



Social Security Scotland
Tèarainteachd Shòisealta Alba



Social Security Scotland Client Survey: 2018-2020

Supplementary document:
tables and methods

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1. Introduction

This document has been published alongside the '[Social Security Scotland Client Survey: 2018-2020](#)' report. It provides supplementary information on who responded to the survey and a range of additional results.

The rest of the 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 the headline question 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.

2. Respondents' benefit experience and demographic characteristics

To set the Social Security Scotland Client Satisfaction Survey: 2018-2020 results in context, 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 summary of the key points to be aware of is outlined in Section 2 of the main report.

2.1 Benefit experience of respondents

To understand benefit experience amongst those who completed the survey, respondents were asked:

- whether they had received or were due to receive Carer's Allowance Supplement
- whether they had applied for any of Best Start Grant and/or Best Start Foods, Funeral Support Payment or Young Carer Grant

Table 2.1 shows the results. For convenience, those who said 'yes' to the Carer's Allowance Supplement question are referred to in results and throughout the main report as 'having experience of Carer's Allowance Supplement' or as 'Carer's Allowance Supplement recipients'.¹

Table 2.1: Proportion of respondents with experience of each benefit

All respondents; Column percentages

Benefit experience	Yes	No	Skipped question
Carer's Allowance Supplement recipient	76%	23%	1%
Applied for at least one benefit	27%	71%	2%
Applied for Best Start Grant/Foods	21%	77%	2%
Applied for Funeral Support Payment	4%	94%	2%
Applied for Young Carer Grant	2%	96%	2%

¹ The eligibility criteria for receiving a survey invite means that except in rare circumstances, all of those who said yes to the Carer's Allowance Supplement question should have received their benefit when they completed the survey.

Taken together, 95% of respondents answered 'yes' to at least one of the benefit experience measures, indicating they met the survey's definition of a Social Security Scotland client. 4% of respondents said 'no' to all these benefit experience options suggesting a more limited interaction with Social Security Scotland. This outcome could be related to question misinterpretation² or people completing the survey who are not actually Social Security Scotland clients within the survey definition.

The remaining 1% either skipped both questions, or said no to one and skipped the other, so it is not possible to determine their benefit experience.

Benefit overlap

The vast majority (87%) of Carer's Allowance Supplement recipients said this was their only experience of a Social Security Scotland benefit. Only 10% reported having also applied for another benefit, whilst a small proportion skipped the question about other benefits applied for. People do not have to apply for Carer's Allowance Supplement. Therefore, Carer's Allowance Supplement recipients will have received a letter about their benefit and payment from Social Security Scotland, but many may have had limited interaction with Social Security Scotland outside of this. However, some may have made contact if they had any questions about their benefit, or had applied for another Social Security Scotland benefit for example.

It is possible to isolate results for the group of respondents with experience of Carer's Allowance Supplement who have not applied for any other benefits. However, this approach is complex to apply yet likely to have minimal impact on results due to the proportion of the Carer's Allowance Supplement group affected. Therefore, all results in the main report and this document use the full group of respondents with experience of Carer's Allowance Supplement (including those who have also applied for another benefit) when looking at results broken down by benefit experience.

Turning to benefit applicants, less than 1% of the sample overall had experience of applying for more than one of Best Start Grant and/or Foods, Funeral Support Payment or Young Carer Grant. This suggests the groups of clients accessing different benefits are quite distinct. We would expect this due to the eligibility criteria in place.

However, almost 29% of those who had applied for a benefit said they had received or were due to receive Carer's Allowance Supplement too. The rate of overlap between experience of an application-based benefit and Carer's Allowance Supplement varied across specific benefits. Funeral Support Payment and Young Carer Grant applicants much more likely to also have experience of Carer's Allowance Supplement than those who had applied for Best Start Grant and/or Foods (see Table 2.2).

² For example, confusing applying at all with a successful application, or not identifying earlier Carer's Allowance Supplement payments as being within scope.

Table 2.2: Proportion of benefit applicants with experience of Carer's Allowance Supplement

All respondents with experience of each benefit; Row percentages

Benefit group	Proportion who were also Carer's Allowance Supplement recipients
Applied for at least one benefit (n=880)	29%
Best Start Grant/Foods applicants (n=688)	23%
Funeral Support Payment applicants (n=139)	46%
Young Carer Grant applicants (n=71)	56%

This overlap is important to consider when interpreting results across the survey broken down by benefit group. It means findings for each breakdown may not reflect experiences solely related to applying for or receiving that benefit. However, filtering in the survey and the specific wording of questions also helped to overcome this issue. For example, when asked about their experience of the application process, whether (e.g.) a Young Carer Grant applicant also has experience of Carer's Allowance Supplement should have little influence on their responses.

Later questions in the survey also asked about whether applications were successful and whether respondents had received any payments from Social Security Scotland. Findings from these questions are outlined in the relevant sections of the main report, alongside more detailed feedback on Social Security Scotland's performance in relation to these matters.

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.

Some of demographic data can also be compared to the equality and diversity information supplied by all Social Security Scotland clients as part of the process when applying for a benefit.³ This data is only available for clients who have experience of applying for a benefit provided by Social Security Scotland (i.e. it does not cover those whose only experience with Social Security Scotland is receiving Carer's Allowance Supplement). Therefore, figures for only the relevant sub-set of survey respondents are provided when comparisons are made with the wider client base below.

Additionally, the most recently available equalities and diversity data provides information on those who applied for a benefit between December 2019 and May 2020⁴. This is a shorter timeframe than the survey covers. Therefore, any differences or similarities between the two sources should be interpreted with caution.

Gender

More than two-thirds of all respondents identified as a 'woman' (69%), whilst 29% identified as a 'man'. A very small proportion (0.2%) said they would describe themselves 'in another way'. Given the small number of underlying respondents, it is not possible to provide results to wider survey questions for this latter group.

When considering only those respondents who said they had applied for a Social Security Scotland benefit (i.e. at least one of Best Start Grant and/or Foods, Funeral Support Payment or Young Carer Grant), the proportion of women increases to 82%. This is closer to but still slightly lower than the 88% of Social Security Scotland benefit applicants overall who identified as a 'woman', based on the application equalities monitoring information.

³ *Social Security Scotland client diversity and equalities analysis to May 2020:*

<https://www.gov.scot/publications/social-security-scotland-client-diversity-and-equalities-analysis-to-may-2020/>

⁴ It became mandatory for clients to supply this data with effect from December 2019 so this publication represents the most comprehensive data available on the demographic characteristics of the Social Security Scotland client base currently available.

Table 2.3: How respondents would describe their gender identity

All respondents / Social Security Scotland benefit applicants;
Column percentages

Gender identity	All respondents (n=3,253)	Respondents who applied for at least one benefit (n=880)	All applicants: diversity and equalities data (n=38,315)
Man	29%	15%	9%
Woman	69%	82%	88%
In another way	0.2%	0.3%	0%
Prefer not to say	1%	1%	2%
Skipped question	1%	1%	N/A

Looking at survey respondents categorised by experience of specific benefits shows Carer's Allowance Supplement recipients (33%) and Funeral Support Payment applicants (40%) were the groups with the highest proportions of men.

Table 2.4: How respondents would describe their gender identity by benefit experience

All respondents with experience of each benefit; Column percentages

Gender identity	Carer's Allowance Supplement recipients (n=2,477)	Best Start Grant/Foods applicants (n=688)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=71)
Man	33%	10%	40%	18%
Woman	65%	88%	58%	77%
In another way	0.2%	0.4%	0%	0%
Prefer not to say	1%	1%	1%	3%
Skipped question	1%	1%	1%	1%

Age

Respondents were asked to provide their date of birth so we knew their age when they completed the survey. Just over a quarter of survey respondents (27%) did not provide their date of birth at all or in an eligible format. As this is a substantial proportion, Table

2.5 below outlines the spread of respondents in different age groups both including and excluding such respondents from the analysis.

Unless otherwise stated, figures and commentary relating to analysis by age elsewhere in the main findings report are focused on only those with eligible age data, with other respondents excluded from the relevant analysis.

Table 2.5: Age of respondents

All respondents / Social Security Scotland benefit applicants;
Column percentages

Age group	All respondents (n=3,253)	All respondents, excluding missing age data (n=2,378)	Respondents who applied for at least one benefit, excluding missing age data (n=665)	All applicants: diversity and equalities data (n=38,315)
16-24	3%	4%	13%	23%
25-34	9%	13%	32%	49%
35-44	13%	18%	35%	20%
45-54	18%	24%	12%	5% ⁵
55-64	24%	33%	6%	
65+	5%	7%	3%	2%
Skipped question / missing data	27%	N/A	N/A	N/A

Almost two-thirds of respondents who provided eligible data were aged 45 and over (64%), whilst only 4% were aged 16 to 24 years old. However, this pattern was reversed amongst respondents who had applied for a Social Security Scotland benefit, 80% of whom were under the age of 45. This remains lower than the 92% of benefit applicants aged 16-44 according to the data gathered through the application equalities monitoring process.

⁵ These two categories are collapsed in the Social Security Scotland client diversity and equalities analysis data.

As Table 2.6 below indicates, the prominence of older respondents in the overall figures is largely therefore due to the large proportion of respondents with experience of Carer's Allowance Supplement.

The age distribution of survey respondents also varied amongst the groups with experience of applying for each of the different benefits, with Funeral Support Payment applicants more likely to be older.

Table 2.6: Age of respondents by benefit experience

All respondents with experience of each benefit, excluding those with skipped/missing age data; Column percentages

Age group	Carer's Allowance Supplement recipients (n=1,805)	Best Start Grant/Foods applicants (n=513)	Funeral Support Payment applicants (n=105)	Young Carer Grant applicants (n=62)
16-24	2%	10%	1%	55%
25-34	7%	41%	4%	6%
35-44	14%	41%	12%	19%
45-54	28%	7%	32%	18%
55-64	41%	1%	30%	2%
65+	8%	0%	20%	0%

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 to the survey identified their ethnic group as 'White' (86%). People with other 'minority ethnic' backgrounds accounted for around one-in-twenty responses (6%). The remaining respondents said 'prefer not to say' (2%) or skipped the question (5%).

The proportion of survey respondents with experience of applying for a Social Security Scotland benefit who were 'White' was slightly lower than the equivalent Social Security Scotland application monitoring figure (83% compared to 89% respectively). However, part of this difference is accounted for by the proportion that opted to skip the question. Removing these respondents from the analysis would increase the 'White' group to 86%.

Table 2.7: How respondents would describe their ethnicity

All respondents / Social Security Scotland benefit applicants;
Column percentages

Ethnic group	All respondents (n=3,253)	Respondents who applied for at least one benefit (n=880)	All applicants: diversity and equalities data (n=38,315)
White	86%	83%	89%
Minority ethnic	6%	10%	8%
Prefer not to say	2%	3%	3%
Skipped question	5%	5%	N/A

Table 2.8 shows the ethnic background of each of group with experience of specific benefits. Funeral Support Payment applicants had the highest proportion who identified as 'White' (92%).

Table 2.8: How respondents would describe their ethnicity by benefit experience

All respondents with experience of each benefit; Column percentages

Ethnic group	Carer's Allowance Supplement recipients (n=2,477)	Best Start Grant/Foods applicants (n=688)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=71)
White	88%	81%	92%	80%
Minority ethnic	5%	11%	6%	13%
Prefer not to say	2%	3%	0%	3%
Skipped question	5%	5%	2%	4%

Long-term physical or mental health condition

Around a third of survey respondents (34%) said they have a physical or mental health condition or illness lasting or expected to last 12 months or more. This falls to nearer a quarter (27%) for just those with experience of applying for a Social Security Scotland benefit. Survey respondents were more likely to have a physical or mental health condition than the wider benefit applicant client base, of whom 18% identified as having a long-term condition.

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

All respondents / Social Security Scotland benefit applicants;
Column percentages

Health status	All respondents (n=3,253)	Respondents who applied for at least one benefit (n=880)	All applicants: diversity and equalities data (n=38,315)
With long-term physical/mental health condition	34%	27%	18%
No condition	58%	65%	76%
Prefer not to say	7%	6%	6%
Skipped question	1%	1%	N/A

36% of survey respondents who were due or had received Carer's Allowance Supplement said they have a long-term condition, whilst this was true for half of those with experience of applying for Funeral Support Payment (51%).

Table 2.10: Whether respondents had any long-term physical or mental health conditions by benefit experience

All respondents with experience of each benefit; Column percentages

Health status	Carer's Allowance Supplement recipients (n=2,477)	Best Start Grant/Foods applicants (n=688)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=71)
With long-term physical/mental health condition	36%	24%	51%	20%
No condition	56%	69%	43%	68%
Prefer not to say	7%	6%	6%	11%
Skipped question	1%	1%	0%	1%

Sexual orientation

The proportion of respondents self-identifying as being 'heterosexual' was 89%, with 4% saying they are 'gay', 'lesbian' or 'bisexual'. A small number of respondents (1%) said they thought of themselves 'in another way', and 5% chose the 'prefer not to say' option.

These figures showed very little change when focusing on only those with experience of applying for a Social Security Scotland benefit, and were fairly similar to the proportions seen in the wider client equalities data collected through the application process.

Table 2.11: How respondents would describe their sexual orientation

All respondents / Social Security Scotland benefit applicants;
Column percentages

Sexual orientation	All respondents (n=3,253)	Respondents who applied for at least one benefit (n=880)	All applicants: diversity and equalities data (n=38,315)
Heterosexual	89%	88%	91%
Gay / lesbian / bisexual	4%	4%	2%
In another way	1%	1%	1%
Prefer not to say	5%	6%	7%
Skipped question	2%	2%	N/A

The proportion identifying as 'heterosexual' was lowest amongst Young Carer Grant recipients (79%). This group also had the highest level of 'prefer not to say' responses (13%).

Table 2.12: How respondents would describe their sexual orientation by benefit experience

All respondents with experience of each benefit; Column percentages

Sexual orientation	Carer's Allowance Supplement recipients (n=2,477)	Best Start Grant/Foods applicants (n=688)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=71)
Heterosexual	89%	89%	86%	79%
Gay / lesbian / bisexual	4%	3%	9%	6%
In another way	1%	1%	1%	0%
Prefer not to say	5%	6%	4%	13%
Skipped question	2%	2%	1%	3%

Trans status

Less than one in every 100 respondents (0.5%) said they 'identified as a trans person'. 2% chose the 'prefer not to say' response option, with the same proportion again skipping the question. The vast majority (95%) said they did not identify as 'trans'. Table 2.13 shows the breakdown within each benefit group.

Table 2.13: Whether respondents identify as a 'trans' person

All respondents with experience of each benefit; Column percentages

Whether identify as 'trans'	Carer's Allowance Supplement recipients (n=2,477)	Best Start Grant/Foods applicants (n=688)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=71)
Yes	0%	1%	0%	3%
No	95%	95%	96%	93%
Prefer not to say	2%	3%	3%	1%
Skipped question	2%	1%	1%	3%

Household income

Respondents were asked about their household's total income from all sources over the twelve months prior to the survey. Table 2.14 shows the breakdown of results. There is no equivalent data on the wider client base to compare to in this instance.

A large proportion of respondents said they did not know (19%) or 'preferred not to say' (15%) what their household income was. Where a figure was provided, respondents' households tended to be in lower income brackets.

Table 2.14: Respondents' household income in previous 12 months

All respondents; Column percentages

Income bracket	All respondents (n=3,253)	Applied for at least one benefit (n=880)
Less than £5,200	8%	11%
£5,200 to £10,399	16%	21%
£10,400 to £15,999	15%	18%
£15,600 to £20,799 ⁶	9%	10%
£20,800 to £25,999	6%	6%
£26,000 to £36,399	6%	5%
£36,400 to £51,999	2%	1%
£52,000 to £77,999	1%	0.3%
£78,000 or more	0.4%	0.1%
Prefer not to say	15%	10%
Don't know	19%	17%
Skipped question	2%	1%

Table 2.15 shows how respondents were spread over the income brackets when grouped by benefit experience, with the overall concentration in the relatively lower brackets remaining across the board. Young Carer Grant applicants were particularly likely to say that they did not know the overall level of household income, with 34% selecting this answer.

⁶ This income bracket overlapped with the higher end of previous bracket in the survey questionnaire. This will be updated in the next version of the survey.

Table 2.15: Respondents' household income in previous 12 months

All respondents with experience of each benefit; Column percentages

Income bracket	Carer's Allowance Supplement recipients (n=2,477)	Best Start Grant/Foods applicants (n=688)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=71)
Less than £5,200	7%	11%	14%	7%
£5,200 to £10,399	15%	20%	31%	14%
£10,400 to £15,999	14%	18%	21%	13%
£15,600 to £20,799 ⁷	9%	11%	8%	8%
£20,800 to £25,999	6%	7%	1%	6%
£26,000 to £36,399	6%	5%	1%	6%
£36,400 to £51,999	3%	2%	0%	1%
£52,000 to £77,999	1%	0.3%	0%	1%
£78,000 or more	0.4%	0.1%	0%	0%
Prefer not to say	16%	9%	12%	6%
Don't know	20%	17%	12%	34%
Skipped question	2%	1%	0%	4%

Geographic spread of respondents

Respondents were also asked to provide their postcode so that they could be grouped into larger geographic categories to examine the distribution of survey responses from around Scotland. Around 90% provided eligible address information which could be validated and matched to higher-level geographies for analysis.

The column titles in the tables below indicate whether those who provided ineligible or no address information are included in the calculation of relevant proportions or not. The commentary focuses on respondents with eligible address data only.

Most responses with complete address data were received from clients who live in an urban area (84%).

⁷ As footnote 5.

Table 2.16: Geographic spread of respondents – urban-rural classification

All respondents; Column percentages

Urban or rural area	All respondents (n=3,253)	All respondents, excluding missing/ineligible address data (n=2,939)	Applied for at least one benefit excluding missing/ineligible address data (n=802)
Urban	76%	84%	86%
Rural	15%	16%	14%
Partial or non-matching postcode	2%	N/A	N/A
Skipped question	8%	N/A	N/A

Responses were received from people across each of the 32 local authorities in Scotland. A fifth of all responses from clients with experience of applying from a benefit were provided by people living the Glasgow City area (20%).

Table 2.17: Geographic spread of respondents – local authority

All respondents; Column percentages

Local authority	All respondents (n=3,253)	All respondents, excluding missing/ ineligible address data (n=2,941)	Applied for at least one benefit, excluding missing/ ineligible address data (n=802)
Aberdeen City	2%	3%	2%
Aberdeenshire	3%	3%	2%
Angus	2%	3%	3%
Argyll and Bute	1%	1%	1%
City of Edinburgh	6%	6%	7%
Clackmannanshire	1%	1%	1%
Dumfries and Galloway	4%	4%	4%
Dundee City	2%	3%	3%
East Ayrshire	3%	3%	3%

Table 2.17: *Geographic spread of respondents – local authority - continued*
All respondents; Column percentages

East Dunbartonshire	1%	1%	1%
East Lothian	1%	2%	2%
East Renfrewshire	1%	1%	1%
Falkirk	3%	3%	2%
Fife	7%	8%	8%
Glasgow City	14%	15%	20%
Highland	4%	4%	4%
Inverclyde	2%	2%	2%
Midlothian	1%	1%	2%
Moray	2%	2%	2%
Na h-Eileanan Siar	1%	1%	1%
North Ayrshire	3%	3%	2%
North Lanarkshire	5%	6%	7%
Orkney Islands	0.4%	0.5%	0%
Perth and Kinross	2%	2%	2%
Renfrewshire	3%	3%	4%
Scottish Borders	2%	2%	2%
Shetland Islands	0.3%	0.3%	0.4%
South Ayrshire	2%	3%	2%
South Lanarkshire	6%	6%	5%
Stirling	1%	1%	1%
West Dunbartonshire	2%	2%	1%
West Lothian	4%	4%	2%
Partial or non-matching postcode	2%	N/A	N/A
Skipped question	8%	N/A	N/A

The [Scottish Index of Multiple Deprivation](#) ranks local areas in Scotland according to relative levels of deprivation across multiple categories. 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. Grouping areas into quintiles reveals that almost a third of responses (32%) were provided by people living in the 20% most deprived areas of Scotland. This figure rises to 41% when we consider only those who said they had applied for a Social Security Scotland benefit.

Table 2.18: Geographic spread of respondents – Scottish Index of Multiple Deprivation quintile

All respondents; Column percentages

Scottish Index of Multiple Deprivation quintile	All respondents (n=3,253)	All respondents, excluding missing/ineligible address data (n=2,941)	Applied for at least one benefit excluding missing/ineligible address data (n=800)
20% most deprived	29%	32%	41%
Quintile 2	21%	24%	26%
Quintile 3	18%	20%	16%
Quintile 4	13%	14%	12%
20% least deprived	10%	11%	6%
Partial or non-matching postcode	2%	N/A	N/A
Skipped question	8%	N/A	N/A

2.3 Summary

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. Therefore, findings should be seen as representing the views of clients who responded only and are not generalisable. This includes when results are shown by benefit experience and demographic group.

However, information on the benefit experience and demographic characteristics of respondents does help us further understand the results contained in this report and view them in context. The most important aspects to bear in mind are listed below.

1. Overall results based on all respondents will be dominated by people with experience of Carer's Allowance Supplement. People do not apply for Carer's Allowance Supplement and most respondents with experience of this benefit had not applied for any other Social Security Scotland benefits. Therefore many of this group may have had limited interaction with Social Security Scotland outside of receiving a letter about their benefit and receiving payment.

2. Results based on all benefit applicants will be mostly accounted for by Best Start Grant/Foods applicants.
3. Most people who had applied for a benefit said they had only applied for one. However, many benefit applicants also had experience of receiving Carer's Allowance Supplement. For example, this was the case for 51% of respondents who had applied for Funeral Support Payment.
4. Everyone who had experience of each benefit is counted against that benefit in the breakdowns - meaning there is some overlap between groups where respondents had experience of more than one benefit.

The demographic background of respondents also differed across each benefit group. For example, we know that respondents with experience of applying for Funeral Support Payment were more likely to be older and living with a long-term health condition. While Best Start Grant and/or Foods applicants and Young Carer Grant applicants were more likely to be younger.

These relationships may be a factor behind any difference in results seen across these groups. In other words, findings for Funeral Support Payment applicants may be influenced by (e.g.) the older age profile of this group. In other places, what appears to be an age effect in results may actually be related to different benefit experience in each age group.

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 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 are generally rounded to the nearest whole number so tables/columns may not sum to 100% due to rounding.
- Results for each question shown in the report exclude any respondents who either skipped the question, said 'not applicable' or were filtered out of the relevant question, unless otherwise stated.
- Some percentages quoted in the report relate to questions that allowed respondents to choose more than one response. These percentages will not sum to 100% with the other percentages presented.
- '#' indicates a value is suppressed due to a small number of respondents in group.

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](#)
- [Religion](#)
- [Household income](#)
- [Care experience](#)

3.1 All respondents

Table 3.1.1: Overall rating of experience with Social Security Scotland

All respondents; Column percentages

Response options	All respondents (n=3,222)
Very good or good	90%
Neither poor nor good	8%
Poor or very poor	3%

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

All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...:	All respondents (n=3,053-3,182)
Social Security Scotland treated me fairly	87%
Social Security Scotland treated me with respect	87%
Social Security Scotland treated me with dignity	86%
Social Security Scotland did not waste my time	86%
I understand what Social Security Scotland does	81%
I feel I can trust Social Security Scotland	80%
Social Security Scotland is an honest organisation	77%
Social Security Scotland is an open organisation	66%

Table 3.1.3: Overall, how easy or difficult respondents found looking up or making contact with Social Security Scotland

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	All respondents (n=1,386)
Very easy or easy	84%
Neither easy nor difficult	10%
Difficult or very difficult	6%

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

Respondents who had been in contact with staff; Column percentages

Response options	All respondents (n=987)
Very good or good	88%
Neither poor nor good	7%
Poor or very poor	6%

Table 3.1.5: Overall, how respondents rated their experience of applying for Social Security Scotland benefits

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

Response options	All respondents (n=879)
Very good or good	87%
Neither poor nor good	6%
Poor or very poor	6%

Table 3.1.6: Overall, how respondents rated their experience of receiving benefit payments from Social Security Scotland

Respondents who had received benefit payments; Column percentages

Response options	All respondents (n=2,777)
Very good or good	93%
Neither poor nor good	5%
Poor or very poor	2%

Table 3.1.7: Whether respondents faced any barriers getting help from Social Security Scotland

All respondents; Column percentages

Response options	All respondents (n=3,235)
Yes	7%
No	93%

Table 3.1.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland

All respondents; Column percentages

Response options	All respondents (n=3,244)
Yes	2%
No	95%
Prefer not to say	3%

3.2 Benefit experience

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

All respondents; Column percentages

Response options	Carer's Allowance Supplement Recipients (n=2,450)	Applied for at least one benefit (n=878)	Best Start Grant/Foods applicants (n=686)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=71)
Very good or good	90%	89%	89%	85%	97%
Neither poor nor good	8%	6%	6%	10%	3%
Poor or very poor	2%	4%	5%	5%	0%

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

Thinking about your overall experience with Social Security Scotland...:	Carer's Allowance Supplement recipients (n=2,308-2,424)	Applied for at least one benefit (n=864-876)	Best Start Grant/Foods applicants (n=676-686)	Funeral Support Payment applicants (n=137-138)	Young Carer Grant applicants (n=69-71)
Social Security Scotland treated me fairly	87%	89%	89%	83%	94%
Social Security Scotland treated me with respect	86%	90%	90%	88%	94%
Social Security Scotland treated me with dignity	86%	89%	90%	82%	93%
Social Security Scotland did not waste my time	87%	86%	86%	85%	93%
I understand what Social Security Scotland does	80%	85%	86%	82%	89%
I feel I can trust Social Security Scotland	81%	82%	83%	77%	83%
Social Security Scotland is an honest organisation	77%	82%	83%	78%	83%
Social Security Scotland is an open organisation	65%	73%	75%	69%	72%

Table 3.2.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by benefit experience

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services;
Column percentages

Response options	Carer's Allowance Supplement recipients (n=944)	Applied for at least one benefit (n=561)	Best Start Grant/Foods applicants (n=447)	Funeral Support Payment applicants (n=91)	Young Carer Grant applicants (n=38)
Very easy or easy	83%	88%	88%	88%	95%
Neither easy nor difficult	11%	5%	4%	5%	5%
Difficult or very difficult	6%	7%	8%	7%	0%

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; Column percentages

Response options	Carer's Allowance Supplement recipients (n=663)	Applied for at least one benefit (n=409)	Best Start Grant/Foods applicants (n=297)	Funeral Support Payment applicants (n=96)	Young Carer Grant applicants (n=27)
Very good or good	88%	88%	87%	90%	100%
Neither poor nor good	7%	6%	6%	6%	0%
Poor or very poor	5%	7%	8%	4%	0%

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; Column percentages

Response options	Applied for at least one benefit (n=879)	Best Start Grant/Foods applicants (n=687)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=71)
Very good or good	87%	87%	85%	97%
Neither poor nor good	6%	6%	8%	3%
Poor or very poor	6%	7%	7%	0%

Table 3.2.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by benefit experience

Respondents who had received benefit payments; Column percentages

Response options	Received Carer's Allowance Supplement (n=2,221)	Received Best Start Grant (n=506)	Received Best Start Foods (n=248)	Received Funeral Support Payment (n=95)	Received Young Carer Grant (n=33)
Very good or good	94%	92%	90%	83%	97%
Neither poor nor good	5%	5%	7%	13%	3%
Poor or very poor	2%	3%	4%	4%	0%

Table 3.2.7: Whether respondents faced any barriers getting help from Social Security Scotland by benefit experience

All respondents; Column percentages

Response options	Carer's Allowance Supplement recipients (n=2,467)	Applied for at least one benefit (n=876)	Best Start Grant/Foods applicants (n=684)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=71)
Yes	6%	11%	11%	16%	7%
No	94%	89%	89%	84%	93%

Table 3.2.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by benefit experience

All respondents; Column percentages

Response options	Carer's Allowance Supplement recipients (n=2,470)	Applied for at least one benefit (n=878)	Best Start Grant/Foods applicants (n=687)	Funeral Support Payment applicants (n=139)	Young Carer Grant applicants (n=70)
Yes	2%	2%	2%	4%	1%
No	95%	94%	94%	94%	94%
Prefer not to say	3%	4%	4%	2%	4%

3.3 Gender identity

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

All respondents; Column percentages

Response options	Man (n=929)	Woman (n=2,220)
Very good or good	90%	90%
Neither poor nor good	9%	7%
Poor or very poor	2%	3%

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; Column percentages

Thinking about your overall experience with Social Security Scotland...:	Man (n=881-915)	Woman (n=2,104-2,198)
Social Security Scotland treated me fairly	86%	88%
Social Security Scotland treated me with respect	86%	87%
Social Security Scotland treated me with dignity	85%	87%
Social Security Scotland did not waste my time	86%	86%
I understand what Social Security Scotland does	81%	81%
I feel I can trust Social Security Scotland	82%	80%
Social Security Scotland is an honest organisation	78%	78%
Social Security Scotland is an open organisation	69%	66%

Table 3.3.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by gender identity

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	Man (n=358)	Woman (n=1,000)
Very easy or easy	83%	84%
Neither easy nor difficult	10%	9%
Difficult or very difficult	6%	6%

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 (n=254)	Woman (n=708)
Very good or good	89%	88%
Neither poor nor good	6%	7%
Poor or very poor	5%	6%

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 (n=135)	Woman (n=724)
Very good or good	86%	88%
Neither poor nor good	13%	5%
Poor or very poor	1%	7%

Table 3.3.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by gender identity

Respondents who had received benefit payments; Column percentages

Response options	Man (n=817)	Woman (n=1,897)
Very good or good	92%	94%
Neither poor nor good	7%	4%
Poor or very poor	1%	2%

Table 3.3.7: Whether respondents faced any barriers getting help from Social Security Scotland by gender identity

All respondents; Column percentages

Response options	Man (n=933)	Woman (n=2,226)
Yes	7%	7%
No	93%	93%

Table 3.3.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by gender identity

All respondents; Column percentages

Response options	Man (n=935)	Woman (n=2,235)
Yes	3%	2%
No	94%	95%
Prefer not to say	3%	3%

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 (n=105)	25-34 (n=303)	35-44 (n=435)	45-54 (n=576)	55-64 (n=778)	65+ (n=166)
Very good or good	90%	93%	91%	91%	91%	90%
Neither poor nor good	7%	4%	6%	7%	8%	7%
Poor or very poor	3%	4%	3%	2%	1%	3%

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 with Social Security Scotland...:	16-24 (n=103-107)	25-34 (n=296-302)	35-44 (n=420-432)	45-54 (n=549-572)	55-64 (n=723-768)	65+ (n=154-162)
Social Security Scotland treated me fairly	88%	91%	89%	87%	89%	89%
Social Security Scotland treated me with respect	88%	92%	90%	86%	87%	87%
Social Security Scotland treated me with dignity	84%	92%	88%	86%	87%	86%
Social Security Scotland did not waste my time	86%	91%	86%	87%	89%	87%
I understand what Social Security Scotland does	80%	91%	81%	79%	81%	73%
I feel I can trust Social Security Scotland	82%	87%	81%	81%	81%	78%
Social Security Scotland is an honest organisation	78%	89%	80%	78%	76%	73%
Social Security Scotland is an open organisation	69%	81%	68%	63%	66%	63%

Table 3.4.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by age

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services;
Column percentages

Response options	16-24 (n=56)	25-34 (n=180)	35-44 (n=219)	45-54 (n=214)	55-64 (n=281)	65+ (n=61)
Very easy or easy	91%	93%	87%	83%	85%	67%
Neither easy nor difficult	7%	2%	7%	12%	10%	21%
Difficult or very difficult	2%	4%	6%	5%	5%	11%

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 (n=36)	25-34 (n=115)	35-44 (n=137)	45-54 (n=153)	55-64 (n=211)	65+ (n=54)
Very good or good	95%	91%	90%	86%	91%	83%
Neither poor nor good	0%	3%	6%	7%	5%	11%
Poor or very poor	5%	6%	4%	7%	4%	6%

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 (n=85)	25-34 (n=215)	35-44 (n=229)	45-54 (n=77)	55-64 (n=37)	65+ (n=21)
Very good or good	93%	90%	88%	90%	84%	81%
Neither poor nor good	4%	5%	7%	5%	11%	10%
Poor or very poor	4%	6%	5%	5%	5%	10%

Table 3.4.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by age

Respondents who had received benefit payments; Column percentages

Response options	16-24 (n=71)	25-34 (n=253)	35-44 (n=378)	45-54 (n=516)	55-64 (n=689)	65+ (n=144)
Very good or good	93%	94%	92%	94%	95%	92%
Neither poor nor good	6%	5%	6%	5%	4%	7%
Poor or very poor	1%	1%	2%	2%	1%	1%

Table 3.4.7: Whether respondents faced any barriers getting help from Social Security Scotland by age

All respondents; Column percentages

Response options	16-24 (n=107)	25-34 (n=301)	35-44 (n=434)	45-54 (n=579)	55-64 (n=780)	65+ (n=165)
Yes	7%	8%	7%	7%	4%	12%
No	93%	92%	93%	93%	96%	88%

Table 3.4.8: 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 (n=106)	25-34 (n=302)	35-44 (n=436)	45-54 (n=579)	55-64 (n=784)	65+ (n=167)
Yes	3%	2%	3%	2%	2%	3%
No	93%	95%	94%	95%	96%	95%
Prefer not to say	4%	3%	3%	3%	2%	2%

3.5 Ethnicity

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

All respondents; Column percentages

Response options	White (n=2,788)	Minority Ethnic (n=197)	Prefer not to say (n=71)
Very good or good	90%	93%	83%
Neither poor nor good	8%	5%	13%
Poor or very poor	2%	2%	4%

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 with Social Security Scotland...:	White (n=2,640-2,756)	Minority Ethnic (n=193-195)	Prefer not to say (n=68-72)
Social Security Scotland treated me fairly	88%	85%	77%
Social Security Scotland treated me with respect	87%	87%	77%
Social Security Scotland treated me with dignity	87%	86%	76%
Social Security Scotland did not waste my time	87%	88%	77%
I understand what Social Security Scotland does	81%	82%	69%
I feel I can trust Social Security Scotland	81%	86%	65%
Social Security Scotland is an honest organisation	78%	87%	64%
Social Security Scotland is an open organisation	67%	74%	51%

Table 3.5.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by ethnicity

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services;
Column percentages

Response options	White (n=1,189)	Minority Ethnic (n=97)	Prefer not to say (n=23)
Very easy or easy	85%	87%	65%
Neither easy nor difficult	9%	11%	26%
Difficult or very difficult	6%	2%	9%

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 (n=836)	Minority Ethnic (n=76)	Prefer not to say (n=24)
Very good or good	88%	91%	75%
Neither poor nor good	6%	7%	17%
Poor or very poor	6%	3%	8%

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 (n=725)	Minority Ethnic (n=92)	Prefer not to say (n=22)
Very good or good	87%	93%	86%
Neither poor nor good	6%	7%	9%
Poor or very poor	7%	0%	5%

Table 3.5.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by ethnicity

Respondents who had received benefit payments; Column percentages

Response options	White (n=2,409)	Minority Ethnic (n=174)	Prefer not to say (n=57)
Very good or good	93%	94%	91%
Neither poor nor good	5%	6%	7%
Poor or very poor	2%	0%	2%

Table 3.5.7: Whether respondents faced any barriers getting help from Social Security Scotland by ethnicity

All respondents; Column percentages

Response options	White (n=2,798)	Minority Ethnic (n=194)	Prefer not to say (n=73)
Yes	7%	7%	16%
No	93%	93%	84%

Table 3.5.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by ethnicity

All respondents; Column percentages

Response options	White (n=2,805)	Minority Ethnic (n=197)	Prefer not to say (n=72)
Yes	2%	2%	10%
No	96%	89%	78%
Prefer not to say	2%	9%	13%

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 (n=1,103)	No condition (n=1,869)	Prefer not to say (n=214)
Very good or good	88%	91%	87%
Neither poor nor good	9%	7%	10%
Poor or very poor	3%	2%	3%

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 with Social Security Scotland...:	With long-term physical/mental health condition (n=1,046-1,087)	No condition (n=1,759-1,846)	Prefer not to say (n=207-214)
Social Security Scotland treated me fairly	83%	90%	82%
Social Security Scotland treated me with respect	83%	90%	82%
Social Security Scotland treated me with dignity	83%	89%	81%
Social Security Scotland did not waste my time	84%	88%	82%
I understand what Social Security Scotland does	78%	84%	72%
I feel I can trust Social Security Scotland	78%	83%	74%
Social Security Scotland is an honest organisation	76%	79%	72%
Social Security Scotland is an open organisation	64%	69%	57%

Table 3.6.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by whether respondents have a long-term physical/mental health condition

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services;
Column percentages

Response options	With long-term physical/mental health condition (n=483)	No condition (n=788)	Prefer not to say (n=103)
Very easy or easy	80%	87%	79%
Neither easy nor difficult	13%	7%	13%
Difficult or very difficult	7%	5%	9%

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 (n=370)	No condition (n=538)	Prefer not to say (n=66)
Very good or good	85%	90%	85%
Neither poor nor good	7%	6%	9%
Poor or very poor	7%	4%	6%

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 (n=241)	No condition (n=572)	Prefer not to say (n=57)
Very good or good	85%	89%	82%
Neither poor nor good	8%	5%	16%
Poor or very poor	7%	6%	2%

Table 3.6.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by whether respondents have a long-term physical/mental health condition

Respondents who had received benefit payments; Column percentages

Response options	With long-term physical/mental health condition (n=987)	No condition (n=1,570)	Prefer not to say (n=190)
Very good or good	91%	95%	91%
Neither poor nor good	6%	4%	7%
Poor or very poor	2%	1%	2%

Table 3.6.7: 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 (n=1,107)	No condition (n=1,870)	Prefer not to say (n=220)
Yes	9%	6%	9%
No	91%	94%	91%

Table 3.6.8: 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 (n=1,109)	No condition (n=1,877)	Prefer not to say (n=219)
Yes	4%	1%	2%
No	93%	97%	88%
Prefer not to say	3%	2%	10%

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 (n=2,439)	Rural (n=480)
Very good or good	90%	90%
Neither poor nor good	7%	8%
Poor or very poor	2%	2%

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 with Social Security Scotland...:	Urban (n=2,321-2,419)	Rural (n=453-471)
Social Security Scotland treated me fairly	88%	89%
Social Security Scotland treated me with respect	88%	87%
Social Security Scotland treated me with dignity	87%	87%
Social Security Scotland did not waste my time	87%	86%
I understand what Social Security Scotland does	81%	80%
I feel I can trust Social Security Scotland	82%	79%
Social Security Scotland is an honest organisation	79%	75%
Social Security Scotland is an open organisation	69%	62%

Table 3.7.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by urban-rural classification

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services;
Column percentages

Response options	Urban (n=1,040)	Rural (n=215)
Very easy or easy	86%	80%
Neither easy nor difficult	8%	11%
Difficult or very difficult	6%	8%

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 (n=739)	Rural (n=150)
Very good or good	88%	88%
Neither poor nor good	7%	5%
Poor or very poor	5%	7%

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 (n=687)	Rural (n=114)
Very good or good	88%	89%
Neither poor nor good	6%	4%
Poor or very poor	6%	7%

Table 3.7.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by urban-rural classification

Respondents who had received benefit payments; Column percentages

Response options	Urban (n=2,110)	Rural (n=414)
Very good or good	93%	94%
Neither poor nor good	5%	5%
Poor or very poor	2%	1%

Table 3.7.7: Whether respondents faced any barriers getting help from Social Security Scotland by urban-rural classification

All respondents; Column percentages

Response options	Urban (n=2,448)	Rural (n=478)
Yes	7%	6%
No	93%	94%

Table 3.7.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by urban-rural classification

All respondents; Column percentages

Response options	Urban (n=2,456)	Rural (n=479)
Yes	2%	3%
No	95%	96%
Prefer not to say	3%	1%

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 (n=923)	Quintile 2 (n=692)	Quintile 3 (n=572)	Quintile 4 (n=423)	20% least deprived (n=309)
Very good or good	91%	91%	90%	91%	87%
Neither poor nor good	7%	7%	8%	8%	9%
Poor or very poor	2%	2%	2%	2%	4%

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 with Social Security Scotland...:	20% most deprived (n=897-919)	Quintile 2 (n=653-684)	Quintile 3 (n=540-569)	Quintile 4 (n=390-415)	20% least deprived (n=287-303)
Social Security Scotland treated me fairly	88%	89%	87%	90%	84%
Social Security Scotland treated me with respect	89%	87%	88%	88%	84%
Social Security Scotland treated me with dignity	88%	87%	88%	87%	83%
Social Security Scotland did not waste my time	88%	87%	86%	88%	84%
I understand what Social Security Scotland does	84%	80%	80%	80%	80%
I feel I can trust Social Security Scotland	83%	84%	80%	82%	75%
Social Security Scotland is an honest organisation	83%	81%	76%	75%	70%
Social Security Scotland is an open organisation	72%	69%	64%	65%	60%

Table 3.8.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by Scottish Index of Multiple Deprivation quintile

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services;
Column percentages

Response options	20% most deprived (n=411)	Quintile 2 (n=298)	Quintile 3 (n=258)	Quintile 4 (n=177)	20% least deprived (n=110)
Very easy or easy	86%	85%	80%	89%	83%
Neither easy nor difficult	9%	7%	10%	7%	12%
Difficult or very difficult	5%	7%	10%	3%	5%

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 (n=327)	Quintile 2 (n=213)	Quintile 3 (n=167)	Quintile 4 (n=110)	20% least deprived (n=71)
Very good or good	89%	92%	85%	89%	80%
Neither poor nor good	8%	4%	8%	5%	10%
Poor or very poor	3%	5%	7%	6%	10%

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 (n=324)	Quintile 2 (n=209)	Quintile 3 (n=127)	Quintile 4 (n=92)	20% least deprived (n=47)
Very good or good	88%	90%	86%	90%	83%
Neither poor nor good	7%	5%	6%	4%	9%
Poor or very poor	5%	5%	9%	5%	9%

Table 3.8.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by Scottish Index of Multiple Deprivation quintile

Respondents who had received benefit payments; Column percentages

Response options	20% most deprived (n=798)	Quintile 2 (n=580)	Quintile 3 (n=513)	Quintile 4 (n=366)	20% least deprived (n=267)
Very good or good	93%	94%	92%	96%	93%
Neither poor nor good	6%	5%	5%	2%	6%
Poor or very poor	2%	1%	3%	2%	1%

Table 3.8.7: 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 (n=928)	Quintile 2 (n=690)	Quintile 3 (n=576)	Quintile 4 (n=425)	20% least deprived (n=307)
Yes	9%	7%	6%	6%	8%
No	91%	93%	94%	94%	92%

Table 3.8.8: 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 (n=933)	Quintile 2 (n=691)	Quintile 3 (n=577)	Quintile 4 (n=425)	20% least deprived (n=309)
Yes	2%	2%	3%	1%	2%
No	94%	95%	95%	97%	96%
Prefer not to say	4%	3%	2%	2%	3%

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 (n=2,866)	Gay/lesbian/bisexual (n=123)	Prefer not to say (n=158)
Very good or good	90%	90%	86%
Neither poor nor good	7%	9%	11%
Poor or very poor	2%	1%	3%

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 with Social Security Scotland...:	Heterosexual/straight (n=2,714-2,834)	Gay/lesbian/bisexual (n=115-122)	Prefer not to say (n=152-156)
Social Security Scotland treated me fairly	88%	89%	77%
Social Security Scotland treated me with respect	87%	94%	80%
Social Security Scotland treated me with dignity	87%	91%	77%
I understand what Social Security Scotland does	81%	78%	74%
Social Security Scotland did not waste my time	86%	87%	82%
I feel I can trust Social Security Scotland	81%	79%	71%
Social Security Scotland is an honest organisation	78%	72%	73%
Social Security Scotland is an open organisation	67%	61%	61%

Table 3.9.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by sexual orientation

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services;
Column percentages

Response options	Heterosexual/straight (n=1,234)	Gay/lesbian/bisexual (n=51)	Prefer not to say (n=73)
Very easy or easy	84%	90%	77%
Neither easy nor difficult	9%	10%	19%
Difficult or very difficult	7%	0%	4%

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 (n=881)	Gay/lesbian/bisexual (n=41)	Prefer not to say (n=42)
Very good or good	88%	93%	88%
Neither poor nor good	6%	7%	7%
Poor or very poor	6%	0%	5%

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 (n=769)	Gay/lesbian/bisexual (n=39)	Prefer not to say (n=52)
Very good or good	88%	90%	88%
Neither poor nor good	6%	8%	8%
Poor or very poor	7%	3%	4%

Table 3.9.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by sexual orientation

Respondents who had received benefit payments; Column percentages

Response options	Heterosexual/straight (n=2,481)	Gay/lesbian/bisexual (n=104)	Prefer not to say (n=127)
Very good or good	93%	93%	91%
Neither poor nor good	5%	5%	6%
Poor or very poor	2%	2%	3%

Table 3.9.7: Whether respondents faced any barriers getting help from Social Security Scotland by sexual orientation

All respondents; Column percentages

Response options	Heterosexual/straight (n=2,875)	Gay/lesbian/bisexual (n=121)	Prefer not to say (n=160)
Yes	7%	6%	16%
No	93%	94%	84%

Table 3.9.8: 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 (n=2,881)	Gay/lesbian/bisexual (n=123)	Prefer not to say (n=161)
Yes	2%	2%	7%
No	96%	96%	78%
Prefer not to say	2%	2%	15%

3.10 Religion

Table 3.10.1: Overall rating of experience with Social Security Scotland by religion

All respondents; Column percentages

Response options	None (n=1,444)	Church of Scotland (n=666)	Roman Catholic (n=445)	Other Christian (n=267)	Muslim (n=117)	Other (n=111)	Prefer not to say (n=130)
Very good or good	90%	89%	91%	92%	94%	91%	79%
Neither poor nor good	8%	8%	7%	6%	6%	6%	17%
Poor or very poor	2%	3%	2%	2%	0%	3%	4%

Table 3.10.2: 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 with Social Security Scotland...:	None (n=1,353-1,430)	Church of Scotland (n=621-651)	Roman Catholic (n=426-442)	Other Christian (n=256-264)	Muslim (n=114-117)	Other (n=102-111)	Prefer not to say (n=125-128)
Social Security Scotland treated me fairly	88%	87%	88%	89%	1.5	84%	73%
Social Security Scotland treated me with respect	87%	86%	89%	88%	89%	86%	74%
Social Security Scotland treated me with dignity	87%	85%	88%	87%	89%	85%	75%
I understand what Social Security Scotland does	81%	81%	85%	75%	86%	80%	67%
Social Security Scotland did not waste my time	87%	86%	86%	86%	92%	84%	74%
I feel I can trust Social Security Scotland	82%	79%	82%	79%	88%	75%	64%
Social Security Scotland is an honest organisation	78%	76%	80%	77%	92%	74%	63%
Social Security Scotland is an open organisation	66%	65%	73%	66%	81%	59%	48%

Table 3.10.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by religion

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services;
Column percentages

Response options	None (n=636)	Church of Scotland (n=285)	Roman Catholic (n=188)	Other Christian (n=110)	Muslim (n=59)	Other (n=43)	Prefer not to say (n=53)
Very easy or easy	86%	83%	85%	81%	86%	81%	68%
Neither easy nor difficult	9%	11%	10%	11%	8%	5%	19%
Difficult or very difficult	6%	6%	5%	8%	5%	14%	13%

Table 3.10.4: 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 (n=436)	Church of Scotland (n=205)	Roman Catholic (n=144)	Other Christian (n=74)	Muslim (n=39)	Other (n=35)	Prefer not to say (n=38)
Very good or good	90%	86%	85%	88%	92%	89%	84%
Neither poor nor good	6%	7%	8%	5%	8%	6%	11%
Poor or very poor	5%	7%	7%	7%	0%	6%	5%

Table 3.10.5: 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 (n=443)	Church of Scotland (n=102)	Roman Catholic (n=130)	Other Christian (n=75)	Muslim (n=61)	Other (n=23)	Prefer not to say (n=35)
Very good or good	88%	84%	85%	95%	92%	100%	69%
Neither poor nor good	6%	6%	6%	4%	8%	0%	23%
Poor or very poor	6%	10%	9%	1%	0%	0%	9%

Table 3.10.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by religion

Respondents who had received benefit payments; Column percentages

Response options	None (n=1,244)	Church of Scotland (n=559)	Roman Catholic (n=394)	Other Christian (n=232)	Muslim (n=95)	Other (n=99)	Prefer not to say (n=115)
Very good or good	93%	93%	93%	96%	94%	94%	88%
Neither poor nor good	5%	5%	5%	3%	5%	2%	9%
Poor or very poor	1%	2%	3%	1%	1%	4%	3%

Table 3.10.7: Whether respondents faced any barriers getting help from Social Security Scotland by religion

All respondents; Column percentages

Response options	None (n=1,450)	Church of Scotland (n=667)	Roman Catholic (n=448)	Other Christian (n=266)	Muslim (n=117)	Other (n=109)	Prefer not to say (n=132)
Yes	6%	7%	8%	9%	10%	9%	14%
No	94%	93%	92%	91%	90%	91%	86%

Table 3.10.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by religion

All respondents; Column percentages

Response options	None (n=1,452)	Church of Scotland (n=669)	Roman Catholic (n=451)	Other Christian (n=267)	Muslim (n=117)	Other (n=110)	Prefer not to say (n=131)
Yes	2%	3%	2%	3%	1%	5%	8%
No	96%	95%	96%	96%	87%	89%	83%
Prefer not to say	2%	2%	3%	2%	12%	5%	9%

3.11 Household income

Table 3.11.1: Overall rating of experience with Social Security Scotland by household income

All respondents; Column percentages

Response options	Less than £5,200 (n=254)	£5,200 to £10,399 (n=510)	£10,400 to £15,999 (n=497)	£15,600 to £20,799 (n=288) ⁸	£20,800 to £25,999 (n=200)	£26,000 to £36,399 (n=181)	£36,400 to £51,999 (n=79)	£52,000 or more (n=47)	Don't know (n=625)	Prefer not to say (n=471)
Very good or good	87%	90%	90%	93%	92%	93%	89%	87%	90%	86%
Neither poor nor good	11%	7%	5%	5%	7%	6%	10%	9%	9%	11%
Poor or very poor	2%	3%	4%	2%	2%	1%	1%	4%	1%	3%

⁸ This income bracket overlapped with the higher end of previous bracket in the survey questionnaire. This will be updated in the next version of the survey.

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

All respondents; Column percentages

Thinking about your overall experience with Social Security Scotland...:	Less than £5,200 (n=244-252)	£5,200 to £10,399 (n=486-508)	£10,400 to £15,999 (n=472-493)	£15,600 to £20,799 (n=274-286)	£20,800 to £25,999 (n=187-200)	£26,000 to £36,399 (n=161-177)	£36,400 to £51,999 (n=72-78)	£52,000 or more (n=40-46)	Don't know (n=597-614)	Prefer not to say (n=444-466)
Social Security Scotland treated me fairly	84%	86%	88%	91%	89%	93%	90%	88%	88%	82%
Social Security Scotland treated me with respect	85%	87%	89%	91%	88%	91%	88%	88%	87%	81%
Social Security Scotland treated me with dignity	84%	86%	88%	89%	86%	92%	88%	88%	87%	80%
understand what Social Security Scotland does	81%	82%	82%	84%	83%	85%	81%	76%	79%	76%
Social Security Scotland did not waste my time	80%	87%	86%	90%	86%	92%	88%	86%	87%	83%
I feel I can trust Social Security Scotland	77%	82%	82%	84%	81%	85%	88%	72%	82%	71%

Thinking about your overall experience with Social Security Scotland...:	Less than £5,200 (n=244-252)	£5,200 to £10,399 (n=486-508)	£10,400 to £15,999 (n=472-493)	£15,600 to £20,799 (n=274-286)	£20,800 to £25,999 (n=187-200)	£26,000 to £36,399 (n=161-177)	£36,400 to £51,999 (n=72-78)	£52,000 or more (n=40-46)	Don't know (n=597-614)	Prefer not to say (n=444-466)
Social Security Scotland is an honest organisation	79%	79%	80%	81%	79%	78%	78%	58%	80%	68%
Social Security Scotland is an open organisation	71%	71%	69%	69%	67%	67%	59%	53%	64%	59%

Table 3.11.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by household income

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services;
Column percentages

Response options	Less than £5,200 (n=115)	£5,200 to £10,399 (n=235)	£10,400 to £15,999 (n=242)	£15,600 to £20,799 (n=135)	£20,800 to £25,999 (n=82)	£26,000 to £36,399 (n=71)	£36,400 to £51,999 (n=27)	£52,000 or more (n=22)	Don't know (n=231)	Prefer not to say (n=198)
Very easy or easy	82%	87%	84%	90%	85%	86%	89%	86%	82%	77%
Neither easy nor difficult	10%	6%	9%	7%	10%	13%	4%	9%	12%	16%
Difficult or very difficult	9%	8%	7%	4%	5%	1%	7%	5%	6%	7%

Table 3.11.4: How respondents rated their experience with Social Security Scotland staff by household income

Respondents who had been in contact with staff; Column percentages

Response options	Less than £5,200 (n=91)	£5,200 to £10,399 (n=179)	£10,400 to £15,999 (n=186)	£15,600 to £20,799 (n=89)	£20,800 to £25,999 (n=47)	£26,000 to £36,399 (n=36)	£36,400 to £51,999 (n=14)	£52,000 or more (n=10)	Don't know (n=190)	Prefer not to say (n=125)
Very good or good	85%	85%	90%	90%	87%	89%	#	#	90%	85%
Neither poor nor good	4%	7%	4%	9%	6%	8%	#	#	7%	10%
Poor or very poor	11%	7%	5%	1%	6%	3%	#	#	3%	5%

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

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

Response options	Less than £5,200 (n=99)	£5,200 to £10,399 (n=185)	£10,400 to £15,999 (n=156)	£15,600 to £20,799 (n=87)	£20,800 to £25,999 (n=50)	£26,000 to £36,399 (n=42)	£36,400 to £51,999 (n=12)	£52,000 or more (n=4)	Don't know (n=150)	Prefer not to say (n=83)
Very good or good	85%	88%	87%	91%	88%	93%	#	#	91%	78%
Neither poor nor good	7%	5%	6%	5%	2%	2%	#	#	6%	14%
Poor or very poor	8%	6%	8%	5%	10%	5%	#	#	3%	7%

Table 3.11.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by household income

Respondents who had received benefit payments; Column percentages

Response options	Less than £5,200 (n=204)	£5,200 to £10,399 (n=448)	£10,400 to £15,999 (n=432)	£15,600 to £20,799 (n=246)	£20,800 to £25,999 (n=174)	£26,000 to £36,399 (n=157)	£36,400 to £51,999 (n=65)	£52,000 or more (n=40)	Don't know (n=541)	Prefer not to say (n=409)
Very good or good	88%	93%	94%	96%	94%	97%	94%	90%	94%	91%
Neither poor nor good	10%	5%	5%	3%	5%	3%	5%	5%	5%	5%
Poor or very poor	1%	2%	1%	1%	1%	0%	2%	5%	2%	4%

Table 3.11.7: Whether respondents faced any barriers getting help from Social Security Scotland by household income

All respondents; Column percentages

Response options	Less than £5,200 (n=254)	£5,200 to £10,399 (n=514)	£10,400 to £15,999 (n=498)	£15,600 to £20,799 (n=285)	£20,800 to £25,999 (n=201)	£26,000 to £36,399 (n=182)	£36,400 to £51,999 (n=79)	£52,000 or more (n=47)	Don't know (n=627)	Prefer not to say (n=475)
Yes	11%	7%	8%	6%	6%	2%	5%	4%	9%	7%
No	89%	93%	92%	94%	94%	98%	95%	96%	91%	93%

Table 3.11.8: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by household income

All respondents; Column percentages

Response options	Less than £5,200 (n=255)	£5,200 to £10,399 (n=516)	£10,400 to £15,999 (n=499)	£15,600 to £20,799 (n=288)	£20,800 to £25,999 (n=200)	£26,000 to £36,399 (n=182)	£36,400 to £51,999 (n=79)	£52,000 or more (n=47)	Don't know (n=628)	Prefer not to say (n=477)
Yes	4%	2%	2%	1%	1%	1%	0%	0%	3%	3%
No	91%	95%	96%	98%	98%	98%	96%	100%	93%	93%
Prefer not to say	5%	3%	2%	1%	1%	1%	4%	0%	4%	4%

3.12 Care experience

Table 3.12.1: Overall rating of experience with Social Security Scotland by whether ever been in care

All respondents; Column percentages

Response options	Care experienced (n=103)	Not been in care (n=3,009)	Prefer not to say (n=66)
Very good or good	91%	90%	83%
Neither poor nor good	5%	8%	12%
Poor or very poor	4%	2%	5%

Table 3.12.2: 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 with Social Security Scotland...:	Care experienced (n=101-103)	Not been in care (n=2,846-2,971)	Prefer not to say (n=63-67)
Social Security Scotland treated me fairly	88%	87%	75%
Social Security Scotland treated me with respect	91%	87%	76%
Social Security Scotland treated me with dignity	92%	86%	73%
I understand what Social Security Scotland does	86%	81%	67%
Social Security Scotland did not waste my time	88%	86%	74%
I feel I can trust Social Security Scotland	85%	80%	70%
Social Security Scotland is an honest organisation	81%	78%	67%
Social Security Scotland is an open organisation	69%	66%	57%

Table 3.12.3: How easy or difficult respondents found looking up or making contact with Social Security Scotland by whether ever been in care

Respondents who had looked up made contact with Social Security Scotland to find out about benefits or services; Column percentages

Response options	Care experienced (n=49)	Not been in care (n=1,294)	Prefer not to say (n=27)
Very easy or easy	84%	84%	70%
Neither easy nor difficult	8%	9%	22%
Difficult or very difficult	8%	6%	7%

Table 3.12.4: 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 (n=42)	Not been in care (n=908)	Prefer not to say (n=22)
Very good or good	93%	88%	91%
Neither poor nor good	2%	7%	5%
Poor or very poor	5%	6%	5%

Table 3.12.5: 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 (n=41)	Not been in care (n=804)	Prefer not to say (n=24)
Very good or good	90%	88%	83%
Neither poor nor good	2%	6%	17%
Poor or very poor	7%	6%	0%

Table 3.12.6: How respondents rated their experience of receiving benefit payments from Social Security Scotland by whether ever been in care

Respondents who had received benefit payments; Column percentages

Response options	Care experienced (n=95)	Not been in care (n=2,590)	Prefer not to say (n=53)
Very good or good	88%	93%	87%
Neither poor nor good	11%	5%	8%
Poor or very poor	1%	2%	6%

Table 3.12.7: 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 (n=103)	Not been in care (n=3,015)	Prefer not to say (n=68)
Yes	11%	7%	16%
No	89%	93%	84%

Table 3.12.8: 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 (n=102)	Not been in care (n=3,028)	Prefer not to say (n=66)
Yes	2%	2%	6%
No	93%	95%	67%
Prefer not to say	5%	2%	27%

How to access background or source data

The data collected for this report:

- are available in more detail through Scottish Neighbourhood Statistics
- are available via an alternative route
- may be made available on request, subject to consideration of legal and ethical factors. Please contact ResearchRequests@socialsecurity.gov.scot for further information.
- cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

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