



Social Security
Scotland

Tèarainteachd Shòisealta Alba



Client Survey - Five Family Payments

December - March 2024

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 April to 13 May 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 December 2023 and 31 March 2024 was invited to take part in the survey. This totaled around 20,367 clients.

About the survey respondents

- The report is based on responses from 928 clients, giving a response rate of around 4.7%.
 - Most described their ethnicity as 'white' (74%, compared to 21% minority ethnic)
 - Most described their gender identity as 'woman' (82%, compared to 16% 'man')
 - Most said their age was either 35-44 (43%) or 25-34 (30%)
 - Most lived at a postcode categorised as SIMD quintile 1 (most deprived) (39%) or quintile 2 (25%)
 - Most did not have a physical or mental health condition lasting or expected to last 12 months or more (69%), although a quarter did (25%)

Executive summary

- Around half of respondents (44%) had made an application for Scottish Child Payment only. Two fifths had made a joint application for Best Start Grant, Best Start Foods and Scottish Child Payment (40%), whilst 9% 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” (23%). More than one-in-ten respondents found out about the benefit(s) they applied for online or via social media (14%), through a health service (for example, NHS worker, GP or Psychologist) (12%), or through Department for Work and Pensions (DWP) including Jobcentre Plus (11%).
- Most felt that the information on websites made it clear whether they were eligible or not (82%).
- Of those who received a payment, around half said that their payments helped “a lot” towards their child(ren) taking part in social or educational opportunities or toward them purchasing milk and/or healthy food for their children (49% and 55% respectively).

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 (7%).

Application

- 90% agreed or strongly agreed that the application process was clear.
- Minority ethnic respondents were more likely to agree that the application process was clear (96%), compared to white respondents (89%).
- 89% agreed or strongly agreed that the application did not take too long to fill in and submit.



Those who had made an application for Scottish Child Payment only were most likely to agree that their application did not take too long, compared to those who made a joint application.

90%

Scottish Child
Payment only

88%

Joint application
for Best Start
Grant and Best
Start Foods

88%

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

- 89% agreed or strongly agreed that their application asked only relevant questions.
- Those aged 16-24 were least likely out of all the age groups to agree the application asked only relevant questions (86%).



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.

91%

Scottish Child
Payment only

90%

Joint application
for Best Start
Grant and Best
Start Foods

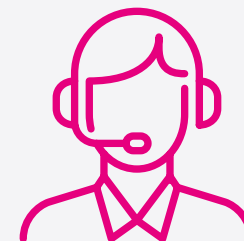
88%

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

Support to complete application

- Around a quarter of respondents (24%) received help to complete their application.
- There was very little difference in the proportion of respondents who received help to submit their application across all three application routes. Around a quarter received help with their joint application for Best Start Grant, Best Start Foods and Scottish Child Payment (23%), similar to those who submitted a joint application for Best Start Grant and Best Start Foods (24%) or to Scottish Child Payment only (24%).
- Around a third of those who received help with their application got help from Social Security Scotland (36%) or from a friend or family member (36%). Around one in ten (8%) received help from Citizens Advice.
- Of those who received help from Social Security Scotland, almost all (99%) 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:



46% of minority ethnic respondents

29% of respondents aged 55+

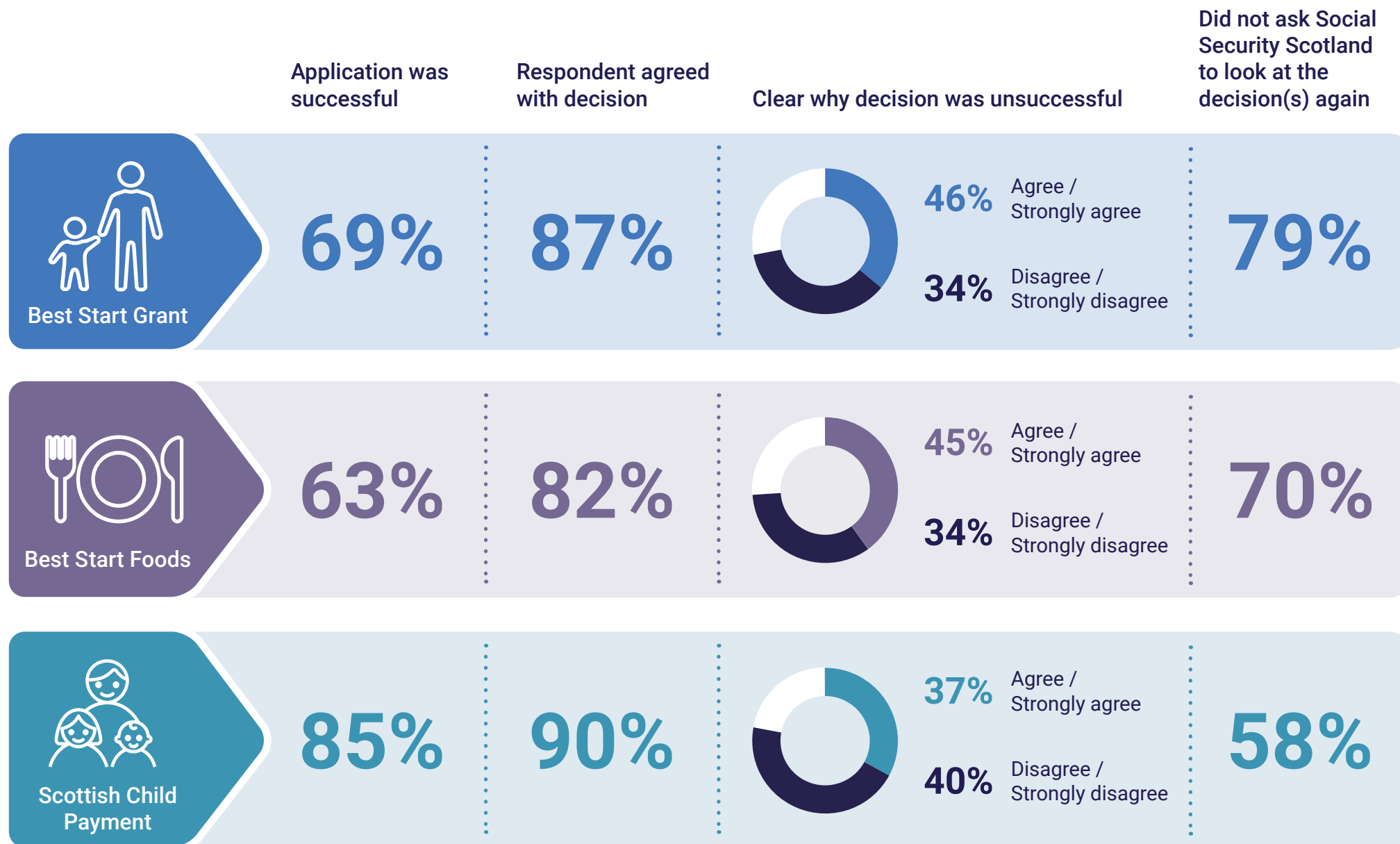
40% of male respondents

27% 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 children

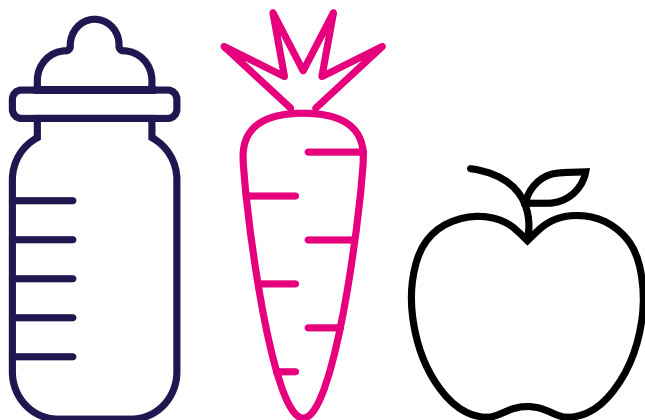
28% of respondents in SIMD quintile 1 (most deprived)

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 (93%).
- Most respondents also agreed or strongly agreed that it was clear where the card can be used (88%).
- A majority of respondents agreed or strongly agreed that they were able to use the card without difficulty (89%).



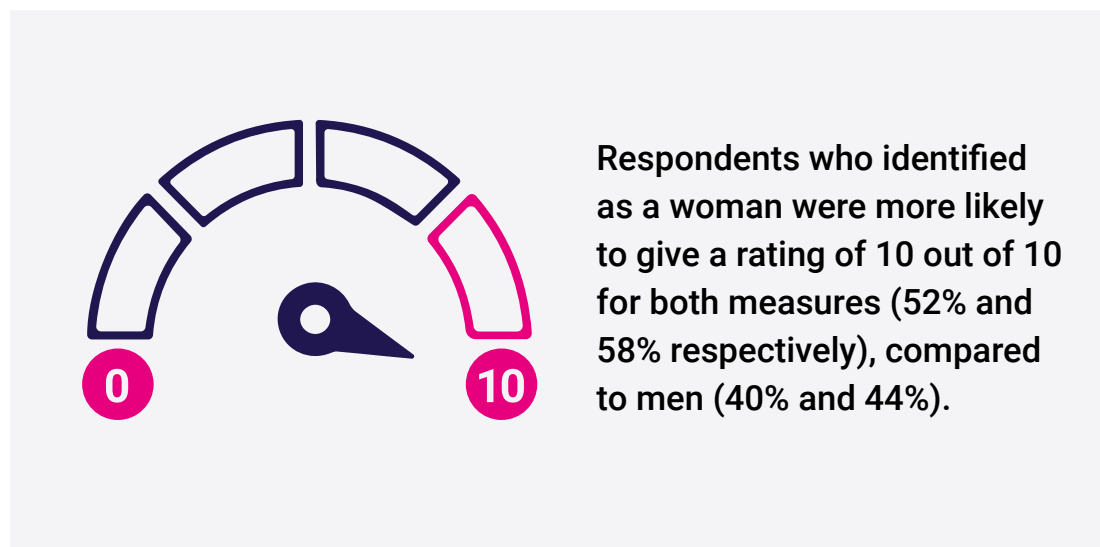
The 16 to 24 age group were least likely to agree that it was clear where the card can be used (77%) compared to around nine in ten for other age groups | (90% for 25-34. 91% for 35-44 and 89% for 45-54).



The 16 to 24 age group were also least likely to agree that they were able to use the card without any difficulties (76%) compared to around nine in ten for other age groups (90% for ages 35 to 44, 89% for ages 45 to 54 and 93% for ages 25 to 34).

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”.
- 66% of respondents gave a high rating (8-10) for “Help your child to take part in social or educational opportunities”, of these 49% who gave the maximum rating of 10.
- 72% of respondents gave a high rating (8-10) for “Help you to purchase milk and/or healthy food for your child or children”, including 55% who gave the maximum rating of 10.
- The average rating for “Help your child to take part in social or educational opportunities” was 7.7 out of 10.
- The average rating for “Help you to purchase milk and/or healthy food for your child or children” was 8.1 out of 10.



- White respondents were more likely to give a rating of 10 out of 10 for both measures (52% and 58% respectively), compared to minority ethnic respondents (40% and 48% 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 (55% and 64% respectively), compared to those who lived in a household with one child (43% and 49%).



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