



Social Security Scotland  
Tèarainteachd Shòisealta Alba



# Client Survey - Adult and Child Disability Payment September - December 2022

Summary report

Dignity,  
fairness,  
respect.

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## Background

- This report presents the results from the Social Security Scotland Disability Payments Client Survey. Fieldwork ran from 16 January to 12 February 2023.
- All Adult Disability Payment or Child Disability Payment applicants who received a decision between 1 September 2022 and 31 December 2022 were invited to take part in the survey. Those who had completed a Case Transfer for either benefit, and received their first payment during the same period were invited also.

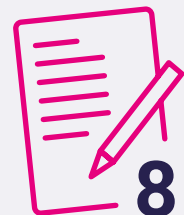
## About the survey respondents

- The report is based on responses from 4,887 clients. Of these, 1,769 respondents had completed a Case Transfer and 3,055 had applied for either Adult or Child Disability Payment.
  - Most described their ethnicity as 'white' (94%, compared to 4% minority ethnic)
  - Most described their gender identity as 'woman' (69%, compared to 11% 'man')
  - Most said their age was 35-44 (28%), 45-54 (23%) or 55-64 (26%)
  - Around half lived at a postcode categorised as SIMD quintile 1 (most deprived) (32%) or quintile 2 (24%)

## Executive Summary

- The majority of respondents who had completed a Case Transfer agreed or strongly agreed that they had felt 'informed' (86%) and 'reassured' (81%) about the process.
- A similar proportion felt that the communication they received about their Case Transfer was 'clear and easy to understand' (82%) and that 'the tone was friendly' (85%).
- More than eight-in-ten Adult and Child Disability Payment applicants (85% and 83% respectively) felt that they were 'treated fairly and respectfully throughout the application process'.
- Fewer than six-in-ten Adult and Child Disability Payment applicants (59% and 57% respectively) felt that 'filling in and submitting the application did not take too long'.
- Nearly eight-in-ten Adult and Child Disability Payment applicants who provided Supporting Information (77% and 79% respectively) felt that 'it was easy to provide Supporting Information'.

Most respondents who had applied for Adult Disability Payment agreed or strongly agreed that their application...



81%

was clear



74%

asked only relevant questions



75%

enabled them to fully explain their daily living and mobility needs

Of those who had completed a consultation, the majority agreed or strongly agreed that:



92%

I understood why the consultation was needed



90%

The appointment was at a convenient time for me



96%

I was treated with dignity and respect

## Case Transfer experience

### Adult Disability Payment

- 84% agreed or strongly agreed that they had 'felt informed about the process' of their Case Transfer.
- 77% agreed or strongly agreed that they had 'felt reassured about the process' of their Case Transfer.
- More than half (56%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'. Around a quarter (26%) disagreed or strongly disagreed with this.

### Child Disability Payment

- 86% agreed or strongly agreed that they had 'felt informed about the process' of their Case Transfer.
- 81% agreed or strongly agreed that they had 'felt reassured about the process' of their Case Transfer.
- Around four-in-ten (38%) agreed or strongly agreed that 'being Case Transferred made me feel anxious'. A similar proportion (39%) disagreed or strongly disagreed with this.

**Some groups were more likely to agree or strongly agree that 'being Case Transferred to Adult Disability Payment made them feel anxious', including:**

- Those aged 16-54 (65%), compared to those aged 55 and older (48%)
- Those who lived at a postcode categorised as SIMD quintile 1 (66%), compared to others (48%).



**Some groups were more likely to agree or strongly agree that 'being Case Transferred to Child Disability Payment made them feel anxious', including:**

- Those aged 16-34 (45%), compared to those aged 35 and older (35%)
- Those who lived at a postcode categorised as SIMD quintile 1 (43%), compared to others (36%).

## Case Transfer communication

### Adult Disability Payment

- 81% agreed or strongly agreed that the communication they received from Social Security Scotland about their Case Transfer was 'clear and easy to understand'. 6% disagreed or strongly disagreed with this.
- 81% agreed or strongly agreed that 'the tone was friendly'. 2% disagreed or strongly disagreed with this.
- 76% agreed or strongly agreed that the communication they received 'helped them to understand what was happening and why'. 6% disagreed or strongly disagreed with this.
- 76% agreed or strongly agreed that the communication they received 'made them feel confident that they could approach Social Security Scotland if they had a query'. 6% disagreed or strongly disagreed with this.

### Child Disability Payment

- 87% agreed or strongly agreed that the communication they received from Social Security Scotland about their Case Transfer was 'clear and easy to understand'. 4% disagreed or strongly disagreed with this.
- 89% agreed or strongly agreed that 'the tone was friendly'.
- 87% agreed or strongly agreed that the communication they received 'helped them to understand what was happening and why'. 2% disagreed or strongly disagreed with this.
- 85% agreed or strongly agreed that the communication they received 'made them feel confident that they could approach Social Security Scotland if they had a query'. 3% disagreed or strongly disagreed with this.

## Case Transfer comments

Respondents were asked to tell us about their overall experience of the Case Transfer process, including anything that could be improved, and around 850 did so.

**The majority of comments were positive.** Many of the positive comments referred to the communication received, the quality of the service and the ease of the process.

Everything was perfect. I really liked that they informed me months in advance and that they clearly stated that payment days were changing. Very clear and informative. Can't fault it at all.

It was very straight forward, great communication throughout the transfer which put my mind at ease, no payments were missed. And so I am happy with the overall experience.

I have been very happy with my transfer. I have been kept well informed and updated.

**A minority of comments were negative or identified potential areas for improvement.** The most common issue mentioned in the negative comments was not being aware of the Case Transfer until it was complete. Some respondents also mentioned issues with accessing other services, including the Accessible Vehicles and Equipment Scheme.

I only knew about the transfer when I received a letter telling me I was being transferred. I hadn't any knowledge prior to this.

I was informed that motility would be automatically transferred when I received my letter. This hasn't happened and I have been receiving overpayments. I have been going around in a circle with this and feel like the information that was in the letter doesn't have enough information.

Comments given also provided further insight into the anxiousness experienced by some clients during their Case Transfer. Of respondents who agreed that 'being Case Transferred made me feel anxious', the majority set out that they had felt this way initially, but then had a positive experience of the process:

Was anxious but relieved by the information and tone of communications.

The process was transparent and detailed at every stage which made a possible anxious process less stressful and traumatic.

I was concerned about the transfer due to hearing things about carers allowance being stopped but that never happened. It was very straight forward and had no issues.

The case transfer was ok. I was very nervous at first and a bit afraid I would lose my benefit, a bit of fear of the unknown, but I was reassured by being in touch by the phone also the home visit.

A minority of comments mentioned elements of the respondents' Case Transfer experience which had caused them to feel anxious.

Letters are all pretty much standard Very little reference to the individual so tended to leave me rather anxious whilst awaiting the process completing

Overall experience of case transfer was not good because I was just sent a letter and leaflet telling me that I was transferred over and that a review would follow. Made me feel anxious and stressed. More and clearer communication.



## Application

Most Adult Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

71%

The application process enabled them to fully explain their care and mobility needs

75%

They were treated fairly and respectfully throughout the application process

85%

- Those who lived at a postcode categorised as SIMD quintile 1 (most deprived) were more likely to agree or strongly agree that 'the eligibility criteria was clear before they applied' for Adult Disability Payment (77%, compared to 71% of others).

Most Child Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

72%

The application process enabled them to fully explain their child's care and mobility needs

79%

They were treated fairly and respectfully throughout the application process

83%

- Those who lived at a postcode categorised as SIMD quintile 1 (most deprived) were more likely to agree or strongly agree that 'the eligibility criteria was clear before they applied' for Child Disability Payment (80%, compared to 69% of others).

Most Adult Disability Payment applicants agreed or strongly agreed that:

The application process was clear

81%

The application asked only relevant questions

74%

Filling in and submitting the application did not take too long

59%

- Those aged 16 -24 were less likely to agree or strongly agree that 'Filling in and submitting the application did not take too long' for Adult Disability Payment (53%, compared to 60% of older respondents).

Most Child Disability Payment applicants agreed or strongly agreed that:

The application process was clear

78%

The application asked only relevant questions

76%

Filling in and submitting the application did not take too long

57%

- Those who lived at a postcode categorised as SIMD quintile 4 or 5 (least deprived) were less likely to agree or strongly agree that 'Filling in and submitting the application did not take too long' for Child Disability Payment (49%, compared to 62% of others).

## Support to complete application

### Adult Disability Payment

- Around four-in-ten respondents (41%) received help to complete their Adult Disability Payment application.
- Nearly half (45%) of those who received help with their application got help from a friend or family member. Around one-in-three (32%) got help from Social Security Scotland.
- Of those who received help from Social Security Scotland, the vast majority (94%) agreed or strongly agreed that it was easy to get that support.

### Child Disability Payment

- Nearly three-in-ten respondents (29%) received help to complete their application.
- Around four-in-ten (42%) of those who received help with their application got help from Social Security Scotland. Less than one-in-five (17%) 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 Adult Disability Payment application. These included:

**56%** of respondents aged 16-24

**51%** of respondents aged 65+

**46%** of male respondents



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

**54%** of minority ethnic respondents

**36%** of respondents who lived at a postcode categorised as SIMD quintile 1

## Supporting Information – how, what, when and why

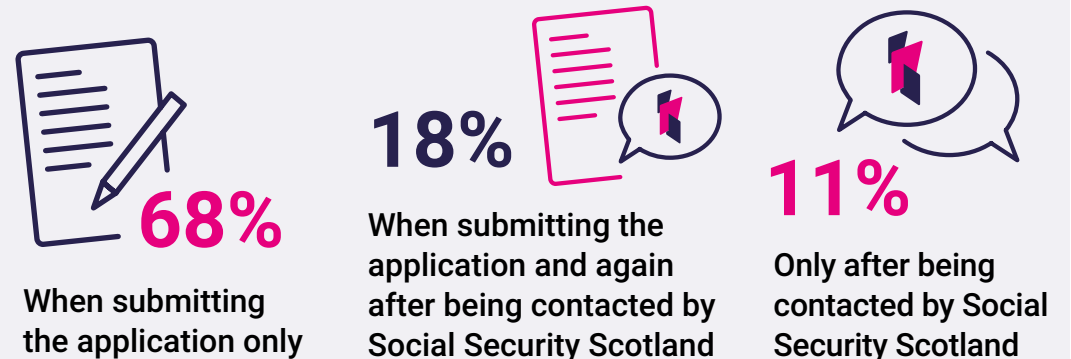
### Adult Disability Payment

- A majority of respondents who applied for Adult Disability Payment provided Supporting Information (76%), whilst 11% did not.
- Nearly three-in-five respondents (57%) received a call from Social Security Scotland after they had submitted their application, to ask for more information or to clarify something.
- The most common forms of Supporting Information provided were: ‘confirmation of diagnosis’ (68%), ‘medical or social work reports’ (57%), and ‘test results’ (28%).
- Respondents most often got their Supporting Information from: ‘a GP’ (66%), ‘a hospital (including from doctors, consultants or nurses)’ (58%), and ‘a therapist’ (22%).
- More than a third (36%) asked Social Security Scotland to collect Supporting Information on their behalf. The most common reasons were that Social Security Scotland ‘could collect the information faster’ (49%) and ‘would know better what information to collect’ (46%).

#### How did respondents provide Supporting Information?



#### At what point did respondents provide their Supporting Information to Social Security Scotland?



- Respondents who lived at a postcode categorised as SIMD quintile 4 or 5 (least deprived) were more likely to have provided Supporting Information (81%, compared to 73% of others).
- Those who lived at a postcode categorised as SIMD quintile 1 (least deprived) were more likely to have asked Social Security Scotland to collect supporting information on their behalf (42%, compared to 34% of others).

## Supporting Information – how, what, when and why

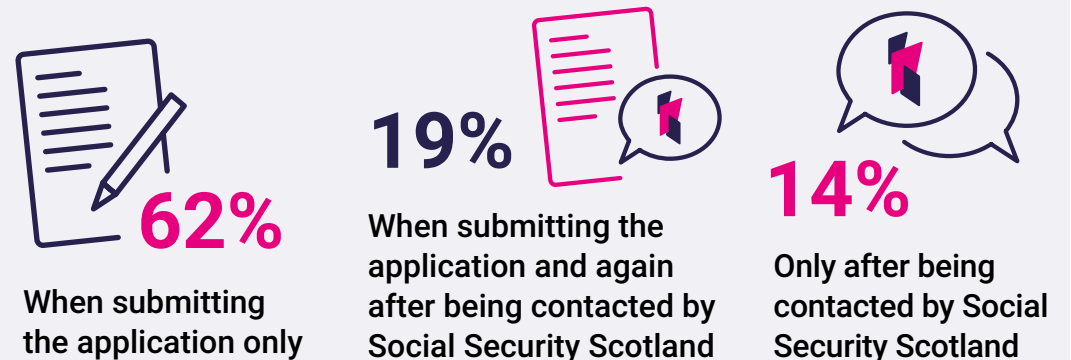
### Child Disability Payment

- Most respondents who applied for Child Disability Payment provided Supporting Information (82%), whilst 7% did not.
- Nearly half of respondents (48%) received a call from Social Security Scotland after they had submitted their application, to ask for more information or to clarify something.
- The most common forms of Supporting Information provided were: 'confirmation of diagnosis' (63%), 'medical or social work reports' (57%), and 'information from another person who knows you / your child' (37%).
- Respondents most often got their Supporting Information from: 'a hospital (including from doctors, consultants or nurses)' (63%), and 'school, college or nursery' (41%), 'a therapist' (31%) or 'a GP' (30%).
- Three-in-ten (30%) asked Social Security Scotland to collect Supporting Information on their behalf. Common reasons were that Social Security Scotland 'could collect the information faster' (44%) and 'would know better what information to collect' (43%).

#### How did respondents provide Supporting Information?



#### At what point did respondents provide their Supporting Information to Social Security Scotland?



Those who lived at a postcode categorised as SIMD quintile 1 (least deprived) were more likely to have asked Social Security Scotland to collect supporting information on their behalf (38%, compared to 27% of others).



## Supporting Information experience

### Adult Disability Payment

Most respondents who provided Supporting Information as part of their application for Adult Disability Payment agreed or strongly agreed that:

It was clear what information they should supply **80%**

It was easy to get the Supporting Information they wanted **69%**

It was clear how to include the Supporting Information **84%**

It was easy to provide Supporting Information **77%**

- Respondents aged 55 or older were more likely to agree or strongly agreed that 'it was easy to get the Supporting Information they wanted' (75%, compared to 66% of those aged 16-54).

Respondents aged 16-24 were more likely to agree or strongly agreed that:



**86%**

it was clear what information they should supply



**88%**

it was clear how to include the Supporting Information



**87%**

it was easy to provide Supporting Information

- More than eight-in-ten respondents (83%) felt that the supporting information they provided reflected their situation / disability / condition 'very well' or 'well'.

## Supporting Information experience

### Child Disability Payment

Most respondents who provided Supporting Information as part of their application for Child Disability Payment agreed or strongly agreed that:

It was clear what information they should supply **80%**

It was easy to get the Supporting Information they wanted **72%**

It was clear how to include the Supporting Information **83%**

It was easy to provide Supporting Information **79%**

Whilst the number of minority ethnic respondents who had applied for Child Disability Payment was low, a higher proportion of this group agreed or strongly agreed that:



**86%**

it was clear what information they should supply



**83%**

it was easy to get the Supporting Information they wanted

- Nearly nine-in-ten respondents (89%) felt that the supporting information they provided reflected their situation / disability / condition 'very well' or 'well'.

## Experience of a consultation

- A quarter (25%) of respondents who had applied for Adult Disability Payment told us they had had a consultation.
- Nine-in-ten (90%) had completed their consultation via a phone call. The remaining 10% had completed their consultation via a video call.
- Those aged 16-34 were less likely to have completed a consultation (20%, compared to 27% of those aged 35 and older).
- A large majority (93%) rated their overall experience of the consultation as very good or good.



Most respondents who completed a consultation agreed or strongly agreed with the statements:

I understood why the consultation was needed

92%

The appointment was at a convenient time for me

90%

The type of appointment was convenient for me

90%

I felt the practitioner understood me

90%

I was treated with dignity and respect

96%

I felt listened to

92%

My practitioner communicated with me in a way that was clear and I could understand

93%



## Consultation comments

Overwhelmingly, comments relating to experience of a consultation were positive. Many of the positive comments referred to the practitioner:

Totally professional and caring. Made me feel at ease through a long telephone call. I understood the call. I was listened to. Even through a very hard emotional chat with the professional he always assured me, kept me at ease. Took time to listen. Did not rush me.

Given previous experience of applying for personal independent payment and being treated like a fool, this experience was the polar opposite. The person I spoke with was very clear and understanding. She made me feel at ease and my anxieties eased. I knew that I could trust this person and that she was genuine.

Consultant listened to me, she put me at ease. She was down to earth, polite and respectful.

He listened to everything spoke in a clear and understanding manner he never made me feel rushed and made sure I was able to communicate everything I needed to.

I get anxious a lot but the person I was chatting with helped me relax and she didn't rush me.

Several positive comments also mentioned the ability to do the consultation from home

As my consultation was over the phone, I felt more at ease in my own home and not as anxious which helped with my anxiety and depression, and also the constant pain I am in, I was more at ease as I did not have to leave my home to go to a consultation and it was very private which I prefer.

Good things were it was a telephone call and you didn't need to go anywhere.

It made me feel less anxious as I didn't need to leave home. Also I get stressed out talking to people I don't know but the person treated me kindly.





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#### Contact us

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