For example, between younger and older respondents. It isn't possible to test whether this reflects a difference between these groups beyond the survey respondents. This is because the survey was not completed by a representative sample of benefit recipients. It is also important to take caution comparing results between groups where the total number of responses is small.

Respondents were also able to provide comments to explain or expand on their views throughout the survey. Respondents often made similar points in different sections of the survey, so comments were analysed all together. The most common themes emerging through the survey as a whole are outlined in chapter 6. More specific points made about individual topics are discussed in the relevant chapters elsewhere in the report.

2.5. Understanding and interpreting survey results

The results presented in this report only represent the views of the Client Panel and Experience Panel members who took part in the project. Results should not be interpreted as generalisable for Social Security Scotland's current or future client base as a whole.

Results for each question shown in the report exclude any respondents who were either filtered out of the question or who left the response blank. Results presented in most tables use percentages to show proportions choosing different answer options. Where the number of people responding to a question was less than 50 then the actual number of respondents selecting each answer is shown in the table. This is clearly indicated where relevant. Results in the report are rounded to the nearest whole number. This means tables may not add up to 100%. Where a result was less than 0.5%, this is shown as 0%. Where no respondents selected a particular answer, this is shown as '-' in tables.

Quotations are taken from comments left by respondents in open-text questions and have the label (Client Panel or Experience Panel respondent). Edits to spelling and grammar were made as appropriate.

3. Contact with Social Security Scotland

3.1. Recent contact

Client Panel respondents were asked if they had been in contact with Social Security Scotland staff since March 2020. Experience Panel respondents were not asked these questions. Table 3.1 shows the results.

Table 3.1: **Contact with Social Security Scotland staff via telephone, web chat, or video call since March 2020**
Column percentages (n=307)

Response options	
Yes	37%
No	53%
I'm not sure	10%

Around four in ten Client Panel respondents (37%) said they had been in contact during this time. Table 3.2 shows the most common benefits respondents had got in touch about most recently. These were Scottish Child Payment (37%) or Best Start Foods or Grant (32%).

Table 3.2: **Thinking about your most recent interaction with Social Security Scotland, which benefit was this in relation to?**
Proportion of Client Panel respondents selecting each answer[3]
(n=111)

Response options	
Scottish Child Payment	37%
Best Start Foods or Grant	32%
Carer's Allowance Supplement	29%
Child Disability Payment	8%
Funeral Support Payment	8%
Child Winter Heating Assistance	4%
Young Carer Grant	1%
Job Start Payment	-
Don't know / can't remember	11%

Table 3.3 shows that for the vast majority of these respondents, their most recent communication with staff since March 2020 had taken place over the phone (86%).

---

[3] Respondents could select more than one answer.

Table 3.3: **Thinking about your most recent contact with a member of staff, what type of communication was that?**
Column percentages (n=114)

Response options	
Phone call	86%
Web chat	10%
Video call	3%
Can't remember	2%

3.2. Where staff were working

Respondents who had been in recent contact were asked if they thought the staff member they were in touch with was working from home (Table 3.4).

Table 3.4: **Did you think the staff member you were in touch with was working at home?**
Column percentages (n=114)

Response options	
Yes, I think so	39%
No, I don't think so	11%
I'm not sure	51%

Half of those who had been in contact with staff since March 2020 were unsure if the staff member was working at home (51%). Around two in five said they thought the staff member was at home (39%).

Respondents who thought staff were at home were asked how they knew this (Table 3.5).

Table 3.5: **How did you know the staff member was working at home?**
Number of respondents selecting each answer (n=44)

Response options	Number of respondents selecting answer
The staff member told me	18
I assumed the staff member was working from home	16
I read online that staff were working from home	7
I asked the staff member	4
I'm not sure	2
I heard background noise that sounded like a home	1
Other	4

Respondents most commonly said staff told them or that they assumed staff were working from home. Only one respondent selected the option that they heard background noise that sounded like a home. However, of the respondents who selected the 'other' response, a further two mentioned background noise. Another respondent said the staff member sounded like they had rushed to the phone. A final respondent said they could see the staff member they were talking to was working from home.

The twelve respondents who did not think staff were working at home were asked why they thought this (Table 3.6).

Table 3.6: **How did you know the staff member wasn't working at home?**
Number of respondents selecting each answer (n=12)

Response options	Number of respondents selecting answer
I assumed the staff member wasn't working from home	8
I heard background noise that sounded like an office	1
I'm not sure	2
The staff member told me	-
I asked the staff member	-
Other	1

Eight respondents said they assumed the staff member was not at home. A further two said they were not sure how they knew, whilst one said they heard background noise like an office. One other person said they heard 'no background noise'.

All respondents who had been in contact with staff were asked if there was anything about the interaction they were happy with. Around 40 respondents left comments praising the service they had received. Respondents highlighted the polite and helpful approach of staff and said they had got the answers they needed. Only three respondents mentioned the working location of the staff they had spoken to. They said speaking to staff working from home had made no difference to their interaction.

"The staff member was very professional, knowledgeable and helpful." **Client Panel respondent**

"I did not find the level of service had been impacted by the member of staff working from home." **Client Panel respondent**

Respondents were also offered the chance to say if there was anything about the interaction they were unhappy about. Only 12 respondents left a comment about the service they had received. The most common issue mentioned was call waiting times. Two respondents were unhappy with the attitude of the staff they had spoken to. One respondent mentioned the time taken to process their application. None of the comments mentioned issues specifically related to where staff were working from or their working environment.

4. Staff Location

4.1. Importance of knowing where staff are working

All respondents were asked if it was important to them to know where staff are working from when they contact Social Security Scotland (Table 4.1).

Table 4.1: **How much do you agree or disagree with this statement:**

When I contact Social Security Scotland, it's important to me to know where the staff member is working from
Column percentages (n=520)

Response options	
Strongly agree	18%
Agree	15%
Neither agree nor disagree	34%
Disagree	18%
Strongly disagree	15%

The proportion of respondents selecting each response option was very evenly split. A third (33%) of respondents said it was important for them to know where staff are working from. Another third (33%) disagreed or strongly disagreed that it was important. The final third (34%) said they neither agreed nor disagreed.

Older respondents (Table 4.2) and those with a disability or long-term health condition (Table 4.3) were more likely to say they agreed or strongly agreed that it was important to know where staff are working from.

Table 4.2: **When I contact Social Security Scotland, it's important to me to know where the staff member is working from**

Differences in responses between respondents in different age groups
Row percentages (n=114-182)

Respondents' age	Strongly agree / agree	Neither agree nor disagree	Disagree / strongly disagree
16-44 (n=160)	18%	36%	46%
45-59 (n=182)	37%	33%	30%
60+ (n=114)	42%	36%	22%

Around two in five of respondents aged 45 and over said they agreed or strongly agreed it is important to know where staff are working when they are in contact. This compared to only 18% of respondents aged under 45. This difference was particularly marked between those who said they 'strongly agreed' with the statement.[4]

Table 4.3 shows that almost two in five (38%) respondents who have a disability or long-term health condition agreed or strongly agreed that is important to know about the working location of staff. This compares to a quarter (24%) of respondents with no condition. Again, this difference was particularly marked between those who said they 'strongly agreed' with the statement.[5]

---

[4] For full results of this question see Table B1 in Annex B.
[5] For full results of this question see Table B2 in Annex B.

Table 4.3: **When I contact Social Security Scotland, it's important to me to know where the staff member is working from**

Differences in responses between respondents with and without a disability or long-term health condition
Row percentages (n=166-292)

Respondents' disability status	Strongly agree / agree	Neither agree nor disagree	Disagree / strongly disagree
Has a disability (n=292)	38%	31%	31%
No disability (n=166)	24%	37%	39%

4.2. Location preference

All respondents were asked to imagine they had to contact Social Security Scotland in the following week (Table 4.4).

Table 4.4: **How respondents would be likely to contact Social Security Scotland in the next week if they had to**

Column percentages (n=520)

Response options	
Telephone	66%
Web chat	26%
Post	6%
Video call	2%

Two thirds of respondents (66%) said they would use the phone if they were to contact Social Security Scotland in the next week. A quarter (26%) said they would

use web chat. Those who said they would get in touch by phone, web chat or video call were asked further questions to explore their wider views related to the working location of staff.

First, respondents were asked to imagine contacting Social Security Scotland for seven different reasons. Respondents were asked whether they would prefer to speak with Social Security Scotland staff working at home or in an office for each reason (Table 4.5).

Table 4.5: **Where respondents would prefer staff they speak with to be working from**
Row percentages (n=479-486)

	Strongly prefer staff at home	Prefer staff at home	Don't mind	Prefer staff in an office	Strongly prefer staff in an office
Getting advice or general information	1%	1%	87%	5%	6%
Making an application	1%	0%	73%	14%	12%
Getting an update about my application or payment	1%	1%	76%	11%	11%
Updating my information or a change in circumstances	1%	1%	74%	14%	10%
Challenging a decision about an application	1%	0%	66%	16%	17%
Making a complaint	1%	0%	66%	15%	18%
To discuss a bereavement e.g. to make an application for Funeral Support Payment or tell us about a death	1%	1%	75%	11%	12%

For all of the proposed reasons for getting in touch, a clear majority of respondents said they do not mind where the staff they speak with are working. However, a

substantial proportion of respondents did express a preference to speak with staff based in an office in each case. This ranged from one in ten preferring this when seeking general advice or information (11%), to one in three when challenging a decision (32%) or making a complaint (33%).

Respondents' preferences for the location of staff they might speak to differed between demographic groups. Older respondents (Table 4.6) and those with a disability or long-term health condition (Table 4.7) were more likely to prefer or strongly prefer to talk to staff working in an office.

Table 4.6: **Preference to speak with staff working in an office between respondents from different age groups**
Column percentages (n=102-172)

Strongly prefer/prefer staff in an office	Respondents' age		
	16-44 (n=147-150)	45-59 (n=171-172)	60+ (n=102-105)
Getting advice or general information	3%	12%	14%
Making an application	14%	32%	33%
Getting an update about my application or payment	9%	25%	33%
Updating my information or a change in circumstances	14%	26%	35%
Challenging a decision about an application	16%	38%	44%
Making a complaint	15%	42%	40%
To discuss a bereavement e.g. to make an application for Funeral Support Payment or tell us about a death	9%	26%	34%

For each of the seven purposes, there was at least a ten percentage point difference between the oldest and youngest respondents saying they preferred to talk with staff working in an office. For example, around one in ten respondents (9%) aged between 16 and 44 said they would prefer staff in an office when getting an update. This rose to a quarter (25%) for those aged between 45 and 59. The proportion increased again to a third (33%) for those aged 60 and over.

The difference between age groups was particularly pronounced for challenging a decision about an application, making a complaint, and discussing a bereavement. For example, more than two in five respondents aged 60 and over (44%) said they would prefer to talk to staff in an office when challenging a decision. This dropped to 16% of respondents aged between 16 and 44.

Among respondents aged 60 and over, a third or more said they would prefer to talk with staff in an office for all scenarios apart from getting advice or general information.

Among those with a disability or long-term health condition, preference to talk to staff working in an office was generally higher and sometimes almost double that of respondents with no condition (Table 4.7). For example, around two in five respondents with a disability said they would prefer to talk to staff in an office for challenging a decision (38%) or making a complaint (39%). This compared to just over one in five (23%) respondents with no condition.

Table 4.7: **Preference to speak with staff working in an office between disabled and non-disabled respondents**
Column percentages (n=152-275)

	Respondents' disability status	
Strongly prefer/prefer staff in an office	**Has a disability (n=270-275)**	**No disability (n=152-154)**
Getting advice or general information	10%	9%
Making an application	30%	18%
Getting an update about my application or payment	26%	16%
Updating my information or a change in circumstances	29%	17%
Challenging a decision about an application	38%	23%
Making a complaint	39%	23%
To discuss a bereavement e.g. to make an application for Funeral Support Payment or tell us about a death	26%	17%

In their comments, many respondents said that the working location of staff shouldn't matter as long as they can answer questions and provide a good service. Some respondents explained why they would prefer to talk to staff in an office. These themes are explored in chapter 6.

5. Personal and identifying Information

5.1. Data privacy and discussing personal information

Social Security Scotland is committed to protecting and respecting clients' privacy and personal data. Data privacy means the proper handling, processing, storage and usage of personal information. Social Security Scotland's Privacy Statement is available online via this link: https://www.socialsecurity.gov.scot/privacy-statement

As part of an introduction to their version of the survey, Experience Panel respondents were asked if they would have any concerns about data privacy while talking to staff who were working from home. Client Panel respondents were not asked these questions. Table 5.1 below shows half (50%) of Experience Panel respondents said they would not. But around three in ten (31%) said that they would have some concerns.

Table 5.1   Whether Experience Panel respondents would have any concerns about data privacy while talking to staff who were working from home
Column percentages (n=216)

Response options	
Yes	31%
No	50%
I'm not sure	19%

To explore views on data privacy and personal information more widely, all respondents from both panels were asked how much they agreed that when talking with Social Security Scotland staff they:

- would feel confident discussing their personal information

- trusted their personal information would be kept private.

Tables 5.2 and 5.3 show the majority of respondents agreed or strongly agreed with each statement in relation to both staff working in an office or at home.

Table 5.2: **How much respondents agreed or disagreed that they felt confident discussing their personal information with staff working in different locations**
Row percentages (n=483-485)

I feel confident discussing my personal information	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Talking with staff at home (n=485)	31%	34%	18%	11%	6%
Talking with staff in an office (n=483)	42%	40%	16%	2%	1%

Table 5.3: **How much respondents agreed or disagreed they trust their personal information would be kept private when talking with staff working in different locations**
Row percentages (n=484-486)

I trust my personal information would be kept private	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Talking with staff at home (n=484)	37%	36%	13%	9%	5%
Talking with staff in an office (n=486)	45%	41%	12%	1%	1%

Respondents were relatively less likely to agree with each statement in the context of staff working at home. For example, 82% agreed or strongly agreed they would feel confident discussing their personal information with staff in an office. This figure fell to 65% when respondents were asked about speaking with staff working at home (Table 5.2).

Trust that personal information would be kept private was also lower when respondents were asked about talking with staff working from home. Almost nine in ten respondents (86%) said they agreed or strongly agreed that personal information would be kept private when speaking with staff working in an office. This fell to just less than three quarters (73%) when respondents were asked about engaging with staff working from home (Table 5.3).

Older respondents and those with a disability or long-term health condition were more likely to disagree or strongly disagree with the statements in relation to staff working from home (Tables 5.4 and 5.5).

Table 5.4: **Differences in responses from different age groups about speaking with staff working from home**
Column percentages (n=103-172)

	Respondents' age		
I feel confident discussing my personal information	16-44 (n=150)	45-59 (n=172)	60+ (n=103)
Strongly agree/agree	79%	63%	52%
Neither agree nor disagree	13%	17%	22%
Disagree/strongly disagree	9%	20%	25%
I trust that my personal information would be kept private	16-44 (n=149)	45-59 (n=172)	60+ (n=104)
Strongly agree/agree	86%	69%	64%
Neither agree nor disagree	9%	13%	14%
Disagree/strongly disagree	5%	18%	21%

Proportionally, older respondents were more likely to disagree or strongly disagree that they would feel confident discussing personal information with staff working from home. For example, a quarter (25%) of respondents aged 60 and over said this compared to only 9% of those aged between 16 and 44. Similarly, older respondents were more likely to disagree or strongly disagree that their personal information would be kept private when talking with staff working from home. For example, around one in five respondents aged 60 and over (21%) said this compared to only 5% of respondents aged 16 to 44.

Table 5.5: **Differences in responses between respondents with and without a disability or long-term health condition about speaking with staff working from home**
Column percentages (n=152-274)

	Respondents' disability status	
I feel confident discussing my personal information	**Has a disability (n=273)**	**No disability (n=153)**
Strongly agree/agree	62%	70%
Neither agree nor disagree	17%	18%
Disagree/strongly disagree	21%	12%
I trust that my personal information would be kept private	**Has a disability (n=274)**	**No disability (n=152)**
Strongly agree/agree	71%	77%
Neither agree nor disagree	12%	13%
Disagree/strongly disagree	16%	10%

Respondents with a disability or long-term health condition were more likely to disagree or strongly disagree with both statements. In particular, these respondents were more likely to disagree or strongly disagree that they would feel confident discussing personal information with staff working from home. Around one in five (21%) respondents with a disability or long-term health condition said this, compared to only 12% of those with no condition.

5.2. Staff viewing identifying information

To carry out their job, staff often have to view personal information about a client, such as their contact details. For example, to process a client's application or payment. This type of information is known as 'identifying information' because it can identify who a client is.

Respondents were asked if they would have any concerns about staff viewing identifying information at home or in an office (Table 5.6).

Table 5.6: **Whether respondents would have any concerns about a staff member viewing identifying information about them in different locations**
Column percentages (n=506-518)

Response options	Would you have any concerns about a staff member viewing identifying information about you while they were working…	
	From home (n=518)	In an office (n=506)
Yes	22%	3%
No	66%	90%
I'm not sure	12%	7%

Only three per cent of respondents said they would have concerns about staff viewing identifying information about them whilst working in an office. In contrast, 22% would be concerned about staff viewing such information when working at home. That said, it is notable that two-thirds of respondents still said they would have no concerns about staff accessing information about them whilst at home (66%). Older respondents were more likely to say they would have concerns about staff viewing identifying information about them when they were working at home (Table 5.7).

Table 5.7: **Differences in responses from different age groups on concerns about staff viewing identifying information about them**
Column percentages (n=110-182)

Would you have any concerns about a staff member viewing identifying information about you while they were working from home	Respondents' age		
	16-44 (n=160)	45-59 (n=182)	60+ (n=111)
Yes	12%	23%	34%
No	77%	66%	57%
I'm not sure	11%	12%	9%
Would you have any concerns about a staff member viewing identifying information about you while they were working in an office	16-44 (n=157)	45-59 (n=175)	60+ (n=110)
Yes	3%	2%	5%
No	92%	90%	91%
I'm not sure	4%	7%	4%

Just over one in ten respondents aged 16 to 44 (12%) said they would have concerns about this. This proportion increased to 23% amongst 45 to 59 year olds, and to 34% for those aged 60 and over. When asked about staff working in the office, results across the age groups were much more similar.

Respondents' disability status was also related to the level of concern about identifying information being accessed by staff at home (Table 5.8).

Table 5.8: **Differences in responses between respondents with and without a disability or long-term health condition on concerns about staff viewing identifying information about them**
Column percentages (n=161-288)

	Respondents' disability status	
Would you have any concerns about a staff member viewing identifying information about you while they were working from home	Has a disability (n=288)	No disability (n=168)
Yes	25%	18%
No	63%	74%
I'm not sure	13%	8%
Would you have any concerns about a staff member viewing identifying information about you while they were working in an office	Has a disability (n=284)	No disability (n=161)
Yes	4%	2%
No	90%	93%
I'm not sure	6%	5%

A quarter (25%) of respondents with a disability or long-term health condition said they would have concerns about staff viewing identifying information about them when working at home. This fell to 18% amongst those with no disability or health condition. However, when asked about staff working in an office, views were fairly even between the two groups.

Respondents were invited to give comments about their answers. Some respondents who did not have any concerns about staff accessing identifying information from home said they understood that it was needed to help them carry out their job effectively. A few suggested that without this information staff may not be able to verify who they are speaking to which could be a security risk.

"Knowing who they are talking to/working with is very important and so staff must be able to identify who they are talking to. Without identifying information being shared they could be talking to anyone, and that would then become a problem."
Experience Panel respondent

Comments also included views about keeping information safe, maintaining confidentiality, and concerns about privacy in staff members' homes. These themes are explored in chapter 6.

5.3. Sensitive topics

The survey also asked respondents if there was anything they would feel uncomfortable discussing with staff who were at home or, separately, in an office. This sought to understand if there were some topics respondents would rather not talk about with staff working in different locations. As such, the findings build on the questions about preferred staff location in different scenarios (section 4.2) and sharing their personal information (section 5.1).

Table 5.9 shows most respondents said they would not feel uncomfortable discussing any topics with staff in either location.

Table 5.9: **Whether there is anything respondents wouldn't feel comfortable discussing based on staff location**
Column percentages (n=474-487)

| Response options | Thinking about your chosen contact method is there anything you wouldn't feel comfortable discussing with a staff member working… | |
	From home (n=487)	In an office (n=474)
Yes	18%	7%
No	64%	81%
I'm not sure	19%	13%

Almost one in five (18%) said there was something they would feel uncomfortable discussing with staff working at home. This fell to 7% of respondents if they were speaking to staff who were office-based. Some respondents said they were not sure whether there would be anything they would not feel comfortable talking about. Slightly more respondents said this about staff working at home (19%) compared to in an office (13%).

Older respondents were more likely to say there would be things they would not feel comfortable discussing with staff or that they were not sure. This trend applied to both staff at home and in offices (Table 5.10). However, the difference in views by age was clearer in the context of staff working at home. For example, only half (51%) of respondents aged 60 and over said that there would not be anything they would feel uncomfortable discussing with staff working at home. This compared to 80% of those aged 16 to 44.

Table 5.10: **Whether there is anything respondents wouldn't feel comfortable discussing based on staff location**
Column percentages (n=100-172)

	Respondents' age		
Thinking about your chosen contact method is there anything you wouldn't feel comfortable discussing with a staff member working from home	16-44 (n=150)	45-59 (n=172)	60+ (n=104)
Yes	8%	20%	27%
No	80%	60%	51%
I'm not sure	12%	20%	22%
Thinking about your chosen contact method is there anything you wouldn't feel comfortable discussing with a staff member working in an office	16-44 (n=146)	45-59 (n=168)	60+ (n=100)
Yes	3%	8%	8%
No	88%	81%	77%
I'm not sure	9%	11%	15%

Respondents with a disability or long-term health condition were more likely than respondents without a disability to say there would be things they would feel uncomfortable discussing with staff at home (Table 5.11).

Table 5.11: **Whether there is anything respondents wouldn't feel comfortable discussing based on staff location**
Column percentages (n=153-269)

	Respondents' disability status	
Thinking about your chosen contact method is there anything you wouldn't feel comfortable discussing with a staff member working from home	Has a disability (n=275)	No disability (n=153)
Yes	20%	13%
No	61%	71%
I'm not sure	19%	16%
Thinking about your chosen contact method is there anything you wouldn't feel comfortable discussing with a staff member working in an office	Has a disability (n=269)	No disability (n=148)
Yes	6%	7%
No	81%	83%
I'm not sure	13%	9%

A fifth (20%) of respondents with a disability or long-term health condition said they would feel uncomfortable speaking about some topics with staff based at home. This compared to 13% of those without a condition. However, this difference did not apply in the same way to staff working in an office.

Respondents were asked to leave comments about topics they would feel uncomfortable discussing with staff in either location. Respondents mentioned the need to ensure privacy and confidentiality when staff were working at home. Some

respondents said they would feel comfortable discussing all issues with staff working in an office. These themes is explored in sections 6.3 and 6.4.

Some respondents mentioned specific topics that they would feel uncomfortable discussing with staff working at home. These were: health and medical issues, and financial or banking information. Health was the most frequently mentioned topic. Comments included references to both physical and mental health issues. Two respondents who act as appointees for clients mentioned they would feel uncomfortable discussing information about the health of the family members they represent.

"I'd be cautious about discussing personal health information as I couldn't be sure about who might hear it." **Experience Panel respondent**

"Finances, extent of my physical and mental disability and giving personal information." **Experience Panel respondent**

Two respondents said they wouldn't like to make a complaint while talking to staff working from home. One respondent said they wouldn't feel comfortable discussing their child's personal information.

There were only a couple of comments from respondents who gave examples of topics they wouldn't feel comfortable discussing with staff in an office. These were bereavement and making a complaint.

6. Key themes from respondent comments about data privacy and views on staff location

As mentioned in section 2.4, respondents were able to provide comments to explain or expand on their views throughout the survey. Respondents often made similar points across different sections of the survey, so comments were analysed together. The most common themes emerging through the survey as a whole are explored in this chapter.

More specific comments relating to individual topics have been outlined in the relevant chapters elsewhere in the report.

6.1. Views about knowing where staff are working

A number of respondents said they would like to know where staff were based during interactions. Some said that this kind of transparency builds trust with clients. Others said that knowing where staff are could help them make sense of background noise heard in calls. Respondents also said information about location could help explain delays or staff being distracted. A couple of respondents felt clients should be told about location to allow clients who prefer to speak to office-based staff to request this.

"While I feel happy to trust staff working from home, it's something that requires transparency as not everyone will feel the same." **Experience Panel respondent**

"I want to know if the background noise is from their office or their families/flatmates." **Experience Panel respondent**

"Just to know home or office. If at home they may be unwell, under additional family pressures, family distractions. Good to know if their situation is affecting their ability to listen, respond, attend to me." **Client Panel respondent**

"It would be nice if they did advise they were work[ing] *from home so you could then decide and consent to continuing with the discussion."* **Experience Panel respondent**

6.2. Views about why working location shouldn't matter

Respondents often stated "as long as" location doesn't impact the service provided then it doesn't, or shouldn't, matter where staff are working. Service expectations included things like: staff having access to the information and IT systems they need; staff being able to answer and resolve queries; and staff being professional and knowledgeable.

"As long as they are polite, friendly and helpful it is irrelevant where they are working from." **Client Panel respondent**

"It doesn't really matter where they are working from as long as they have full access to the range of tools allowing them to do their job without hindrance and preferably resolving the issues presented to them by the public on a one call, one fix basis." **Client Panel respondent**

"It makes no difference to me where the person I am speaking to is, be that in an office, in their home, on a beach, etc. As long as they can help me and answer my questions, then that's all that I need." **Client Panel respondent**

Many respondents said that the working location of staff also shouldn't impact the security of clients' personal information. Respondents said that policies and procedures should apply and be carefully followed by staff in whether working at home or in an office. Many respondents specifically mentioned data protection laws

and best practice. Comments also mentioned that staff should be trained in handling information and confidentiality. This included views that policies about privacy and confidentiality should be part of staff members' contract of employment. Respondents said they would expect these to be followed regardless of location. Some noted there should be consequences if this did not happen. A final key theme was trust that Social Security Scotland IT systems provide sufficient security regardless of staff location.

> *"As members of staff, I trust that they are bound by the same data protection laws that cover working in an office therefore have no issue with where that job is being done."* **Client Panel respondent**

> *"My confidence regarding data confidentiality is that I hope Social Security Scotland have given staff appropriate training and understanding the legislative importance of confidentiality. If this is breached there should be clear disciplinary procedures."* **Client Panel respondent**

> *"I've confidence in the IT systems and procedures that have been in place during the pandemic to ensure that my information is safe."* **Client Panel respondent**

Many respondents emphasised the importance of staff acting with integrity regardless of their working location. Some specifically said that they trusted staff to act professionally and keep their information safe. Comments also emphasised that the integrity of staff to keep clients' data safe was something Social Security Scotland would take into account in recruitment. For example, pre-employment checks and vetting were mentioned as ways to ensure the staff hired by Social Security Scotland would handle information safely.

> *"Staff have a responsibility to act professionally no matter if they are office based or sitting in their living room! Either way I expect them to treat my enquiry with dignity and respect regardless of their physical location!"* **Client Panel respondent**

> *"It is the process and professionalism of the individual that matters not whether they are in an office or at home."* **Experience Panel respondent**

> *"I have trust in the employees to respect my privacy. I also trust Social Security Scotland to employ individuals who would uphold data protection and my right to privacy."* **Client Panel respondent**

6.3. Views about staff working at home

This sections explores the themes in the comments given by respondents about staff working from home. Some raised concerns about privacy and IT security. Others noted benefits of home working.

Privacy and confidentiality

Some respondents had concerns about the security and confidentiality of their personal information when talking to staff working from home. A key concern was household members overhearing or otherwise being exposed to confidential information about clients. Comments mentioned concerns about household members repeating or using personal information about a client, both purposefully and inadvertently (for example, by children). A couple of respondents mentioned non-household members, such as people passing outside a window or neighbours, potentially overhearing or seeing personal information about a client. Some comments highlighted that other household members aren't subject to the same rules that cover staff. For example, pre-employment checks or training about how to keep data safe.

> *"If [a] person [is] at home working, how can I be confident that no-one else is listening into my conversation and my personal info. is being kept confidential."* **Client Panel respondent**

> *"Other family members or people with zero vetting may overhear things."* **Client Panel respondent**

> *"I realise the need for working at home during these strange times and would have to accept this, but on the other hand would not feel entirely comfortable going over my own personal circumstances and query on the phone if a staff member was working from home as I don't feel they would be kept as private as they would be if the staff member was working in an office."* **Experience Panel respondent**

> *"Because I don't know who else is in the household. The member of staff may be trustworthy, but what about the people they live with?"* **Experience Panel respondent**

Some respondents said there were things they would feel uncomfortable discussing with staff at home as they would be worried about others overhearing their discussion. This ranged from those who said they wouldn't feel comfortable discussing anything other than a general query, to those who said they wouldn't like to discuss certain types of personal information. Examples of personal information included: address; National Insurance number; date of birth; issues relating to abuse; and reasons for leaving a job. Some respondents said it would depend on their experience while talking to staff. For example, they might feel uncomfortable if they could hear others in the staff member's household.

> *"For general enquiries location makes no difference, for sensitive information handling an office is more suitable."* **Client Panel respondent**

> *"Providing personal information that might be overheard or seen by someone in the household that could and be used for fraud purposes i.e. bank account detail, dates of birth. Information that can be used by other parties fraudulently."* **Client Panel respondent**

"I'd listen for any others in the background before I make up my mind." **Client Panel respondent**

There was also a concern about staff being distracted when working from home. Respondents said that other household members, children and pets could distract staff while they were talking to clients.

"As they may need to attend to an emergency whilst on the line, or they may be distracted by a child or pet in the background, that could potentially make them sound distracted." **Client Panel respondent**

"It is hard to know what potential distractions someone might have when working from home; mistakes are made when people are distracted." **Experience Panel respondent**

Given these concerns, some respondents said it was crucial that staff working at home could maintain privacy from other household members. Comments mentioned things like headsets, screen protectors and separate rooms as ways staff at home could ensure clients' privacy. Some respondents said that clients should be made aware when staff are working from home and given reassurance that these measures are in place.

"Reasonably confident and expect to trust info. is kept private. It would help to be assured of both of these at every contact, explained how i.e. headsets and mics used and that all info is on secure computer system and no paper info in people/staff's homes and any written notes are thoroughly shredded after any contact." **Experience Panel respondent**

"I think it's becoming more normal now to deal with people working from home but it might be useful to provide clients with information about how security works." **Experience Panel respondent**

IT security

Many respondents said that they felt comfortable with staff working from home as long as measures were taken to maintain IT security and client confidentiality. Respondents said it was important that staff used IT equipment issued by Social Security Scotland and not personal laptops or computers. They also said it was important that staff working at home had a secure connection.

> *"I assume systems are secure, I assume the worker has a private space, that would have been approved by employer."* **Client Panel respondent**

> *"I trust that there are passwords on computers, that staff members are provided with audio headsets for phone calls, and they are given privacy screen filters for their computer monitors to protect my data."* **Experience Panel respondent**

> *"As long as all the information is computer based and it's linked to a central database instead of being kept on the person's laptop where anyone can access it then I don't see the issue."* **Client Panel respondent**

Some said they would need reassurance that a level of security could be guaranteed when staff were at home. There were also concerns about personal information recorded on paper and being stored in staff's homes.

> *"Are they working in a closed room? Are there any family nearby? Is it a secure phone line? Is the Internet connection secure? Is the network secure?"* **Experience Panel respondent**

> *"How safe is my data electronically? How can data have electronic encryption in a person's home? If it's on paper how secure is the storage?"* **Experience Panel respondent**

A final theme among respondents' concerns was interruptions to communication from poor or unstable phone and internet connections when staff were at home.

> *"Reliability of connection – e.g. internet, phone line - is vital. Connections which cut out or distort calls are hopeless, especially if the client has hearing or communication problems or suffers from stress. Staff working from home need to have good equipment/lines provided."* **Client Panel respondent**

> *"Internet connections for those working from home is not always as quick or reliable as it is for those working in an office. The same goes for the quality of the phone line."* **Client Panel respondent**

Benefits of working at home

Some respondents left comments about wider benefits of staff working from home. For instance, it was suggested staff working at home would have a positive effect on service due to reduced call waiting times and less distractions. Some said that staff may feel comfortable and happy working from home and that this could have a positive impact on the service they give clients.

> *"A well trained member of staff can carry out an office job from anywhere, there is less sickness in staff from home so therefore more people to answer your calls quicker and reducing your wait times."* **Client Panel respondent**

> *"I actually think it would be better for the client. As it would feel more of a personal service rather than the contact centre will all the usual noise and distractions."* **Experience Panel respondent**

A couple of respondents said that a policy of home working could allow a more diverse range of people to work for Social Security Scotland. There were also a couple of comments about environmental benefits and staff's homes providing more privacy than offices.

> *"If working from home allows for people with neurodivergence / disabilities / childcare issues feel more comfortable and better able to be in secure employment, I would absolutely advocate for it to be as standard. Office work is great for those that want it but for some, it truly is an horrific experience and relegates them to not getting a gainful and personally fulfilling career."* **Client Panel respondent**

> *"I am In favour of staff working from home where possible and with safeguards in place for the following reasons:*
>
> *1. If staff could work from home there is a chance that disabled people who couldn't manage to travel into an office every day could apply for and be appointed.*
> *2. It is better for the environment.*
> *3. It is better for staff as the work life balance can be enhanced.*
>
> *If strict safeguards and monitoring could be put in place I would support staff working from home if they choose."* **Experience Panel respondent**

> *"I strongly agree with staff working from home, it is better for them and it helps keep traffic off roads which helps the planet they will also be more relaxed working from home so I think everyone benefits including the clients."* **Experience Panel respondent**

> *"If they are at home it makes me feel there would be more confidentiality."* **Client Panel respondent**

6.4. Views about staff working in an office

Some respondents said they would prefer to talk to staff working in an office. Comments mentioned benefits to client service and confidentiality. The following sections outline the key themes among these comments.

Privacy and confidentiality

Many said that an office provides better privacy and confidentiality for clients. Respondents often said they would feel comfortable discussing all issues with staff working in an office because they trusted that the environment was secure and private. There was a feeling that there was no need to worry about non-staff members overhearing calls or seeing personal information in an office. Many of these respondents said an office was a secure environment where all staff would be aware of and follow guidelines about data privacy. As such, they wouldn't have the same concerns about others having access to their personal information in the same ways as when staff worked at home.

"The staff member would be surrounded by others who are obliged to keep information confidential so that no personal data is shared outside the office." **Experience Panel respondent**

"In an office I suppose anyone else working there would be too busy to overhear other people's calls and also, all the people there are working for the Civil Service and will be of good character and bound by their rules of conduct and maybe even the Official Secrets Act." **Client Panel respondent**

"The office is a secure environment. Staff only would be admitted access to the workspace. Not so at home!" **Client Panel respondent**

"What is said or overheard by staff, not family, friends or outsiders." **Experience Panel respondent**

Staff professionalism

Another theme among the comments was a view that an office environment promoted professionalism among staff. Relatedly, some respondents thought that the office provided more opportunity for the oversight of staff and compliance with data security. These respondents said that policies around the secure and confidential handling of clients' data were more likely to be followed in an office than at home. Comments said that the proximity of colleagues and managers meant these rules were more likely to be followed in an office than at home.

"People are all more professional when they attend their place of work." **Client Panel respondent**

"I believe there will be more oversight of staff in an office setting and that staff will take their privacy commitments more seriously within a team in an office." **Experience Panel respondent**

"I believe there will be more oversight of staff in an office setting and that staff will take their privacy commitments more seriously within a team in an office." **Experience Panel respondent**

"In an office environment it's more likely that rules are being enforced due to scrutiny by other staff members and more senior staff being present." **Client Panel respondent**

IT security

Another theme among comments was a belief that IT security would be stronger in an office environment. Some thought that an office environment would inherently offer more security than homes.

"Working in the office their IT system [is] more secured and checked than staff working on portable laptops/WiFi systems. The office also has security with any paperwork e..g medical notes for disability claimants, claimant's application forms. The process of applying for a benefit and it be handled in an office is more secure." **Experience Panel respondent**

"Information is all within a data protection controlled enviroment." **Client Panel respondent**

"When dealing with people's personal information it should be dealt with within a secure environment like in an office. No one knows the security levels within staff members' individual homes this therefore makes me feel insecure about giving out personal information/details to staff working from home. For this reason I feel much more comfortable with my personal information being dealt with within an office environment." **Client Panel Respondent**

Standard of service

Some respondents felt that staff in an office may be able to provide a better service than those working from home. This was because staff in an office would find it easier to get advice and guidance from colleagues or line managers. Some said they thought it would be easier to speak to a manager or raise a complaint when speaking to staff in an office.

"Easier for the Social Security Scotland staff to ask for advice from a more experienced person or refer a case to a manager if they are in the same office." **Experience Panel respondent**

"Yes, I feel that this [the location of staff] would be important to know so that the customer is aware of how quickly their query is going to be looked into as staff members working from home may not have full access to files whilst working from home and so may take longer following up queries from customers than they would do whilst at work." **Experience Panel respondent**

Concerns about talking to staff in an office

There were some comments that noted concerns about talking to staff working in an office. A couple of respondents said privacy could be an issue if other staff could overhear conversations or see personal information. Others said staff could get distracted or discuss clients with their colleagues.

"Open plan offices, not sure if privacy is so great." **Experience Panel respondent**

"…if anything more likely [in an office] *to discuss calls with fellow employees as they would know what they are talking about."* **Client Panel respondent**

7. What's next?

Social Security Scotland and the Scottish Government will continue to work with the Client and Experience Panels to make sure the social security system works for the people of Scotland.

Social Security Scotland has now committed to a hybrid working approach in the future. This means that most staff will spend some time working in an office and some time working from home. We are currently working to design and test how this approach will work best. We will ensure our recommendations strike a balance between what works for staff, what fits for the organisation and what is best for our clients. Our considerations will make sure we deliver best value for the public and our actions align with the commitments set out in Our Charter.[6] Results from this survey have been shared with colleagues who are delivering these plans. The findings will also be shared with managers who deliver client services. This will help them plan how their teams approach and test hybrid working, taking into account which activities are best suited for each location.

Policies and practices are in place to keep client data safe regardless of the working location of staff. Staff are trained in and follow Scottish Government and Social Security Scotland policies around the safe and secure handling of information. This includes:

- Mandatory online training and learning
- the Social Security Scotland remote working policy
- and Code of Conduct.

---

[6] Social Security Scotland – Our Charter: https://www.socialsecurity.gov.scot/about/our-charter

Measures to protect and ensure IT security are also in place for all staff, regardless of working location. Staff complete their work on laptops issued by Social Security Scotland. These use a secure network to access client records.

The research findings will be used to consider additional ways to communicate with clients about the steps taken by Social Security Scotland to keep their data safe wherever staff work.

Annex A: Survey respondent characteristics tables

This Annex presents a summary of respondents' demographic characteristics. Some results have been supressed where the number of respondents in a category is fewer than 5. This is shown by * in the tables. So the suppressed figure cannot be calculated from other values shown, the next smallest category has also been suppressed in the table.

Table A1: **Gender** (n=479)

Response options	All respondents
Men	32%
Women	67%
Prefer not to say	*
Other	*

Table A2: Age (n=462)

Response options	All respondents
Under 44	35%
45-59	40%
60-79	25%
80+	*
Prefer not to say	*

Table A3: Caring responsibility (n=479)

	All respondents
Has caring responsibilities	60%
No caring responsibilities	37%
Prefer not to say	3%

Table A4: **Disability** (n=480)

Response options	All respondents
Has a physical or mental health condition	61%
No condition	35%
Prefer not to say	4%

Table A5: **Geographical location** (n=494)

Response options	All respondents
Urban	84%
Rural	16%

Table A6: **Ethnicity** (n=435)

Response options	All respondents
White	93%
Minority Ethnic	*
Prefer not to say	*

Table A7: **Client Panel respondents' benefit experience** (n=287-293)

Response options	All respondents
Carer's Allowance Supplement	57%
Best Start Foods/Grant	37%
Scottish Child Payment	34%
Child Winter Heating Assistance	10%
Funeral Support Payment	5%
Young Carer Grant	2%
Job Start Payment	-

Table A8: Experience Panel respondents' benefit experience (n=191-194)

Response options	All respondents
Personal Independence Payment	74%
Disability Living Allowance	60%
Carer's Allowance	35%
Winter Fuel Payment	31%
Cold Weather Payment	31%
Attendance Allowance	22%
Discretionary Housing Payment	21%
Universal Credit	19%
Severe Disablement Allowance	18%
Scottish Welfare Fund	18%

Annex B: Supplementary Tables

Table B1: **When I contact Social Security Scotland, it's important to me to know where the staff member is working from**

Differences between respondents in different age groups
Row percentages (n=114-182)

Age	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
16-44 (n=160)	8%	10%	36%	19%	27%
45-59 (n=182)	20%	17%	33%	19%	11%
60+ (n=114)	27%	15%	36%	17%	5%

Table B2: **When I contact Social Security Scotland, it's important to me to know where the staff member is working from**

Differences in responses between respondents with and without a disability or long-term health condition
Row percentages (n=166-292)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
With a disability or long-term health condition (n=292)	22%	16%	31%	17%	13%
No disability or condition (n=166)	12%	12%	37%	20%	19%

How to access background or source data

The data collected for this report:

☐ are available in more detail through Scottish Neighbourhood Statistics

☐ are available via an alternative route

☒ may be made available on request, subject to consideration of legal and ethical factors. Please contact ResearchRequests@socialsecurity.gov.scot for further information.

☐ cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.