



Social Security Scotland
Tèarainteachd Shòisealta Alba



Social Security Scotland Client Survey: 2021-22

Supplementary document:
tables and methods

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2. Introduction

This document has been published alongside the Social Security Scotland Client Survey: 2021-22 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 were filtered out of the relevant question, unless otherwise stated. 'Don't know', 'Can't remember', and 'Prefer not to say' responses are included as valid responses.
- '#' 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.
- Some base sizes greater than 25 (for example the 107 respondents who received Job Start Payment) are included but should be interpreted with caution.
- Results are presented to zero decimal places. '0%' should therefore be interpreted to mean <0.5%. If no responses were given then 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 Scottish Child Payment.
- 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 break downs will specify the category of benefit experience included.

3. Respondents' benefit experience and demographic characteristics

To provide context to the Social Security Scotland Client Satisfaction Survey: 2021-22 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.

3.1 Benefit experience of respondents

All respondents had received either a payment for a non-application benefit (Carer's Allowance Supplement or Child Winter Heating) or a decision on an application, Since 1 April 2021. The survey asked respondents which (if any) benefits they had applied for, and which (if any) benefits they had received a payment for. Experience of a benefit could include having applied for that benefit, having received payment for that benefit, or both. Respondents may have applied for a benefit but not received it because their application was unsuccessful, or because they were still waiting for a decision. Respondents may have received a benefit but did not apply for it during the time frame set out by the survey. Some respondents may have made a joint application (for example for Best Start Grant and Best Start Foods) and been unaware of each benefit included within their application.

Table 2.1: Respondents' experience of each benefit

All Respondents

	Applied for	Received payment for	Any experience of
Carer's Allowance Supplement	-	22%	22%
Best Start Grant	38%	22%	40%
Best Start Foods	38%	20%	41%
Funeral Support Payment	9%	7%	9%
Young Carer Grant	2%	2%	3%
Job Start Payment	1%	1%	1%
Scottish Child Payment	37%	40%	47%
Child Winter Heating Assistance	-	5%	5%
Child Disability Payment	8%	10%	10%

Nearly half (47%) of respondents had any experience of one benefit, 17% of two benefits, 31% of three, and 5% of four or more.

One clear overlap was evident with benefit experience; 78% of those who had any experience of Best Start Grant or Best Start Foods also had experience of Scottish Child Payment. Otherwise, however, the amount of overlap across other benefits was fairly minimal. For example, 6% of Best Start Grant/Foods applicants had also received Carer's Allowance Supplement, and just 1% had any experience of Funeral Support Payment. Most with any experience of Funeral Support Payment did not have any experience of another benefit (84%).

Overlap is important to consider when interpreting results across the survey when broken

down by benefit group. It means findings for each breakdown may not reflect experiences solely related to applying for or receiving that benefit. Section 12 of the main report looks at those with experience of just one benefit, meaning that the responses presented there are not influenced by a potential conflation of experiences.

3.2 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.

Gender

Around three quarters of all respondents identified as a 'woman' (74%), whilst 16% identified as a 'man'. A very small proportion (>0.5%) said they would describe their gender identity 'in another way' (see Table 2.2).

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

Gender identity	All respondents	Respondents who applied for at least one benefit
Man	16%	14%
Woman	74%	81%
In another way	0%	0%
Prefer not to say	1%	1%
Skipped	8%	3%
Total	7,534	4,973

Looking at survey respondents categorised by experience of specific benefits shows that around three-in-ten of those with experience of Funeral Support Payment (30%), Young Carer Grant (32%), and Job Start Payment (24%) were men. This contrasts with around one-in-ten of those with experience of Best Start Grant (10%), Best Start Foods (10%), Scottish Child Payment (10%), and Child Disability Payment (8%) (see Table 2.3).

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	Skipped question	Total
Carer's Allowance Supplement	20%	62%	0%	0%	18% ¹	1,653
Best Start Grant	10%	87%	1%	1%	1%	3,023
Best Start Food	10%	87%	1%	1%	2%	3,114
Funeral Support Payment	30%	58%	-	1%	11%	700
Young Carer Grant	32%	57%	1%	1%	8%	201
Job Start Payment	34%	58%	1%	1%	7%	107
Scottish Child Payment	10%	88%	1%	1%	2%	3,575
Child Winter Heating Assistance	15%	71%	2%	1%	11%	378
Child Disability Payment	8%	89%	0%	1%	3%	782

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). A little over a quarter of respondents were aged 25-34 years (27%) and 35-44 (27%). Around one-in-ten were aged 45-54 years (12%), 55-64 (12%), and 16-24 (9%), and a minority 65+ (4%). 9% 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 40 years.

Those who had applied for a benefit were, on the whole, likely to be younger than those who did not. Fewer applicants were aged 45 or over (17%, compared to 28% of the sample as a whole) and the mean age was around 3 years younger than for the whole sample (see Table 2.4).

¹ The majority of respondents who had received Carer's Allowance Supplement or Child Winter Heating Assistance completed their survey on paper (compared to online for other groups). This may be a driver behind the higher rate of none-response (skipped question).

Table 2.4: Age of respondents
All Respondents; Column percentages

Age	All respondents	Respondents who applied for at least one benefit
16-24	9%	9%
25-34	27%	34%
35-44	27%	32%
45-54	12%	9%
55-64	12%	5%
65+	4%	4%
Mean age (years)	40 ²	37
Skipped question / incomplete answer	9%	8%
Total	7,534	4,973

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's Allowance Supplement or Funeral Support Payment 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 (years) ³
Carer's Allowance Supplement	4%	13%	20%	20%	37%	7%	1,533	49
Best Start Grant	10%	48%	36%	5%	1%	0%	2,771	34
Best Start Food	10%	48%	36%	5%	1%	0%	2,864	34
Funeral Support Payment	1%	5%	14%	23%	28%	29%	646	57
Young Carer Grant	62%	6%	17%	10%	5%	1%	182	27
Job Start Payment	74%	12%	7%	1%	2%	3%	98	27
Scottish Child Payment	8%	47%	39%	6%	1%	0%	3,310	34
Child Winter Heating Assistance	19%	15%	35%	24%	6%	1%	349	38
Child Disability Payment	2%	28%	48%	17%	3%	1%	741	39

² Mean age calculation only includes respondents who provided a valid date of birth

³ Mean age calculation only includes respondents who provided a valid date of birth

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' (69%). People with 'minority ethnic' backgrounds accounted for 15% of respondents. More than one-in-eight (13%) respondents skipped the question, whilst a small proportion said 'prefer not to say' (2%). There was only a marginal difference between all survey respondents and those who had applied for a benefit.

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

Ethnicity	All respondents	Respondents who applied for at least one benefit
White	69%	70%
Minority Ethnic	15%	13%
Prefer not to say	3%	3%
Skipped question	13%	13%
Total	7,534	4,973

Table 2.7 shows the ethnic background of each group with experience of specific benefits. Respondents with experience of Child Disability Payment had the highest proportion who identified as 'White' (85%), whereas those with experience of Best Start Grant or Best Start Food had the lowest proportion (67%).

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

Benefit experience	White	Minority Ethnic	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	72%	14%	1%	12%	1,653
Best Start Grant	67%	15%	4%	15%	3,023
Best Start Food	67%	15%	4%	14%	3,114
Funeral Support Payment	75%	10%	2%	13%	700
Young Carer Grant	68%	19%	5%	8%	201
Job Start Payment	79%	11%	3%	7%	107
Scottish Child Payment	68%	13%	3%	15%	3,575
Child Winter Heating Assistance	75%	19%	3%	3%	378
Child Disability Payment	85%	10%	2%	3%	782

Long-term physical or mental health condition

Around a three-in-ten survey respondents (31%) said they had a physical or mental health condition or illness lasting or expected to last 12 months or more. Slightly more than half (54%) indicated that they had no such health condition, whilst 7% answered 'prefer not to say' and 8% skipped the question. Respondents who applied for at least one benefit were equally likely to say that they did have a physical or mental health condition

or illness lasting or expected to last 12 months or more, although slightly less likely to say that they did not, as shown in Table 2.8.

Table 2.8: Whether respondents had any long-term physical or mental health conditions
All Respondents; Column percentages

Long-term physical or mental health condition	All respondents	Respondents who applied for at least one benefit
With long-term physical/mental health condition	31%	31%
No condition	54%	59%
Prefer not to say	7%	7%
Skipped question	8%	3%
Total	7,524	4,973

Over half (55%) of Funeral Support Payment applicants reported a physical or mental health condition or illness lasting or expected to last 12 months or more, a greater proportion than all other benefits. Respondents with experience of Best Start Grant (25%), Best Start Foods (25%), or Scottish Child Payment (28%) were least likely to say that they had such a condition, as shown in Table 2.9.

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 long-term physical/mental health condition	No condition	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	32%	46%	6%	17%	1,653
Best Start Grant	25%	66%	7%	2%	3,023
Best Start Food	25%	66%	7%	2%	3,114
Funeral Support Payment	55%	28%	7%	11%	700
Young Carer Grant	30%	54%	9%	7%	201
Job Start Payment	33%	54%	7%	7%	107
Scottish Child Payment	28%	64%	7%	2%	3,575
Child Winter Heating Assistance	42%	41%	5%	12%	378
Child Disability Payment	37%	51%	9%	3%	782

Sexual orientation

The proportion of respondents self-identifying as 'heterosexual' was 80%, with 3% saying they were 'gay', 'lesbian' or 'bisexual'. A small number of respondents (1%) said they thought of themselves 'in another way'. 6% chose the 'prefer not to say' option, and 10% skipped the question. A marginally higher proportion of applicants identified as 'heterosexual', whilst fewer skipped the question, 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
Heterosexual	80%	85%
Gay / lesbian / bisexual	3%	3%
In another way	1%	1%
Prefer not to say	6%	7%
Skipped question	10%	4%
Total	7,534	4,973

Those with experience of Young Carer Grant (7%) or Job Start Payment (13%) were more likely than other benefit experience groups to describe their sexual orientation as gay, lesbian, or bisexual, as shown in Table 2.11. Among other groups, the variation is mostly driven by differences in the proportion who preferred not to say or skipped the question.

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

Benefit experience	Hetero sexual	Gay / lesbian / bisexual	In another way	Prefer not to say	Skipped question	Total
Carer's Allowance Supplement	75%	2%	1%	3%	19%	1,653
Best Start Grant	85%	3%	1%	8%	3%	3,023
Best Start Food	85%	3%	1%	8%	3%	3,114
Funeral Support Payment	79%	2%	1%	5%	13%	700
Young Carer Grant	73%	7%	-	12%	7%	201
Job Start Payment	76%	13%	1%	4%	7%	107
Scottish Child Payment	87%	3%	1%	7%	3%	3,575
Child Winter Heating Assistance	76%	3%	1%	6%	13%	378
Child Disability Payment	88%	3%	1%	5%	3%	782

Trans status

A small proportion of respondents (1%) identified as a 'trans' person. 2% chose the 'prefer not to say' response option, and 10% skipped the question. The vast majority (87%) did not identify as trans. Again, there was very little difference in response to this question among respondents who had applied for at least one benefit, although this group were less likely to have skipped the question (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
Yes	1%	1%
No	87%	92%
Prefer not to say	2%	3%
Skipped question	10%	4%
Total	7,534	4,973

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.

Household income

Respondents were asked about their household's total income from all sources over the twelve months prior to completing the survey. More than one-in-three (36%) respondents either skipped the question or answered 'Prefer not to say' or 'Don't know'⁴. Amongst those who gave a valid answer, the most common response was '£5,200 to £10,399' (27%), followed by '£10,400 to £15,599' (21%). More than three-in-four (77%) respondents who gave a valid response said that their household's annual income was less than £20,799. Table 2.13 shows the breakdown of results for all respondents and by benefit experience.

Those with experience of Funeral Support Payment 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 two income brackets (22% answered 'Less than £5,200' and 44% '£5,200 to £10,399'). The opposite was true for those with experience of Child Winter Heating Assistance (6% answered 'Less than £5,200' and 17% '£5,200 to £10,399') and Child Disability Payment (7% answered 'Less than £5,200' and 18% '£5,200 to £10,399'), as shown in Table 2.13.

⁴ Among all respondents, 15% answered 'Don't know', 17% 'Prefer not to say', and 5% skipped the question.

Table 2.13: 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+	Total
All respondents	15%	27%	21%	14%	9%	8%	4%	2%	4,791
Carer's Allowance Supplement	13%	23%	20%	16%	12%	9%	4%	2%	1,010
Best Start Grant	18%	30%	21%	14%	9%	6%	2%	0%	2,013
Best Start Food	18%	30%	21%	14%	9%	6%	2%	0%	2,068
Funeral Support Payment	22%	44%	21%	8%	4%	1%	0%	1%	436
Young Carer Grant	17%	22%	20%	18%	9%	9%	5%	-	106
Job Start Payment	21%	40%	9%	9%	9%	7%	5%	-	57
Scottish Child Payment	15%	28%	22%	16%	9%	7%	2%	1%	2,442
Child Winter Heating Assistance	6%	17%	20%	13%	11%	12%	11%	10%	229
Child Disability Payment	7%	18%	21%	16%	10%	12%	10%	5%	543

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 2020⁵. This enables us to examine the distribution of survey responses from around Scotland. 88% of respondents provided a valid postcode. Of those who did provide a valid postcode, the majority (86%) lived in an urban area, whilst around one-in-seven (14%) lived in a rural area. There was no clear difference in the urban / rural spread of respondents who had applied for at least one benefit compared to the respondent sample as a whole, as shown in Table 2.14.

Table 2.14: Urban-rural classification

All Respondents; Column percentages

Urban or rural area	All respondents	Respondents who applied for at least one benefit
Urban	86%	87%
Rural	14%	13%
Total	5,696	924

Table 2.15 below shows the geographical spread of respondents by benefit experience (including only those who provided a valid postcode). Those with experience of Funeral Support Payment (89%) were marginally more likely to live in an urban area, although broadly the geographical spread was similar across all benefit experience groups.

Table 2.15: Urban-rural classification of respondent's postcode, by benefit experience

All respondents who provided a valid postcode; Row percentages

Benefit experience	Urban	Rural	Total
Carer's Allowance Supplement	84%	16%	1486
Best Start Grant	87%	13%	2,667
Best Start Food	87%	13%	2,738
Funeral Support Payment	88%	12%	604
Young Carer Grant	84%	16%	176
Job Start Payment	85%	15%	98
Scottish Child Payment	87%	13%	3,178
Child Winter Heating Assistance	82%	18%	339
Child Disability Payment	83%	17%	698

Responses were received from clients across each of the 32 local authorities in Scotland. Around one-in-six (17%) respondents who gave a valid postcode lived in the Glasgow City area, as shown in Table 2.16.

⁵ 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 2.16: Geographic spread of respondents – local authority
All respondents; Column percentages

Local authority	All respondents with a valid postcode
Aberdeen City	3%
Aberdeenshire	4%
Angus	2%
Argyll and Bute	1%
City of Edinburgh	7%
Clackmannanshire	1%
Dumfries and Galloway	3%
Dundee City	4%
East Ayrshire	3%
East Dunbartonshire	1%
East Lothian	2%
East Renfrewshire	1%
Falkirk	3%
Fife	7%
Glasgow City	17%
Highland	4%
Inverclyde	2%
Midlothian	2%
Moray	2%
Nah-Eileanan Siar	0%
North Ayrshire	3%
North Lanarkshire	6%
Orkney Islands	0%
Perth and Kinross	3%
Renfrewshire	3%
Scottish Borders	2%
Shetland Islands	0%
South Ayrshire	2%
South Lanarkshire	5%
Stirling	1%
West Dunbartonshire	2%
West Lothian	4%
Total	6,489

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, nearly four-in-ten (39%) respondents lived in a postcode categorised within the 20% most deprived in Scotland (quintile 1), whereas less than one-in-ten (7%) lived in a postcode categorised as the least deprived (quintile 5). The proportion living in the 20% most deprived areas of Scotland increased marginally to 43% among respondents who had applied for at least one benefit.

Table 2.17: 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
Quintile 1 (most deprived)	39%	43%
Quintile 2	24%	24%
Quintile 3	17%	17%
Quintile 4	13%	11%
Quintile 5 (least deprived)	7%	5%
Total	6,327	4,221

Among most benefit experience groups, marginally more than four-in-ten lived in a postcode categorised as within SIMD quintile 1 (most deprived), and around a quarter in quintile 2. The exceptions to this were respondents with experience of Carer's Allowance Supplement, Child Winter Heating Assistance, or Child Disability Payment who were slightly more likely to live in a postcode categorised as within SIMD quintile 4 or quintile 5 (least deprived), as shown in Table 2.18.

Table 2.18: 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
Carer's Allowance Supplement	33%	24%	17%	16%	9%	1,409
Best Start Grant	44%	25%	16%	11%	5%	2,571
Best Start Food	44%	24%	16%	11%	5%	2,637
Funeral Support Payment	43%	26%	17%	10%	4%	583
Young Carer Grant	42%	25%	14%	12%	7%	169
Job Start Payment	41%	28%	17%	10%	3%	92

Benefit experience	Quintile 1 (most deprived)	Quintile 2	Quintile 3	Quintile 4	Quintile 5 (least deprived)	Total
Scottish Child Payment	45%	23%	16%	11%	5%	3,058
Child Winter Heating Assistance	36%	19%	16%	18%	11%	322
Child Disability Payment	39%	21%	18%	14%	9%	666

Communication needs

Respondents were asked whether they had “any communication needs”, including a list of response options which set out types of communication needs. As set out in Table 2.19, around one-in-ten (10%) respondents said that they had a communication need, whilst the majority (86%) did not. Those who had applied for at least one benefit were less likely to say that they had a communication need, compared to all respondents as a whole.

Table 2.19: Communication needs All respondents; Column percentages

Do you have any communication needs?	All respondents	Respondents who applied for at least one benefit
Yes	10%	7%
No	86%	90%
Skipped question	4%	2%
Total	7,534	4,973

Care experience

Respondents were asked whether they had “ever been in care”. As set out in Table 2.20, around one-in-twenty (5%) respondents said that they had been in care, whilst nearly nine-in-ten (88%) said that they had not. There was no difference between those who had applied for at least one benefit compared to all respondents as a whole.

Table 2.20: Care experience
All respondents; Column percentages

Have you ever been in care?	All respondents	Respondents who applied for at least one benefit
Yes	5%	5%
No	88%	88%
Prefer not to say	3%	4%
Skipped question	4%	3%
Total	7,534	4,973

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](#)
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- [Household income](#)
- [Care experience](#)
- [Communication needs](#)
- [Main language](#)
- [English literacy](#)
- [Refugee status](#)

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	89%
Neither poor nor good	8%
Poor or very poor	3%
Total	7,294

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...	All respondents	Total
Social Security Scotland treated me with dignity	87%	6,977
Social Security Scotland treated me fairly	87%	6,955
Social Security Scotland treated me with respect	89%	7,001
I understand what Social Security Scotland does	86%	7,081
Social Security Scotland is an open organisation	81%	6,493
I feel I can trust Social Security Scotland	83%	7,032
Social Security Scotland did not waste my time	86%	7,032
Social Security Scotland is an honest organisation	84%	6,942

Table 3.1.3: Views on experience of contacting Social Security Scotland (% strongly agreeing or agreeing with each statement)
All respondents who had tried to contact Social Security Scotland; Column percentages

Response options	All respondents	Total
I had enough choice about how I communicated with Social Security Scotland	85%	3,857
It was easy to contact Social Security Scotland	81%	3,829
I got the support (information or advice) I needed	84%	3,864

Table 3.1.4: Views on experience of contact from Social Security Scotland (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Response options	All respondents	Total
I received the right level of communication from Social Security Scotland	80%	7,205
I had enough choice about how Social Security Scotland communicated with me	80%	7,074

Table 3.1.5: 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	93%
Neither poor nor good	5%
Poor or very poor	3%
Total	3,546

Table 3.1.6: Overall, how respondents rated their experience of applying 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	90%
Neither poor nor good	8%
Poor or very poor	2%
Total	4,869

Table 3.1.7: Overall, how respondents rated their experience of receiving benefit payments from Social Security Scotland
All respondents who had received benefit payments; Column percentages

Response options	All respondents
Very good or good	93%
Neither poor nor good	5%
Poor or very poor	1%
Total	6,117

Table 3.1.8: Whether respondents faced any barriers getting help from Social Security Scotland
All respondents; Column percentages

Response options	All respondents
Experienced barrier	17%
Did not experience barrier	83%
Total	7,534

Table 3.1.9: 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	3%
Did not experience discrimination	93%
Prefer not to say	4%
Total	7,412

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
Carer's Allowance Supplement	90%	9%	2%	1,622
Best Start Grant	91%	6%	3%	2,950
Best Start Foods	91%	6%	3%	3,039
Funeral Support Payment	89%	8%	3%	676
Young Carer Grant	92%	7%	1%	198
Job Start Payment	85%	11%	4%	100
Scottish Child Payment	93%	5%	2%	3,516
Child Winter Heating Assistance	90%	9%	1%	370
Child Disability Payment	91%	7%	2%	767

Table 3.2.2: Views on overall experience with Social Security Scotland, by benefit experience (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Thinking about your overall experience...	Carer's Allowance Supplement	Best Start Grant	Best Start Foods	Funeral Support Payment	Young Carer Grant	Job Start Payment	Scottish Child Payment	Child Winter Heating Assistance	Child Disability Payment
Social Security Scotland treated me with dignity	84%	90%	90%	90%	92%	79%	91%	87%	91%
Social Security Scotland treated me fairly	86%	89%	89%	87%	93%	81%	91%	88%	89%
Social Security Scotland treated me with respect	85%	91%	91%	92%	94%	80%	92%	90%	92%
I understand what Social Security Scotland does	80%	90%	90%	84%	89%	78%	91%	84%	90%
Social Security Scotland is an open organisation	71%	87%	87%	78%	88%	78%	87%	80%	83%
I feel I can trust Social Security Scotland	77%	88%	88%	82%	88%	79%	88%	83%	84%
Social Security Scotland did not waste my time	84%	87%	87%	86%	88%	77%	89%	87%	87%
Social Security Scotland is an honest organisation	79%	89%	89%	83%	88%	76%	90%	84%	84%
Total	1,531	2,892	2,974	671	191	98	3,449	325	754

Table 3.2.3: Views on experience of contacting Social Security Scotland, by benefit experience (% strongly agreeing or agreeing with each statement)
 Respondents who had tried to contact Social Security Scotland; Column percentages

Benefit experience	I had enough choice about how I communicated with Social Security Scotland	It was easy to contact Social Security Scotland	I got the support (information or advice) I needed	Total
Carer's Allowance Supplement	82%	77%	83%	685
Best Start Grant	86%	82%	86%	1,933
Best Start Foods	87%	83%	85%	1,978
Funeral Support Payment	82%	81%	86%	471
Young Carer Grant	90%	87%	87%	115
Job Start Payment	79%	74%	75%	72
Scottish Child Payment	89%	85%	87%	2,044
Child Winter Heating Assistance	88%	86%	85%	144
Child Disability Payment	89%	86%	86%	524

Table 3.2.4: Views on experience of contact from Social Security Scotland, by benefit experience (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Benefit experience	I received the right level of communication from Social Security Scotland	I had enough choice about how Social Security Scotland communicated with me	Total
Carer's Allowance Supplement	78%	74%	1,570
Best Start Grant	82%	84%	2,964
Best Start Foods	82%	84%	3,050
Funeral Support Payment	84%	83%	671
Young Carer Grant	87%	87%	197
Job Start Payment	74%	76%	100
Scottish Child Payment	83%	85%	3,503
Child Winter Heating Assistance	80%	72%	361
Child Disability Payment	82%	84%	756

Table 3.2.5: 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
Carer's Allowance Supplement	91%	7%	2%	643
Best Start Grant	94%	4%	2%	1,640
Best Start Foods	94%	4%	2%	1,667
Funeral Support Payment	93%	5%	2%	535
Young Carer Grant	95%	3%	2%	108
Job Start Payment	91%	#	#	55
Scottish Child Payment	95%	3%	2%	1,728
Child Winter Heating Assistance	95%	3%	2%	141
Child Disability Payment	94%	5%	2%	521

Table 3.2.6: 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
Best Start Grant / Foods	91%	7%	2%	2,786
Funeral Support Payment	86%	11%	3%	632
Young Carer Grant	92%	7%	1%	176
Job Start Payment	84%	#	#	97
Scottish Child Payment	93%	6%	1%	2,736
Child Disability Payment	88%	9%	3%	614

Table 3.2.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by benefit experience
Respondents who had received benefit payments; Row percentages

Benefit experience	Very good or good	Neither poor nor good	Poor or very poor	Total
Carer's Allowance Supplement	92%	6%	2%	1,634
Best Start Grant	95%	4%	1%	1,672
Best Start Foods	95%	3%	2%	1,518
Funeral Support Payment	91%	8%	1%	484
Young Carer Grant	95%	5%	-	128
Job Start Payment	89%	#	#	61
Scottish Child Payment	95%	4%	1%	2,987
Child Winter Heating Assistance	94%	5%	2%	371
Child Disability Payment	94%	5%	1%	708

Table 3.2.8: 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
Carer's Allowance Supplement	13%	87%	1,653
Best Start Grant	19%	81%	3,023
Best Start Foods	19%	81%	3,114
Funeral Support Payment	18%	82%	700
Young Carer Grant	22%	78%	201
Job Start Payment	20%	80%	107
Scottish Child Payment	16%	84%	3,575
Child Winter Heating Assistance	15%	85%	378
Child Disability Payment	17%	83%	782

Table 3.2.9: 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
Carer's Allowance Supplement	3%	96%	2%	1,628
Best Start Grant	4%	91%	5%	2,999
Best Start Foods	4%	91%	5%	3,088
Funeral Support Payment	4%	92%	4%	683
Young Carer Grant	3%	92%	6%	198
Job Start Payment	6%	87%	8%	104
Scottish Child Payment	3%	93%	3%	3,556
Child Winter Heating Assistance	3%	95%	2%	374
Child Disability Payment	3%	95%	2%	778

3.3 Gender identity

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

	How would you describe your gender identity?			
Response options	Man	Woman	In another way	Prefer not to say
Very good or good	87%	90%	80%	76%
Neither poor nor good	10%	7%	#	#
Poor or very poor	3%	3%	#	#
Total	1,183	5,486	35	50

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	87%	89%	68%	81%
Social Security Scotland treated me fairly	86%	88%	80%	78%
Social Security Scotland treated me with respect	89%	90%	73%	82%
I understand what Social Security Scotland does	83%	88%	75%	80%
Social Security Scotland is an open organisation	77%	83%	75%	64%
I feel I can trust Social Security Scotland	82%	84%	67%	69%
Social Security Scotland did not waste my time	84%	87%	82%	68%
Social Security Scotland is an honest organisation	82%	86%	74%	67%
Total	1,111	5,289	31	48

Table 3.3.3: Views on experience of contacting Social Security Scotland, by gender identity (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	Man	Woman	In another way	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	86%	86%	#	61%
It was easy to contact Social Security Scotland	81%	82%	#	48%
I got the support (information or advice) I needed	85%	85%	#	60%
Total	585	3,017	<25	31

Table 3.3.4: Views on experience of contact from Social Security Scotland, by gender identity (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	Man	Woman	In another way	Prefer not to say
I received the right level of communication from Social Security Scotland	79%	81%	75%	62%
I had enough choice about how Social Security Scotland communicated with me	78%	82%	74%	61%
Total	1,149	5,419	32	52

Table 3.3.5: 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	90%	94%	#	80%
Neither poor nor good	7%	4%	#	#
Poor or very poor	3%	2%	#	#
Total	572	2,714	<25	25

Table 3.3.6: 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	88%	91%	#	82%
Neither poor nor good	10%	7%	#	#
Poor or very poor	2%	2%	#	#
Total	680	3,988	<25	39

Table 3.3.7: 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	Woman	In another way	Prefer not to say
Very good or good	90%	94%	87%	84%
Neither poor nor good	8%	4%	#	16%
Poor or very poor	2%	1%	#	-
Total	934	4,673	31	37

Table 3.3.8: Whether respondents faced any barriers getting help from Social Security Scotland, by gender identity
All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Experienced barrier	20%	16%	22%	31%
Did not experience barrier	80%	84%	78%	69%
Total	1,211	5,607	36	55

Table 3.3.9: 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 as 'Man' or 'Women'; Column percentages

Response options	Man	Woman	In another way	Prefer not to say
Experienced discrimination	4%	3%	9%	9%
Did not experience discrimination	90%	94%	77%	76%
Prefer not to say	6%	3%	14%	15%
Total	1,196	5,561	35	54

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	86%	91%	92%	88%	88%	85%
Neither poor nor good	11%	6%	6%	10%	9%	12%
Poor or very poor	3%	3%	2%	2%	3%	3%
Total	660	1,993	2,032	869	851	324

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	87%	91%	89%	87%	82%	86%
Social Security Scotland treated me fairly	88%	90%	89%	86%	84%	81%
Social Security Scotland treated me with respect	88%	92%	91%	87%	84%	87%
I understand what Social Security Scotland does	85%	92%	88%	80%	78%	79%
Social Security Scotland is an open organisation	83%	89%	84%	72%	68%	70%
I feel I can trust Social Security Scotland	83%	88%	87%	78%	75%	76%
Social Security Scotland did not waste my time	83%	89%	87%	85%	82%	81%
Social Security Scotland is an honest organisation	84%	89%	87%	80%	77%	78%
Total	594	1,946	1,971	817	806	311

Table 3.4.3: Views on experience of contacting Social Security Scotland, by age (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	16-24	25-34	35-44	45-54	55-64	65+
I had enough choice about how I communicated with Social Security Scotland	82%	89%	87%	84%	77%	83%
It was easy to contact Social Security Scotland	79%	85%	86%	79%	71%	79%
I got the support (information or advice) I needed	77%	86%	87%	85%	77%	84%
Total	312	1,158	1,097	430	379	184

Table 3.4.4: Views on experience of contact from Social Security Scotland, by age (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	16-24	25-34	35-44	45-54	55-64	65+
I received the right level of communication from Social Security Scotland	76%	83%	82%	79%	77%	78%
I had enough choice about how Social Security Scotland communicated with me	77%	85%	83%	76%	72%	77%
Total	642	1,987	1,997	848	820	315

Table 3.4.5: 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	92%	94%	94%	93%	88%	92%
Neither poor nor good	5%	3%	4%	5%	8%	6%
Poor or very poor	3%	3%	2%	2%	3%	3%
Total	266	974	1,014	436	401	194

Table 3.4.6: 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	89%	92%	92%	90%	84%	86%
Neither poor nor good	9%	7%	6%	8%	12%	10%
Poor or very poor	2%	2%	1%	2%	4%	4%
Total	452	1,671	1,550	420	217	177

Table 3.4.7: 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	25-34	35-44	45-54	55-64	65+
Very good or good	93%	95%	94%	92%	91%	92%
Neither poor nor good	6%	4%	4%	7%	7%	7%
Poor or very poor	1%	1%	1%	1%	3%	1%
Total	510	1,688	1,746	729	750	237

Table 3.4.8: 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	18%	18%	16%	17%	15%	18%
Did not experience barrier	82%	82%	84%	83%	85%	82%
Total	677	2,027	2,071	894	880	338

Table 3.4.9: 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	3%	4%	3%	2%	3%	5%
Did not experience discrimination	93%	92%	93%	94%	96%	92%
Prefer not to say	4%	4%	4%	4%	1%	3%
Total	671	2,023	2,059	879	869	330

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	89%	90%	84%
Neither poor nor good	8%	8%	12%
Poor or very poor	3%	1%	3%
Total	5,110	1,070	187

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	88%	87%	87%
Social Security Scotland treated me fairly	87%	87%	81%
Social Security Scotland treated me with respect	89%	89%	89%
I understand what Social Security Scotland does	86%	85%	86%
Social Security Scotland is an open organisation	80%	81%	83%
I feel I can trust Social Security Scotland	82%	84%	87%
Social Security Scotland did not waste my time	85%	86%	85%
Social Security Scotland is an honest organisation	83%	85%	86%
Total	4,909	1,004	167

Table 3.5.3: Views on experience of contacting Social Security Scotland, by ethnicity (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	White	Minority Ethnic	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	84%	84%	84%
It was easy to contact Social Security Scotland	81%	83%	79%
I got the support (information or advice) I needed	83%	86%	80%
Total	2,732	564	106

Table 3.5.4: Views on experience of contact from Social Security Scotland, by ethnicity (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	White	Minority Ethnic	Prefer not to say
I received the right level of communication from Social Security Scotland	79%	82%	75%
I had enough choice about how Social Security Scotland communicated with me	80%	77%	80%
Total	5,017	1,084	191

Table 3.5.5: 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	92%	94%	89%
Neither poor nor good	5%	5%	9%
Poor or very poor	3%	2%	2%
Total	2,507	529	88

Table 3.5.6: 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	89%	94%	88%
Neither poor nor good	9%	5%	10%
Poor or very poor	2%	1%	1%
Total	3,420	642	144

Table 3.5.7: 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	Minority Ethnic	Prefer not to say
Very good or good	93%	93%	90%
Neither poor nor good	5%	6%	10%
Poor or very poor	2%	1%	0%
Total	4,303	863	135

Table 3.5.8: 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	15%	22%	29%
Did not experience barrier	85%	78%	71%
Total	5,224	1,155	195

Table 3.5.9: 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	3%	4%	5%
Did not experience discrimination	94%	89%	77%
Prefer not to say	3%	7%	18%
Total	5,181	1,104	192

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	Prefer not to say
Very good or good	87%	91%	87%
Neither poor nor good	10%	7%	9%
Poor or very poor	3%	2%	4%
Total	2,294	3,986	481

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 long-term physical/mental health condition	No condition	Prefer not to say
Social Security Scotland treated me with dignity	87%	89%	85%
Social Security Scotland treated me fairly	86%	89%	84%
Social Security Scotland treated me with respect	88%	91%	86%
I understand what Social Security Scotland does	83%	89%	83%
Social Security Scotland is an open organisation	78%	84%	79%
I feel I can trust Social Security Scotland	80%	86%	80%
Social Security Scotland did not waste my time	84%	87%	82%
Social Security Scotland is an honest organisation	82%	87%	82%
Total	2,203	3,831	451

Table 3.6.3: Views on experience of contacting Social Security Scotland, by whether respondents have a long-term physical/mental health condition (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	With long-term physical/mental health condition	No condition	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	84%	87%	80%
It was easy to contact Social Security Scotland	80%	83%	77%
I got the support (information or advice) I needed	83%	86%	79%
Total	1,251	2,119	277

Table 3.6.4: Views on experience of contact from Social Security Scotland, by whether respondents have a long-term physical/mental health condition (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	With long-term physical/mental health condition	No condition	Prefer not to say
I received the right level of communication from Social Security Scotland	78%	82%	77%
I had enough choice about how Social Security Scotland communicated with me	78%	83%	76%
Total	2,247	3,930	477

Table 3.6.5: 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	Prefer not to say
Very good or good	91%	94%	91%
Neither poor nor good	5%	4%	5%
Poor or very poor	4%	2%	4%
Total	1,169	1,897	256

Table 3.6.6: 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	Prefer not to say
Very good or good	88%	92%	88%
Neither poor nor good	9%	7%	10%
Poor or very poor	3%	1%	2%
Total	1,509	2,868	350

Table 3.6.7: 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	No condition	Prefer not to say
Very good or good	92%	94%	90%
Neither poor nor good	6%	4%	7%
Poor or very poor	2%	1%	3%
Total	1,930	3,368	384

Table 3.6.8: 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	Prefer not to say
Experienced barrier	18%	16%	23%
Did not experience barrier	82%	84%	77%
Total	2,357	4,061	496

Table 3.6.9: 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	Prefer not to say
Experienced discrimination	4%	3%	3%
Did not experience discrimination	92%	94%	87%
Prefer not to say	4%	3%	10%
Total	2,329	4,037	490

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	90%	89%
Neither poor nor good	8%	8%
Poor or very poor	3%	3%
Total	5,349	931

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	88%	87%
Social Security Scotland treated me fairly	88%	87%
Social Security Scotland treated me with respect	90%	88%
I understand what Social Security Scotland does	86%	85%
Social Security Scotland is an open organisation	82%	76%
I feel I can trust Social Security Scotland	84%	81%
Social Security Scotland did not waste my time	86%	82%
Social Security Scotland is an honest organisation	85%	82%
Total	5,114	893

Table 3.7.3: Views on experience of contacting Social Security Scotland, by urban-rural classification (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	Urban	Rural
I had enough choice about how I communicated with Social Security Scotland	86%	84%
It was easy to contact Social Security Scotland	82%	79%
I got the support (information or advice) I needed	85%	83%
Total	2,835	494

Table 3.7.4: Views on experience of contact from Social Security Scotland, by urban-rural classification (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	Urban	Rural
I received the right level of communication from Social Security Scotland	81%	79%
I had enough choice about how Social Security Scotland communicated with me	80%	78%
Total	5,262	916

Table 3.7.5: 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	93%	92%
Neither poor nor good	4%	5%
Poor or very poor	2%	3%
Total	2,623	450

Table 3.7.6: 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	91%	90%
Neither poor nor good	7%	8%
Poor or very poor	2%	3%
Total	3,655	560

Table 3.7.7: 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	Rural
Very good or good	93%	93%
Neither poor nor good	5%	6%
Poor or very poor	1%	2%
Total	4,498	817

Table 3.7.8: 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	17%	15%
Did not experience barrier	83%	85%
Total	5,485	957

Table 3.7.9: 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	3%	3%
Did not experience discrimination	93%	94%
Prefer not to say	4%	3%
Total	5,428	947

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	90%	90%	90%	89%	88%
Neither poor nor good	7%	8%	8%	9%	10%
Poor or very poor	3%	3%	2%	3%	3%
Total	2,450	1,457	1,036	798	428

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	89%	89%	88%	87%	84%
Social Security Scotland treated me fairly	88%	89%	88%	87%	83%
Social Security Scotland treated me with respect	90%	90%	89%	87%	87%
I understand what Social Security Scotland does	88%	86%	86%	86%	78%
Social Security Scotland is an open organisation	84%	81%	78%	78%	75%
I feel I can trust Social Security Scotland	86%	84%	82%	81%	78%
Social Security Scotland did not waste my time	87%	87%	84%	84%	81%
Social Security Scotland is an honest organisation	87%	85%	84%	82%	77%
Total	2,332	1,392	1,007	761	407

Table 3.8.3: Views on experience of contacting Social Security Scotland, by Scottish Index of Multiple Deprivation quintile (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; 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	88%	85%	85%	83%	81%
It was easy to contact Social Security Scotland	83%	82%	81%	79%	79%
I got the support (information or advice) I needed	85%	85%	84%	82%	83%
Total	1,325	786	553	404	213

Table 3.8.4: Views on experience of contact from Social Security Scotland, by Scottish Index of Multiple Deprivation quintile (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	20% most deprived	Quintile 2	Quintile 3	Quintile 4	20% least deprived
I received the right level of communication from Social Security Scotland	81%	81%	79%	79%	80%
I had enough choice about how Social Security Scotland communicated with me	82%	80%	80%	77%	74%
Total	2,407	1,434	1,024	783	420

Table 3.8.5: 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	93%	93%	94%	92%	92%
Neither poor nor good	4%	4%	5%	6%	4%
Poor or very poor	2%	2%	2%	3%	4%
Total	1,168	738	527	390	196

Table 3.8.6: 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	91%	90%	91%	90%	91%
Neither poor nor good	8%	7%	7%	7%	6%
Poor or very poor	1%	2%	2%	3%	2%
Total	1,779	994	684	466	221

Table 3.8.7: 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	Quintile 2	Quintile 3	Quintile 4	20% least deprived
Very good or good	94%	94%	93%	91%	93%
Neither poor nor good	5%	5%	6%	7%	5%
Poor or very poor	1%	2%	1%	1%	2%
Total	2,059	1,220	873	692	372

Table 3.8.8: 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	17%	17%	17%	15%	15%
Did not experience barrier	83%	83%	83%	85%	85%
Total	2,495	1,502	1,073	817	440

Table 3.8.9: 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	4%	3%	3%	3%	4%
Did not experience discrimination	92%	94%	94%	93%	95%
Prefer not to say	5%	3%	3%	4%	2%
Total	2,475	1,476	1,062	811	437

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	Which of the following best describes how you think of yourself?			
	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Very good or good	90%	85%	91%	89%
Neither poor nor good	8%	10%	7%	9%
Poor or very poor	3%	5%	2%	2%
Total	5,904	226	58	471

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

Thinking about your overall experience...	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Social Security Scotland treated me with dignity	88%	89%	87%	88%
Social Security Scotland treated me fairly	88%	87%	90%	86%
Social Security Scotland treated me with respect	90%	89%	92%	90%
I understand what Social Security Scotland does	86%	89%	81%	89%
Social Security Scotland is an open organisation	81%	83%	79%	84%
I feel I can trust Social Security Scotland	84%	83%	82%	85%
Social Security Scotland did not waste my time	86%	83%	87%	86%
Social Security Scotland is an honest organisation	85%	80%	86%	86%
Total	5,703	210	53	432

Table 3.9.3: Views on experience of contacting Social Security Scotland, by sexual orientation (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	86%	86%	81%	86%
It was easy to contact Social Security Scotland	81%	88%	88%	84%
I got the support (information or advice) I needed	84%	87%	88%	86%
Total	3,191	114	26	265

Table 3.9.4: Views on experience of contact from Social Security Scotland, by sexual orientation (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
I received the right level of communication from Social Security Scotland	80%	78%	82%	83%
I had enough choice about how Social Security Scotland communicated with me	81%	79%	82%	84%
Total	5,824	215	56	461

Table 3.9.5: 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	Prefer not to say
Very good or good	93%	94%	96%	91%
Neither poor nor good	5%	#	#	6%
Poor or very poor	3%	#	#	3%
Total	2,908	112	25	233

Table 3.9.6: 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	Prefer not to say
Very good or good	90%	89%	91%	91%
Neither poor nor good	8%	#	#	6%
Poor or very poor	2%	#	#	3%
Total	4,132	161	32	355

Table 3.9.7: 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	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Very good or good	94%	92%	90%	91%
Neither poor nor good	5%	#	#	7%
Poor or very poor	1%	#	#	2%
Total	4,998	186	49	369

Table 3.9.8: Whether respondents faced any barriers getting help from Social Security Scotland, by sexual orientation
All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Response options	Heterosexual/straight	Gay/lesbian/bisexual	'In another way'	Prefer not to say
Experienced barrier	16%	15%	31%	30%
Did not experience barrier	84%	85%	69%	70%
Total	6,025	230	58	488

Table 3.9.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by sexual orientation
All respondents who described their gender identity as 'Man' or 'Women'; Column percentages

Response options	Heterosexual/straight	Gay/lesbian/bisexual	In another way	Prefer not to say
Experienced discrimination	3%	7%	#	6%
Did not experience discrimination	94%	89%	91%	78%
Prefer not to say	3%	4%	#	16%
Total	5,978	229	57	485

3.10 Trans status

Table 3.10.1: Overall rating of experience with Social Security Scotland, by trans status
All respondents; Column percentages

	Do you consider yourself to be a trans person?		
Response options	Yes	No	Prefer not to say
Very good or good	93%	90%	88%
Neither poor nor good	#	8%	#
Poor or very poor	#	3%	#
Total	57	6,414	177

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	94%	88%	85%
Social Security Scotland treated me fairly	88%	88%	83%
Social Security Scotland treated me with respect	94%	90%	88%
I understand what Social Security Scotland does	87%	87%	85%
Social Security Scotland is an open organisation	88%	82%	84%
I feel I can trust Social Security Scotland	91%	84%	85%
Social Security Scotland did not waste my time	91%	86%	86%
Social Security Scotland is an honest organisation	87%	85%	85%
Total	53	6,179	151

Table 3.10.3: Views on experience of contacting Social Security Scotland, by trans status (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	Yes	No	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	91%	85%	83%
It was easy to contact Social Security Scotland	85%	82%	82%
I got the support (information or advice) I needed	95%	84%	83%
Total	44	3,441	98

Table 3.10.4: Views on experience of contact from Social Security Scotland, by trans status (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	Yes	No	Prefer not to say
I received the right level of communication from Social Security Scotland	90%	81%	79%
I had enough choice about how Social Security Scotland communicated with me	86%	81%	81%
Total	59	6,305	176

Table 3.10.5 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	93%	93%	92%
Neither poor nor good	#	5%	#
Poor or very poor	#	3%	#
Total	40	3,133	90

Table 3.10.6: 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	96%	90%	89%
Neither poor nor good	#	8%	#
Poor or very poor	#	2%	#
Total	49	4,492	147

Table 3.10.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by trans status
Respondents who had received benefit payments; Column percentages

Response options	Yes	No	Prefer not to say
Very good or good	96%	94%	88%
Neither poor nor good	#	5%	#
Poor or very poor	#	1%	#
Total	45	5,402	136

Table 3.10.8: 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	53%	16%	32%
Did not experience barrier	47%	84%	68%
Total	62	6,542	188

Table 3.10.9: 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	#	3%	7%
Did not experience discrimination	60%	94%	57%
Prefer not to say	#	3%	37%
Total	60	6,494	184

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	Prefer not to say
Very good or good	89%	87%	91%	92%	93%	88%	84%
Neither poor nor good	8%	10%	6%	7%	6%	#	13%
Poor or very poor	3%	3%	3%	1%	1%	#	3%
Total	3,401	872	916	514	531	215	263

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	Prefer not to say
Social Security Scotland treated me with dignity	88%	86%	89%	88%	95%	85%	82%
Social Security Scotland treated me fairly	88%	84%	89%	87%	92%	87%	82%
Social Security Scotland treated me with respect	90%	86%	91%	91%	95%	90%	84%
I understand what Social Security Scotland does	88%	81%	88%	85%	92%	87%	80%
Social Security Scotland is an open organisation	82%	74%	83%	83%	92%	80%	73%
I feel I can trust Social Security Scotland	84%	78%	86%	86%	93%	81%	75%
Social Security Scotland did not waste my time	86%	82%	89%	87%	91%	85%	77%
Social Security Scotland is an honest organisation	85%	80%	86%	87%	94%	82%	76%
Total	3,298	832	886	488	493	205	240

Table 3.11.3: Views on experience of contacting Social Security Scotland, by religion (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	87%	81%	88%	81%	92%	85%	75%
It was easy to contact Social Security Scotland	83%	75%	84%	84%	89%	79%	70%
I got the support (information or advice) I needed	83%	82%	87%	87%	90%	89%	76%
Total	1,836	455	489	295	295	114	143

Table 3.11.4: Views on experience of contact from Social Security Scotland, by religion (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Response options	None	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
I received the right level of communication from Social Security Scotland	79%	79%	84%	81%	89%	83%	74%
I had enough choice about how Social Security Scotland communicated with me	81%	77%	82%	81%	88%	84%	75%
Total	3,336	864	893	510	531	212	264

Table 3.11.5: 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	Prefer not to say
Very good or good	93%	89%	94%	93%	95%	94%	90%
Neither poor nor good	4%	7%	4%	4%	#	#	5%
Poor or very poor	2%	4%	3%	3%	#	#	4%
Total	1,632	452	472	276	252	109	112

Table 3.11.6: 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	Prefer not to say
Very good or good	90%	86%	92%	92%	96%	93%	88%
Neither poor nor good	9%	10%	5%	7%	#	#	8%
Poor or very poor	2%	4%	3%	2%	#	#	4%
Total	2,479	494	636	368	409	150	179

Table 3.11.7: 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	Church of Scotland	Roman Catholic	Other Christian	Muslim	Other	Prefer not to say
Very good or good	94%	92%	94%	95%	94%	95%	87%
Neither poor nor good	5%	5%	5%	4%	#	#	#
Poor or very poor	1%	3%	1%	2%	#	#	#
Total	2,873	725	778	437	422	182	216

Table 3.11.8: 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	Prefer not to say
Experienced barrier	15%	15%	15%	20%	27%	21%	23%
Did not experience barrier	85%	85%	85%	80%	73%	79%	77%
Total	3,454	902	935	531	546	220	272

Table 3.11.9: 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	Prefer not to say
Experienced discrimination	3%	4%	3%	5%	4%	4%	5%
Did not experience discrimination	95%	93%	95%	91%	84%	90%	83%
Prefer not to say	3%	3%	2%	4%	12%	6%	13%
Total	3,434	886	930	527	539	218	272

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
Very good or good	88%	90%	90%	90%	92%	88%	86%	84%
Neither poor nor good	9%	7%	8%	7%	6%	8%	9%	#
Poor or very poor	3%	3%	2%	2%	2%	4%	6%	#
Total	720	1,251	979	657	439	368	180	101

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
Social Security Scotland treated me with dignity	85%	88%	89%	88%	87%	88%	83%	83%
Social Security Scotland treated me fairly	84%	87%	89%	88%	88%	88%	82%	82%
Social Security Scotland treated me with respect	88%	90%	90%	89%	90%	88%	85%	83%
I understand what Social Security Scotland does	86%	88%	88%	87%	86%	86%	80%	81%
Social Security Scotland is an open organisation	81%	82%	81%	83%	82%	80%	70%	66%
I feel I can trust Social Security Scotland	84%	85%	83%	85%	86%	83%	76%	80%
Social Security Scotland did not waste my time	85%	87%	86%	87%	88%	85%	78%	76%
Social Security Scotland is an honest organisation	86%	85%	84%	85%	85%	85%	76%	75%
Total	704	1,225	944	634	423	353	166	87

Table 3.12.3: Views on experience of contacting Social Security Scotland, by annual household income (% 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
I had enough choice about how I communicated with Social Security Scotland	82%	85%	88%	89%	87%	84%	87%	77%
It was easy to contact Social Security Scotland	79%	83%	83%	85%	83%	81%	84%	75%
I got the support (information or advice) I needed	82%	85%	86%	89%	83%	80%	80%	85%
Total	446	699	532	318	218	178	98	39

Table 3.12.4: Views on experience of contact from Social Security Scotland, by annual household income (% strongly agreeing or agreeing with each statement)

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
I received the right level of communication from Social Security Scotland	79%	82%	80%	81%	84%	79%	73%	72%
I had enough choice about how Social Security Scotland communicated with me	80%	82%	81%	81%	83%	77%	72%	63%
Total	716	1,233	958	644	423	359	173	98

Table 3.12.5: How respondents rated their experience with Social Security Scotland staff, by annual household income
Respondents who had been in contact with staff; 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
Very good or good	92%	94%	93%	96%	97%	90%	91%	87%
Neither poor nor good	5%	4%	5%	#	#	6%	#	#
Poor or very poor	3%	2%	2%	#	#	4%	#	#
Total	396	638	502	275	205	167	91	46

Table 3.12.6: 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
Very good or good	91%	91%	92%	94%	90%	91%	84%	78%
Neither poor nor good	7%	8%	7%	5%	7%	7%	11%	#
Poor or very poor	2%	2%	1%	1%	2%	3%	5%	#
Total	534	960	669	449	273	222	94	37

Table 3.12.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by annual household income
Respondents who had received benefit payments; 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
Very good or good	89%	93%	94%	95%	97%	94%	92%	91%
Neither poor nor good	8%	6%	4%	#	#	3%	#	#
Poor or very poor	2%	1%	2%	#	#	3%	#	#
Total	578	1,051	850	572	380	320	143	87

Table 3.12.8: 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
Experienced barrier	28%	19%	15%	12%	11%	14%	17%	17%
Did not experience barrier	72%	81%	85%	88%	89%	86%	83%	83%
Total	738	1,278	997	672	440	379	184	103

Table 3.12.9: 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
Experienced discrimination	7%	3%	2%	1%	3%	2%	#	#
Did not experience discrimination	87%	93%	96%	96%	96%	95%	96%	95%
Prefer not to say	6%	4%	2%	2%	1%	3%	#	#
Total	733	1,268	989	667	437	378	184	101

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	Prefer not to say
Very good or good	86%	90%	87%
Neither poor nor good	11%	8%	#
Poor or very poor	3%	3%	#
Total	336	6,496	235

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	Prefer not to say
Social Security Scotland treated me with dignity	87%	88%	88%
Social Security Scotland treated me fairly	87%	87%	87%
Social Security Scotland treated me with respect	88%	89%	90%
I understand what Social Security Scotland does	84%	86%	88%
Social Security Scotland is an open organisation	83%	80%	85%
I feel I can trust Social Security Scotland	83%	83%	84%
Social Security Scotland did not waste my time	85%	86%	88%
Social Security Scotland is an honest organisation	85%	84%	85%
Total	321	6,241	209

Table 3.13.3: Views on experience of contacting Social Security Scotland, by whether ever been in care (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	Care experienced	Not been in care	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	86%	85%	85%
It was easy to contact Social Security Scotland	85%	81%	81%
I got the support (information or advice) I needed	84%	84%	85%
Total	207	3,399	137

Table 3.13.4: Views on experience of contact from Social Security Scotland, by whether ever been in care (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	Care experienced	Not been in care	Prefer not to say
I received the right level of communication from Social Security Scotland	78%	80%	82%
I had enough choice about how Social Security Scotland communicated with me	82%	80%	81%
Total	329	6,379	239

Table 3.13.5: 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	Prefer not to say
Very good or good	92%	93%	94%
Neither poor nor good	#	5%	#
Poor or very poor	#	3%	#
Total	182	3,150	118

Table 3.13.6: 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	Prefer not to say
Very good or good	91%	90%	90%
Neither poor nor good	#	8%	#
Poor or very poor	#	2%	#
Total	247	4,304	190

Table 3.13.7: 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	Not been in care	Prefer not to say
Very good or good	90%	94%	87%
Neither poor nor good	6%	5%	#
Poor or very poor	3%	1%	#
Total	277	5,488	179

Table 3.13.8: 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	Prefer not to say
Experienced barrier	23%	16%	29%
Did not experience barrier	77%	84%	71%
Total	346	6,644	245

Table 3.13.9: 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	Prefer not to say
Experienced discrimination	5%	3%	3%
Did not experience discrimination	90%	94%	66%
Prefer not to say	5%	3%	30%
Total	343	6,591	244

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	84%	90%
Neither poor nor good	13%	8%
Poor or very poor	3%	2%
Total	705	6,372

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	82%	88%
Social Security Scotland treated me fairly	81%	88%
Social Security Scotland treated me with respect	85%	90%
I understand what Social Security Scotland does	75%	87%
Social Security Scotland is an open organisation	71%	82%
I feel I can trust Social Security Scotland	74%	84%
Social Security Scotland did not waste my time	79%	86%
Social Security Scotland is an honest organisation	78%	85%
Total	647	6,139

Table 3.14.3: Views on experience of contacting Social Security Scotland, by communication needs (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	Have communication needs	No communication needs
I had enough choice about how I communicated with Social Security Scotland	79%	86%
It was easy to contact Social Security Scotland	75%	82%
I got the support (information or advice) I needed	81%	84%
Total	339	3,410

Table 3.14.4: Views on experience of contact from Social Security Scotland, by communication needs (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	Have communication needs	No communication needs
I received the right level of communication from Social Security Scotland	73%	81%
I had enough choice about how Social Security Scotland communicated with me	70%	81%
Total	698	6,256

Table 3.14.5: 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	89%	93%
Neither poor nor good	7%	4%
Poor or very poor	4%	2%
Total	343	3,107

Table 3.14.6: 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	85%	91%
Neither poor nor good	11%	7%
Poor or very poor	5%	2%
Total	355	4,410

Table 3.14.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by communication needs
Respondents who had received benefit payments; Column percentages

Response options	Have communication needs	No communication needs
Very good or good	89%	94%
Neither poor nor good	9%	5%
Poor or very poor	2%	1%
Total	564	5,384

Table 3.14.8: 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%	16%
Did not experience barrier	70%	84%
Total	748	6,494

Table 3.14.9: 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	8%	3%
Did not experience discrimination	85%	94%
Prefer not to say	8%	3%
Total	731	6,454

3.15 Main language

Table 3.15.1: Overall rating of experience with Social Security Scotland, by main language⁶
All respondents; Column percentages

Response options	English	Other language
Very good or good	86%	88%
Neither poor nor good	10%	9%
Poor or very poor	3%	2%
Total	2,877	1,041

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	86%	89%
Social Security Scotland treated me fairly	85%	86%
Social Security Scotland treated me with respect	87%	91%
I understand what Social Security Scotland does	83%	86%
Social Security Scotland is an open organisation	76%	83%
I feel I can trust Social Security Scotland	79%	85%
Social Security Scotland did not waste my time	82%	85%
Social Security Scotland is an honest organisation	80%	87%
Total	2,744	954

⁶ A question asking respondents their main language was added to the survey for the final two (of three) fieldwork rounds comprising the 2021/2022 survey fieldwork. Therefore, this question has fewer responses.

Table 3.15.3: Views on experience of contacting Social Security Scotland, by main language (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	English	Other language
I had enough choice about how I communicated with Social Security Scotland	82%	86%
It was easy to contact Social Security Scotland	78%	82%
I got the support (information or advice) I needed	80%	84%
Total	1,625	553

Table 3.15.4: Views on experience of contact from Social Security Scotland, by main language (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	English	Other language
I received the right level of communication from Social Security Scotland	76%	79%
I had enough choice about how Social Security Scotland communicated with me	76%	79%
Total	2,847	1,020

Table 3.15.5: 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	90%	95%
Neither poor nor good	7%	4%
Poor or very poor	3%	1%
Total	1,505	500

Table 3.15.6: 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	87%	88%
Neither poor nor good	10%	10%
Poor or very poor	2%	2%
Total	1,776	719

Table 3.15.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by main language
Respondents who had received benefit payments; Column percentages

Response options	English	Other language
Very good or good	93%	93%
Neither poor nor good	6%	5%
Poor or very poor	2%	1%
Total	2,362	772

Table 3.15.8: 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	17%	24%
Did not experience barrier	83%	76%
Total	2,988	1,073

Table 3.15.9: 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	3%	5%
Did not experience discrimination	94%	89%
Prefer not to say	3%	7%
Total	2,957	1,060

3.16 English literacy

Table 3.15.1: Overall rating of experience with Social Security Scotland, by English literacy⁷
All respondents; Column percentages

Response options	Can speak, write, understand, and read English 'very well'	Others
Very good or good	87%	86%
Neither poor nor good	10%	11%
Poor or very poor	3%	2%
Total	2,659	1,386

Table 3.16.2: Views on overall experience with Social Security Scotland, by English literacy (proportion strongly agreeing or agreeing with each statement)
All respondents; Column percentages

Thinking about your overall experience...	Can speak, write, understand, and read English 'very well'	Others
Social Security Scotland treated me with dignity	87%	86%
Social Security Scotland treated me fairly	86%	84%
Social Security Scotland treated me with respect	88%	88%
I understand what Social Security Scotland does	84%	83%
Social Security Scotland is an open organisation	77%	80%
I feel I can trust Social Security Scotland	80%	80%
Social Security Scotland did not waste my time	82%	84%
Social Security Scotland is an honest organisation	81%	84%
Total	2,556	1,256

⁷ A question asking respondents how well they could speak, write, understand, and read English was added to the survey for the final two (of three) fieldwork rounds comprising the 2021/2022 survey fieldwork. Therefore, this question has fewer responses.

Table 3.16.3: Views on experience of contacting Social Security Scotland, by English literacy (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	Can speak, write, understand, and read English 'very well'	Others
I had enough choice about how I communicated with Social Security Scotland	83%	82%
It was easy to contact Social Security Scotland	78%	81%
I got the support (information or advice) I needed	80%	82%
Total	1,538	698

Table 3.16.4: Views on experience of contact from Social Security Scotland, by English literacy (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	Can speak, write, understand, and read English 'very well'	Others
I received the right level of communication from Social Security Scotland	77%	77%
I had enough choice about how Social Security Scotland communicated with me	77%	77%
Total	2,636	1,373

Table 3.16.5: How respondents rated their experience with Social Security Scotland staff, by English literacy
Respondents who had been in contact with staff; Column percentages

Response options	Can speak, write, understand, and read English 'very well'	Others
Very good or good	91%	92%
Neither poor nor good	6%	7%
Poor or very poor	3%	2%
Total	1,400	659

Table 3.16.6: How respondents rated their experience of applying for Social Security Scotland benefits, by English literacy
Respondents who had applied for at least one benefit; Column percentages

Response options	Can speak, write, understand, and read English 'very well'	Others
Very good or good	87%	88%
Neither poor nor good	10%	9%
Poor or very poor	2%	3%
Total	1,678	873

Table 3.16.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by English literacy
Respondents who had received benefit payments; Column percentages

Response options	Can speak, write, understand, and read English 'very well'	Others
Very good or good	94%	91%
Neither poor nor good	5%	8%
Poor or very poor	2%	1%
Total	2,185	1,041

Table 3.16.8: Whether respondents faced any barriers getting help from Social Security Scotland, by English literacy
All respondents; Column percentages

Response options	Can speak, write, understand, and read English 'very well'	Others
Experienced barrier	16%	25%
Did not experience barrier	84%	75%
Total	2,750	1,478

Table 3.16.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland by, English literacy
All respondents; Column percentages

Response options	Can speak, write, understand, and read English 'very well'	Others
Experienced discrimination	3%	4%
Did not experience discrimination	95%	88%
Prefer not to say	2%	7%
Total	2,730	1,418

3.17 Refugee status

Table 3.17.1: Overall rating of experience with Social Security Scotland, by refugee status
All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Very good or good	93%	89%	89%
Neither poor nor good	#	8%	#
Poor or very poor	#	3%	#
Total	317	5,928	213

Table 3.17.2: Views on overall experience with Social Security Scotland, by refugee status (proportion strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Thinking about your overall experience...	Yes	No	Prefer not to say
Social Security Scotland treated me with dignity	95%	88%	90%
Social Security Scotland treated me fairly	91%	87%	90%
Social Security Scotland treated me with respect	96%	89%	93%
I understand what Social Security Scotland does	89%	87%	91%
Social Security Scotland is an open organisation	91%	81%	88%
I feel I can trust Social Security Scotland	94%	83%	88%
Social Security Scotland did not waste my time	91%	86%	89%
Social Security Scotland is an honest organisation	96%	84%	88%
Total	290	5,719	178

Table 3.17.3: Views on experience of contacting Social Security Scotland, by refugee status (% strongly agreeing or agreeing with each statement)
Respondents who had tried to contact Social Security Scotland; Column percentages

	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
I had enough choice about how I communicated with Social Security Scotland	91%	85%	87%
It was easy to contact Social Security Scotland	88%	81%	84%
I got the support (information or advice) I needed	92%	84%	84%
Total	189	3,205	117

Table 3.17.4: Views on experience of contact from Social Security Scotland, by refugee status (% strongly agreeing or agreeing with each statement)
All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
	Yes	No	Prefer not to say
I received the right level of communication from Social Security Scotland	88%	80%	82%
I had enough choice about how Social Security Scotland communicated with me	87%	80%	84%
Total	314	5,836	212

Table 3.17.5: How respondents rated their experience with Social Security Scotland staff, by refugee status
Respondents who had been in contact with staff; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Very good or good	96%	93%	96%
Neither poor nor good	#	5%	#
Poor or very poor	#	3%	#
Total	165	2949	94

Table 3.17.6: 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

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Very good or good	93%	90%	91%
Neither poor nor good	#	8%	#
Poor or very poor	#	2%	#
Total	273	4,196	171

Table 3.17.7: How respondents rated their experience of receiving benefit payments from Social Security Scotland, by refugee status
Respondents who had received benefit payments; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Very good or good	93%	93%	92%
Neither poor nor good	#	5%	#
Poor or very poor	#	1%	#
Total	253	4,988	159

Table 3.17.8: Whether respondents faced any barriers getting help from Social Security Scotland, by refugee status
All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Experienced barrier	37%	16%	27%
Did not experience barrier	63%	84%	73%
Total	331	6,052	220

Table 3.17.9: Whether respondents felt discriminated against at any point during their experience with Social Security Scotland, by refugee status
All respondents; Column percentages

	Have you ever been granted refugee status to live in the UK?		
Response options	Yes	No	Prefer not to say
Experienced discrimination	7%	3%	3%
Did not experience discrimination	83%	95%	67%
Prefer not to say	10%	3%	30%
Total	323	6,019	216

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
x	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.

The views expressed in this document by Client Survey respondents do not necessarily represent those of Social Security Scotland, the Scottish Government or Scottish Ministers.