

Client Survey - Five Family Payments

August - November 2023

Summary report

Dignity,
fairness,
respect.

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Background

- This report presents results from the Social Security Scotland Five Family Payments Client Survey. Fieldwork ran from 16 January to 12 February 2024.
- Everyone who had applied for any of Scottish Child Payment, Best Start Grant or Best Start Foods and received a decision on that application between 1 August 2023 and 30 November 2023 was invited to take part in the survey. This totaled around 24,422 clients.

About the survey respondents

- The report is based on responses from 1,350 clients, giving a response rate of around 5.5%.
 - Most described their ethnicity as 'white' (76%, compared to 19% minority ethnic)
 - Most described their gender identity as 'woman' (81%, compared to 17% 'man')
 - Most said their age was either 35-44 (42%) or 25-34 (30%)
 - Most lived at a postcode categorised as SIMD quintile 1 (most deprived) (40%) or quintile 2 (23%)
 - Most did not have a physical or mental health condition lasting or expected to last 12 months or more (65%), although around a quarter did (27%)

Executive summary

- Around half of respondents (49%) had made an application for Scottish Child Payment only. Around a third had made a joint application for Best Start Grant, Best Start Foods and Scottish Child Payment (35%), whilst 7% had applied for Best Start Grant and Best Start Foods only.
- Around a quarter of respondents found out about the benefit(s) they applied for via “word of mouth” (25%). More than one-in-ten respondents found out about the benefit(s) they applied for online or via social media (13%), or through a health service (for example, NHS worker, GP or Psychologist) (13%).
- Most felt that the information on websites made it clear whether they were eligible or not (79%).
- Of those who received a payment, half (50%) said that their payments helped “a lot” towards their child(ren) taking part in social or educational opportunities.
- A similar proportion felt that the payments they received helped “a lot” towards them purchasing milk and/or healthy food for their child(ren) (53%).

Most respondents agreed or strongly agreed that the application process...



was clear



asked only relevant questions



did not take too long

Of those who received a Best Start Foods card, the majority agreed or strongly agreed that:



It was clear how to use the card



It was clear where the card can be used



they were able to use the card without any difficulties

- A majority of payments were made into the child's main carer's bank account (89%) or a joint account including the main carer (6%).

Application

- 90% agreed or strongly agreed that their application process was clear.
- Minority ethnic respondents were marginally more likely to agree that their application had been clear (93%), compared to white respondents (89%).
- 91% agreed or strongly agreed that their application did not take too long to fill in and submit.
- 91% agreed or strongly agreed that their application asked only relevant questions.
- Respondents aged 45-54 were also most likely to agree that their application had asked only relevant questions (95%), compared to all other age groups.



Those who had made a joint application for Best Start Grant, Best Start Foods and Scottish Child Payment were most likely to agree that their application did not take too long, compared to those who made other application types.

91%

Scottish Child
Payment only

90%

Joint application
for Best Start
Grant and Best
Start Foods

92%

Joint application
for Best Start
Grant, Best Start
Foods and
Scottish Child
Payment



Those who had made an application for Scottish Child Payment only were most likely to agree that their application asked only relevant questions, compared to those who made a joint application.

92%

Scottish Child
Payment only

87%

Joint application
for Best Start
Grant and Best
Start Foods

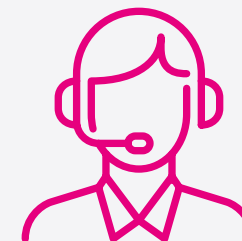
91%

Joint application
for Best Start
Grant, Best Start
Foods and
Scottish Child
Payment

Support to complete application

- More than two-in-ten respondents (23%) received help to complete their application.
- Those least likely to receive help across the benefit application routes were those who made a joint application to Best Start Grant and Best Start Foods (16%). Around a quarter received help to complete their joint application for Best Start Grant, Best Start Foods and Scottish Child Payment (23%), as well as those who applied for Scottish Child Payment only (23%).
- More than two-in-five (44%) of those who received help with their application got help from Social Security Scotland. Around a third (34%) got help from a friend or family member.
- Of those who received help from Social Security Scotland, the majority (96%) agreed or strongly agreed that it was easy to get that support.

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



40% of minority ethnic respondents

32% of respondents aged 16-24

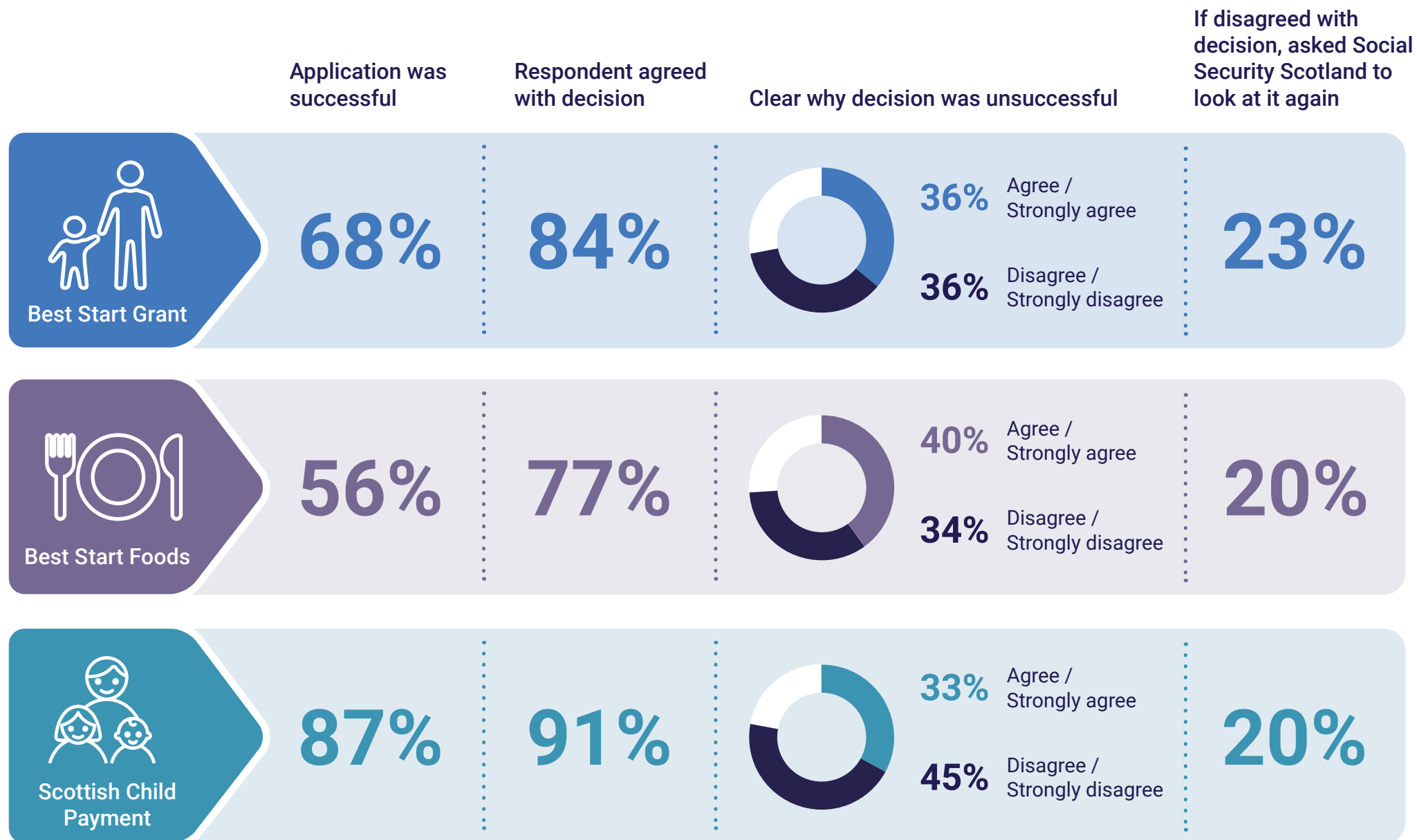
29% of male respondents

29% of respondents with a physical or mental health condition lasting or expected to last 12 months or more

29% of respondents living in a household with 3 or more adults

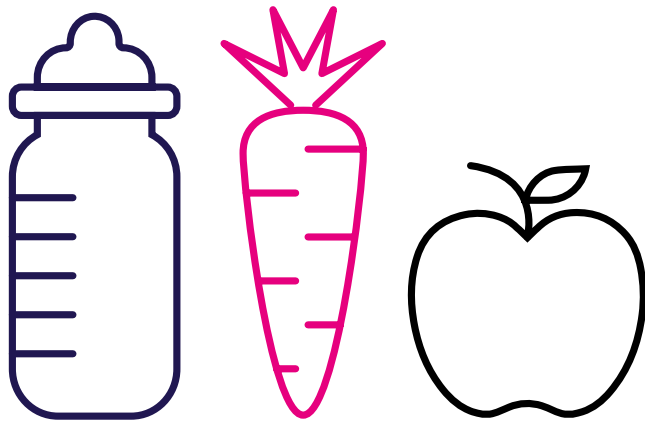
28% of respondents in SIMD quintile 1 (most deprived)

Application decisions



Best Start Foods card

- A majority of respondents agreed or strongly agreed that it was clear how to use their Best Start Foods card (91%).
- Most respondents also agreed or strongly agreed that it was clear where the card can be used (90%) and that they were able to use the card without difficulty (88%).



74%

Respondents living in SIMD quintile 4 were least likely to have agreed that they were able to use their card without difficulty.

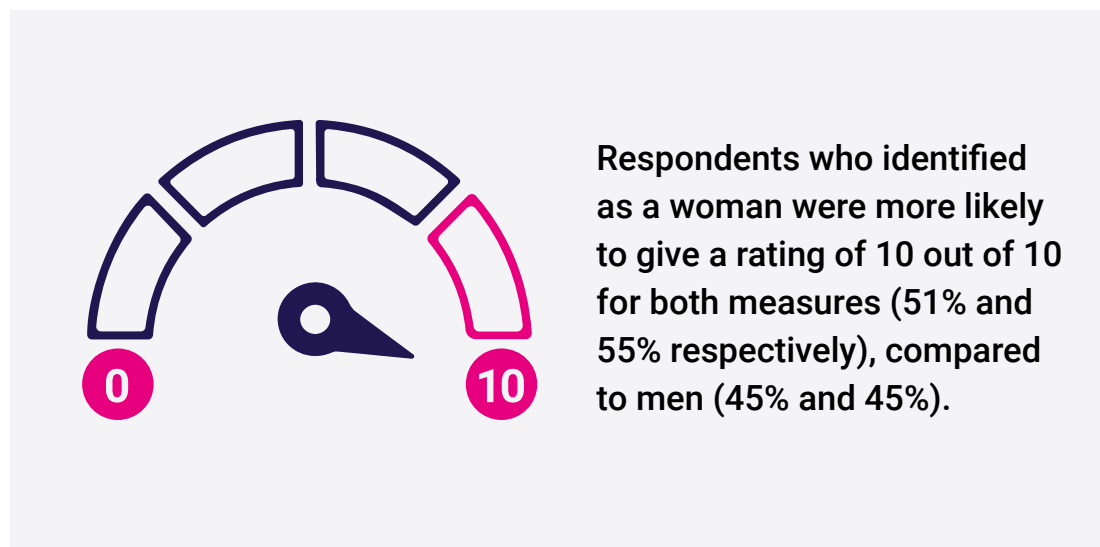


95%

Respondents aged 45-55 were more likely to have agreed that it was clear where the card can be used.

Impact of payments received

- Respondents were asked to give a rating between 0 and 10 (where 0 is not at all and 10 is a lot) as to the extent the payments they received had “Helped their child to take part in social or educational opportunities” and “Helped them to purchase milk and/or healthy food for their child or children”.
- 64% of respondents gave a high rating (8-10) for “Help your child to take part in social or educational opportunities”, including 50% who gave the maximum rating of 10.
- 68% of respondents gave a high rating (8-10) for “Help you to purchase milk and/or healthy food for your child or children”, including 53% who gave the maximum rating of 10.
- The mean rating for “Help your child to take part in social or educational opportunities” was 7.7 out of 10.
- The mean rating for “Help you to purchase milk and/or healthy food for your child or children” was 7.8 out of 10.



- White respondents were more likely to give a rating of 10 out of 10 for both measures (52% and 55% respectively), compared to minority ethnic respondents (44% and 49% respectively).
- Respondents who lived in a household with 3 or more children were more likely to give a rating of 10 out of 10 for both measures (63% and 61% respectively), compared to those who lived in a household with one child (44% and 47%).



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