



Social Security Scotland
Tèarainteachd Shòisealta Alba



Client Survey - Child Disability Payment April - August 2022

Summary report

Dignity,
fairness,
respect.

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Background

- This report presents the Child Disability Payment results from the Social Security Scotland Disability Payments Client Survey. Fieldwork ran from 10 October to 6 November 2022.
- All Child Disability Payment or Adult Disability Payment applicants who received a decision between 1 April 2022 and 31 August 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.
- Findings relating to experiences of Adult Disability Payment are not presented in this report, due to the small number of invitees and responses.

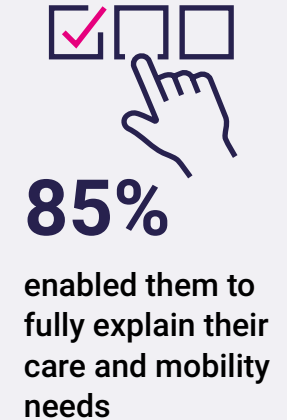
About the survey respondents

- The report is based on responses from 2,435 clients. Of these, 1,746 respondents had completed a Case Transfer to Child Disability Payment and 620 had applied for Child Disability Payment.
 - Most described their ethnicity as 'white' (92%, compared to 7% minority ethnic)
 - Most described their gender identity as 'woman' (87%, compared to 11% 'man')
 - Most said their age was 35-44 (39%) or 45-54 (38%)
 - Around half lived at a postcode categorised as SIMD quintile 1 (most deprived) (30%) or quintile 2 (22%)

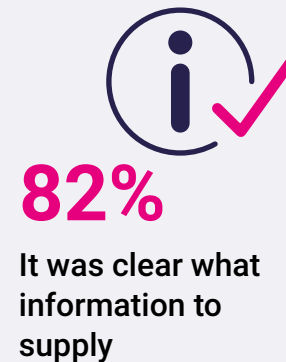
Executive Summary

- The majority of respondents who had completed a Case Transfer agreed or strongly agreed that they had felt 'informed' (86%) and 'reassured' (80%) about the process.
- A similar proportion felt that the communication they received about their Case Transfer was 'clear and easy to understand' (87%) and that 'the tone was friendly' (84%).
- Around 9-in-10 (91%) agreed with the decision they received on their Child Disability Payment application
- A large proportion of Child Disability Payment applicants felt that they were 'treated fairly and respectfully throughout the application process' (89%).
- Around 8-in-10 (81%) gave a high rating as to the extent to which their payments 'help make a difference to their life'.
- A little over half of respondents (53%) received a call from Social Security Scotland after they had submitted their application, to ask for more information or to clarify something.

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



Of those who provided Supporting Information as part of their application, the majority agreed or strongly agreed that:



Case Transfer experience

- 86% agreed or strongly agreed that they had 'felt informed about the process' of their Case Transfer. 5% disagreed or strongly disagreed with this.
- 80% agreed or strongly agreed that they had 'felt reassured about the process' of their Case Transfer. 5% disagreed or strongly disagreed with this.
- 30% agreed or strongly agreed that 'being Case Transferred made me feel anxious'. A greater proportion (46%) disagreed or strongly disagreed with this.
- 57% agreed or strongly agreed that they had 'felt supported during the process' of their Case Transfer. 8% disagreed or strongly disagreed with this, whilst 35% answered 'neither agree nor disagree'.



Those who lived at a postcode categorised as SIMD quintile 1 (most deprived) were more likely to agree or strongly agree that they had 'felt reassured about the process' (84%, compared to 79% of others).

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

- Those aged 55 and over (38%)
- Men (37%)
- Minority ethnic respondents (44%)
- Those who lived at a postcode categorised as SIMD quintile 1 (35%)



Minority ethnic respondents (69%) and those who lived at a postcode categorised as SIMD quintile 1 (66%) were more likely to agree or strongly agree that they had 'felt supported during the process' of their Case Transfer.

Case Transfer communication

- 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.
- 84% agreed or strongly agreed that 'the tone was friendly'. 2% disagreed or strongly disagreed with this.
- 84% agreed or strongly agreed that the communication they received 'helped them to understand what was happening and why'. 5% disagreed or strongly disagreed with this.
- 80% 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'. 4% disagreed or strongly disagreed with this.

Men were less likely to agree or strongly agree that the communication they received from Social Security Scotland about their Case Transfer:



81%

was clear and easy to understand



78%

helped them to understand what was happening and why



75%

made them feel confident that they could approach Social Security Scotland if they had a query

Those aged 16-24 (68%) and those who lived at a postcode categorised as SIMD quintile 5 (least deprived) (76%) were also less likely to agree or strongly agree that the communication they received 'made them feel confident that they could approach Social Security Scotland if they had a query'.

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 over 900 did so.

The majority of comments, around 6-in-10 were positive. Many of the positive comments referred to the communication received, the quality of the service and the ease of the process.

Case transfer was easy and I was kept informed throughout the process. No delay to payments either. All round it was a smooth transition.

Easy transition between services. I remember thinking how easy it was and that everything happened as described. No need to chase anything or become aware of delays. All very simple and straightforward.

For me everything was clear and informed. I received emails and letters which explained everything about Case transfer. Thank you

A minority of comments, around 1-in-7, 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 had no idea this was happening before I received the letter saying it had happened.

All very straightforward and kept well informed about the process. However, it caused problems when we had to order a new motobility car as the systems didn't talk to each other. This was stressful and delayed things.

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:

I was anxious at first but everything went fine.

This can be a very anxious time for me and I did worry but I honestly didn't have to be. It all went really well.

My experience of my son's transfer process was dealt with smoothly and I was extremely satisfied and made my anxiety less of an issue. There is nothing that could have/or needs improved.

There was some anxiety about the transfer. Moving my son from DLA to CDP was anxious although he does have a long award. Needn't have worried as it's all been handled so gently and kindly.

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

I was not sent communication specific to us. I like new payment dates and reason for new dates. I had to call several times regarding this. This lack of information caused unnecessary anxiety.

I found some of the information slightly confusing. I had to read the letter 2-3 times to ensure I knew if my son was still entitled which made me anxious.

Application

Most Child Disability Payment applicants agreed or strongly agreed that:

The eligibility criteria was clear before they applied

78%

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

85%

They were treated fairly and respectfully throughout the application process

89%

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' (83%, compared to 74% of others).

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



94%

the eligibility criteria was clear before they applied



94%

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



97%

they were treated fairly and respectfully throughout the application process

Most Child Disability Payment applicants agreed or strongly agreed that:

The application process was clear

83%

The application asked only relevant questions

78%

Filling in and submitting the application did not take too long

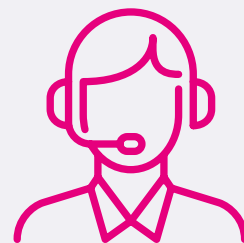
56%

Those who lived at a postcode categorised as SIMD quintile 1 were more likely to agree or strongly agree that 'filling in and submitting the application did not take too long' (63%, compared to 54% of others).

Support to complete application

- Nearly three-in-ten respondents (28%) received help to complete their application.
- More than a third (37%) of those who received help with their application got help from Social Security Scotland. Around one-in-four (24%) got help from a friend or family member.
- Of those who received help from Social Security Scotland, the vast majority (98%) 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 16-34

41% of minority ethnic respondents

43% of respondents who lived at a postcode categorised as SIMD quintile 1

Supporting Information – how, what, when and why

- A majority of respondents who applied for Child Disability Payment provided Supporting Information (81%), whilst 7% did not.
- A little over half of respondents (53%) 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’ (55%), ‘medical or social work reports’ (49%), and ‘information from another person who knows you / your child’ (37%).
- Respondents most often got their Supporting Information from: ‘A hospital’ (64%), ‘school, college or nursery’ (45%), and ‘a therapist’ (32%). Around a quarter (25%) got supporting information from a GP.
- Nearly three-in-ten (28%) 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 than them’ (51%) and ‘Would know better than them what information to collect’ (49%).

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 1 were marginally less likely to have provided Supporting Information (79%, compared to 84% of others), but were more likely to have asked Social Security Scotland to collect supporting information on their behalf (39%, compared to 25% of others).



Supporting Information – experience

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

It was clear what information they should supply **82%**

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

It was clear how to include the Supporting Information **86%**

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

Respondents who lived at a postcode categorised as SIMD quintile 1 were more likely to have agreed or strongly agreed that 'it was clear what information they should supply' (87%, compared to 80% of others).

Respondents aged 16-34 were more likely to have agreed or strongly agreed that:



74%

it was easy to get the Supporting Information they wanted



90%

it was clear how to include the Supporting Information



84%

it was easy to provide Supporting Information

The majority of respondents (86%) felt that the supporting information they provided reflected their situation / disability / condition 'very well' or 'well'.

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 “Help make a difference to your life”, “Help you to control your finances” and “Help you to pay for what you needed”.
- 81% of respondents gave a high rating (8-10) for “Help make a difference to your life”, including 65% who gave the maximum rating of 10. The mean rating was 8.8 out of 10.
- 70% of respondents gave a high rating for “Help you to control your finances”, including 55% who gave the maximum rating of 10. The mean rating was 8.1 out of 10.
- 76% of respondents gave a high rating for “Help you to pay for what you needed”, including 60% who gave the maximum rating of 10. The mean rating was 8.6 out of 10.



Women respondents were more likely to give a rating of 10 for all three measures (67%, 55% and 61% respectively), compared to men (55%, 47% and 50%).

- White respondents were more likely to give a rating of 10 for all three measures (67%, 56% and 62% respectively), compared to minority ethnic respondents (46%, 40% and 40%).
- Respondents who lived at an address categorised as SIMD quintile 3 were more likely to give a rating of 10 for all three measures (72%, 62% and 66% respectively), compared to other respondents (65%, 53% and 59%).



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