



Social Security
Scotland

Tèarainteachd Shòisealta Alba



social
research

Social Security Scotland Client Satisfaction Survey: 2024-25

Supplementary document:
tables and methods

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1. Introduction

This document has been published alongside the Social Security Scotland Client Survey: 2024-25 report. It provides supplementary information on who responded to the survey and a range of additional results by demographic characteristics. Readers should refer to the main survey report for full details of the survey methodology.

The survey results provide rich insight into some of the experiences of Social Security Scotland clients. However, we cannot assume that the results represent the views of Social Security Scotland's clients as a whole. It is reasonable though, given the number of responses, to treat the findings as indicative of the general view of clients. This includes when results are shown by benefit experience and demographic group.

The rest of this document is split into two sections.

- **Respondents' benefit experience and demographic characteristics:** provides more detailed information on the characteristics of respondents discussed in the main report
- **Headline findings: supplementary tables and breakdowns:** contains findings for headline questions from each section of the survey, broken down by respondents' benefit experience and a range of demographic characteristics. This provides additional results to those contained in the main findings report.

The information set out in Section 2 provides guidance on key points to consider when interpreting results shown below and in the main report. Other key factors to be aware of when reading the results in the tables below are listed below:

- Results for the closed questions presented in this report are rounded to whole numbers. As such, results included in charts and tables figures may not sum to 100% due to rounding. This may also mean that if the report text presents a finding which is a sum of two response options, rounding may cause the summed value to be 1 percentage point higher or lower than the sum of the two constituent values.
- Results for each question shown in the report exclude any respondents who either skipped the question, said 'not applicable' or 'Don't know/Can't remember', were filtered out of the relevant question, unless otherwise stated. 'Prefer not to say' responses are included as valid responses only in a handful of variables where this category has historically been high. This is high compared to the other survey responses, therefore, deemed relevant to the understanding of the results. The demographic characteristics where 'prefer not to say' was kept are: ethnicity, gender identity and trans status.
- '#' indicates that a value is suppressed due to a small number of respondents in a group. To reduce risk of disclosure, the minimum base size for a variable to be included in a cross break was set at 25. The minimum base size for a response within the cross break was set at 5.

- Responses from those with experience of Child Disability Payment (case transfer) were below the minimum base size of 25 and are therefore not included.
- Results are presented to zero decimal places. 0% should therefore be interpreted to mean <0.5%. If no responses were given this is denoted by '-'.
- Many closed questions within the survey provide respondents with response options in a 5 point Likert scale format, for example: 'strongly agree', 'agree', 'neither agree nor disagree', 'disagree', 'strongly disagree', or alternatively: 'very good', 'good', 'neither poor nor good', 'poor', 'very poor'. When analysed these responses were combined into, for example, agree (including 'strongly agree', 'agree'), neither agree nor disagree, and disagree (including 'disagree', 'strongly disagree'). No guidance was given to respondents as to how they should interpret these response options, they were allowed to interpret at their discretion.
- Report Tables include a 'Total' row or column. Where a Table presents findings from 'All respondents', the 'Total' is the number of respondents who answered the corresponding question. Where a Table includes a cross break, for example 'by benefit experience', the 'Total' outlines the number of respondents within each sub-group, for example the number of respondents who had experience of Adult Disability Payment. When a table has multiple statements the totals presented are those of the first statement, unless indicated otherwise.
- Some findings are broken down by benefit. This can be by 'experience of the benefit' (experience of applying for or receiving each benefit), 'experience of benefit application' (experience of applying for each benefit), or 'experience of receiving benefit' (experience of receiving each benefit). Each table which includes benefit breakdowns will specify the category of benefit experience included.

2. Respondents' benefit experience and demographic characteristics

To provide context to the Social Security Scotland Client Satisfaction Survey: 2024-25 results, this section provides an overview of who responded. It first discusses the benefit experience of respondents and how this should be taken into account when interpreting results. It then explores the demographic background of respondents, before providing a brief overview of how respondents were geographically distributed across Scotland.

A detailed analysis of how the demographic composition of Client Satisfaction Survey respondents compares to the [Social Security Scotland client and applicant diversity and equalities analysis for April 2024 to March 2025](#) publication for benefit applicants can be found in the [Annual Client Satisfaction Survey report 2024-25](#), Chapter 2 – section 2.7.

2.1. Benefit experience of respondents

A total of 36,589 responses were received for the 2024-2025 Social Security Scotland Client Satisfaction Survey. Of clients who completed the survey:

- 34% had applied for Adult Disability Payment (n=12,285)
- 7% had applied for some or all Five Family Payments (Best Start Grant, Best Start Foods and/or Scottish Child Payment) (n=2,416)
- 3% had applied for Child Disability Payment (n=1,237)
- 2% had applied for Funeral Support Payment (n=804)
- 2% had applied for Carer Support Payment (n=729)
- 1% had applied for Young Carer Grant (n=307)
- 0.1% had applied for Job Start Payment (n=41)
- 32% had Case Transferred to Adult Disability Payment (n=11,569)
- 12% had Case Transferred to Carer Support Payment (n=4,214)
- 5% had received Winter Heating Payment (n=1,908)
- 2% had received Carer's Allowance Supplement (n=869)
- 0.5% had received Child Winter Heating Payment (n=172)

Table 2.1: Respondents' type of benefit experience
All Respondents

	Percentage	Total
Applied for a benefit	49%	17,819
Their benefit was transferred from DWP	43%	15,800
Received a benefit that does not require application ¹	8%	2,949
Total	100%	36,568

¹ Such as Winter Heating Payment, Child Winter Heating Payment or Carer's Allowance Supplement.

Table 2.1 shows the percentage of respondents who had experience of each type of benefit. The majority of respondents had applied for (49%), had their award transferred from the Department of Work and Pensions (43%), or received a payment due to having underlying eligibility such as a winter payment or Carer’s Allowance Supplement (8%).

2.2. Demographic information

The section below provides an overview of the demographic characteristics of survey respondents.

As with all other questions in the survey, respondents were free to skip any demographic question they did not wish to answer. A ‘prefer not to say’ option was included for each demographic question too. This is a voluntary survey and therefore it does not meet the methodological requirements for its demographic data to be considered statistically representative. Chapter 2 of the [Client Satisfaction Survey Annual Report 2024-25](#) details where the differences are between the overall Social Security Scotland population and the respondents to this survey.

Gender

Over six-in-ten respondents identified as a ‘woman’ (62%), whilst one-third (36%) identified as a ‘man’, 0.5% said they would describe their gender identity ‘in another way’ and 2% preferred not to say (see Table 2.2).

Table 2.2: How respondents would describe their gender identity by benefit type
All Respondents; Column percentages

Gender identity	All respondents	Respondents who applied for at least one benefit	Respondents who received pre-qualifying payment	Respondents who were transferred from DWP
Man	36%	35%	36%	38%
Woman	62%	63%	62%	60%
In another way	0.5%	0.6%	0.5%	0.6%
Prefer not to say	2%	2%	2%	1%
Total	36,134	17,608	15,583	2,928

Child Winter Heating Payment has the greatest split in terms of gender identity (6% man and 92% woman) followed by Job Start Payment applicants (56% man and 42% woman), as set out in Table 2.3. This is likely to be influenced in part by gender roles in society.

Table 2.3: How respondents would describe their gender identity, by benefit experience

All Respondents with experience of each benefit; Row percentages

Benefit experience	Man	Woman	In another way	Prefer not to say	Total
Adult Disability Payment	41%	56%	0.8%	2%	12,144
Child Disability Payment	9%	89%	#	#	1,221
Carer Support Payment	35%	64%	#	#	725
Adult Disability Payment Case Transfer	39%	59%	0.5%	2%	11,394
Carer Support Payment Case Transfer	30%	68%	0%	2%	4,173
Five Family Payments	17%	81%	0%	2%	2,380
Job Start Payment	56%	42%	#	#	41
Funeral Support Payment	33%	66%	#	#	797
Young Carer Grant	34%	63%	#	#	300
Carer's Allowance Supplement	34%	64%	#	#	863
Winter Heating Payment	42%	56%	0.8%	1%	1,893
Child Winter Heating Payment	6%	92%	#	#	172

Age

Respondents were asked to provide their date of birth, so we knew their age when they completed the survey. Respondents who did not provide a date of birth were then asked to provide an age band (as set out in Table 2.4). The most populous group were those aged between 55-64, making up just over one-in-three of all respondents (36%). A one-in-five (20%) were aged 45-54 years and (19%) 65 or over, while around one-in-six were aged 35-44 years (15%). A minority were aged 16-24 (4%) and 25-34 (7%). 3% of respondents did not give a date of birth in a valid format or at all. Of all those who provided their date of birth, the mean age at time of survey completion was 53 years.

Those who had applied for a benefit were, on the whole, likely to be slightly younger than those who did not. The mean age was around 3 years younger than for the whole sample for those who applied for a benefit, while it was +4 years for respondents receiving a pre-qualifying payment and +2 for respondents whose case was transferred from the Department of Work and Pensions (see Table 2.4).

Table 2.4: Age of respondents
All Respondents; Column percentages

Age group	All respondents	Respondents who applied for at least one benefit	Respondents who received pre-qualifying payment	Respondents who were transferred from DWP
16-24	4%	6%	1%	2%
25-34	7%	9%	4%	6%
35-44	15%	20%	10%	17%
45-54	20%	20%	20%	22%
55-64	36%	33%	39%	39%
65+	19%	12%	27%	15%
MEAN Age	53	50	57	55
Total	35,670	17,367	15,391	2,890

It is worth noting that in some cases the age doesn't belong to the recipient but it's the age of the person who applied for them, like for example in the case of Five Family Payments or people who are appointees or representatives of someone with a disability.

Table 2.5 shows the age distribution of survey respondents by benefit experience (including only those who provided a valid date of birth or age band). Those with experience of Carer Support Payment (application), Carer's Allowance Supplement, Funeral Support Payment and Adult Disability Payment Case Transfer were likely to be older than those with experience of other benefits.

Table 2.5: Age of respondents by benefit experience

All respondents with experience of each benefit who provided a valid date of birth or age band; Row percentages

Benefit experience	16-24	25-34	35-44	45-54	55-64	65+	Total	Mean age in years
Adult Disability Payment	5%	6%	14%	20%	42%	14%	11,968	53
Child Disability Payment	1%	12%	49%	30%	8%	2%	1,206	42
Carer Support Payment	4%	5%	11%	17%	36%	27%	716	60
Adult Disability Payment Case Transfer	1%	3%	8%	19%	40%	28%	11,270	58
Carer Support Payment Case Transfer	1%	4%	15%	22%	33%	25%	4,106	55
Five Family Payments	6%	29%	43%	17%	4%	1%	2,352	38
Job Start Payment	67%	33%	–	–	–	–	39	22
Funeral Support Payment	1%	3%	8%	20%	36%	33%	788	57
Young Carer Grant	96%	–	#	2%	#	#	299	18
Carer's Allowance Supplement	3%	6%	15%	16%	43%	17%	849	57
Winter Heating Payment	1%	5%	15%	24%	40%	15%	1,874	55
Child Winter Heating Payment	#	12%	50%	29%	5%	#	167	49

Ethnicity

Respondents were asked how they would describe their ethnic background. Detailed data was collected. This has been aggregated to enable large enough sample sizes for proportionate analysis. The majority of respondents identified their ethnic group as 'white' (92%). People with 'minority ethnic' backgrounds accounted for 5% of respondents. The proportion of respondents from an ethnic minority background was higher for those who applied for a benefit compared to all other respondents.

Table 2.6: How respondents would describe their ethnicity
All Respondents; Column percentages

Ethnicity group	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
White	92%	89%	95%	93%
Ethnic minority in the UK	5%	8%	3%	5%
Prefer not to say	2%	3%	2%	2%
Total	35,705	17,369	15,436	2,900

Table 2.7 shows the ethnic background of each group with experience of specific benefits. Respondents with experience of Adult Disability Payment Case Transfer and Funeral Support Payment had the highest proportion who identified as 'white' (96%), whereas those with experience of Five Family Payments were from an ethnic minority in a higher proportion (25%).

Table 2.7: How respondents would describe their ethnicity by benefit experience
All respondents with experience of each benefit; Row percentages

Benefit experience	White	Ethnic minority in the UK	Prefer not to say	Total
Adult Disability Payment	93%	4%	3%	11,991
Child Disability Payment	90%	8%	3%	1,212
Carer Support Payment	93%	5%	3%	720
Adult Disability Payment Case Transfer	96%	3%	2%	11,296
Carer Support Payment Case Transfer	93%	4%	3%	4,124
Five Family Payments	68%	25%	7%	2,324
Job Start Payment	85%	#	#	41
Funeral Support Payment	96%	3%	2%	787
Young Carer Grant	86%	11%	3%	294
Carer's Allowance Supplement	91%	7%	2%	855
Winter Heating Payment	95%	4%	2%	1,879
Child Winter Heating Payment	91%	#	#	166

Long-term physical or mental health condition

Nearly eight-in-ten of respondents (79%) said they had a physical or mental health condition or illness lasting or expected to last 12 months or more, while two-in-ten (21%) indicated that they had no such health condition. Respondents whose case was transferred from the Department of Work and Pensions (DWP) were more likely to say that they had a physical or mental health condition or illness lasting or expected to last 12 months or more (84% compared to 75%), as shown in Table 2.8. This proportion is heavily influenced by the nature of the benefits that have been transferred from DWP during this financial year, as they are related to disabilities.

Table 2.8: Whether respondents had any long-term physical or mental health conditions

All Respondents; Column percentages

Long-term health condition	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
With long-term physical / mental health condition	79%	75%	84%	75%
No condition	21%	25%	16%	25%
Total	33,790	16,332	14,659	2,799

As per the Table 2.9 below, the benefits with the largest proportion of respondents with a long-term physical or mental health condition are, for obvious reasons, Adult Disability Payment application and case transfer and Winter Heating Payment (for which Adult Disability Payment is a qualifying factor). The proportion of respondents with a long-term condition is not as high for Child Disability Payment and Child Winter Heating Payment because the person applying and responding this survey is likely to be the guardian for the child receiving the benefit.

Table 2.9: Whether respondents had any long-term physical or mental health conditions by benefit experience

All respondents with experience of each benefit; Row percentages

Benefit experience	With a long-term disability or health condition	No disability or health condition	Total
Adult Disability Payment	92%	8%	11,344
Child Disability Payment	38%	62%	1,127
Carer Support Payment	35%	65%	645
Adult Disability Payment Case Transfer	94%	6%	10,864
Carer Support Payment Case Transfer	55%	45%	3,779
Five Family Payments	26%	74%	2,200
Job Start Payment	30%	70%	37
Funeral Support Payment	68%	32%	714
Young Carer Grant	28%	72%	265
Carer's Allowance Supplement	38%	62%	814
Winter Heating Payment	95%	5%	1,824
Child Winter Heating Payment	39%	61%	161

Sexual orientation

The proportion of respondents self-identifying as 'heterosexual' was 95%, with 2% saying they were 'gay', 'lesbian' or 'bisexual' and 3% identifying 'in another way'. There was little difference in sexual orientation between respondents who had applied for a benefit, whose case was transferred from DWP or received an automatic payment, as shown in Table 2.10.

Table 2.10: How respondents would describe their sexual orientation
All Respondents; Column percentages

Sexual orientation	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
Heterosexual	95%	94%	95%	94%
Gay / lesbian / bisexual	2%	2%	3%	2%
In another way	3%	3%	2%	4%
Total	33,457	16,168	14,542	2,747

Those with experience of Young Carer Grant and Job Start Payment (5%) were more likely than other benefit experience groups to describe their sexual orientation as gay, lesbian, or bisexual, as well as 'in another way' with 7% for Young Carer Grant and 8% of Job Start Payment respondents selecting that option. Respondents with experience of Carer Support Payment and Funeral Support Payment were most likely to identify as heterosexual (97%) (see Table 2.11).

Table 2.11: How respondents described their sexual orientation by benefit experience
All respondents with experience of each benefit; Row percentages

Benefit experience	Heterosexual	Gay / lesbian / bisexual	In another way	Total
Adult Disability Payment	94%	3%	4%	11,296
Child Disability Payment	96%	1%	3%	1,111
Carer Support Payment	97%	2%	2%	678
Adult Disability Payment Case Transfer	95%	3%	2%	10,685
Carer Support Payment Case Transfer	96%	2%	2%	3,845
Five Family Payments	96%	0%	4%	2,050
Job Start Payment	87%	5%	8%	38
Funeral Support Payment	97%	1%	2%	745
Young Carer Grant	88%	5%	7%	250
Carer's Allowance Supplement	96%	1%	3%	807
Winter Heating Payment	94%	3%	4%	1,781
Child Winter Heating Payment	95%	2%	3%	159

Trans status

A small proportion of respondents (1%) identified as a trans person. The vast majority (99%) did not identify as trans. Again, there was very little to no difference in response to this question among respondents who had applied for a benefit, whose case was transferred from DWP or received pre-qualifying payment (see Table 2.12).

Table 2.12: Whether respondents identified as a 'trans' person

All Respondents; Column percentages

Whether identified as trans	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
Yes	1%	1%	1%	1%
No	99%	99%	99%	99%
Total	34,644	16,805	15,019	2,820

A table outlining trans status and benefit experience has not been provided, given the very low number of respondents who identified as a trans person, and the subsequent risk of disclosure.

Religion

The majority of respondents stated “none” (48%) when asked what religion, religious denomination or body they belong to. The next most popular choice was Church of Scotland (23%) followed by Roman Catholic (16%). Respondents who applied for a benefit were more likely to select the ‘none’ option (50%) compared to respondents whose case was transferred from DWP or received a pre-qualifying payment (45% and 48% respectively), as shown in Table 2.13.

Table 2.13: Religion, religious denomination or body respondents belong to
All Respondents; Column percentages

Religion	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
None	48%	50%	45%	48%
Church of Scotland	23%	20%	27%	24%
Roman Catholic	16%	15%	17%	16%
Other Christian	6%	7%	6%	6%
Muslim	3%	5%	2%	3%
Other religions ²	3%	3%	4%	0.5%
Total	34,028	16,558	14,685	2,785

Those with experience of Job Start Payment and Young Carer Grant, were most likely to report their religion, religious denomination or body as “none” (72% and 63% respectively). Adult Disability Payment Case Transfer has the highest proportion of respondents selecting Church of Scotland (28%), as shown in table 2.13. The highest proportion of Muslim (20%) respondents were those with experience of Five Family Payments and of Roman Catholics were people with experience of Funeral Support Payment (23%).

² This grouping includes Buddhist, Sikh, Jewish, Hindu, Pagan and any other open text responses.

Table 2.14: Religion, religious denomination or body respondents belong to, by benefit experience

All respondents; row percentages

Benefit experience	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions	Total
Adult Disability Payment	50%	24%	16%	6%	2%	3%	11,376
Child Disability Payment	62%	13%	11%	7%	4%	3%	1,173
Carer Support Payment	48%	25%	14%	7%	3%	2%	685
Adult Disability Payment Case Transfer	44%	28%	17%	7%	1%	4%	10,753
Carer Support Payment Case Transfer	48%	24%	15%	6%	3%	3%	3,916
Five Family Payments	46%	7%	12%	12%	20%	3%	2,253
Job Start Payment	72%	#	#	#	#	#	39
Funeral Support Payment	44%	24%	23%	5%	1%	2%	753
Young Carer Grant	63%	5%	15%	6%	8%	3%	280
Carer's Allowance Supplement	46%	24%	15%	6%	4%	3%	818
Winter Heating Payment	48%	24%	16%	6%	2%	4%	1,807
Child Winter Heating Payment	61%	15%	11%	5%	4%	4%	160

Household income

Respondents were asked about their household's total income from all sources over the twelve months prior to completing the survey. This is, as expected a survey question with a low response with around half of respondents not providing an answer. Amongst those who gave a valid answer, the most common response was '£5,200 to £10,399' (23%), followed by '£10,400 to £15,599' (22%) as shown in Table 2.15.

More than seven-in-ten (71%) respondents who gave a valid response said that their household's annual income was less than £20,799.

Table 2.15: Respondents' household income in previous 12 months

All Respondents; Column percentages

Household income	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
Less than £5,200	14%	17%	10%	16%
£5,200 to £10,399	23%	20%	24%	31%
£10,400 to £15,599	22%	18%	27%	27%
£15,600 to £20,799	12%	11%	13%	10%
£20,800 to £25,999	10%	11%	9%	6%
£26,000 to £36,399	9%	11%	8%	4%
£36,400 to £51,999	6%	8%	5%	4%
£52,000+	3%	4%	2%	1%
Total	18,845	9,349	7,840	1,656

Those with experience of Young Carer Grant and Five Family Payments were most likely to answer that their household's total income from all sources over the twelve months prior to the survey was in the lowest income brackets (24% and 19% respectively answered 'Less than £5,200'). The opposite was true for those with experience of Child Disability Payment applicants (7% answered 'Less than £5,200'), as shown in Table 2.13.

Table 2.16: Respondents' household income in previous 12 months, by benefit experience

All respondents; row percentages

Benefit experience	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 to £77,999	£78,000+	Total
Adult Disability Payment	18%	20%	16%	11%	11%	11%	8%	4%	2%	6,420
Child Disability Payment	6%	11%	14%	10%	13%	13%	14%	11%	8%	698
Carer Support Payment	15%	20%	24%	13%	10%	10%	5%	#	#	344
Adult Disability Payment Case Transfer	9%	24%	29%	13%	9%	8%	5%	2%	1%	5,779
Carer Support Payment Case Transfer	13%	23%	21%	14%	11%	9%	5%	2%	1%	2,051
Five Family Payments	19%	19%	21%	12%	10%	11%	6%	#	#	1,367
Job Start Payment	#	#	31%	#	#	#	#	#	#	16
Funeral Support Payment	15%	37%	31%	9%	4%	3%	1%	#	#	421
Young Carer Grant	24%	16%	17%	7%	12%	13%	7%	#	#	83
Carer's Allowance Supplement	16%	23%	18%	13%	10%	10%	7%	#	#	453
Winter Heating Payment	16%	36%	32%	9%	4%	2%	1%	#	#	1,103
Child Winter Heating Payment	13%	10%	13%	8%	14%	9%	18%	8%	7%	100

Geographic spread of respondents

Respondents were also asked to provide their postcode so that each could be classified as urban or rural, based on The Scottish Government Urban Rural 2-fold Classification 2022³. This enables us to examine the distribution of survey responses from around Scotland. 85% of respondents provided a valid postcode. Of those who did provide a valid postcode, the majority (85%) lived in an urban area, whilst around one-in-seven (15%) lived in a rural area. There was no clear difference in the urban / rural spread of respondents who had applied for a benefit, whose benefit was case transferred from DWP or received a pre-qualifying benefit, as shown in Table 2.17.

Table 2.17: Urban-rural classification

All Respondents; Column percentages

Urban or rural area	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
Urban	85%	86%	85%	85%
Rural	15%	14%	15%	15%
Total	30,957	14,775	13,638	2,544

Table 2.18 below shows the geographical spread of respondents by benefit experience (including only those who provided a valid postcode). Those with experience of Carer Support Payment and whose case was transferred to Adult Disability Payment (19%) were more likely to live in a rural area, while respondents with experience of Job Start Payment were more likely to live in an urban area (94%).

³ The Scottish Government core definition of rurality classifies areas with a population of fewer than 3,000 people to be rural. <https://www.gov.scot/publications/scottish-government-urban-rural-classification-2020/>

Table 2.18: Urban-rural classification of respondent's postcode, by benefit experience
All respondents who provided a valid postcode; Row percentages

Benefit experience	Urban	Rural	Total
Adult Disability Payment	85%	15%	10,189
Child Disability Payment	83%	17%	1,009
Carer Support Payment	81%	19%	619
Adult Disability Payment Case Transfer	81%	19%	10,033
Carer Support Payment Case Transfer	83%	17%	3,592
Five Family Payments	90%	10%	1,997
Job Start Payment	94%	6%	35
Funeral Support Payment	89%	11%	677
Young Carer Grant	89%	11%	250
Carer's Allowance Supplement	82%	18%	743
Winter Heating Payment	86%	14%	1,669
Child Winter Heating Payment	86%	14%	132

Scottish Index of Multiple Deprivation

The [Scottish Index of Multiple Deprivation](#) (SIMD) ranks local areas in Scotland according to relative levels of deprivation across a range of metrics. If an area is identified as 'deprived', this can relate to people having a low income, but it can also mean fewer resources or opportunities. SIMD score is routinely categorised by quintile (blocks of 20% intervals, from the most deprived 20% in the population (quintile 1) through to the 20% least deprived in the population (quintile 5)). Of those who gave a valid postcode, one-third of (33%) respondents lived in a postcode categorised within the 20% most deprived in Scotland (quintile 1), whereas less than one-in-ten (9%) lived in a postcode categorised as the least deprived (quintile 5). There was no clear difference in the SIMD spread of respondents who had applied for a benefit compared to the respondents whose case was transferred from DWP or received a pre-qualifying payments, as shown in table 2.19.

Table 2.19: Scottish Index of Multiple Deprivation quintile

All respondents who provided a valid postcode; Column percentages

SIMD Quintile	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
Quintile 1 (most deprived)	33%	33%	33%	37%
Quintile 2	25%	25%	25%	25%
Quintile 3	19%	19%	19%	18%
Quintile 4	14%	15%	14%	13%
Quintile 5 (least deprived)	9%	9%	8%	7%
Total	30,957	14,775	13,638	2,544

Those with experience of Five Family Payments (45%), Job Start Payment (54%) and Funeral Support Payment (45%) had the largest proportion of respondents categorised as within SIMD quintile 1. Respondents with experience of Carer Support Payment and Carer's Allowance Supplement were more spread across the quintiles with a lower proportion in quintile 1 (27% and 29% respectively) and a higher in quintile 5 (13% and 14% respectively) (See Table 2.20). The population receiving both benefits is likely to overlap in some cases which could explain the similarities.

Table 2.20: Scottish Index of Multiple Deprivation quintile, by benefit experience

All respondents who gave a valid postcode; Row percentages

Benefit experience	Quintile 1 (most deprived)	Quintile 2	Quintile 3	Quintile 4	Quintile 5 (least deprived)	Total
Adult Disability Payment	30%	25%	20%	15%	10%	10,189
Child Disability Payment	28%	20%	20%	21%	11%	1,009
Carer Support Payment	27%	21%	19%	19%	13%	619
Adult Disability Payment Case Transfer	33%	25%	19%	14%	8%	10,033
Carer Support Payment Case Transfer	33%	25%	19%	15%	8%	3,592
Five Family Payments	45%	24%	14%	11%	6%	1,997
Job Start Payment	54%	23%	9%	6%	9%	35
Funeral Support Payment	45%	27%	15%	9%	4%	677
Young Carer Grant	40%	27%	16%	9%	7%	250
Carer's Allowance Supplement	29%	21%	18%	18%	14%	743
Winter Heating Payment	41%	27%	17%	10%	4%	1,669
Child Winter Heating Payment	30%	15%	22%	19%	14%	132

Communication needs

Respondents were asked whether they had “any communication needs”, including a list of response options which set out types of communication needs and an ‘other’ option for people to add any need not included. As set out in Table 2.21, three-in-ten (30%) of respondents said that they had a communication need, whilst the seven-in-ten (70%) did not. Respondents whose case was case transferred from DWP were slightly more likely to say that they had a communication need, compared to all respondents as a whole.

Table 2.21: Communication needs

All respondents; Column percentages

Has communication needs	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
Yes	30%	25%	34%	32%
No	70%	75%	66%	68%
Total	36,566	17,818	15,799	2,949

Those with experience of having their case transferred to Adult Disability Payment (40%) were more likely to have communication needs. Those with experience of Five Family Payments, Carer Support Payment and Carer’s Allowance Supplement (11% for all three) were least likely to report communication needs, as shown in Table 2.22.

Table 2.22: Communication needs, by benefit experience

All respondents; Row percentages

Benefit experience	Yes communication needs	No Communication needs	Total
Adult Disability Payment	30%	70%	12,285
Child Disability Payment	14%	86%	1,237
Carer Support Payment	11%	89%	729
Adult Disability Payment Case Transfer	40%	60%	11,569
Carer Support Payment Case Transfer	18%	82%	4,214
Five Family Payments	11%	89%	2,416
Job Start Payment	20%	80%	41
Funeral Support Payment	21%	79%	804
Young Carer Grant	19%	81%	307
Carer’s Allowance Supplement	11%	89%	869
Winter Heating Payment	43%	57%	1908
Child Winter Heating Payment	15%	85%	172

Care experience

Respondents were asked whether they had “ever been in care”. The term ‘care-experienced’ refers to anyone who has been or is currently in care or from a looked-after background at any stage in their life, no matter how short, including adopted children who were previously looked-after.

As set out in Table 2.23, just over one-in-twenty (6%) respondents said that they had been in care, whilst the majority (94%) said that they had not. There was a slight higher proportion of respondents who received a pre-qualifying payment (8%) compared to all respondents as a whole.

Table 2.23: Care experience
All respondents; Column percentages

Have you ever been in care?	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
Yes	6%	5%	6%	8%
No	94%	95%	94%	92%
Total	34,394	16,696	14,889	2,809

There is very little difference in those saying they had “ever been in care”, across benefit experience. Those with experience of Child Winter Heating Payment (10%) and whose case was transferred to Adult Disability Payment (7%) were marginally more likely to have responded “yes”, as set out in Table 2.24.

Table 2.24: Care experience, by benefit experience
All respondents; Row percentages

Benefit experience	Yes	No	Total
Adult Disability Payment	5%	95%	11,591
Child Disability Payment	3%	97%	1,177
Carer Support Payment	3%	97%	690
Adult Disability Payment Case Transfer	7%	93%	10,912
Carer Support Payment Case Transfer	4%	96%	3,961
Five Family Payments	6%	94%	2,177
Job Start Payment	5%	95%	39
Funeral Support Payment	5%	95%	738
Young Carer Grant	4%	96%	285
Carer’s Allowance Supplement	4%	96%	830
Winter Heating Payment	10%	90%	1,816
Child Winter Heating Payment	4%	96%	163

Main Language

Respondents were asked what their main language was. As set out in Table 2.25, just over three-quarters (76%) of respondents reported their main language as English, whilst a quarter (24%) said it was “another language”. There was no difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.25: Main Language

All respondents; Column percentages

What is your main language	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
English	76%	75%	76%	75%
Another language	24%	25%	24%	25%
Total	35,974	17,517	15,540	2,917

Respondents with experience of Young Carer Grant (87%) and Child Winter Heating Payment (86%) were more likely to say their main language was English. Respondents with experience of Five Family Payments were more likely to say “another language” (39%), as set out in Table 2.26.

Table 2.26: Main Language, by benefit experience

All respondents; Row percentages

Benefit experience	English	Another language	Total
Adult Disability Payment	77%	23%	12,073
Child Disability Payment	80%	20%	1,222
Carer Support Payment	76%	24%	722
Adult Disability Payment Case Transfer	76%	24%	11,373
Carer Support Payment Case Transfer	75%	25%	4,151
Five Family Payments	61%	39%	2,370
Job Start Payment	76%	24%	41
Funeral Support Payment	74%	26%	788
Young Carer Grant	87%	13%	301
Carer's Allowance Supplement	79%	21%	858
Winter Heating Payment	72%	28%	1,889
Child Winter Heating Payment	86%	14%	170

Refugee Status

Respondents were asked if they have “ever been granted refugee status to live in the UK”. As set out in Table 2.27, a very small percentage (2%) of respondents reported they had been granted refugee status to live in the UK. Respondents who applied for a benefit were marginally more likely (3%) to say they had been granted refugee status in the UK compared to all respondents.

Table 2.27: Refugee Status

All respondents; Column percentages

Have you ever been granted refugee status?	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
Yes	2%	3%	1%	2%
No	98%	97%	99%	98%
Total	34,652	16,753	15,069	2,830

Respondents with experience of Five Family Payments were most likely to say they had been granted refugee status to live in the UK (13%), as set out in Table 2.28. Respondents with experience of having their case transferred to Adult Disability Payment were the least likely to say they had been granted refugee status in the UK (1%).

Table 2.28: Refugee status, by benefit experience

All respondents; Row percentages

Benefit experience	Yes	No	Total
Adult Disability Payment	2%	98%	11,644
Child Disability Payment	2%	98%	1,174
Carer Support Payment	1%	99%	701
Adult Disability Payment Case Transfer	1%	99%	11,052
Carer Support Payment Case Transfer	2%	98%	4,001
Five Family Payments	13%	87%	2,169
Job Start Payment	#	#	37
Funeral Support Payment	#	#	752
Young Carer Grant	4%	96%	277
Carer's Allowance Supplement	2%	98%	835
Winter Heating Payment	2%	98%	1,834
Child Winter Heating Payment	#	#	161

Number of adults in household

Respondents were asked how many adults lived in their household. As set out in Table 2.29, just over two-fifths (42%) of respondents reported having 1 adult in the household, followed by those with two adults (39%) and 3 or more (19%). Respondents who received a pre-qualifying payment were more likely (55%) to be in a household with 1 adult (themselves) compared to all respondents as a whole.

Table 2.29: Number of adults in household
All respondents; Column percentages

Number of adults in household	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
1	42%	40%	42%	55%
2	39%	40%	40%	32%
3 or more	19%	19%	19%	14%
Total	33,763	16,283	14,734	2,746

Respondents with experience of Winter Heating Payment (70%) and Funeral Support Payment (67%) were more likely to say there was 1 adult in their household. Respondents with experience of Young Carer Grant were more likely to say there were 3 or more adults in their household (57%), as set out in Table 2.30. This is likely affected by the age of respondents as Young Carer Grant respondents are, as the name of the benefit indicates, likely to be younger and therefore sharing a household with parents or other family members, compared to Funeral Support Payment applicants who are likely to be in older age groups.

Table 2.30: Number of adults in household, by benefit experience
All respondents; Row percentages

Benefit experience	1	2	3 or more	Total
Adult Disability Payment	41%	39%	20%	11,243
Child Disability Payment	34%	48%	18%	1,160
Carer Support Payment	22%	56%	22%	692
Adult Disability Payment Case Transfer	49%	36%	16%	10,734
Carer Support Payment Case Transfer	23%	50%	27%	3,986
Five Family Payments	42%	44%	14%	2,158
Job Start Payment	34%	37%	29%	38
Funeral Support Payment	67%	23%	10%	712
Young Carer Grant	12%	31%	57%	280
Carer's Allowance Supplement	27%	54%	19%	828
Winter Heating Payment	70%	20%	11%	1,756
Child Winter Heating Payment	32%	50%	18%	162

Number of children in household

Respondents were asked how many children lived in their household. As set out in Table 2.31, three quarters (75%) of respondents reported having 0 children in the household, followed by those with 1 child (13%) and 2 children (8%). There was a difference between those who had applied for a benefit compared to all respondents as a whole, with them being more likely to have 2 children (12%) or 3 or more children (6%). The opposite is true for respondents who had their benefit transferred from DWP with them being more likely to be in a household with 0 children (85%). These differences are likely partially explained by family benefits requiring application which implies the presence of a child in the household/family.

Table 2.31: Number of children in household
All respondents; Column percentages

Number of children in household	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
0	75%	65%	85%	77%
1	13%	17%	9%	11%
2	8%	12%	5%	8%
3 or more	4%	6%	2%	4%
Total	34,621	16,782	15,008	2,831

Respondents with experience of Adult Disability Payment (81%), Funeral Support Payment (83%) and Winter Heating Payment (85%) were more likely to say there were 0 children in their household, as set out in Table 2.32. Respondents applying for child or family benefits were more likely to have 1 or more children in their households.

Table 2.32: Number of children in household, by benefit experience
All respondents; Row percentages

Benefit experience	0	1	2	3 or more	Total
Adult Disability Payment	81%	11%	6%	2%	11,534
Child Disability Payment	2%	35%	42%	21%	1,200
Carer Support Payment	77%	12%	7%	4%	695
Adult Disability Payment Case Transfer	90%	7%	3%	1%	10,963
Carer Support Payment Case Transfer	71%	14%	9%	6%	4,030
Five Family Payments	10%	42%	31%	18%	2,282
Job Start Payment	76%	21%	#	#	38
Funeral Support Payment	83%	10%	5%	3%	747
Young Carer Grant	47%	32%	16%	6%	287
Carer's Allowance Supplement	73%	11%	9%	6%	840
Winter Heating Payment	85%	8%	5%	2%	1,824
Child Winter Heating Payment	#	40%	39%	#	167

Caring responsibilities

Respondents were also asked “apart from anything you do as part of paid employment, do you look after, or give any regular help or support to family members, friends, neighbours or others because of either a long-term physical/mental ill-health/disability, or problems related to old age?”. As set out in Table 2.33, around a third (34%) of respondents reported that they did have caring responsibilities. The majority (66%) said they did not have caring responsibilities. Respondents who received a pre-qualifying payment (41%) and who had their benefit transferred from DWP (37%) were more likely to say they provided care to another person than those who applied for a benefit. This can be partially explained by the benefit distribution across those three groups. Carer Support Payment contributed a relevant portion of cases transferred from DWP this financial year. A similar situation is likely to be the case for pre-qualifying payments, where Carer’s Allowance Supplement is one the three benefits in this group.

Table 2.33: Caring Responsibilities
All respondents; Column percentages

Caring responsibilities	All respondents	Respondents who applied for at least one benefit	Respondents who had their case transferred from DWP	Respondents who received pre-qualifying payment
Yes	34%	30%	37%	41%
No	66%	70%	63%	59%
Total	33,427	16,137	14,557	2,733

Respondents with experience of any of the caring related benefits were more likely to say they had caring responsibilities, going between 80% to 85% among them. Followed by those with experience of Child Winter Heating Payment (78%), as set out in Table 2.34.

Table 2.34: Caring Responsibilities, by benefit experience
All respondents; Row percentages

Benefit experience	Yes	No	Total
Adult Disability Payment	24%	76%	11,214
Child Disability Payment	58%	42%	1,130
Carer Support Payment	83%	17%	671
Adult Disability Payment Case Transfer	20%	80%	10,699
Carer Support Payment Case Transfer	85%	15%	3,842
Five Family Payments	24%	76%	2,097
Job Start Payment	5%	95%	38
Funeral Support Payment	23%	77%	714
Young Carer Grant	80%	20%	274
Carer’s Allowance Supplement	80%	20%	810
Winter Heating Payment	20%	80%	1,761
Child Winter Heating Payment	78%	22%	162

3. **Headline findings: supplementary tables and breakdowns**

This section presents findings for the highest level question from each section of the survey, broken down by respondents' benefit experience and a range of demographic characteristics for readers looking for more detailed results. Generally, these questions asked respondents to provide an 'overall rating' for particular aspects of their experience with Social Security Scotland.

The tables are presented in the remainder of this section. They are grouped by breakdown in the following order:

- [All respondents](#)
- [Benefit experience](#)
- [Gender identity](#)
- [Age](#)
- [Ethnicity](#)
- [Whether respondents have a long-term physical/mental health condition](#)
- [Urban-rural classification](#)
- [Scottish Index of Multiple Deprivation quintile](#)
- [Sexual orientation](#)
- [Trans status](#)
- [Religion](#)
- [Household income](#)
- [Care experience](#)
- [Communication needs](#)
- [Main language](#)
- [English literacy](#)
- [Refugee status](#)
- [Adults in Household](#)
- [Children in Household](#)

3.1. All respondents

Table 3.1.1: Overall rating of experience with Social Security Scotland

All respondents; Column percentages

Response options	All respondents
Very good or good	76%
Neither poor nor good	15%
Poor or very poor	8%
Total	36,184

Table 3.1.2: Views on overall experience with Social Security Scotland (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	All respondents	Total
Social Security Scotland treated me with dignity	79%	34,226
Social Security Scotland treated me fairly	76%	33,989
Social Security Scotland treated me with respect	80%	34,132
I feel I can trust Social Security Scotland	72%	34,635
Social Security Scotland is an open and honest organisation	69%	34,168

Table 3.1.3: Views on communication choices and support received (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Response options	All respondents	Total
I had enough choice about how I communicated with Social Security Scotland	76%	13,407
I got the support (information or advice) I needed	70%	12,998
I was able to get information in a format that was accessible to me	85%	22,077
I received the right level of communication from Social Security Scotland	71%	34,556
I had enough choice about how Social Security Scotland communicated with me	73%	33,684

Table 3.1.4: Overall, how respondents rated their experience with Social Security Scotland staff

All respondents who had been in contact with staff; Column percentages

Response options	All respondents
Very good or good	84%
Neither poor nor good	8%
Poor or very poor	7%
Total	12,805

Table 3.1.5: Overall, how respondents rated their experience of filling in and submitting their application for Social Security Scotland benefits

All respondents who had applied for at least one benefit; Column percentages

Response options	All respondents
Very good or good	74%
Neither poor nor good	19%
Poor or very poor	7%
Total	21,047

Table 3.1.6: Whether respondents faced any barriers getting help from Social Security Scotland

All respondents; Column percentages

Response options	All respondents
Experienced barrier	23%
Did not experience barrier	77%
Total	36,589

Table 3.1.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland
All respondents; Column percentages

Response options	All respondents
Experienced discrimination	5%
Did not experience discrimination	90%
Prefer not to say	5%
Total	36,229

3.2. Benefit experience

Table 3.2.1: Overall rating of experience with Social Security Scotland, by benefit experience

All respondents; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor	Total
Adult Disability Payment	70%	15%	15%	12,176
Child Disability Payment	85%	8%	7%	1,232
Carer Support Payment	80%	11%	9%	723
Adult Disability Payment Case Transfer	76%	20%	5%	11,385
Carer Support Payment Case Transfer	80%	14%	6%	4,178
Five Family Payments	87%	8%	5%	2,387
Job Start Payment	68%	17%	15%	41
Funeral Support Payment	87%	8%	6%	795
Young Carer Grant	87%	7%	6%	305
Carer's Allowance Supplement	85%	12%	3%	861
Winter Heating Payment	84%	12%	5%	1,896
Child Winter Heating Payment	91%	6%	4%	169

Table 3.2.2: Views on overall experience with Social Security Scotland, by benefit experience (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Strongly agree or agree that ... (Social Security Scotland)	treated me with dignity	treated me fairly	treated me with respect	I can trust Social Security Scotland	is an open and honest organisation	Total
Adult Disability Payment	75%	69%	76%	68%	66%	11,899
Child Disability Payment	89%	86%	89%	82%	80%	1,216
Carer Support Payment	87%	82%	88%	79%	76%	714
Adult Disability Payment Case Transfer	77%	77%	78%	69%	64%	10,022
Carer Support Payment Case Transfer	78%	78%	80%	73%	70%	4,078
Five Family Payments	89%	87%	91%	86%	86%	2,294
Job Start Payment	71%	71%	71%	73%	71%	41
Funeral Support Payment	90%	87%	91%	85%	84%	792
Young Carer Grant	88%	89%	91%	83%	85%	291
Carer's Allowance Supplement	85%	84%	84%	76%	71%	847
Winter Heating Payment	84%	83%	85%	77%	74%	1,829
Child Winter Heating Payment	92%	93%	94%	86%	85%	170

Table 3.2.3: Views on experience of contacting Social Security Scotland, by benefit experience (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Strongly agree or agree that ...	I had enough choice about how I communicated with Social Security Scotland	I got the support (information or advice) I needed	I was able to get information in a format that was accessible to me	I received the right level of communication from Social Security Scotland	I had enough choice about how Social Security Scotland communicated with me	Total
Adult Disability Payment	73%	67%	84%	67%	73%	11,597
Child Disability Payment	83%	76%	93%	77%	84%	1,201
Carer Support Payment	82%	76%	90%	75%	83%	690
Adult Disability Payment Case Transfer	69%	65%	81%	68%	66%	10,204
Carer Support Payment Case Transfer	75%	70%	83%	71%	71%	3,990
Five Family Payments	86%	82%	93%	83%	86%	2,212
Job Start Payment	76%	72%	88%	59%	76%	38
Funeral Support Payment	85%	83%	91%	83%	87%	733
Young Carer Grant	83%	78%	91%	80%	84%	293
Carer's Allowance Supplement	78%	77%	91%	78%	77%	815
Winter Heating Payment	79%	73%	87%	78%	78%	1,729
Child Winter Heating Payment	88%	80%	95%	84%	84%	165

Table 3.2.4: How respondents rated their experience with Social Security Scotland staff, by benefit experience

Respondents who had been in contact with staff; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor	Total
Adult Disability Payment	83%	9%	9%	6,042
Child Disability Payment	87%	7%	7%	685
Carer Support Payment	84%	10%	7%	445
Adult Disability Payment Case Transfer	83%	10%	7%	1,932
Carer Support Payment Case Transfer	84%	9%	7%	879
Five Family Payments	91%	6%	4%	1,272
Job Start Payment	70%	#	#	27
Funeral Support Payment	91%	5%	4%	602
Young Carer Grant	87%	7%	6%	193
Carer's Allowance Supplement	85%	7%	8%	202
Winter Heating Payment	85%	8%	7%	453
Child Winter Heating Payment	91%	#	#	65

Table 3.2.5: How respondents rated their experience of applying for Social Security Scotland benefits, by benefit experience

Respondents who had applied for at least one benefit; Row percentages

Benefit applied for	Very good or good	Neither poor nor good	Poor or very poor	Total
Adult Disability Payment	66%	20%	15%	12,187
Child Disability Payment	80%	11%	9%	1,228
Carer Support Payment	82%	10%	8%	725
Five Family Payments	89%	7%	4%	2,385
Job Start Payment	68%	#	#	40
Funeral Support Payment	87%	9%	4%	799
Young Carer Grant	86%	10%	5%	305

Table 3.2.6: Whether respondents faced any barriers getting help from Social Security Scotland by benefit experience
All respondents; Row percentages

Benefit experience	Experienced barrier	Did not experience barrier	Total
Adult Disability Payment	27%	73%	12,285
Child Disability Payment	21%	79%	1,237
Carer Support Payment	22%	78%	729
Adult Disability Payment Case Transfer	21%	79%	11,569
Carer Support Payment Case Transfer	18%	82%	4,214
Five Family Payments	21%	79%	2,416
Job Start Payment	20%	80%	41
Funeral Support Payment	15%	85%	804
Young Carer Grant	19%	81%	307
Carer's Allowance Supplement	16%	84%	869
Winter Heating Payment	20%	80%	1,908
Child Winter Heating Payment	22%	78%	172

Table 3.2.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by benefit experience

All respondents; Row percentages

Benefit experience	Experienced discrimination	Did not experience discrimination	Prefer not to say	Total
Adult Disability Payment	8%	85%	7%	12,176
Child Disability Payment	4%	93%	3%	1,226
Carer Support Payment	3%	94%	3%	725
Adult Disability Payment Case Transfer	3%	93%	4%	11,423
Carer Support Payment Case Transfer	3%	93%	4%	4,175
Five Family Payments	5%	89%	6%	2,390
Job Start Payment	#	95%	#	41
Funeral Support Payment	4%	93%	3%	798
Young Carer Grant	3%	93%	4%	304
Carer's Allowance Supplement	2%	96%	2%	865
Winter Heating Payment	4%	91%	5%	1,898
Child Winter Heating Payment	#	95%	#	171

3.3. Gender identity

Table 3.3.1: Overall rating of experience with Social Security Scotland, by gender identity
All respondents

Overall rating of experience	How would you describe your gender identity?			
	Man	Woman	In another way	Prefer not to say
Very good or good	73%	79%	62%	48%
Neither poor nor good	17%	14%	16%	30%
Poor or very poor	10%	7%	22%	21%
Total	12,743	22,229	194	666

Table 3.3.2: Views on overall experience with Social Security Scotland, by gender identity (proportion strongly agreeing or agreeing with each statement)
All respondents

Thinking about your overall experience...	Man	Woman	In another way	Prefer not to say
Social Security Scotland treated me with dignity	76%	81%	65%	54%
Social Security Scotland treated me fairly	74%	79%	65%	51%
Social Security Scotland treated me with respect	78%	82%	67%	56%
I can trust Social Security Scotland	70%	74%	51%	40%
Social Security Scotland is an open and honest organisation	67%	71%	51%	39%
Total	12,087	21,017	186	598

Table 3.3.3: Views on experience of contacting Social Security Scotland, by gender identity (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Man	Woman	In another way	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	74%	78%	55%	49%
I got the support (information or advice) I needed	67%	73%	51%	44%
I was able to get information in a format that was accessible to me	83%	87%	80%	68%
I received the right level of communication from Social Security Scotland	68%	73%	52%	47%
I had enough choice about how Social Security Scotland communicated with me	70%	76%	61%	50%
Total	4,628	8,321	82	269

Table 3.3.4: How respondents rated their experience with Social Security Scotland staff, by gender identity

Respondents who had been in contact with staff; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Very good or good	82%	86%	73%	62%
Neither poor nor good	9%	7%	14%	16%
Poor or very poor	8%	6%	13%	22%
Total	4,366	7,978	84	249

Table 3.3.5: How respondents rated their experience of applying for Social Security Scotland benefits, by gender identity
Respondents who had applied for at least one benefit; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Very good or good	68%	75%	53%	42%
Neither poor nor good	18%	15%	18%	30%
Poor or very poor	14%	10%	29%	27%
Total	6,061	10,969	105	369

Table 3.3.6: Whether respondents faced any barriers getting help from Social Security Scotland, by gender identity
All respondents who described their gender identity; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Experienced barrier	24%	21%	48%	43%
Did not experience barrier	76%	79%	52%	57%
Total	12,848	22,420	195	671

Table 3.3.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by gender identity
All respondents who described their gender identity; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Experienced discrimination	5%	4%	17%	12%
Did not experience discrimination	89%	91%	77%	70%
Prefer not to say	6%	4%	6%	18%
Total	12,765	22,250	193	662

3.4. Age

Table 3.4.1: Overall rating of experience with Social Security Scotland, by age

All respondents; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Very good or good	76%	76%	78%	76%	78%	77%
Neither poor nor good	12%	14%	12%	15%	15%	17%
Poor or very poor	12%	10%	10%	9%	7%	6%
Total	1,277	2,312	5,382	7,057	12,659	6,674

Table 3.4.2: Views on overall experience with Social Security Scotland, by age (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	16-24	25-34	35-44	45-54	55-64	65+
Social Security Scotland treated me with dignity	79%	80%	80%	79%	79%	79%
Social Security Scotland treated me fairly	79%	77%	78%	76%	77%	77%
Social Security Scotland treated me with respect	82%	82%	81%	80%	80%	81%
I can trust Social Security Scotland	73%	74%	75%	71%	72%	73%
Social Security Scotland is an open and honest organisation	74%	75%	74%	69%	68%	68%
Total	1,226	2,203	5,154	6,731	11,967	6,186

Table 3.4.3: Views on experience of contacting Social Security Scotland, by age (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	16-24	25-34	35-44	45-54	55-64	65+
I had enough choice about how I communicated with Social Security Scotland	76%	78%	78%	76%	75%	75%
I got the support (information or advice) I needed	68%	71%	72%	70%	71%	69%
I was able to get information in a format that was accessible to me	86%	86%	88%	86%	85%	83%
I received the right level of communication from Social Security Scotland	68%	72%	72%	71%	71%	71%
I had enough choice about how Social Security Scotland communicated with me	76%	75%	77%	72%	72%	72%
Total	654	1,082	2,436	2,769	4,311	1,836

Table 3.4.4: How respondents rated their experience with Social Security Scotland staff, by age

Respondents who had been in contact with staff; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Very good or good	80%	83%	84%	84%	86%	86%
Neither poor nor good	10%	10%	8%	8%	8%	8%
Poor or very poor	9%	8%	8%	7%	6%	6%
Total	733	1,029	2,179	2,586	4,191	1,784

Table 3.4.5: How respondents rated their experience of applying for Social Security Scotland benefits, by age

Respondents who had applied for at least one benefit; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Very good or good	72%	73%	75%	72%	71%	72%
Neither poor nor good	16%	14%	12%	16%	18%	18%
Poor or very poor	13%	12%	13%	12%	11%	10%
Total	1,103	1,607	3,360	3,395	5,688	2,107

Table 3.4.6: Whether respondents faced any barriers getting help from Social Security Scotland, by age

All respondents; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Experienced barrier	29%	26%	25%	23%	21%	20%
Did not experience barrier	71%	74%	75%	77%	79%	80%
Total	1,289	2,327	5,427	7,115	12,765	6,747

Table 3.4.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by age

All respondents; Column percentages

Response options	16-24	25-34	35-44	45-54	55-64	65+
Experienced discrimination	6%	7%	7%	5%	4%	3%
Did not experience discrimination	87%	85%	86%	89%	92%	93%
Prefer not to say	6%	8%	7%	5%	4%	3%
Total	1,276	2,303	5,381	7,063	12,677	6,699

3.5. Ethnicity

Table 3.5.1: Overall rating of experience with Social Security Scotland, by ethnicity

All respondents; Column percentage

Response options	White	Minority Ethnic	Prefer not to say
Very good or good	77%	87%	64%
Neither poor nor good	15%	8%	19%
Poor or very poor	8%	6%	18%
Total	32,611	1,903	900

Table 3.5.2: Views on overall experience with Social Security Scotland, by ethnicity (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	White	Minority Ethnic	Prefer not to say
Social Security Scotland treated me with dignity	79%	88%	66%
Social Security Scotland treated me fairly	76%	85%	66%
Social Security Scotland treated me with respect	80%	89%	70%
I feel I can trust Social Security Scotland	72%	84%	59%
Social Security Scotland is an open and honest organisation	69%	84%	58%
Total	30,879	1,823	827

Table 3.5.3: Views on experience of contacting Social Security Scotland, by ethnicity (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	White	Minority Ethnic	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	76%	84%	65%
I got the support (information or advice) I needed	70%	82%	61%
I was able to get information in a format that was accessible to me	85%	90%	79%
I received the right level of communication from Social Security Scotland	71%	81%	61%
I had enough choice about how Social Security Scotland communicated with me	73%	82%	64%
Total	11,858	864	398

Table 3.5.4: How respondents rated their experience with Social Security Scotland staff, by ethnicity

Respondents who had been in contact with staff; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Very good or good	84%	92%	76%
Neither poor nor good	8%	4%	10%
Poor or very poor	7%	4%	14%
Total	11,170	915	390

Table 3.5.5: How respondents rated their experience of applying for Social Security Scotland benefits, by ethnicity

Respondents who had applied for at least one benefit; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Very good or good	71%	86%	64%
Neither poor nor good	17%	8%	19%
Poor or very poor	12%	6%	17%
Total	15,418	1,299	541

Table 3.5.6: Whether respondents faced any barriers getting help from Social Security Scotland, by ethnicity

All respondents; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Experienced barrier	22%	26%	39%
Did not experience barrier	78%	74%	61%
Total	32,887	1,923	909

Table 3.5.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by ethnicity

All respondents; Column percentages

Response options	White	Minority Ethnic	Prefer not to say
Experienced discrimination	5%	6%	11%
Did not experience discrimination	91%	86%	72%
Prefer not to say	5%	8%	17%
Total	32,656	1,902	898

3.6. Whether respondents have a long-term physical/mental health condition

Table 3.6.1: Overall rating of experience with Social Security Scotland, by whether respondents have a long-term physical/mental health condition

All respondents; Column percentages

Response options	With long-term physical/mental health condition	No condition
Very good or good	75%	84%
Neither poor nor good	16%	10%
Poor or very poor	9%	6%
Total	26,425	7,113

Table 3.6.2: Views on overall experience with Social Security Scotland, by whether respondents have a long-term physical/mental health condition (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Yes	No
Social Security Scotland treated me with dignity	78%	85%
Social Security Scotland treated me fairly	75%	83%
Social Security Scotland treated me with respect	79%	86%
I feel I can trust Social Security Scotland	70%	80%
Social Security Scotland is an open and honest organisation	67%	78%
Total	24,873	6,898

Table 3.6.3: Views on experience of contacting Social Security Scotland, by whether respondents have a long-term physical/mental health condition (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	With long-term physical/mental health condition	No condition
I had enough choice about how I communicated with Social Security Scotland	74%	82%
I got the support (information or advice) I needed	68%	77%
I was able to get information in a format that was accessible to me	84%	90%
I received the right level of communication from Social Security Scotland	69%	78%
I had enough choice about how Social Security Scotland communicated with me	71%	80%
Total	9,689	2,786

Table 3.6.4: How respondents rated their experience with Social Security Scotland staff, by whether respondents have a long-term physical/mental health condition

Respondents who had been in contact with staff; Column percentages

Response options	With long-term physical/mental health condition	No condition
Very good or good	83%	88%
Neither poor nor good	9%	6%
Poor or very poor	8%	6%
Total	8,879	2,934

Table 3.6.5: How respondents rated their experience of applying for Social Security Scotland benefits, by whether respondents have a long-term physical/mental health condition

Respondents who had applied for at least one benefit; Column percentages

Response options	With long-term physical/mental health condition	No condition
Very good or good	68%	83%
Neither poor nor good	18%	10%
Poor or very poor	14%	7%
Total	12,148	4,095

Table 3.6.6: Whether respondents faced any barriers getting help from Social Security Scotland, by whether respondents have a long-term physical/mental health condition

All respondents; Column percentages

Response options	With long-term physical/mental health condition	No condition
Experienced barrier	24%	18%
Did not experience barrier	76%	82%
Total	26,644	7,160

Table 3.6.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by whether respondents have a long-term physical/mental health condition

All respondents; Column percentages

Response options	With long-term physical/mental health condition	No condition
Experienced discrimination	5%	4%
Did not experience discrimination	90%	93%
Prefer not to say	5%	3%
Total	26,470	7,109

3.7. Urban-rural classification

Table 3.7.1: Overall rating of experience with Social Security Scotland, by urban-rural classification

All respondents; Column percentages

Response options	Urban	Rural
Very good or good	78%	76%
Neither poor nor good	14%	15%
Poor or very poor	8%	9%
Total	26,171	4,558

Table 3.7.2: Views on overall experience with Social Security Scotland, by urban-rural classification (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Urban	Rural
Social Security Scotland treated me with dignity	80%	79%
Social Security Scotland treated me fairly	78%	76%
Social Security Scotland treated me with respect	82%	80%
I feel I can trust Social Security Scotland	74%	71%
Social Security Scotland is an open and honest organisation	71%	68%
Total	24,814	4,342

Table 3.7.3: Views on experience of contacting Social Security Scotland, by urban-rural classification (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Urban	Rural
I had enough choice about how I communicated with Social Security Scotland	77%	76%
I got the support (information or advice) I needed	72%	70%
I was able to get information in a format that was accessible to me	86%	85%
I received the right level of communication from Social Security Scotland	72%	70%
I had enough choice about how Social Security Scotland communicated with me	74%	72%
Total	9,675	1,628

Table 3.7.4: How respondents rated their experience with Social Security Scotland staff, by urban-rural classification

Respondents who had been in contact with staff; Column percentages

Response options	Urban	Rural
Very good or good	85%	85%
Neither poor nor good	8%	7%
Poor or very poor	7%	8%
Total	9,209	1,532

Table 3.7.5: How respondents rated their experience of applying for Social Security Scotland benefits, by urban-rural classification

Respondents who had applied for at least one benefit; Column percentages

Response options	Urban	Rural
Very good or good	73%	72%
Neither poor nor good	15%	16%
Poor or very poor	11%	13%
Total	12,597	2,092

Table 3.7.6: Whether respondents faced any barriers getting help from Social Security Scotland, by urban-rural classification

All respondents; Column percentages

Response options	Urban	Rural
Experienced barrier	22%	22%
Did not experience barrier	78%	78%
Total	26,392	4,582

Table 3.7.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, urban-rural classification

All respondents; Column percentages

Response options	Urban	Rural
Experienced discrimination	5%	5%
Did not experience discrimination	91%	91%
Prefer not to say	5%	4%
Total	26,207	4,554

3.8. Scottish Index of Multiple Deprivation quintile

Table 3.8.1: Overall rating of experience with Social Security Scotland, by Scottish Index of Multiple Deprivation quintile

All respondents; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	80%	77%	77%	76%	76%
Neither poor nor good	13%	15%	15%	16%	15%
Poor or very poor	7%	8%	8%	9%	9%
Total	10,189	7,642	5,799	4,420	2,679

Table 3.8.2: Views on overall experience with Social Security Scotland, by Scottish Index of Multiple Deprivation quintile (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Social Security Scotland treated me with dignity	82%	80%	80%	79%	79%
Social Security Scotland treated me fairly	80%	77%	77%	75%	77%
Social Security Scotland treated me with respect	83%	81%	81%	79%	80%
I feel I can trust Social Security Scotland	76%	73%	73%	71%	70%
Social Security Scotland is an open and honest organisation	74%	70%	70%	67%	66%
Total	9,685	7,255	5,468	4,202	2,546

Table 3.8.3: Views on experience of contacting Social Security Scotland, by Scottish Index of Multiple Deprivation quintile (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
I had enough choice about how I communicated with Social Security Scotland	79%	77%	74%	74%	76%
I got the support (information or advice) I needed	75%	72%	68%	68%	70%
I was able to get information in a format that was accessible to me	86%	86%	85%	86%	87%
I received the right level of communication from Social Security Scotland	74%	71%	71%	70%	71%
I had enough choice about how Social Security Scotland communicated with me	76%	74%	73%	72%	72%
Total	3,785	2,818	2,074	1,638	988

Table 3.8.4: How respondents rated their experience with Social Security Scotland staff, by Scottish Index of Multiple Deprivation quintile

Respondents who had been in contact with staff; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	86%	86%	86%	83%	84%
Neither poor nor good	8%	8%	6%	9%	9%
Poor or very poor	6%	6%	8%	8%	8%
Total	3,677	2,649	1,943	1,544	928

Table 3.8.5: How respondents rated their experience of applying for Social Security Scotland benefits, by Scottish Index of Multiple Deprivation quintile

Respondents who had applied for at least one benefit; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	77%	72%	72%	71%	70%
Neither poor nor good	14%	16%	15%	17%	15%
Poor or very poor	9%	12%	13%	13%	14%
Total	4,813	3,605	2,735	2,142	1,394

Table 3.8.6: Whether respondents faced any barriers getting help from Social Security Scotland, by Scottish Index of Multiple Deprivation quintile

All respondents; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Experienced barrier	22%	22%	22%	22%	21%
Did not experience barrier	78%	78%	78%	78%	79%
Total	10,291	7,702	5,837	4,451	2,693

Table 3.8.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by Scottish Index of Multiple Deprivation quintile

All respondents; Column percentages

Response options	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Experienced discrimination	5%	5%	5%	5%	5%
Did not experience discrimination	90%	91%	91%	91%	92%
Prefer not to say	5%	5%	5%	4%	3%
Total	10,201	7,657	5,804	4,421	2,678

3.9. Sexual orientation

Table 3.9.1: Overall rating of experience with Social Security Scotland, by sexual orientation

All respondents; Column percentages

Response options	Heterosexual / straight	Gay / lesbian / bisexual	In another way
Very good or good	77%	75%	72%
Neither poor nor good	15%	13%	15%
Poor or very poor	8%	12%	13%
Total	31,413	792	993

Table 3.9.2: Views on overall experience with Social Security Scotland, by sexual orientation (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Heterosexual / straight	Gay / lesbian / bisexual	In another way
Social Security Scotland treated me with dignity	80%	75%	76%
Social Security Scotland treated me fairly	77%	73%	74%
Social Security Scotland treated me with respect	81%	76%	77%
I feel I can trust Social Security Scotland	73%	71%	64%
Social Security Scotland is an open organisation	70%	66%	64%
Total	29,799	759	940

Table 3.9.3: Views on experience of contacting Social Security Scotland, by sexual orientation (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Heterosexual / straight	Gay / lesbian / bisexual	In another way
I had enough choice about how I communicated with Social Security Scotland	77%	70%	73%
I got the support (information or advice) I needed	71%	64%	68%
I was able to get information in a format that was accessible to me	86%	84%	86%
I received the right level of communication from Social Security Scotland	72%	66%	66%
I had enough choice about how Social Security Scotland communicated with me	74%	70%	69%
Total	11,522	296	387

Table 3.9.4: How respondents rated their experience with Social Security Scotland staff, by sexual orientation

Respondents who had been in contact with staff; Column percentages

Response options	Heterosexual / straight	Gay / lesbian / bisexual	In another way
Very good or good	85%	78%	81%
Neither poor nor good	8%	11%	10%
Poor or very poor	7%	11%	9%
Total	10,900	274	408

Table 3.9.5: How respondents rated their experience of applying for Social Security Scotland benefits, by sexual orientation

Respondents who had applied for at least one benefit; Column percentages

Response options	Heterosexual / straight	Gay / lesbian / bisexual	In another way
Very good or good	73%	64%	66%
Neither poor nor good	16%	19%	14%
Poor or very poor	11%	17%	20%
Total	15,165	357	553

Table 3.9.6: Whether respondents faced any barriers getting help from Social Security Scotland, by sexual orientation

All respondents; Column percentages

Response options	Heterosexual / straight	Gay / lesbian / bisexual	In another way
Experienced barrier	21%	28%	32%
Did not experience barrier	79%	72%	68%
Total	31,674	798	999

Table 3.9.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by sexual orientation

All respondents; Column percentages

Response options	Heterosexual / straight	Gay / lesbian / bisexual	In another way
Experienced discrimination	4%	7%	8%
Did not experience discrimination	91%	89%	86%
Prefer not to say	4%	5%	6%
Total	31,465	793	992

3.10. Trans status

Table 3.10.1: Overall rating of experience with Social Security Scotland, by trans status

All respondents; Column percentages

Response options	Do you consider yourself to be a trans person?		
	Yes	No	Prefer not to say
Very good or good	74%	77%	60%
Neither poor nor good	12%	15%	22%
Poor or very poor	14%	8%	18%
Total	301	34,090	863

Table 3.10.2: Views on overall experience with Social Security Scotland, by trans status (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	78%	79%	63%
Social Security Scotland treated me fairly	77%	77%	62%
Social Security Scotland treated me with respect	80%	81%	66%
I feel I can trust Social Security Scotland	69%	73%	55%
Social Security Scotland is an open and honest organisation	71%	69%	55%
Total	280	32,315	749

Table 3.10.3: Views on experience of contacting Social Security Scotland, by trans status (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Yes	No	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	71%	76%	61%
I got the support (information or advice) I needed	69%	71%	59%
I was able to get information in a format that was accessible to me	84%	86%	75%
I received the right level of communication from Social Security Scotland	71%	71%	58%
I had enough choice about how Social Security Scotland communicated with me	73%	73%	60%
Total	151	12,529	389

Table 3.10.4: How respondents rated their experience with Social Security Scotland staff, by trans status

Respondents who had been in contact with staff; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	83%	85%	74%
Neither poor nor good	10%	8%	11%
Poor or very poor	8%	7%	14%
Total	144	11,943	369

Table 3.10.5: How respondents rated their experience of applying for Social Security Scotland benefits, by trans status

Respondents who had applied for at least one benefit; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	68%	72%	59%
Neither poor nor good	12%	16%	21%
Poor or very poor	20%	12%	20%
Total	181	16,535	494

Table 3.10.6: Whether respondents faced any barriers getting help from Social Security Scotland, by trans status

All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced barrier	40%	22%	45%
Did not experience barrier	60%	78%	55%
Total	303	34,356	877

Table 3.10.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by trans status

All respondents; Column percentages

Response options	Yes	No	Prefer not to say
Experienced discrimination	18%	5%	13%
Did not experience discrimination	75%	91%	64%
Prefer not to say	8%	5%	23%
Total	295	34,134	867

3.11. Religion

Table 3.11.1: Overall rating of experience with Social Security Scotland, by religion

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions
Very good or good	76%	77%	79%	81%	90%	72%
Neither poor nor good	15%	16%	14%	12%	6%	16%
Poor or very poor	9%	7%	7%	7%	4%	11%
Total	16,080	7,907	5,377	2,183	1,104	1,118

Table 3.11.2: Views on overall experience with Social Security Scotland, by religion (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions
Social Security Scotland treated me with dignity	79%	80%	80%	82%	91%	76%
Social Security Scotland treated me fairly	76%	77%	78%	80%	90%	76%
Social Security Scotland treated me with respect	79%	81%	82%	84%	93%	77%
I feel I can trust Social Security Scotland	71%	73%	74%	76%	89%	68%
Social Security Scotland is an open and honest organisation	68%	70%	72%	72%	90%	64%
Total	15,308	7,440	5,088	2,079	1,045	1,058

Table 3.11.3: Views on experience of contacting Social Security Scotland, by religion (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions
I had enough choice about how I communicated with Social Security Scotland	76%	76%	76%	80%	87%	71%
I got the support (information or advice) I needed	69%	71%	72%	75%	87%	68%
I was able to get information in a format that was accessible to me	86%	85%	86%	89%	92%	85%
I received the right level of communication from Social Security Scotland	70%	72%	73%	76%	86%	69%
I had enough choice about how Social Security Scotland communicated with me	73%	73%	74%	77%	86%	69%
Total	6,067	2,643	1,923	870	527	459

Table 3.11.4: How respondents rated their experience with Social Security Scotland staff, by religion

Respondents who had been in contact with staff; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions
Very good or good	83%	85%	86%	88%	93%	87%
Neither poor nor good	9%	8%	8%	7%	4%	7%
Poor or very poor	8%	6%	7%	4%	3%	6%
Total	5,647	2,517	1,866	872	589	401

Table 3.11.5: How respondents rated their experience of applying for Social Security Scotland benefits, by religion

Respondents who had applied for at least one benefit; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions
Very good or good	71%	72%	75%	78%	89%	69%
Neither poor nor good	17%	16%	15%	15%	7%	14%
Poor or very poor	13%	12%	10%	7%	4%	17%
Total	8,218	3,339	2,514	1,097	809	486

Table 3.11.6: Whether respondents faced any barriers getting help from Social Security Scotland, by religion

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions
Experienced barrier	22%	20%	21%	23%	25%	29%
Did not experience barrier	78%	80%	79%	77%	75%	71%
Total	16,196	7,975	5,429	2,200	1,118	1,126

Table 3.11.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by religion

All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other Religions
Experienced discrimination	5%	4%	4%	4%	6%	8%
Did not experience discrimination	90%	92%	91%	92%	83%	87%
Prefer not to say	5%	4%	4%	4%	11%	5%
Total	16,079	7,926	5,396	2,187	1,109	1,117

3.12. Household income

Table 3.12.1: Overall rating of experience with Social Security Scotland, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more	£78,000 or more
Very good or good	75%	78%	78%	77%	76%	72%	74%	76%	76%
Neither poor nor good	14%	14%	15%	15%	14%	17%	15%	13%	14%
Poor or very poor	10%	7%	7%	8%	10%	11%	11%	11%	11%
Total	2,604	4,230	4,186	2,214	1,826	1,674	1,179	549	272

Table 3.12.2: Views on overall experience with Social Security Scotland, by annual household income (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more	£78,000 or more
Social Security Scotland treated me with dignity	78%	81%	81%	79%	79%	78%	77%	81%	81%
Social Security Scotland treated me fairly	75%	78%	78%	76%	76%	74%	72%	75%	77%
Social Security Scotland treated me with respect	80%	82%	82%	80%	80%	79%	78%	82%	80%
I feel I can trust Social Security Scotland	72%	74%	74%	73%	73%	69%	69%	71%	71%
Social Security Scotland is an open and honest organisation	71%	72%	70%	70%	70%	66%	65%	69%	66%
Total	2,516	4,049	3,972	2,091	1,742	1,588	1,127	525	262

Table 3.12.3: Views on experience of contacting Social Security Scotland, by annual household income (proportion strongly agreeing or agreeing with each statement)

Respondents who had tried to contact Social Security Scotland; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more	£78,000 or more
I had enough choice about how I communicated with Social Security Scotland	75%	77%	77%	77%	77%	73%	75%	78%	72%
I got the support (information or advice) I needed	70%	72%	73%	70%	69%	64%	66%	66%	64%
I was able to get information in a format that was accessible to me	82%	84%	86%	86%	87%	86%	89%	92%	89%
I received the right level of communication from Social Security Scotland	71%	72%	72%	72%	69%	68%	69%	70%	70%
I had enough choice about how Social Security Scotland communicated with me	73%	73%	74%	74%	74%	73%	75%	78%	76%
Total	1,164	1,617	1,474	773	678	692	468	216	102

Table 3.12.4: How respondents rated their experience with Social Security Scotland staff, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more	£78,000 or more
Very good or good	83%	87%	86%	85%	86%	80%	82%	86%	76%
Neither poor nor good	8%	7%	8%	8%	7%	11%	9%	9%	13%
Poor or very poor	9%	7%	6%	7%	7%	9%	9%	5%	11%
Total	1,091	1,536	1,358	719	585	615	421	193	104

Table 3.12.5: How respondents rated their experience of applying for Social Security Scotland benefits, by annual household income

Respondents who had applied for at least one benefit; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more	£78,000 or more
Very good or good	71%	73%	72%	72%	70%	68%	69%	72%	72%
Neither poor nor good	15%	16%	16%	15%	16%	17%	14%	15%	13%
Poor or very poor	14%	11%	12%	13%	14%	15%	17%	12%	16%
Total	1,573	1,849	1,638	1,003	994	978	724	369	173

Table 3.12.6: Whether respondents faced any barriers getting help from Social Security Scotland, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more	£78,000 or more
Experienced barrier	29%	22%	21%	22%	22%	22%	24%	23%	21%
Did not experience barrier	71%	78%	79%	78%	78%	78%	76%	77%	79%
Total	2,627	4,254	4,213	2,228	1,833	1,683	1,187	551	272

Table 3.12.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by annual household income

All respondents; Column percentages

Response options	Less than £5,200	£5,200 to £10,399	£10,400 to £15,599	£15,600 to £20,799	£20,800 to £25,999	£26,000 to £36,399	£36,400 to £51,999	£52,000 or more	£78,000 or more
Experienced discrimination	9%	5%	4%	5%	5%	7%	6%	3%	5%
Did not experience discrimination	85%	91%	92%	92%	90%	91%	91%	93%	93%
Prefer not to say	7%	5%	4%	3%	4%	2%	3%	4%	2%
Total	2,604	4,232	4,180	2,215	1,821	1,675	1,180	549	270

3.13. Care experience

Table 3.13.1: Overall rating of experience with Social Security Scotland, by whether ever been in care

All respondents; Column percentages

Response options	Care experienced	Not been in care
Very good or good	75%	77%
Neither poor nor good	16%	15%
Poor or very poor	9%	8%
Total	1,968	32,177

Table 3.13.2: Views on overall experience with Social Security Scotland, by whether ever been in care (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Care experienced	Not been in care
Social Security Scotland treated me with dignity	78%	79%
Social Security Scotland treated me fairly	75%	77%
Social Security Scotland treated me with respect	79%	81%
I feel I can trust Social Security Scotland	69%	73%
Social Security Scotland is an open and honest organisation	68%	69%
Total	1,843	30,541

Table 3.13.3: Views on experience of contacting Social Security Scotland, by whether ever been in care (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Care experienced	Not been in care
I had enough choice about how I communicated with Social Security Scotland	74%	76%
I got the support (information or advice) I needed	67%	71%
I was able to get information in a format that was accessible to me	83%	86%
I received the right level of communication from Social Security Scotland	68%	71%
I had enough choice about how Social Security Scotland communicated with me	70%	74%
Total	811	11,744

Table 3.13.4: How respondents rated their experience with Social Security Scotland staff, by whether ever been in care

Respondents who had been in contact with staff; Column percentages

Response options	Care experienced	Not been in care
Very good or good	82%	85%
Neither poor nor good	10%	8%
Poor or very poor	8%	7%
Total	772	11,196

Table 3.13.5: How respondents rated their experience of applying for Social Security Scotland benefits, by whether ever been in care

Respondents who had applied for at least one benefit; Column percentages

Response options	Care experienced	Not been in care
Very good or good	71%	72%
Neither poor nor good	16%	16%
Poor or very poor	12%	12%
Total	804	15,802

Table 3.13.6: Whether respondents faced any barriers getting help from Social Security Scotland, by whether ever been in care

All respondents; Column percentages

Response options	Care experienced	Not been in care
Experienced barrier	30%	21%
Did not experience barrier	70%	79%
Total	1,987	32,421

Table 3.13.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by whether ever been in care

All respondents; Column percentages

Response options	Care experienced	Not been in care
Experienced discrimination	8%	4%
Did not experience discrimination	86%	91%
Prefer not to say	7%	4%
Total	1,974	32,204

3.14. Communication needs

Table 3.14.1: Overall rating of experience with Social Security Scotland, by communication needs

All respondents; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	72%	78%
Neither poor nor good	18%	14%
Poor or very poor	10%	8%
Total	10,688	25,496

Table 3.14.2: Views on overall experience with Social Security Scotland, by communication needs (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Have communication needs	No communication needs
Social Security Scotland treated me with dignity	75%	81%
Social Security Scotland treated me fairly	72%	78%
Social Security Scotland treated me with respect	76%	82%
I feel I can trust Social Security Scotland	67%	74%
Social Security Scotland is an open and honest organisation	64%	71%
Total	9,945	24,281

Table 3.14.3: Views on experience of contacting Social Security Scotland, by communication needs (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Have communication needs	No communication needs
I had enough choice about how I communicated with Social Security Scotland	71%	78%
I got the support (information or advice) I needed	64%	73%
I was able to get information in a format that was accessible to me	80%	87%
I received the right level of communication from Social Security Scotland	66%	73%
I had enough choice about how Social Security Scotland communicated with me	68%	75%
Total	4,002	9,405

Table 3.14.4: How respondents rated their experience with Social Security Scotland staff, by communication needs

Respondents who had been in contact with staff; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	81%	86%
Neither poor nor good	10%	8%
Poor or very poor	9%	7%
Total	3,732	9,073

Table 3.14.5: How respondents rated their experience of applying for Social Security Scotland benefits, by communication needs

Respondents who had applied for at least one benefit; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	63%	75%
Neither poor nor good	20%	15%
Poor or very poor	17%	10%
Total	4,457	13,212

Table 3.14.6: Whether respondents faced any barriers getting help from Social Security Scotland, by communication needs

All respondents; Column percentages

Response options	Have communication needs	No communication needs
Experienced barrier	30%	20%
Did not experience barrier	70%	80%
Total	10,797	25,792

Table 3.14.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by communication needs

All respondents; Column percentages

Response options	Have communication needs	No communication needs
Experienced discrimination	7%	4%
Did not experience discrimination	86%	91%
Prefer not to say	7%	4%
Total	10,725	25,504

3.15. Main language

Table 3.15.1: Overall rating of experience with Social Security Scotland, by main language

All respondents; Column percentages

Response options	English	Other language
Very good or good	76%	80%
Neither poor nor good	16%	14%
Poor or very poor	9%	6%
Total	26,979	8,713

Table 3.15.2: Views on overall experience with Social Security Scotland, by main language (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	English	Other language
Social Security Scotland treated me with dignity	78%	82%
Social Security Scotland treated me fairly	76%	80%
Social Security Scotland treated me with respect	79%	84%
I feel I can trust Social Security Scotland	71%	77%
Social Security Scotland is an open organisation	67%	75%
Total	25,639	8,116

Table 3.15.3: Views on experience of contacting Social Security Scotland, by main language (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	English	Other language
I had enough choice about how I communicated with Social Security Scotland	75%	78%
I got the support (information or advice) I needed	69%	74%
I was able to get information in a format that was accessible to me	85%	86%
I received the right level of communication from Social Security Scotland	70%	75%
I had enough choice about how Social Security Scotland communicated with me	72%	75%
Total	9,976	3,238

Table 3.15.4: How respondents rated their experience with Social Security Scotland staff, by main language

Respondents who had been in contact with staff; Column percentages

Response options	English	Other language
Very good or good	83%	87%
Neither poor nor good	9%	7%
Poor or very poor	8%	5%
Total	9,351	3,258

Table 3.15.5: How respondents rated their experience of applying for Social Security Scotland benefits, by main language

Respondents who had applied for at least one benefit; Column percentages

Response options	English	Other language
Very good or good	71%	76%
Neither poor nor good	17%	15%
Poor or very poor	13%	9%
Total	13,115	4,304

Table 3.15.6: Whether respondents faced any barriers getting help from Social Security Scotland, by main language

All respondents; Column percentages

Response options	English	Other language
Experienced barrier	22%	24%
Did not experience barrier	78%	76%
Total	27,192	8,796

Table 3.15.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by, main language

All respondents; Column percentages

Response options	English	Other language
Experienced discrimination	5%	5%
Did not experience discrimination	91%	88%
Prefer not to say	4%	7%
Total	27,009	8,726

3.16. Refugee status

Table 3.16.1: Overall rating of experience with Social Security Scotland, by refugee status

All respondents; Column percentages

Response options	Yes	No
Very good or good	90%	77%
Neither poor nor good	6%	15%
Poor or very poor	3%	8%
Total	728	33,670

Table 3.16.2: Views on overall experience with Social Security Scotland, by refugee status (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Yes	No
Social Security Scotland treated me with dignity	93%	79%
Social Security Scotland treated me fairly	90%	76%
Social Security Scotland treated me with respect	95%	80%
I feel I can trust Social Security Scotland	92%	72%
Social Security Scotland is an open organisation	94%	69%
Total	681	31,933

Table 3.16.3: Views on experience of contacting Social Security Scotland, by refugee status (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Yes	No
I had enough choice about how I communicated with Social Security Scotland	91%	76%
I got the support (information or advice) I needed	87%	70%
I was able to get information in a format that was accessible to me	93%	85%
I received the right level of communication from Social Security Scotland	87%	71%
I had enough choice about how Social Security Scotland communicated with me	86%	73%
Total	373	12,272

Table 3.16.4: How respondents rated their experience with Social Security Scotland staff, by refugee status

Respondents who had been in contact with staff; Column percentages

Response options	Yes	No
Very good or good	94%	84%
Neither poor nor good	4%	8%
Poor or very poor	2%	7%
Total	428	11,600

Table 3.16.5: How respondents rated their experience of applying for Social Security Scotland benefits, by refugee status

Respondents who had applied for at least one benefit; Column percentages

Response options	Yes	No
Very good or good	90%	71%
Neither poor nor good	7%	16%
Poor or very poor	3%	12%
Total	541	16,121

Table 3.16.6: Whether respondents faced any barriers getting help from Social Security Scotland, by refugee status

All respondents; Column percentages

Response options	Yes	No
Experienced barrier	35%	22%
Did not experience barrier	65%	78%
Total	735	33,931

Table 3.16.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by refugee status

All respondents; Column percentages

Response options	Yes	No
Experienced discrimination	8%	5%
Did not experience discrimination	82%	91%
Prefer not to say	10%	4%
Total	723	33,712

3.17. Number of Adults in household

Table 3.17.1: Overall rating of experience with Social Security Scotland, by number of adults in household

All respondents; Column percentages

Response options	1	2	3 or more
Very good or good	77%	77%	78%
Neither poor nor good	16%	15%	14%
Poor or very poor	8%	8%	8%
Total	14,042	13,200	6,272

Table 3.17.2: Views on overall experience with Social Security Scotland, by number of adults in household (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	1	2	3 or more
Social Security Scotland treated me with dignity	79%	79%	80%
Social Security Scotland treated me fairly	77%	77%	77%
Social Security Scotland treated me with respect	81%	80%	81%
I feel I can trust Social Security Scotland	72%	73%	73%
Social Security Scotland is an open and honest organisation	69%	69%	70%
Total	13,251	12,530	5,993

Table 3.17.3: Views on experience of contacting Social Security Scotland, by number of adults in household (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	1	2	3 or more
I had enough choice about how I communicated with Social Security Scotland	77%	77%	76%
I got the support (information or advice) I needed	72%	70%	71%
I was able to get information in a format that was accessible to me	85%	86%	86%
I received the right level of communication from Social Security Scotland	71%	71%	71%
I had enough choice about how Social Security Scotland communicated with me	73%	74%	74%
Total	5,160	4,792	2,364

Table 3.17.4: How respondents rated their experience with Social Security Scotland staff, by number of adults in household

Respondents who had been in contact with staff; Column percentages

Response options	1	2	3 or more
Very good or good	86%	84%	84%
Neither poor nor good	8%	8%	9%
Poor or very poor	7%	7%	7%
Total	4,932	4,542	2,246

Table 3.17.5: How respondents rated their experience of applying for Social Security Scotland benefits, by number of adults in household

Respondents who had applied for at least one benefit; Column percentages

Response options	1	2	3 or more
Very good or good	73%	72%	73%
Neither poor nor good	16%	16%	15%
Poor or very poor	11%	12%	12%
Total	6,488	6,545	3,164

Table 3.17.6: Whether respondents faced any barriers getting help from Social Security Scotland, by number of adults in household
All respondents; Column percentages

Response options	1	2	3 or more
Experienced barrier	23%	21%	21%
Did not experience barrier	77%	79%	79%
Total	14,175	13,292	6,303

Table 3.17.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by number of adults in household
All respondents; Column percentages

Response options	1	2	3 or more
Experienced discrimination	5%	4%	5%
Did not experience discrimination	90%	91%	91%
Prefer not to say	5%	4%	4%
Total	14,070	13,204	6,269

3.18. Number of children in household

Table 3.18.1: Overall rating of experience with Social Security Scotland, by number of children in household

All respondents; Column percentages

Response options	0	1	2	3 or more
Very good or good	75%	80%	83%	87%
Neither poor nor good	16%	12%	10%	8%
Poor or very poor	8%	8%	7%	5%
Total	25,612	4,451	2,901	1,406

Table 3.18.2: Views on overall experience with Social Security Scotland, by number of children in household (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	0	1	2	3 or more
Social Security Scotland treated me with dignity	78%	83%	84%	88%
Social Security Scotland treated me fairly	75%	80%	83%	86%
Social Security Scotland treated me with respect	79%	84%	86%	88%
I feel I can trust Social Security Scotland	70%	76%	81%	84%
Social Security Scotland is an open and honest organisation	67%	74%	79%	83%
Total	24,064	4,292	2,809	1,383

Table 3.18.3: Views on experience of contacting Social Security Scotland, by number of children in household (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	0	1	2	3 or more
I had enough choice about how I communicated with Social Security Scotland	74%	79%	81%	85%
I got the support (information or advice) I needed	69%	72%	75%	80%
I was able to get information in a format that was accessible to me	84%	88%	90%	92%
I received the right level of communication from Social Security Scotland	70%	74%	76%	80%
I had enough choice about how Social Security Scotland communicated with me	71%	77%	80%	84%
Total	8,610	1,979	1,363	719

Table 3.18.4: How respondents rated their experience with Social Security Scotland staff, by number of children in household

Respondents who had been in contact with staff; Column percentages

Response options	0	1	2	3 or more
Very good or good	84%	86%	86%	90%
Neither poor nor good	8%	8%	7%	5%
Poor or very poor	7%	6%	7%	5%
Total	8,230	1,859	1,302	671

Table 3.18.5: How respondents rated their experience of applying for Social Security Scotland benefits, by number of children in household

Respondents who had applied for at least one benefit; Column percentages

Response options	0	1	2	3 or more
Very good or good	69%	77%	81%	84%
Neither poor nor good	19%	12%	10%	9%
Poor or very poor	13%	11%	9%	7%
Total	10,853	2,853	2,007	983

Table 3.18.6: Whether respondents faced any barriers getting help from Social Security Scotland, by number of children in household
All respondents; Column percentages

Response options	0	1	2	3 or more
Experienced barrier	22%	22%	22%	23%
Did not experience barrier	78%	78%	78%	77%
Total	25,822	4,474	2,920	1,419

Table 3.18.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by number of children in household
All respondents; Column percentages

Response options	0	1	2	3 or more
Experienced discrimination	5%	5%	5%	5%
Did not experience discrimination	91%	90%	91%	89%
Prefer not to say	5%	5%	4%	6%
Total	25,652	4,441	2,898	1,412

3.19. Caring Responsibilities

Table 3.19.1: Overall rating of experience with Social Security Scotland, by caring responsibilities

All respondents; Column percentages

Response options	Yes	No
Very good or good	78%	77%
Neither poor nor good	14%	16%
Poor or very poor	8%	8%
Total	11,350	21,836

Table 3.19.2: Views on overall experience with Social Security Scotland, by caring responsibilities (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

Thinking about your overall experience...	Yes	No
Social Security Scotland treated me with dignity	80%	79%
Social Security Scotland treated me fairly	77%	77%
Social Security Scotland treated me with respect	81%	80%
I feel I can trust Social Security Scotland	72%	73%
Social Security Scotland is an open and honest organisation	69%	70%
Total	10,978	20,506

Table 3.19.3: Views on experience of contacting Social Security Scotland, by caring responsibilities (proportion strongly agreeing or agreeing with each statement)

All respondents; Column percentages

	Yes	No
I had enough choice about how I communicated with Social Security Scotland	77%	76%
I got the support (information or advice) I needed	70%	71%
I was able to get information in a format that was accessible to me	86%	85%
I received the right level of communication from Social Security Scotland	71%	71%
I had enough choice about how Social Security Scotland communicated with me	74%	73%
Total	4,495	7,712

Table 3.19.4: How respondents rated their experience with Social Security Scotland staff, by caring responsibilities

Respondents who had been in contact with staff; Column percentages

Response options	Yes	No
Very good or good	84%	85%
Neither poor nor good	9%	8%
Poor or very poor	8%	7%
Total	4,071	7,547

Table 3.19.5: How respondents rated their experience of applying for Social Security Scotland benefits, by caring responsibilities

Respondents who had applied for at least one benefit; Column percentages

Response options	Yes	No
Very good or good	72%	72%
Neither poor nor good	15%	16%
Poor or very poor	12%	12%
Total	4,795	11,252

Table 3.19.6: Whether respondents faced any barriers getting help from Social Security Scotland, by caring responsibilities

All respondents; Column percentages

Response options	Yes	No
Experienced barrier	22%	22%
Did not experience barrier	78%	78%
Total	11,407	22,035

Table 3.19.7: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by caring responsibilities

All respondents; Column percentages

Response options	Yes	No
Experienced discrimination	5%	5%
Did not experience discrimination	91%	91%
Prefer not to say	4%	5%
Total	11,354	21,877

How to access background or source data

The data collected for this report may be made available on request, subject to consideration of legal and ethical factors. Please contact ResearchRequests@socialsecurity.gov.scot for further information. This email address is for research related requests only. Any unrelated queries (e.g. benefit information) will be automatically deleted.

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