



Social Security
Scotland
Tèarainteachd Shòisealta Alba



Social Security Scotland – Insights Research Findings: 01 April 2022 to 31 March 2023

Contents

| | |
|---|-----------|
| 1. Introduction | 3 |
| 2. Key Findings..... | 4 |
| 3. Background | 5 |
| 4. Methodology..... | 6 |
| 4.1. Client Insights – data and general experience | 6 |
| 4.2. Client Insights – updates in service delivery and reporting | 6 |
| 4.3. Client Insights – open text feedback | 6 |
| 5. Findings | 7 |
| 5.1. Client Insights – telephony contacts | 7 |
| 5.2. Client Insights – webchat contacts | 13 |
| 5.3. Client Insights – application contacts | 16 |
| 5.4. Client Insights – Satisfaction following applications | 20 |
| 5.5. Client Insights – telephony contacts | 27 |
| 5.6. Open text responses | 28 |
| 6. References | 43 |
| 7. Annex A – Calls handled, per month per phone line..... | 44 |
| 8. Annex B – Average call wait times, per month per phone line | 47 |
| 9. Annex C – Call wait times breakdown, per month per phone line | 50 |
| 10. Annex D – Average call length, per month per phone line | 54 |
| 11. Annex E – Webchats handled, per month by channel | 58 |
| 12. Annex F – Average webchat wait times, per month by channel | 61 |
| 13. Annex G – Webchat length, per month per channel | 64 |

1. Introduction

Social Security Scotland runs an insights research programme to continuously improve its services.

This publication covers the period 01 April 2022 to 31 March 2023, during which Job Start Payment, Scottish Child Payment, Child Winter Heating Assistance, Carer's Allowance Supplement, Best Start Grant and Best Start Foods, Funeral Support Payment, Young Carer Grant, Child Disability Payment, Child Disability Case Transfers, Adult Disability Payment, and Adult Disability Payment Case Transfers were live.

This publication also covers Winter Heating Allowance, which was first paid from February 2023. There were also expansions to eligibility launched for Scottish Child Payment in November 2022.

2. Key Findings

- From 01 April 2022 to 31 March 2023, Social Security Scotland handled approximately 438,920 calls.
- Of these, the most popular calls were in relation to Adult Disability Payment, with 146,386 calls. This is followed by Scottish Child Payment at 103,222 calls.
- From 01 April 2022 to 31 March 2023, the average call wait time was 22 minutes and 17 seconds across all phone lines. This ranged from an average of 1 minute and 35 seconds for Adult Disability Payment Case Transfer (Working Age Disability Living Allowance) to an average of 46 minutes and 40 seconds for Accessible Vehicles and Equipment (Adult Disability Payment).
- From 01 April 2022 to 31 March 2023, the average call handling time across all phone lines was 14 minutes and 58 seconds.
- From 01 April 2022 to 31 March 2023, Social Security Scotland handled approximately 140,947 contacts by webchat.
- Of these webchat contacts, the most numerous were in relation to Adult Disability Payment, with 40,286 contacts. This is followed by Scottish Child Payment at 34,187 uses of webchat.
- From 01 April 2022 to 31 March 2023, the average webchat wait time was 7 minutes and 17 seconds. This ranged from an average of 46 seconds for Child Disability Payment Case Transfer to an average of 7 minutes and 59 seconds for Carer's Allowance Supplement.
- From 01 April 2022 to 31 March 2023, the average webchat handling time across all phone lines was 22 minutes and 18 seconds.
- In terms of applications received, from 01 April 2022 to 31 March 2023, Scottish Child Payment was the most numerous with 160,840 applications received. Followed by Adult Disability Payment (85,935), then Best Start Grant and Best Start Foods (85,725).
- From 01 April 2022 to 31 March 2023, the most popular channel for applying for Social Security Scotland benefits was online.
- A total of 278,584 applicants left an experience rating across all benefit applications.
- 10,750 applicants left feedback at the end of their application.

3. Background

An analytical team within Social Security Scotland runs a programme of insights research.

The programme includes collecting, analysing and publishing management information, research and statistics that relate to the delivery and performance of Social Security Scotland.

The aim of the programme is to gather the experiences, needs and priorities of those who use and deliver social security in Scotland. This information, in turn, is fed back into the organisation's processes, policy and practice, to facilitate continuous improvement.

The insights research programme includes this publication of Insights Research Findings, which covers helpline and webchat contact alongside lodgement of applications. Further detail on the background of the insights research programme and future plans can be found [here](#).

This publication covers telephony processes that are no longer in place and have now been updated as part of Social Security Scotland's continuous improvement.

4. Methodology

This insights research involves the collection of routine management information. Qualitative data is also gathered, as clients are asked about their experiences when interacting with the organisation and applying for benefits.

4.1. Client Insights – data and general experience

To capture client interactions and experiences with Social Security Scotland, research mechanisms have been built into telephony, webchat, postal, and online channels. Management information is taken from the organisation's telephony reporting system on telephony and webchat contacts. This is used to report on volume, wait times, and handling times for webchat and calls.

Based on their needs, clients who make contact through webchat or telephone are sifted into their final destination stream, known as phone lines. Phone lines might relate to specific benefits or processes. In previous Insights publications phone lines were referred to as queues, we have updated this to incorporate simpler language.

4.2. Client Insights – updates in service delivery and reporting

As with last year's Insights Research Findings publication this one includes an additional phone line: Accessible Vehicles and Equipment. This year the phone line was split into its corresponding benefit so we therefore have: Accessible Vehicles and Equipment (Adult Disability Payment) and Accessible Vehicles and Equipment (Child Disability Payment). These phone lines relate to the Accessible Vehicles and Equipment Scheme and is most appropriate to disabled clients who are receiving the higher rate of the mobility component of Child Disability Payment, or the enhanced rate of the mobility component of Adult Disability Payment. It is therefore treated as a separate phone line, relative to the corresponding benefit.

4.3. Client Insights – open text feedback

In previous years, every feedback response was analysed and coded. However, in the period 01 April 2022 to 31 March 2023, 10,750 comments were received. The large volume of comments, in part due to Adult Disability Payment becoming live, meant that a sampling approach was agreed. The sampling strategy was that 25% of comments each month were thematically coded, gaining a mixture of benefit types and application modes by selecting one in every four comments at random. This approach was quality assured by the research team who coded a full month and determined that similar themes were arising repeatedly.

5. Findings

5.1. Client Insights – telephony contacts

From 01 April 2022 to 31 March 2023, Social Security Scotland received approximately 438,920 contacts by phone.

5.1.1 Calls handled

The number of calls handled during this period for each benefit is provided in the table below. A more detailed presentation of this data, by benefit and by month, is included in Annex A.

Table 5.1: Calls handled, 01 April 2022 to 31 March 2023
By phone line

| Phone line | Calls |
|--|----------------|
| Adult Disability Payment Case Transfer (PIP) | 4,972 |
| Adult Disability Payment Case Transfer (WADLA) | 1,696 |
| Adult Disability Payment | 146,386 |
| Accessible Vehicles and Equipment (Adult Disability Payment) | 249 |
| Accessible Vehicles and Equipment (Child Disability Payment) | 222 |
| Best Start Grant / Foods | 52,220 |
| Carer's Allowance Supplement | 5,095 |
| Child Disability Payment Case Transfer | 7,697 |
| Child Disability Payment General | 60,899 |
| Child Winter Heating Assistance | 1,600 |
| Funeral Support Payment | 15,990 |
| General Enquiries | 21,901 |
| Job Start Payment | 2,143 |
| Scottish Child Payment | 103,222 |
| Winter Heating Payment | 11,238 |
| Young Carer Grant | 3,390 |
| All phone lines | 438,920 |

5.1.2 Call wait times

Between 01 April 2022 to 31 March 2023, the average length of time a caller waited before a call was answered was 22 minutes and 17 seconds across all phone lines. This ranged from an average of 1 minute and 35 seconds for Adult Disability Payment Case Transfer (WADLA) to an average of 46 minutes and 40 seconds for Accessible Vehicles and Equipment (Adult Disability Payment). A more detailed presentation of this data, made divisible by benefit and by month, is included in Annex B.

Table 5.2: Call wait time, 01 April 2022 to 31 March 2023
By phone line

| Phone line | Average waiting time (minutes : seconds) |
|--|--|
| Adult Disability Payment Case Transfer (PIP) | 01:42 |
| Adult Disability Payment Case Transfer (WADLA) | 01:35 |
| Adult Disability Payment | 17:29 |
| Accessible Vehicles and Equipment (Adult Disability Payment) | 46:40 |
| Accessible Vehicles and Equipment (Child Disability Payment) | 30:27 |
| Best Start Grant / Foods | 29:39 |
| Carer's Allowance Supplement | 23:20 |
| Child Disability Payment Case Transfer | 01:51 |
| Child Disability Payment General | 33:07 |
| Child Winter Heating Assistance | 06:39 |
| Funeral Support Payment | 04:11 |
| General Enquiries | 07:07 |
| Job Start Payment | 03:30 |
| Scottish Child Payment | 30:50 |
| Winter Heating Payment | 05:01 |
| Young Carer Grant | 03:47 |
| All Phone lines | 22:17 |

5.1.3 Call wait times breakdown

To explore call wait times, the average wait time has been broken down further. This section focuses on the number of calls that fall within particular call wait times. For this purpose, breakdowns are provided for the number of calls that waited:

- under 1 minute
- between 1 minute and 09 minutes 59 seconds
- between 10 minutes and 19 minutes 59 seconds
- between 20 minutes and 29 minutes and 59 seconds
- 30 minutes and over.

The number of calls handled within these time frames for each benefit is provided in the table below. A more detailed presentation of this data, by benefit and by month, is included in Annex C.

Table 5.3: Call wait time breakdown, 01 April 2022 to 31 March 2023
By phone line

| Phone line | Wait time | | | | |
|--|----------------|---------------|---------------|---------------|----------------|
| | <1 min | 1-10 mins | 10-20 mins | 20-30 mins | 30+ mins |
| Adult Disability Payment Case Transfer (PIP) | 4,159 | 607 | 106 | 51 | 49 |
| Adult Disability Payment Case Transfer (WADLA) | 1,383 | 247 | 48 | 10 | 8 |
| Adult Disability Payment | 40,666 | 34,345 | 26,465 | 17,485 | 27,423 |
| Accessible Vehicles and Equipment (Adult Disability Payment) | 120 | 48 | 25 | 19 | 37 |
| Accessible Vehicles and Equipment (Child Disability Payment) | 55 | 46 | 45 | 22 | 54 |
| Best Start Grant / Foods | 11,284 | 8,093 | 6,433 | 6,664 | 19,746 |
| Carer's Allowance Supplement | 1,446 | 951 | 721 | 698 | 1,279 |
| Child Disability Payment Case Transfer | 6,527 | 880 | 140 | 61 | 89 |
| Child Disability Payment General | 12,947 | 10,085 | 7,234 | 6,081 | 24,552 |
| Child Winter Heating Assistance | 1,115 | 267 | 75 | 46 | 97 |
| Funeral Support Payment | 10,100 | 3,804 | 1,388 | 492 | 206 |
| General Enquiries | 13,018 | 4,881 | 1,473 | 744 | 1,784 |
| Job Start Payment | 1,523 | 442 | 105 | 40 | 33 |
| Scottish Child Payment | 16,241 | 15,706 | 13,340 | 13,808 | 44,127 |
| Winter Heating Payment | 7,222 | 2,237 | 973 | 559 | 247 |
| Young Carer Grant | 2,335 | 730 | 191 | 67 | 66 |
| All phone lines | 130,141 | 83,369 | 58,762 | 46,847 | 119,797 |

From 01 April 2022 to 31 March 2023, a large percentage of clients waited under a minute for most phone lines. For some phone lines, there was more of a spread of wait times. Scottish Child Payment has the highest proportion of calls with a wait time of 30 or more minutes (43%). Phone lines with higher volume have more of a spread across the different brackets. Figure 5.1 shows the spread for all phone lines combined while Figure 5.2 shows the spread of wait time by phone line.

Figure 5.1: Call wait time breakdown percentages, 01 April 2022 to 31 March 2023
All phone lines

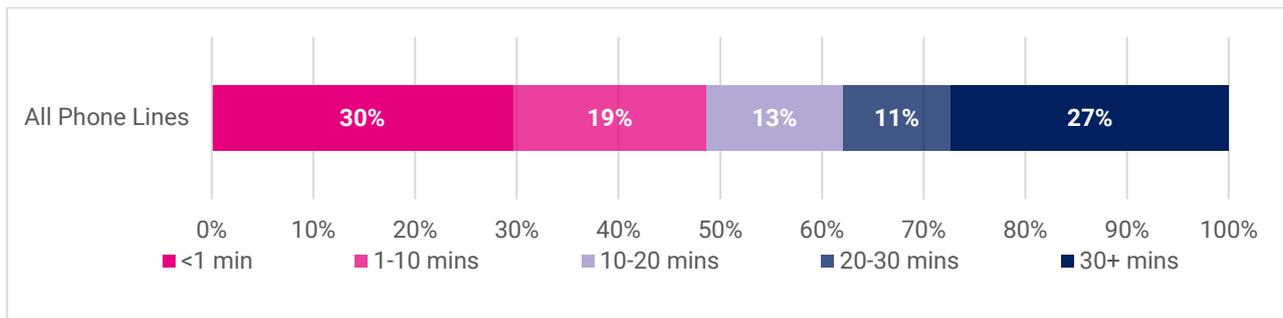
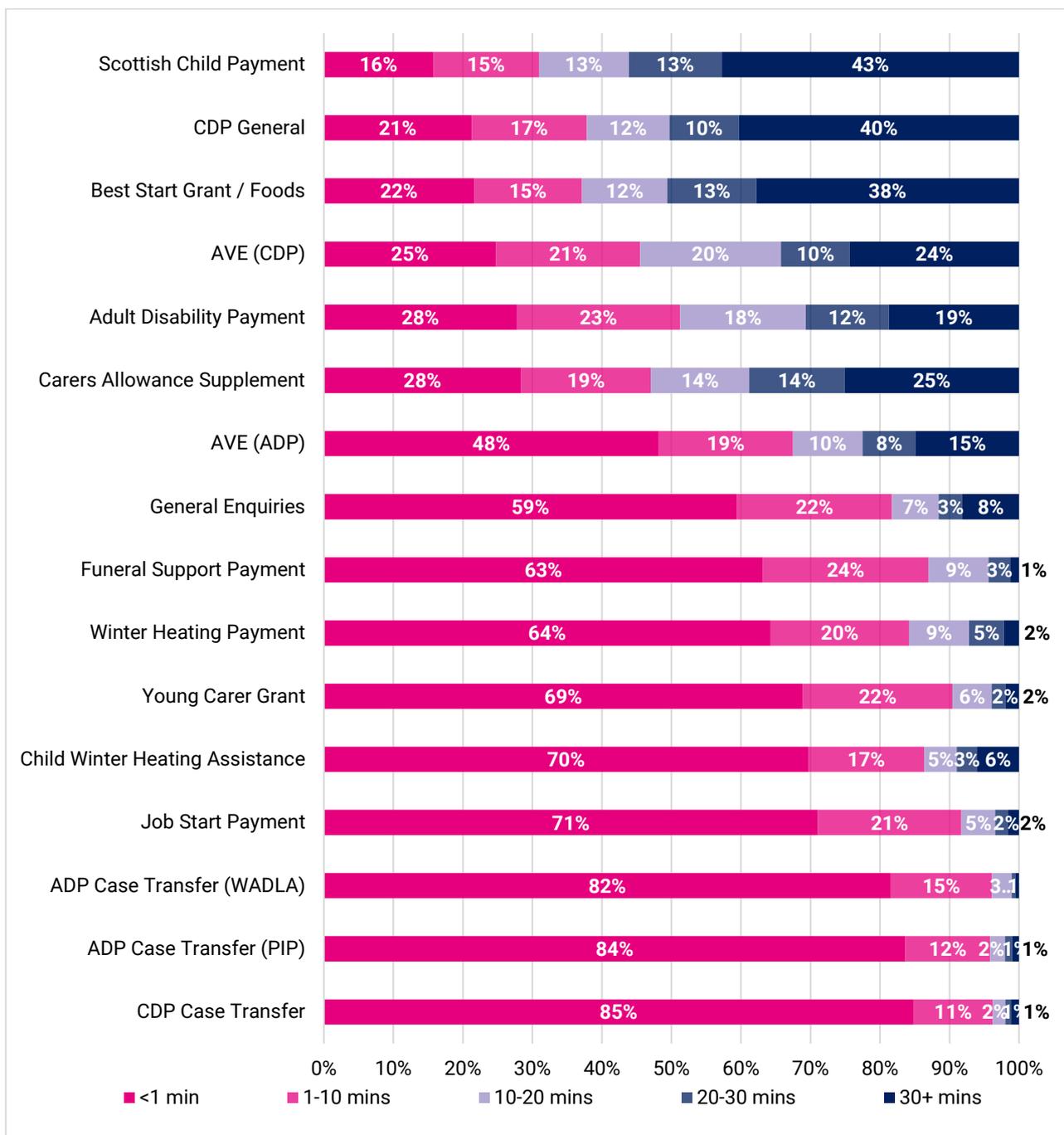


Figure 5.2: Call wait time breakdown percentages, 01 April 2022 to 31 March 2023
By phone line



5.1.4 Call lengths (handling times)

Between the period of 01 April 2022 to 31 March 2023, the average call handling time across all phone lines was 14 minutes 58 seconds.

For the purposes of highlighting the monthly average for the longest and shortest call lengths across the year, we have removed the Accessible Vehicles and Equipment phone lines from the analysis. This is due to the low volume of calls these phone lines received. Accessible Vehicles and Equipment phone lines are included in the full breakdown in Annex D and are included in the average call handling time for all phone lines.

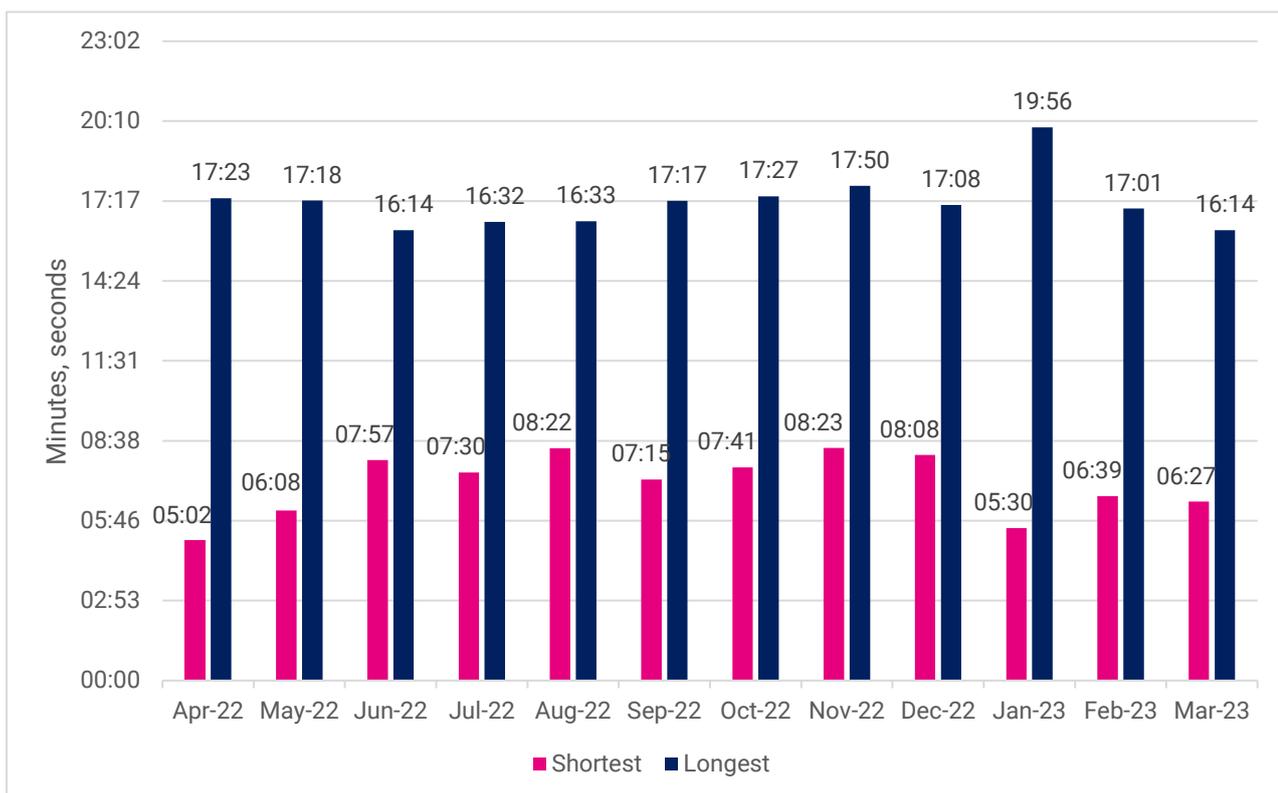
Call length (handling times) are the total time a client is connected with Social Security Scotland minus the time it takes to get through the call options. Thus, call length is: total talk time; total hold time; and, total call wrap time (i.e. any post-call activities).

When taking a monthly average, the longest call lengths were experienced by those who called with a Child Disability Payment Case Transfer query in the month of January 2023 (19 minutes and 56 seconds).

When taking a monthly average, the shortest call times were experienced by those who called in relation to Carer’s Allowance Supplement in the month of April 2022 (5 minutes, 2 seconds).

The longest and shortest monthly average call lengths are presented in the chart below. A more detailed presentation of this data, made divisible by benefit and by month, is included in Annex D.

Figure 5.3: Average call handling times, longest and shortest monthly average, 01 April 2022 to 31 March 2023



5.2. Client Insights – webchat contacts

From 01 April 2021 to 31 March 2022, Social Security Scotland received approximately 140,947 contacts by webchat.

5.2.1 Webchats handled

The number of webchats handled during this period for each benefit is provided in the table below. A more detailed presentation of this data, by benefit and by month, is included in Annex E.

Table 5.4: Webchats handled, 01 April 2022 to 31 March 2023
By channel

| Channel | Webchats |
|--|----------------|
| Adult Disability Payment Case Transfer (PIP) | 953 |
| Adult Disability Payment Case Transfer (WADLA) | 267 |
| Adult Disability Payment | 40,286 |
| Best Start Grant / Foods | 21,197 |
| Carer's Allowance Supplement | 1,204 |
| Child Disability Payment Case Transfer | 901 |
| Child Disability Payment General | 33,961 |
| Child Winter Heating Assistance | 1,254 |
| Funeral Support Payment | 831 |
| Job Start Payment | 982 |
| Scottish Child Payment | 34,187 |
| Winter Heating Payment | 3,710 |
| Young Carer Grant | 1,214 |
| All Channels | 140,947 |

5.2.2 Webchat wait time

Between 01 April 2022 to 31 March 2023, the average length of time a client waited before a webchat was answered was 7 minutes and 17 seconds across all channels. This ranged from an average of 46 seconds for Child Disability Payment Case Transfer to an average of 7 minutes and 59 seconds for Carer's Allowance Supplement. A more detailed presentation of this data, made divisible by benefit and by month, is included in Annex F.

Table 5.5: Webchat wait time, 01 April 2022 to 31 March 2023

By channel

| Channel | Average waiting time (minutes : seconds) |
|--|---|
| Adult Disability Payment Case Transfer (PIP) | 01:24 |
| Adult Disability Payment Case Transfer (WADLA) | 01:04 |
| Adult Disability Payment | 07:04 |
| Best Start Grant / Foods | 06:54 |
| Carer's Allowance Supplement | 07:59 |
| Child Disability Payment Case Transfer | 00:46 |
| Child Disability Payment General | 07:50 |
| Child Winter Heating Assistance | 02:36 |
| Funeral Support Payment | 04:35 |
| Job Start Payment | 02:06 |
| Scottish Child Payment | 07:39 |
| Winter Heating Payment | 03:09 |
| Young Carer Grant | 02:46 |
| All Channels | 07:17 |

5.2.3 Webchat lengths (handling times)

Between the period of 01 April 2022 to 31 March 2023, the average webchat handling time across all channels was 22 minutes 18 seconds.

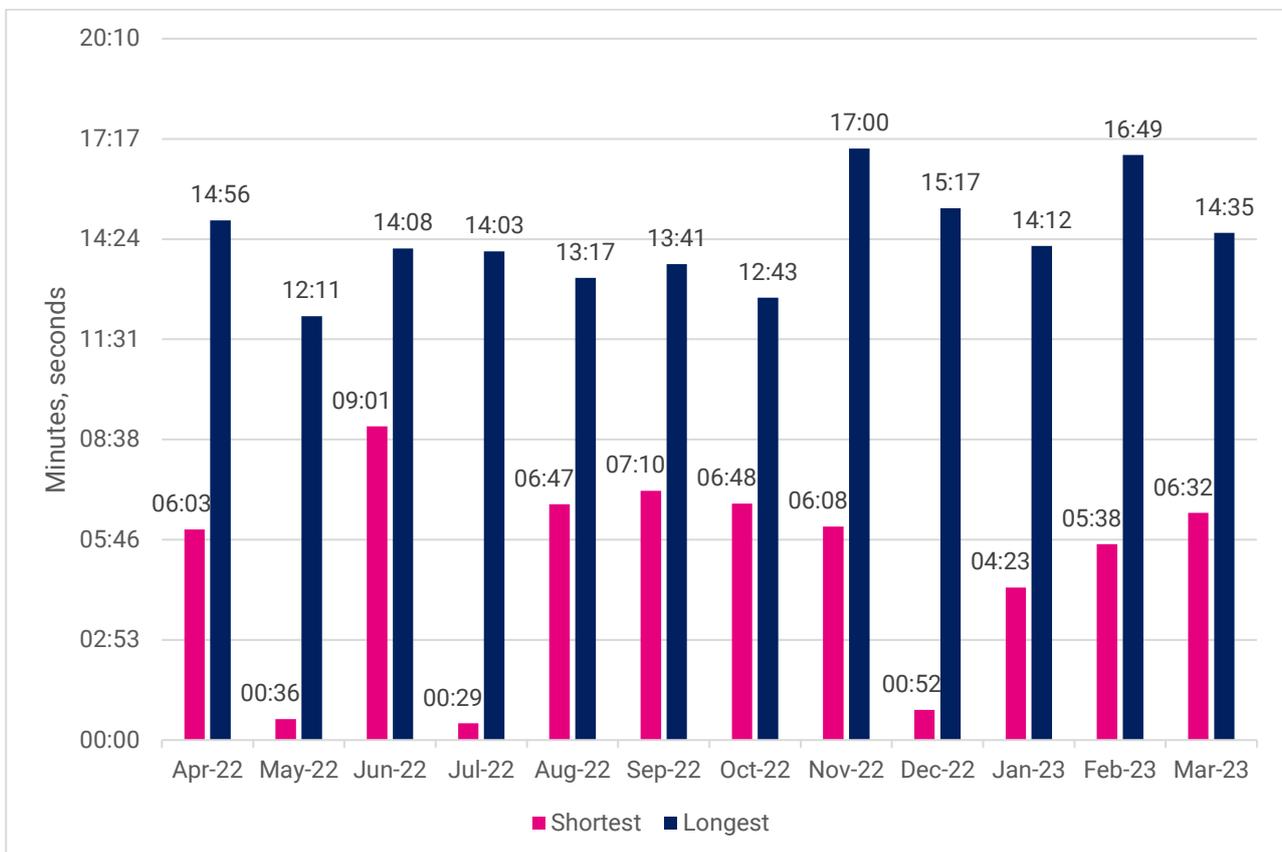
Webchat length (handling times) are the total time a client is connected with Social Security Scotland. Thus, webchat length is the sum of: time spent in options menu; total wait time; messaging time. The end of a webchat occurs when a client or the agent ends the chat.

When taking a monthly average, the longest webchat lengths were experienced by those who made contact with an Adult Disability Payment Case Transfer (PIP) query in the month of November 2022 (17 minutes and 0 seconds).

When taking a monthly average, the shortest webchat times were experienced by those who messaged in relation to Adult Disability Payment Case Transfer (WADLA) in the month of July 2022 (29 seconds).

The longest and shortest monthly average webchat lengths are presented in the chart below. A more detailed presentation of this data, made divisible by benefit and by month, is included in Annex G.

Figure 5.4: Average webchat handling times, longest and shortest monthly average, 01 April 2022 to 31 March 2023



5.3. Client Insights – application contacts

5.3.1 Adult Disability Payment

From 01 April 2022 to 31 March 2023, 85,935 part 1 applications were registered and 48,430 part 2 applications were received for Adult Disability Payment. More detail on [Adult Disability Payment high level statistics](#) have been published.

A comparison of the number of Adult Disability Payment part 1 applications registered by mode is provided in the table below.

Table 5.6: Adult Disability Payment – Application modes 01 April 2022 to 31 March 2023

| Application mode | Number of applications |
|---------------------|------------------------|
| Telephony | 22,720 |
| Online | 58,795 |
| Postal [§] | 4,335 |
| Other channel* | 90 |

* Other channel includes aggregated figures for Local Delivery, In Person and Transferred from Department for Work and Pensions.

§ The category 'Paper applications' includes figures for applications received by a combined paper part 1 and part 2, as well as those received by separate paper part 1 and part 2 applications.

+Figures are rounded for disclosure and may not sum due to rounding.

5.3.2 Best Start Grant and Best Start Foods

From 01 April 2022 to 31 March 2023, 85,725 applications for Best Start Grant and Best Start Foods were received. More detail on [Best Start Grant and Best Start Foods high level statistics](#) have been published.

A comparison of the number of Best Start Grant and Best Start Foods applications by mode is provided in the table below.

Table 5.7: Best Start Grant and Best Start Foods – Application modes 01 April 2022 to 31 March 2023+

| Application mode | Number of applications |
|------------------|------------------------|
| Telephony | 7,915 |
| Online | 75,685 |
| Postal | 1,175 |
| Other channel* | 945 |

*This includes unknown and other categories such as In-Person applications. Where channel has been manually entered incorrectly, application channel is classed as 'unknown'. These figures are not subject to suppression as they do not reveal information on any individuals.

+Figures are rounded for disclosure and may not sum due to rounding.

5.3.3 Child Disability Payment

From 01 April 2022 to 31 March 2023, 21,405 applications for Child Disability Payment were received. More detail on [Child Disability Payment high level statistics](#) have been published.

A comparison of the number of Child Disability Payment applications by mode is provided in the table below.

Table 5.8: Child Disability Payment – Application modes 01 April 2022 to 31 March 2023+

| Application mode | Number of applications |
|------------------|------------------------|
| Telephony | 2,955 |
| Online | 16,840 |
| Postal | 775 |
| Alternative* | 795 |
| Other§ | 40 |

* An alternative application is where a Disability Living Allowance application form has been completed and the Department for Work and Pensions has redirected it to Social Security Scotland.

§ Other channel includes aggregated figures for Local Delivery, In Person, Transferred from Department for Work and Pensions and External System.

+Figures are rounded for disclosure and may not sum due to rounding.

5.3.4 Funeral Support Payment

From 01 April 2022 to end of March 2023, 8,855 applications for Funeral Support Payment were received. More detail on [Funeral Support Payment high level statistics](#) have been published.

A comparison of the number of Funeral Support Payment applications by mode is provided in the table below.

Table 5.9: Funeral Support Payment – Application modes 01 April 2022 to 31 March 2023*

| Application mode | Number of applications |
|------------------|------------------------|
| Telephony | 3,190 |
| Online | 5,465 |
| Postal | 215 |

* Figures are rounded for disclosure control and may not sum due to rounding.

5.3.5 Job Start Payment

From 01 April 2022 to 31 March 2023, 2,295 applications for Job Start Payment were received. More detail on [Job Start Payment high level statistics](#) have been published.

A comparison of the number of Job Start Payment applications by mode is provided in the table below.

Table 5.10: Job Start Payment – Application modes 01 April 2022 to 31 March 2023*

| Application mode | Number of applications |
|------------------|------------------------|
| Telephony | 135 |
| Online | 2,155 |
| Postal | [c] |

* Figures are rounded for disclosure control and may not sum due to rounding.

[c] Figures suppressed for disclosure control.

5.3.6 Scottish Child Payment

From 01 April 2022 to end of March 2023, 160,840 applications for Scottish Child Payment were received. More detail on [Scottish Child Payment high level statistics](#) have been published.

A comparison of the number of Scottish Child Payment applications by mode is provided in the table below.

Table 5.11: Scottish Child Payment – Application modes 01 April 2022 to 31 March 2023*

| Application mode | Number of applications |
|----------------------------|------------------------|
| Telephony | 10,460 |
| Online | 148,170 |
| Postal | 1,695 |
| Other channel [†] | 510 |

* Figures are rounded for disclosure control and may not sum due to rounding.

[†] Where application channel is neither online, paper nor phone, application channel has been classed as 'other channels'. These figures are not subject to suppression as they do not reveal information on any individuals.

5.3.7 Young Carer Grant

From 01 April 2022 to end of March 2023, 4,470 applications for Young Carer Grant were received. More detail on [Young Carer Grant high level statistics](#) have been published.

A comparison of the number of Young Carer Grant applications by mode is provided in the table below.

Table 5.12: Young Carer Grant – Application modes 01 April 2022 to 31 March 2023*

| Application mode | Number of applications |
|------------------|------------------------|
| Telephony | 165 |
| Online | 4,290 |
| Postal | 15 |

* Figures are rounded for disclosure control and may not sum due to rounding.

5.4. Client Insights – Satisfaction following applications

A total of 278,584 applicants left an experience rating across all benefit applications. These are further explored below by benefit and application mode by: telephony; online; postal; other channel. Other channel includes aggregated figures for Local Delivery, In Person, Transferred from Department for Work and Pensions and External System.

For some application modes there are low or no experience ratings. These figures are not subject to suppression as they do not reveal information on any individuals. They have however been omitted from the figures in each section.

5.4.1 Experience ratings following Adult Disability Payment applications

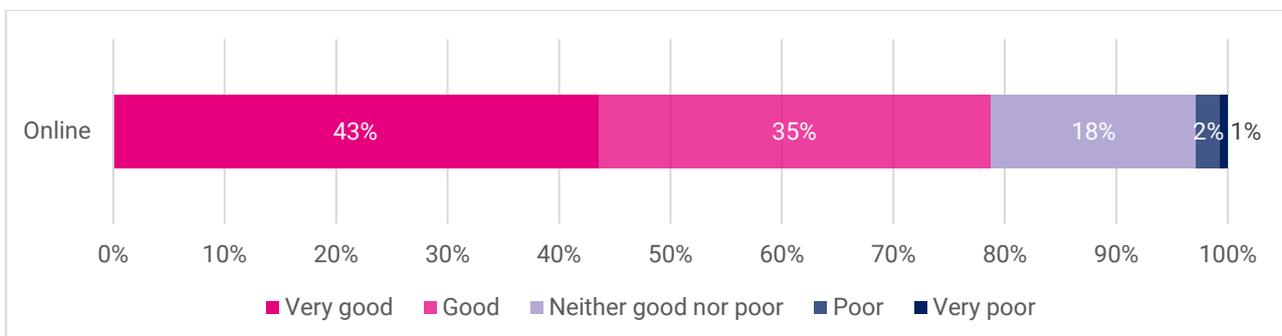
21,339 applicants left experience ratings following an Adult Disability Payment application between 01 April 2022 and 31 of March 2023. A comparison of the volume of Adult Disability Payment insights data from April 2022 to March 2023 is provided in the table below.

Table 5.13: Adult Disability Payment – Insights data 01 April 22 to 31 March 23

| Application mode | Number of experience ratings |
|------------------|------------------------------|
| Telephony | 0 |
| Online | 21,337 |
| Postal | 0 |
| Other Channel | 2 |

For online Adult Disability Payment applicants, 79% of those who left a rating rated the service as 'Very good' or 'Good'.

Figure 5.5: Client experience ratings – Adult Disability Payment applications 01 April 2022 to 31 March 2023



5.4.2 Experience ratings following Best Start Grant and Best Start Foods applications

82,370 applicants left experience ratings following a Best Start Grant and Best Start Foods application between April 2022 and the end of March 2023. A comparison of the volume of Best Start Grant and Best Start Foods insights data from April 2022 to March 2023 is provided in the table below.

Table 5.14: Best Start Grant and Best Start Foods – Insights data 01 April 22 to 31 March 23

| Application mode | Number of experience ratings |
|------------------|------------------------------|
| Telephony | 6,764 |
| Online | 74,799 |
| Postal | 403 |
| Other Channel | 404 |

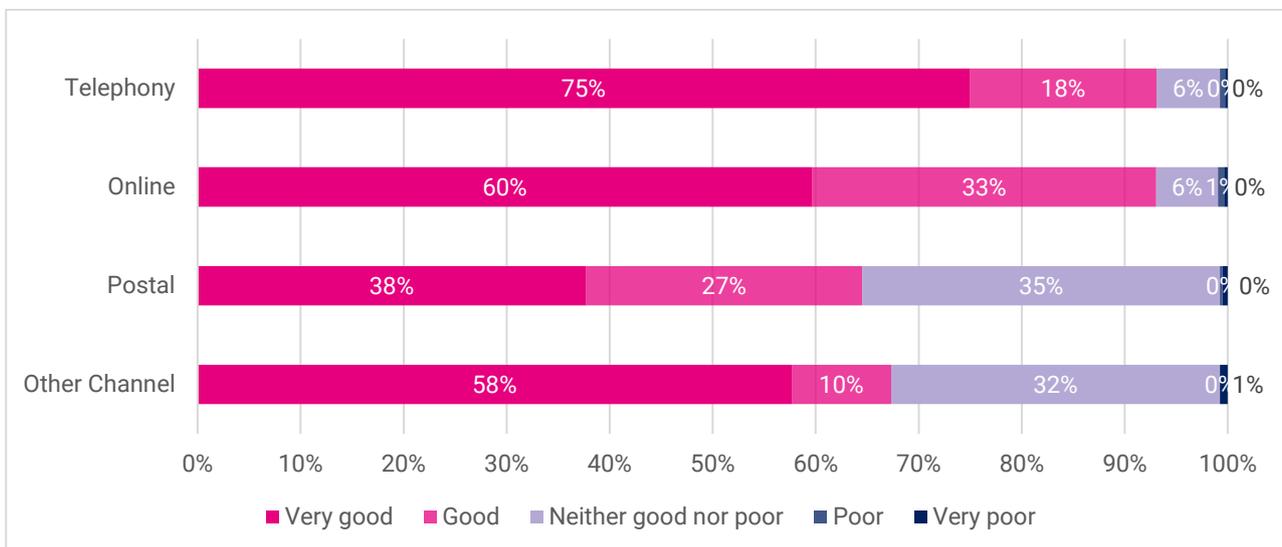
For telephony Best Start Grant and Best Start Foods applicants, 93% of those who left a rating rated the service as ‘Very good’ or ‘Good’.

For online Best Start Grant and Best Start Foods applicants, 93% of those who left a rating rated the service as ‘Very good’ or ‘Good’.

Of postal Best Start Grant and Best Start Foods applicants who left a rating during this period, 65% rated the service as ‘Very good’ or ‘Good’.

For other channel Best Start Grant and Best Start Foods applicants, 67% of those who left a rating rated the service as ‘Very good’ or ‘Good’.

Figure 5.6: Client experience ratings - Best Start Grant and Best Start Foods applications 01 April 2022 to 31 March 2023



5.4.3 Experience ratings following Child Disability Payment applications

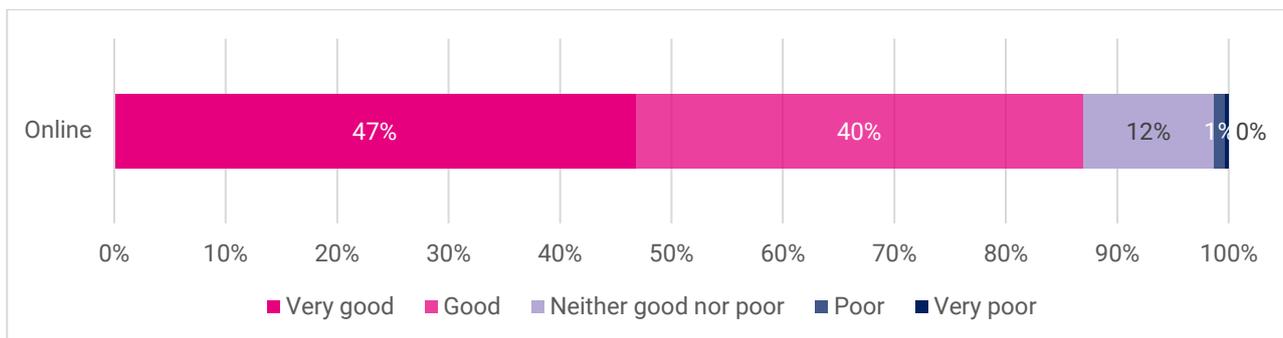
7,833 applicants left experience ratings following a Child Disability Payment application between 01 April 2022 and 31 March 2023. A comparison of the volume of Child Disability Payment insights data from 01 April 2022 to 31 March 2023 is provided in the table below.

Table 5.15: Child Disability Payment – Insights data 01 April 2022 to 31 March 2023

| Application mode | Number of experience ratings |
|------------------|------------------------------|
| Telephony | 0 |
| Online | 7,826 |
| Postal | 0 |
| Other Channel | 7 |

Of Child Disability Payment applicants who made an application online, 87% of those who left a rating rated the service as 'Very good' or 'Good'.

Figure 5.7: Client experience ratings – Child Disability Payment applications 01 April 2022 to 31 March 2023



5.4.4 Experience ratings following Funeral Support Payment applications

7,967 applicants left experience ratings following a Funeral Support Payment application between April 2021 and the end of March 2022. A comparison of the volume of Funeral Support Payment insights data from April 2021 to March 2022 is provided in the table below.

Table 5.16: Funeral Support Payment – Insights data 01 April 22 to 31 March 23

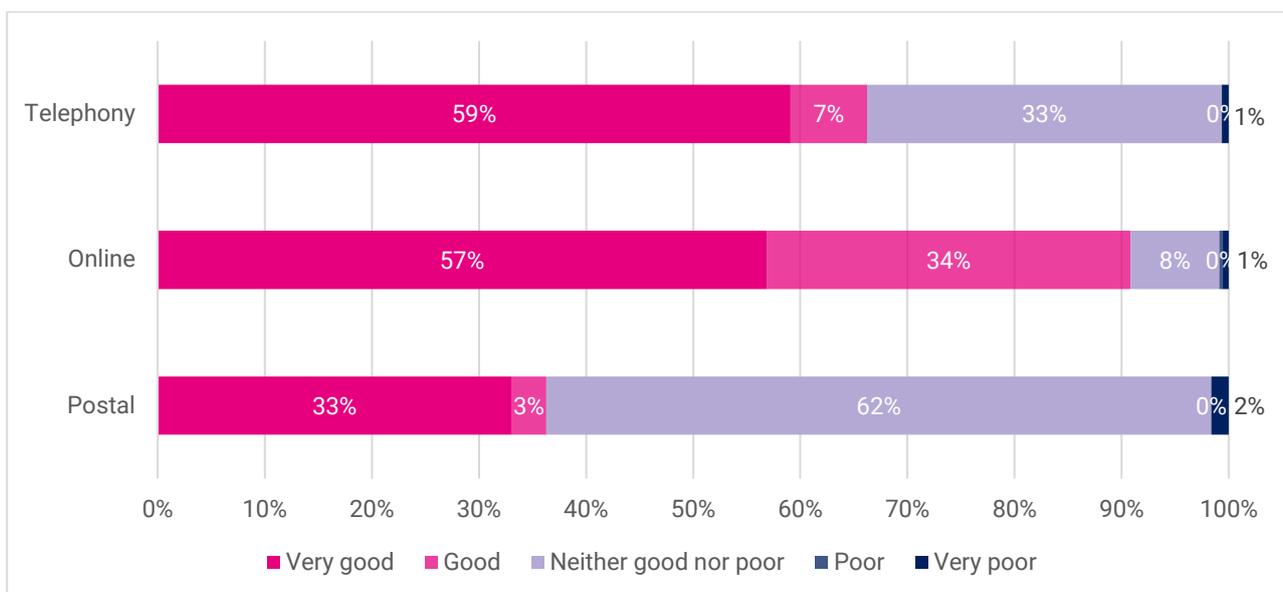
| Application mode | Number of experience ratings |
|------------------|------------------------------|
| Telephony | 2,540 |
| Online | 5,299 |
| Postal | 124 |
| Other Channel | 4 |

For telephony Funeral Support Payment applicants, 66% of those who left a rating rated the service as ‘Very good’ or ‘Good’.

For online Funeral Support Payment applicants, 91% of those who left a rating rated the service as ‘Very good’ or ‘Good’.

Of postal Funeral Support Payment applicants who left a rating during this period, 36% rated the service as ‘Very good’ or ‘Good’.

Figure 5.8: Client experience ratings – Funeral Support Payment applications 01 April 2022 to 31 March 2023



5.4.5 Experience ratings following Job Start Payment applications

2,201 applicants left experience ratings following a Job Start Payment application between April 2021 and end of March 2022. A comparison of the volume of Job Start Payment insights data from April 2021 to March 2022 is provided in the table below.

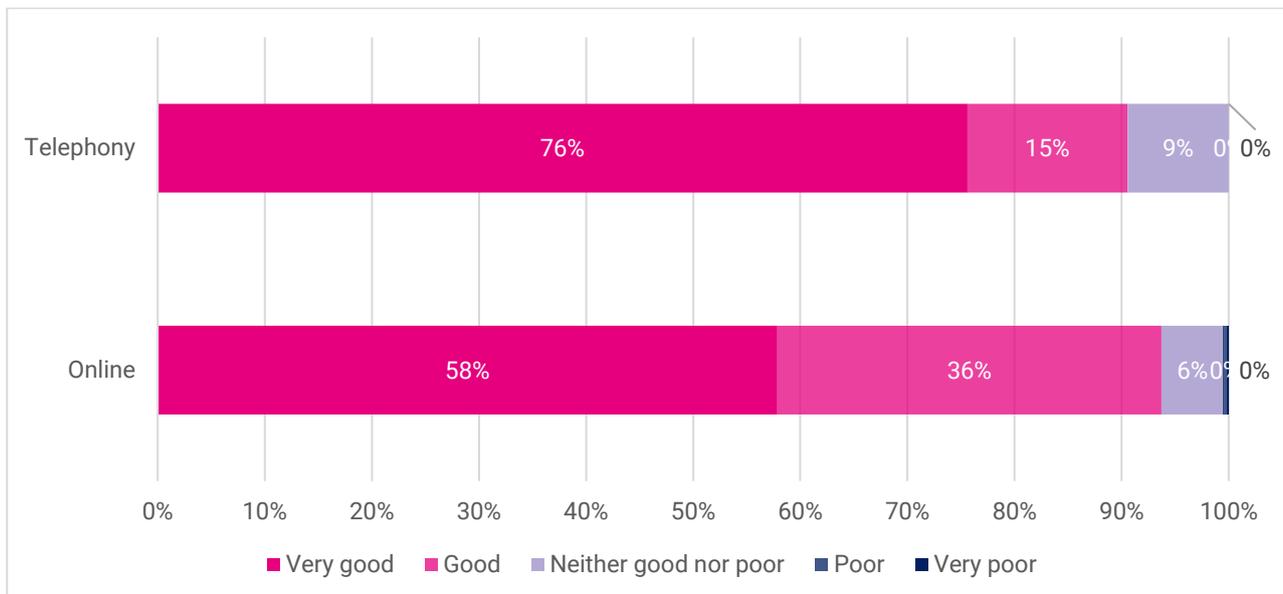
Table 5.17: Job Start Payment – Insights data 01 April 22 to 31 March 23

| Application mode | Number of experience ratings |
|------------------|------------------------------|
| Telephony | 127 |
| Online | 2,072 |
| Postal | 2 |
| Other Channel | 0 |

For telephony Job Start Payment applicants, 91% rated the service as ‘Very good’ or ‘Good’.

For online Job Start Payment applicants, 94% of those who left a rating rated the service as ‘Very good’ or ‘Good’.

Figure 5.9: Client experience ratings – Job Start Payment applications 01 April 2022 to 31 March 2023



5.4.6 Experience ratings following Scottish Child Payment applications

152,542 applicants left experience ratings following a Scottish Child Payment application from April 2022 to end of March 2023. A comparison of the volume of Scottish Child Payment insights data from April 2022 to March 2023 is provided in the table below.

Table 5.17: Scottish Child Payment – Insights data 01 April 22 to 31 March 23

| Application mode | Number of experience ratings |
|------------------|------------------------------|
| Telephony | 7,761 |
| Online | 144,171 |
| Postal | 442 |
| Other Channel | 168 |

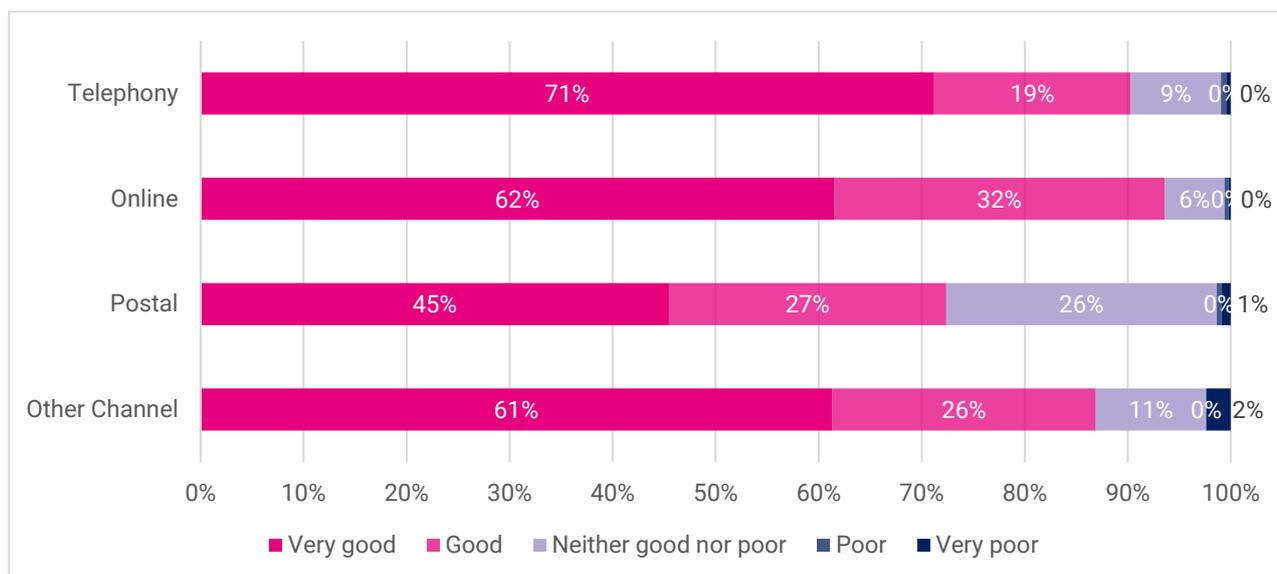
For telephony Scottish Child Payment applicants, 90% of those who left a rating rated the service as 'Very good' or 'Good'.

For online Scottish Child Payment applicants, 94% of those who left a rating rated the service as 'Very good' or 'Good'.

Of postal Scottish Child Payment applicants who left a rating during this period, 72% rated the service as 'Very good' or 'Good'.

For other channel Scottish Child Payment applicants, 87% of those who left a rating rated the service as 'Very good' or 'Good'.

Figure 5.10: Client experience ratings – Scottish Child Payment applications 01 April 2022 to 31 March 2023



5.4.7 Experience ratings following Young Carer Grant applications

4,767 applicants left experience ratings following a Young Carer Grant application between April 2021 and the end of March 2022. A comparison of the volume of Young Carer Grant insights data from April 2021 to March 2022 is provided in the table below.

Table 5.17: Young Carer Grant – Insights data 01 April 22 to 31 March 23

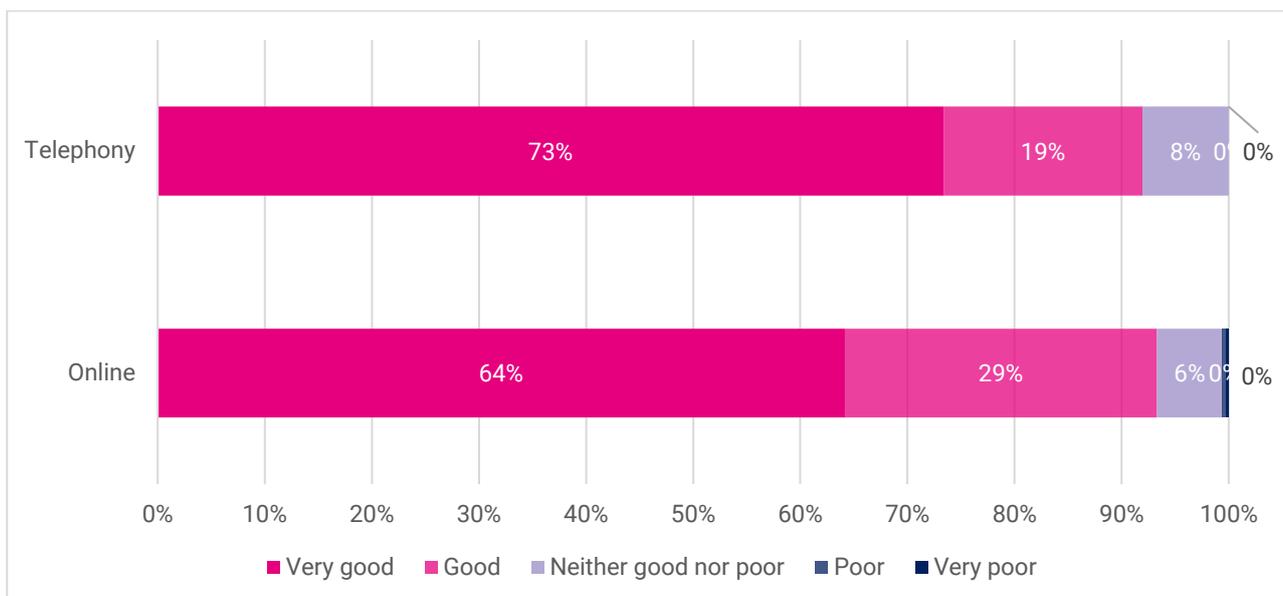
| Application mode | Number of experience ratings |
|------------------|------------------------------|
| Telephony | 124 |
| Online | 4,196 |
| Postal | 12 |
| Other Channel | 0 |

For telephony Young Carer Grant applicants, 92% of those who left a rating rated the service as 'Very good' or 'Good'.

For online Young Carer Grant applicants, 93% of those who left a rating rated the service as 'Very good' or 'Good'.

For postal Young Carer Grant applicants, 83% of those who left a rating rated the service as 'Very good' or 'Good'.

Figure 5.11: Client experience ratings – Young Carer Grant applications 01 April 2022 to 31 March 2023



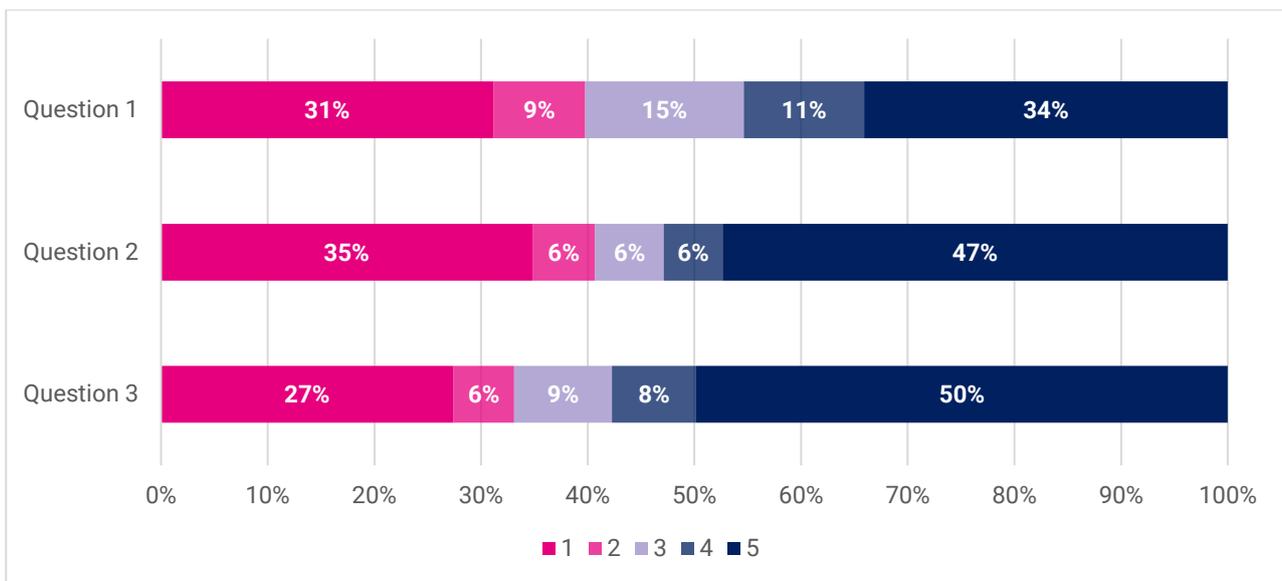
5.5. Client Insights – telephony contacts

After any phone call with a client advisor, clients can stay on the phone line and answer a series of three questions about their experience with Social Security Scotland. The automated survey asks:

1. How quickly did we answer your call today? Press a number from 1 to 5, where 1 is not quickly at all and 5 is very quickly.
2. Did you get what you needed from this call? Press a number from 1 to 5, where 1 is not at all, and 5 is you got everything you needed.
3. How would you rate our service today? Press a number from 1 to 5, where 1 is poor and 5 is excellent.

In total 4,540 clients left a rating for the period 01 April 2022 to 21 October 2022. Of those who left a rating, 34% felt their call had been answered very quickly, 47% felt that they got everything they needed from the call, and 50% rated the service as excellent.

Figure 5.12: Client experience ratings following telephone calls - 01 April 2022 to 21 October 2022



5.6. Open text responses

In addition to making a rating, applicants were asked to comment about their application experience in response to the question: "Is there any further feedback you would like to provide?"

5.6.1 Approach and analysis

In previous years, responses were described and analysed by benefit. This year the responses were examined thematically to highlight the similarities in respondent experiences.

Responses were categorised as positive, negative, neutral, mixed, unclear and suggestion, before undergoing further thematic analysis. During this analysis stage, the open text responses (quotes) were not linked to the benefit the applicant applied for. After themes had been identified and quotes selected to best reflect these themes, the benefit experience of the applicant was included with each quote. This means that no effort was made to present quotes for each theme from a wide range of sub-groups. Rather, the contextual information included with the quotes may be indicative of whether the themes identified were raised by a wide range of benefit experiences, or more commonly amongst benefit experiences. Caution must be given here to the fact that some benefits had more applications and therefore more comments than others.

We have changed the way we record joint applications for Best Start Grant / Foods and Scottish Child Payment. Online joint applications are recorded as two separate applications when a client submits the form. This also means that feedback is duplicated, which in previous years meant we were unable to tell if someone who applied for Best Start Grant / Foods or Scottish Child Payment made a joint application or if they applied for Best Start Grant / Foods or Scottish Child Payment only. However, we are now cleaning the data so that joint applications are recorded as such to avoid duplication.

Of those who completed an application for all live benefits between April 2022 and March 2023, 10,750 chose to answer the further feedback question. The table below illustrates the breakdown by benefit.

Table 5.18: Number of feedback responses, 01 April 2022 to 31 March 2023
By benefit

| Benefit | Number of feedback responses |
|---|------------------------------|
| Adult Disability Payment | 4,936 |
| Best Start Grant | 1,019 |
| Best Start Grant / Foods | 1 |
| Joint Best Start Grant / Foods and Scottish Child Payment | 961 |
| Child Disability Payment | 1,724 |
| Funeral Support Payment | 228 |
| Job Start Payment | 81 |
| Scottish Child Payment | 1,635 |
| Young Carer Grant | 165 |
| Total number of feedback responses | 10,750 |

As detailed in Section 4.2, a sampling approach was agreed due to the volume of comments. The sampling strategy was that 25% of comments each month were thematically coded, gaining a mixture of benefit types and application modes by selecting one in every four comments. This approach was quality assured by the research team who coded a full month and determined that similar themes were arising repeatedly.

5.6.2 Overall results

The total number of coded comments was 2,758. Around half of these comments were positive in sentiment and just over a quarter were negative. The remaining comments contained a roughly even split between those that were mixed, containing both positive and negative sentiment; those that were about topics not related to the application process; and those that were neutral in sentiment or were unclear in meaning.

5.6.2 Positive comment key themes

Applicants were largely satisfied with the application process. Applicants frequently said the application process was straightforward and that the application was easy to fill in. For some this compared favourably with experiences of other benefit applications. Applicants commented that the application form provided clear guidance, which made questions easier to answer. Some said they liked the option of having free text boxes to explain their responses:

“The application process was very good the information to help with you answer your questions was brilliant as it helped me understand the question more”
Child Disability Payment applicant

“This process has been very smooth and straight forward. I like that you have picture prompts etc as it makes it easier and helps you to think of things you may use but don't think of as aids etc straight away.”
Adult Disability Payment applicant

“really straight forward and user friendly the questions are asked in a way they would be spoken instead of formal probing way.”
Best Start Grant / Foods and Scottish Child Payment applicant

“This application form is very easy to navigate with no bugs I didnt have to start again or reload after taking a break to deal with other matters The questions are straightforward not ambiguous where I dont need to search through umpteen other letters forms to complete this one Most forms I fill out can be very frustrating however this one wasnt very much a breath of fresh air Thank you for making my application easy stress free to navigate.”
Scottish Child Payment applicant

“I found this application to be very user-friendly and easy to follow and complete the questions are thorough and detailed and all questions are appropriate. I completed the first part of this application on the telephone which was a straightforward process.”
Child Disability Payment applicant

“This is one of the most straight forward and user intuitive forms online government service I have used so far.”
Job Start Payment applicant

Many liked that they were able to choose the mode they used to apply. This was particularly true for online applications. Notably, applicants appreciated that the online application could be saved and returned to at a later date. Some applicants also appreciated online applications because they were more accessible, or because they were not comfortable with phone calls. Many said the flexibility of the online application process had a positive impact on them. Others appreciated the multitude of options available (telephone, online and Local Delivery) feeling that it increased the accessibility of the application process:

"I think the range of methods of applications is much more user friendly and the question sections are clearer and less ambiguous overall. It has been great for me to be able to take my time and save as I go and also having plenty of time to complete section two as I had to stop for a bit due to illness. The process will always be stressful for many but is much improved upon than the process for PIP."
Adult Disability Payment applicant

"Applying online has been very easy and preferable at a time when things are difficult."
Funeral Support Payment applicant

"I found filling this application online easy to navigate and convenient since I could save and come back later."
Child Disability Payment applicant

"Being able to complete the application in stages and the degree of flexibility it offers has been particularly handy for me, since I experience post-exertional fatigue. Also, being able to submit files online rather than having to post these has made the whole process more manageable."
Adult Disability Payment applicant

"Process appears to have been seamless so far no pop ups which is always great and session not timed which is another beneficial factor Visually the layout was over stimulating which helped with information processing so from a Neurodivergents perspective these were all really helpful."
Scottish Child Payment applicant

"The adviser made the process very easy instead of me having to complete the application myself. I think it is great there are different options available to complete the applications from phone to home visits, I think this would be beneficial to alot of people. It is also a humane way for people to apply for disability benefits."
Adult Disability Payment applicant

“Thank you for providing this paper in large print, my eyesight has deteriorated vastly in the last few months which makes it hard for me to read small print, on monitor.”

Adult Disability Payment applicant

Applicants who had used the service praised Local Delivery support, including the service of translators. Comments notably focused on the role of the Local Delivery service in easing applicant anxieties and enabling them to complete the application with their support:

“I liked having someone in my home to help with the application. It has helped me manage my anxiety.”

Adult Disability Payment applicant

“I couldn't have completed the application without help from Local Delivery.”

Adult Disability Payment applicant

“I am very grateful that there is external service available to help with applications like this as they are so big and overwhelming. I also appreciate how quickly the help was available.”

Adult Disability Payment applicant

“I found the process really good. The experience of local delivery has been great, I really appreciated how patient and supportive the Local Delivery officer was with me.”

Adult Disability Payment applicant

“Thank you very much for arranging an interpreter, service is accessible for all groups and nationalities so I am grateful.”

Adult Disability Payment applicant

Many positive comments focused on communication with Social Security staff. In particular, applicants complimented staff manner, and many noted the impact this made on the them. Comments described feeling supported and less nervous as a result of the manner of staff. Staff, ranging from client advisors, Local Delivery and web chat agents, were often described as polite, professional and helpful:

“You have been amazing. You made me feel at ease because I was feeling a little nervous about doing this form. Thank you for talking to me like a normal person.”

Adult Disability Payment applicant

“I have had to call the helpline number twice and both times have been helped by 2 staff who were kind, helpful and very supportive. Excellent experience on calling service.”

Adult Disability Payment applicant

"The person I spoke to was very helpful and understanding and showed a great deal of compassion and empathy they appeared to have a lot of patience and were well suited to their role."

Adult Disability Payment applicant

"Every time I have dealt with social security with all of the different departments I have had nothing but support help and friendly people couldnt do anymore as everything they do has been topnotch I really appreciate everything theyre going to help As well as giving benefits they have been there for if I support advice and they are very easily to deal with thank you very much."

Best Start Grant applicant

"Everyone I have spoken to or communicated with at Social Security Scotland, be it through text, letter, email, phone call or video call, has been excellent and friendly and beyond helpful. This experience has been so unlike any experience I have ever had with UC/DWP/any other benefits agency or official agency. I feel like I am being treated like a real person, who actually matters, and like I am being given genuine help and support."

Adult Disability Payment applicant

"I spoke to a lady called [redacted]. These previous few days I have been very low... I felt very alone and sad, scared of the future ahead and was unable to speak to my partner of 22 years about this... However, [redacted] was a tonic I really needed. Her empathy made my spirits lighten. Very relatable, talking about our love of cats! She even made me laugh which i didn't think i'd do for a long time."

Adult Disability Payment applicant

"It's very emotional filling out something about your child and the difficulties in their life. Your staff on the phone lines were exceptional and the very standard anyone should need to be in a public role. They made this experience feel supported and should be massively appreciated for their attitudes and the humanity they show."

Child Disability Payment applicant

Comments detailed positive experiences of Social Security Scotland communicating with applicants. Many applicants felt they were kept informed of the application process in a timely manner. Some felt written communication was clear, and some particularly appreciated the ability to request written communication in other languages. Others appreciated reminders and follow ups:

"So far so good Written communication has been sufficient not excessive clear and to the point"

Scottish Child Payment applicant

"I am grateful for the reminder by text and email 2 weeks before the application deadline date."

Child Disability Payment applicant

"So far it's been excellent. You've always kept me informed and you've always kept me up to date and clear, simplifying things for me when I couldn't understand."

Adult Disability Payment applicant

"You offer email communication in Ukrainian This is so much better than the UK govt which insists all communications are in English Thank you"

Best Start Grant / Foods and Scottish Child Payment applicant

Finally, many comments expressed general positive sentiment, experiences or thanks:

"I'd give you 10/10, you've made me feel really at ease."

Adult Disability Payment applicant

"All very good"

Best Start Grant applicant

"I've found this a very positive experience"

Young Carer Grant applicant

5.6.3 Negative comment key themes

Most negative comments focused on the application form. Applicants had issues with how questions were asked, notably those that offered 'yes' or 'no' answers, or ones considered 'vague'. Some also found the questions in the form to be repetitive. Others felt the form did not allow them to fully explain their circumstances. Many also found the form too long. These issues seem to be more prevalent among disability payment applicants who found that the questions did not allow them to explain fluctuations in health conditions. Relatedly, comments said the application was more geared towards physical conditions as opposed to those that are mental or neurological:

"There is nowhere on the form to submit extra information regarding current and previous circumstances. A lot of the information is for now whereas his condition now is different to what it was a couple of months ago. There is nowhere on the form to 'tell the story' so to speak and I think this is necessary."

Child Disability Payment applicant

"Some of the questions are very vague and are not easily answered with a yes or no option."

Adult Disability Payment applicant

"The form is extremely lengthy and repetitive and very time consuming to complete. I found it very daunting to complete."

Child Disability Payment applicant

“Some of the options to answer were not helpful because they would not allow me to say how my health varies from time to time and the form still seems to be more biased towards physical disabilities which I do have but not taking mental health issues into the same consideration and most of my severe symptoms are related to my mental health.”

Adult Disability Payment applicant

“We have found the form very difficult to complete (despite being articulate health care professionals) - the questions seem repetitive at times, it is hard to know how close to completion you are, it is not always clear what belongs in which section.”

Child Disability Payment applicant

“This form is even more lengthy and cumbersome than its predecessor”

Adult Disability Payment applicant

“the form was a bit repetitive and things could have been put together more, i felt i was repeating my explanations....the amount of questions bit much...I filled this in with my daughter who is on the spectrum, for her son....she would have struggled to do it alone. There seems to be more emphasis on physical needs and doesnt take in to consideration things like autism with complex mental health issues like the overwhelming responses and dyspraxic traits...I notice in general these benefits criteria go round more physical and medicated conditions than lifelong difficulties and homelife adjustments made for very real and debilitating mental health/emotional ones.”

Child Disability Payment applicant

Many applicants felt they waited too long to hear back from Social Security Scotland. Applicants also described finding it difficult to get in contact with Social Security Scotland, with long call wait times. It seems that this was especially common among those who had applied for Best Start Grant:

“Applied in January been ignored and no feedback very upsetting disappointing and frustrating from a single mother with 3”

Best Start Grant applicant

“In my past experiences its been brilliant but this time round Ive been mucked about quite a bit I applied for the pregnancy and baby payment on the 9th of March and Im still waiting to find out when Ill get the payment Ive had to make contact numerous times as the lack of communication is quite bad and slow Im having my baby 20 days early due to baby not growing I go into hospital in 6 days Im hoping I wont be left to wait months for the school age payment.”

Best Start Grant applicant

“Waiting times for applications are disgusting”

Best Start Grant applicant

"Waited on hold to apply via telephone on hold 47 mins and hung up expensive delay for nothing a call back service should be offered"

Best Start Grant / Foods and Scottish Child Payment applicant

"Submitting continuous supporting evidence to be told the dates are inaccurate to being unable to contact anyone I have found the experience extremely difficult and stressful"

Best Start Grant applicant

"I have had 4 phone calls from Social Security Scotland. Each time my husband has asked them to phone back after 4pm as I am at work. I was told to return the calls instead. I have now sat for a total; of 6 hours on hold to try and get through to return the phone calls. I have also sat for 3 hours on the web chat as it continually spins, getting no further. I then wrote to you asking to be called after 4pm as I was working and received a phone call at 9am! To this date we have still not spoken to anyone with regards to part 1 of this application form. Your service has been beyond poor."

Child Disability Payment applicant

Many applicants focused on the negative emotional impact the application process had on them, causing stress, anxiety and overwhelming some. Comments said the nature of the questions, the length of the application, and the amount of time they had to wait for a response, exacerbated this impact:

"Forms too long and difficult increases anxiety and stress"

Adult Disability Payment applicant

"Having to constantly reiterate information for every reason is exhausting and demoralising."

Adult Disability Payment applicant

"I found the process stressful and tiring. I would have preferred to talk it over. It's very draining having a child with ASN writing it all down was tricky."

Child Disability Payment applicant

"The application process is ok however having to explain just how difficult life is with these conditions is hard to write about and explain. Its also very embarrassing. Its demoralising at 33, having to tell others about the difficulties. Could medical records be looked at instead?"

Adult Disability Payment applicant

"Really stressful if given conflicting information each time you phone"

Job Start Payment applicant

Some applicants experienced technical issues throughout the application process. Comments described difficulties uploading supporting evidence, webpages crashing and applications getting lost:

"Your portal only very occasionally works when logging in so completing this form has taken me several days and phone calls to rectify the problem which no one is interested in helping fix."

Adult Disability Payment applicant

"It has taken me around 6 hours to annotate this, which has been difficult at times due to my own Autism and other conditions. I have persevered, but it timed me out on a few occasions and I lost the information which was upsetting. I appreciate all of this information is critical and important but maybe there could be an option of saving as you go along to prevent this from happening."

Child Disability Payment applicant

"As I previously applied on 19th August to be told today 15th September that my application can not be found and I have an email from you telling me your received it on the 19th August very frustrating"

Best Start Grant / Foods and Scottish Child Payment applicant

"Very buggy website! On more than one occasion I had typed a lot of detailed information, only for it not to save and be lost! I ended up typing it into a Word document then copying and pasting it in. Due to my mental health issues this was very offputting and delayed completion by 2 weeks."

Child Disability Payment applicant

"I could not submit my application for technical reasons Wheel went round and round still is Had to repeat application"

Best Start Grant applicant

"Uploading supporting information had its difficulties requiring two or three goes before scanned documents uploaded"

Adult Disability Payment applicant

"Not clear how to sign back into application. ScotGov / SSS sites not clear and no link in emails."

Adult Disability Payment applicant

Some applicants were dissatisfied with being asked equalities monitoring questions at the end of the application. Some applicants did not like the questions being included at all, finding them intrusive, whilst others felt that the monitoring missed out certain categories, such as sex and chosen name for trans people:

“Asking crazy woke questions at the end”

Scottish Child Payment applicant

“I dont think its appropriate to ask questions about someones sexuality especially while they are grieving very inappropriate asking if you are trans gay or straight what religion you are theses are private things at the best of times but to ask when someone has just lost a loved one completely wrong”

Funeral Support Payment applicant

“My child is trans person and there was no place in the form where I could put his new name as all the IDs he has are on his old name and all medical records are with new name.”

Child Disability Payment applicant

“The experience was good until the survey at the end of the application The fact you are asking these questions means somebody thinks its important enough to know whether applicants are gay trans etc and going to research the survey results Why why why It shoudnt matter let people be people and get on with their lives rather than asking about sexual orientation etc.”

Scottish Child Payment applicant

5.6.4 Mixed comment key themes

Mixed comments tended to reflect a combination of the major positive and negative themes illustrated above. For instance, some applicants praised staff manner or the ease of the application but were not happy with waiting times (helpline or the application process). Some described the application as straightforward, yet found that it had a negative impact on their mental health. Others felt the application form asked the right questions, but that their experience of submitting an application online was marred by technical glitches:

"Application itself is great, through so many perfectly asked detailed questions can really show the child problems and struggles but system online not working properly yet-freezes pages, rejects my inputs/uploads, secure timing of using single page is not working or working incorrectly what made me waste so much time and required to do some tasks several times."

Child Disability Payment applicant

"My experience is always very good when dealing with SSS and their amazing staff The only issue I ever have is the waiting times of over an hour on the phone and the length of time it takes for an application to process."

Best Start Grant applicant

"I would rate this experience as very good if it didn't take so long; waiting on hold whilst calling for advice: my experience of talking to advisors has always been very good.

The advisors I have spoken to have all listened very carefully, answered any queries carefully and treated me as a human being, with dignity and respect. I would like to thank them all for their patience, forbearance and kindness. Thank you."

Adult Disability Payment applicant

"The thoroughness of the questions and the layout of the sections are easy to navigate, and provide enough guidance to assist you in answering the questions fully.

As I filled out each section I could feel the emotions and the stress that we put aside to care for our children come through. I had to take breaks and come back to filling these questions out. A quick link to support networks could be displayed for users who are not aware of the services out there, just displayed at the foot of the page."

Child Disability Payment applicant

5.6.4 Suggestions key themes

Applicants had many suggestions for service improvement. Many of these suggestions were ways to alleviate some of the negative experiences of applicants and seemed to come more prominently from disability payment applicants.

Applicants made suggestions for improvements to the application form. This included more options to provide detail where there were binary (i.e. 'yes/no') answer options. They also called for an additional free-text section where applicants could share information that did not fit elsewhere on the form. Many felt more questions should be added to capture the impact of certain health conditions on their daily living, or that some conditions could be elaborated upon, such as those relating to mental health. Applicants also wanted to see more examples of how to answer questions, in order to know the level of detail required. Others wanted greater accessibility, more opportunities to save online applications and the ability to attach multiple files to supporting evidence. Others said medical records should be used instead of completing an application form. Others suggest a personal statement would be a better way of capturing their lived experiences:

"One improvement would be to allow extra saves between sections."

Child Disability Payment applicant

"Add a section that allows for additional information to be provided that will aid the application."

Adult Disability Payment applicant

" Uploading of documents. Some letters are 2 or 3 pages so should give option to attach together."

Child Disability Payment applicant

" I think a massive improvement would be the ability to upload documents to your application while it is under review or at a later date and at present this does not seem to be possible."

Child Disability Payment applicant

"Some of the questions are ambiguous to me as an autistic person. 'Sometimes or always' versus 'never' is too broad, especially when I may want to answer yes but the form doesn't give any option to apply context. It might be more useful to have a Yes or No and then a comments box to add notes to accompany that answer."

Adult Disability Payment applicant

"I think a personal statement would better understand how complex health issues can be. I have many illnesses and issues all of which may not be a condition/illness that can be put into a suitable category for this application."

Adult Disability Payment applicant

"The form is too long. Medical information should be requested from GP."

Child Disability Payment applicant

"I feel like this application is missing a section on managing household chores, like doing laundry, washing up, putting the bins out, keeping appliances clean (like the fridge). Basically the applicants ability to keep their living area safe and hygienic."

Adult Disability Payment applicant

"something to make it more accessible such as having a voice over to read the questions or someone needs braille."

Adult Disability Payment applicant

"I would have liked to have been able to skip forward to see all of the questions before I began, to save me having to repeat myself or go back over previous questions."

Adult Disability Payment applicant

"Application to include questions being translated into sign language would be easier please."

Best Start Grant applicant

Some applicants made suggestions for improvement to the application process with more contact options, such as text, email, or a call back service for the helpline. Best Start Grant / Foods applicants suggested having separate applications for these benefits and the option to see what the applicant has already applied for. There were many applicants who suggested greater advertisement of benefits:

"I never heard about this form of help and very recently a friend of mine told me that I can apply Perhaps it could be made more accessible for people who need additional financial help so that they are aware that they can apply Im very happy I was told about this service and will spread information about it to people who would need it."

Best Start Grant / Foods and Scottish Child Payment applicant

"I think it would be helpful to be able to create an account where all previous applications and existing entitlements are displayed Ive found it confusing keeping track of the payments for one child being pregnant at the same time."

Best Start Grant / Foods and Scottish Child Payment applicant

"I feel like there should be an easier option to apply for just the one single grant I was trying to apply for school age payment but had to go through my babies details also and baby box questions I think there should be a way to tick to apply for just one part for the one wished to apply for."

Best Start Grant applicant

"I have previously applied and had been left messages to call back however I tried numerous times and was just in the phone line for up to 45 minutes a time and then had to hang up There should be a call back facility to register that you have been trying to call or an email address or something."

Scottish Child Payment applicant

"It would be good if there was a way for applicants of confirming whether or not someone is calling from you. Or possibly if they could mention that you can call back/chat online via details on the website. Last week I recieved a phone call from someone claiming to be calling from SSS, wanting to discuss my application. He asked me to go through security questions to confirm my identity but there was no way for me to confirm his. He did let me know that it was just to find out if I needed support with the application since the deadline was approchaing, so I knew I could just call back with my questions if I needed to, and it's highly unlikely to have been anything other than what he said, but I didn't feel comfortable sharing information like my national insurance number over the phone with someone who called me out of the blue."

Adult Disability Payment applicant

"Applicant is deaf and would be good to have more forms of communication such as email and text."

Funeral Support Payment applicant

6. References

- 1) <https://www.gov.scot/policies/social-security/engagement-on-social-security/>
- 2) <https://www.socialsecurity.gov.scot/about/our-charter>
- 3) <https://www.gov.scot/publications/social-security-scotland---workforce-information-march-2021/>

7. Annex A – Calls handled, per month per phone line

Table 7.1: Call volume by month and phone line - 01 April 2022 to 31 March 2023

| Phone line | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | [c] | 92 | 178 | 263 | 412 | 446 | 490 | 466 | 679 | 823 | 1,121 |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | N/A | 28 | 137 | 212 | 207 | 170 | 227 | 282 | 433 |
| Adult Disability Payment | 853 | 1,324 | 1,961 | 3,154 | 6,753 | 12,829 | 15,253 | 18,823 | 16,944 | 21,052 | 20,046 | 27,394 |
| Accessible Vehicles and Equipment (ADP) | N/A | N/A | N/A | N/A | [c] | 13 | [c] | 20 | 55 | 56 | 49 | 42 |
| Accessible Vehicles and Equipment (CDP) | 18 | 13 | 17 | 15 | 23 | 30 | 22 | 22 | 18 | 20 | 11 | 13 |
| Best Start Grant / Foods | 2,864 | 4,197 | 5,788 | 6,003 | 5,793 | 4,593 | 4,780 | 4,575 | 3,357 | 3,103 | 2,574 | 4,593 |
| Carer's Allowance Supplement | 299 | 318 | 737 | 211 | 215 | 229 | 506 | 575 | 1,141 | 359 | 183 | 322 |
| Child Disability Payment Case Transfer | 936 | 989 | 1,074 | 979 | 1,129 | 895 | 586 | 251 | 209 | 241 | 202 | 206 |
| Child Disability Payment General | 4,022 | 4,327 | 3,703 | 3,463 | 4,321 | 5,012 | 6,537 | 6,553 | 4,669 | 6,045 | 5,764 | 6,483 |
| Child Winter Heating Assistance | 70 | 36 | 30 | 19 | 21 | 47 | 257 | 340 | 164 | 93 | 117 | 406 |
| Funeral Support Payment | 1,300 | 1,188 | 1,209 | 1,074 | 1,373 | 1,080 | 1,157 | 1,354 | 1,331 | 1,640 | 1,503 | 1,781 |
| General Enquiries | 837 | 795 | 799 | 1,050 | 1,460 | 1,438 | 2,213 | 3,216 | 2,780 | 2,066 | 1,495 | 3,752 |
| Job Start Payment | 192 | 216 | 183 | 180 | 176 | 171 | 170 | 149 | 132 | 161 | 150 | 263 |
| Scottish Child Payment | 2,939 | 3,402 | 4,094 | 3,084 | 3,892 | 3,994 | 5,205 | 13,465 | 17,925 | 20,995 | 11,892 | 12,335 |
| Winter Heating Payment | N/A | 52 | 951 | 10,235 |
| Young Carer Grant | 215 | 246 | 330 | 289 | 265 | 285 | 256 | 343 | 314 | 264 | 270 | 313 |

Note: N/A covers period where benefit or phone line was not live.

[c] Figures suppressed for disclosure control

Figure 7.1: Call volume by month and phone line - 01 April 2022 to 31 March 2023

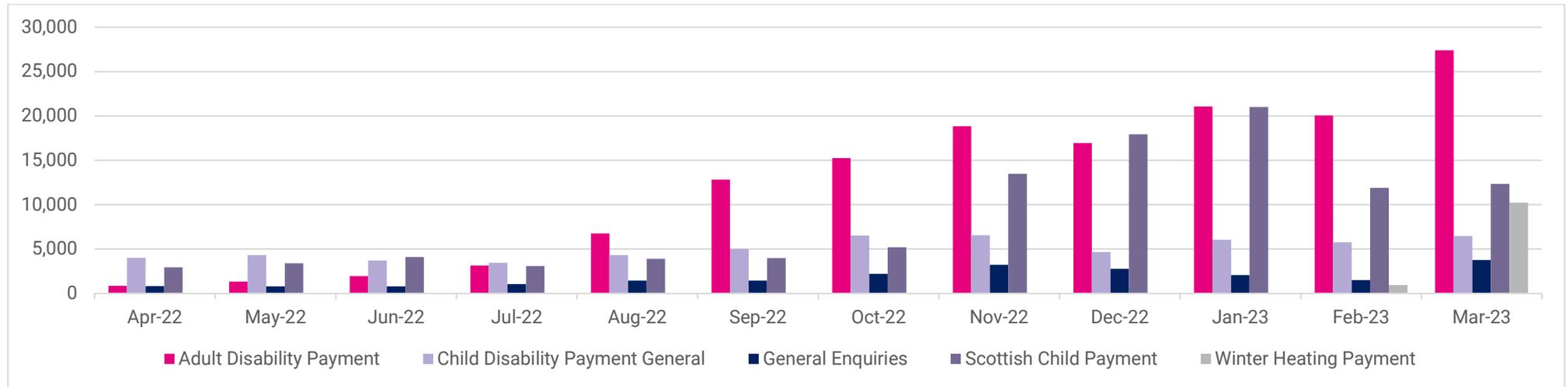


Figure 7.2: Call volume by month and phone line - 01 April 2022 to 31 March 2023

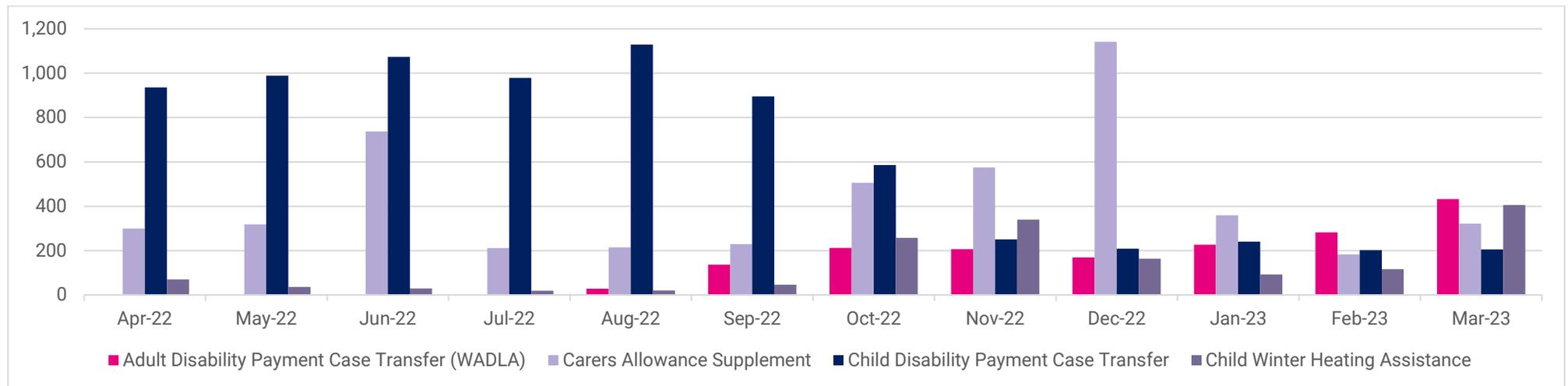


Figure 7.3: Call volume by month and phone line - 01 April 2022 to 31 March 2023

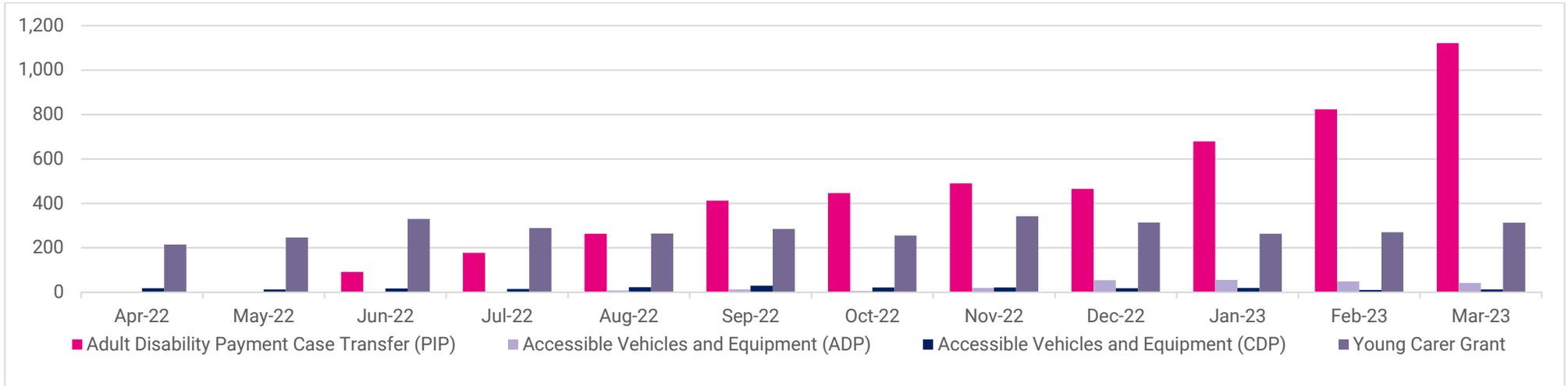
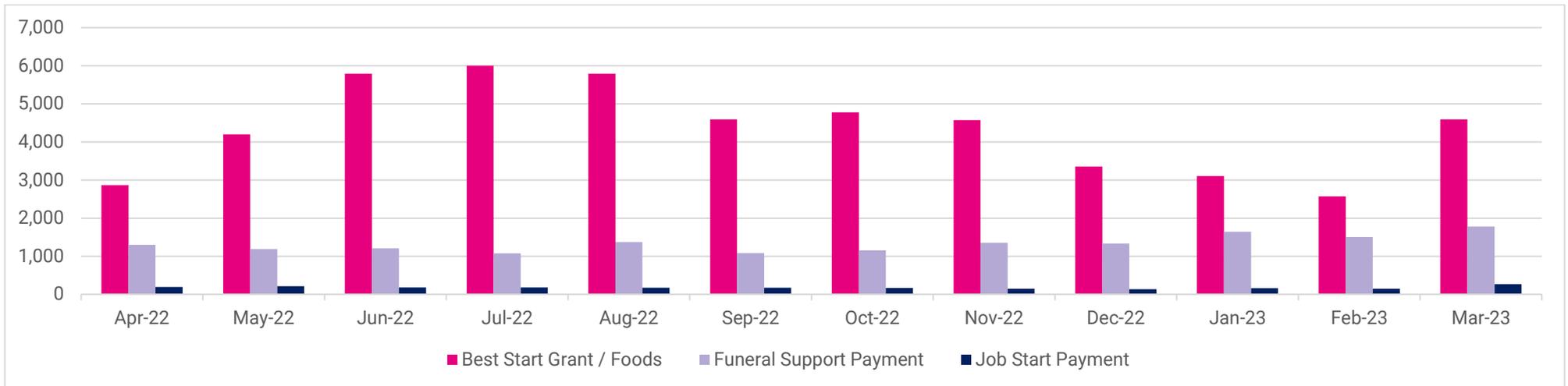


Figure 7.4: Call volume by month and phone line - 01 April 2022 to 31 March 2023



8. Annex B – Average call wait times, per month per phone line

Table 8.1: Average monthly call wait times by telephony phone line between April 2022 and March 2023 (MM:SS)

| Phone line | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | 00:10 | 00:21 | 00:35 | 01:26 | 01:29 | 00:51 | 01:12 | 01:55 | 04:12 | 01:32 | 01:12 |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | N/A | 03:13 | 02:57 | 00:32 | 01:06 | 01:14 | 03:45 | 01:15 | 01:01 |
| Adult Disability Payment | 01:23 | 01:29 | 01:33 | 01:27 | 04:01 | 04:18 | 08:28 | 07:26 | 10:24 | 23:48 | 27:36 | 35:15 |
| Accessible Vehicles and Equipment (ADP) | N/A | N/A | N/A | N/A | 10:54 | 17:05 | 07:20 | 17:51 | 20:30 | 53:24 | 19:07 | 09:23 |
| Accessible Vehicles and Equipment (CDP) | 02:37 | 07:22 | 11:00 | 11:49 | 16:14 | 24:34 | 40:34 | 41:54 | 40:48 | 41:00 | 11:27 | 13:28 |
| Best Start Grant / Foods | 21:59 | 21:27 | 34:52 | 44:41 | 32:11 | 28:30 | 10:48 | 12:26 | 19:47 | 37:44 | 49:32 | 40:10 |
| Carer's Allowance Supplement | 10:27 | 20:39 | 31:20 | 38:13 | 26:27 | 22:21 | 07:36 | 11:50 | 19:20 | 34:25 | 43:16 | 34:54 |
| Child Disability Payment Case Transfer | 00:53 | 00:46 | 00:46 | 01:05 | 00:59 | 02:31 | 01:35 | 05:02 | 05:21 | 09:24 | 04:52 | 03:59 |
| Child Disability Payment General | 04:22 | 08:58 | 13:56 | 12:11 | 14:13 | 21:44 | 23:59 | 42:47 | 43:29 | 57:07 | 54:07 | 01:05 |
| Child Winter Heating Assistance | 01:31 | 04:27 | 11:32 | 04:06 | 09:11 | 08:43 | 01:51 | 02:58 | 02:38 | 09:53 | 16:59 | 11:03 |
| Funeral Support Payment | 01:31 | 03:38 | 02:40 | 03:05 | 02:44 | 03:32 | 04:51 | 03:35 | 03:19 | 06:31 | 07:37 | 05:08 |
| General Enquiries | 02:35 | 05:05 | 08:33 | 03:53 | 00:56 | 01:52 | 01:13 | 03:36 | 02:53 | 17:45 | 32:00 | 07:22 |
| Job Start Payment | 01:10 | 02:40 | 02:01 | 01:48 | 01:49 | 02:48 | 02:29 | 04:28 | 03:31 | 06:18 | 07:36 | 05:24 |
| Scottish Child Payment | 22:58 | 21:59 | 34:48 | 44:54 | 33:07 | 27:07 | 10:33 | 18:39 | 19:00 | 36:54 | 48:27 | 42:37 |
| Winter Heating Payment | N/A | 00:15 | 00:42 | 05:27 |
| Young Carer Grant | 02:12 | 02:54 | 03:04 | 01:27 | 01:49 | 03:53 | 02:32 | 03:50 | 03:34 | 05:51 | 06:21 | 07:10 |

Note: N/A covers period where benefit or phone line was not live.

Figure 8.1: Average monthly call wait times by telephony phone line between April 2022 and March 2023 (MM:SS)

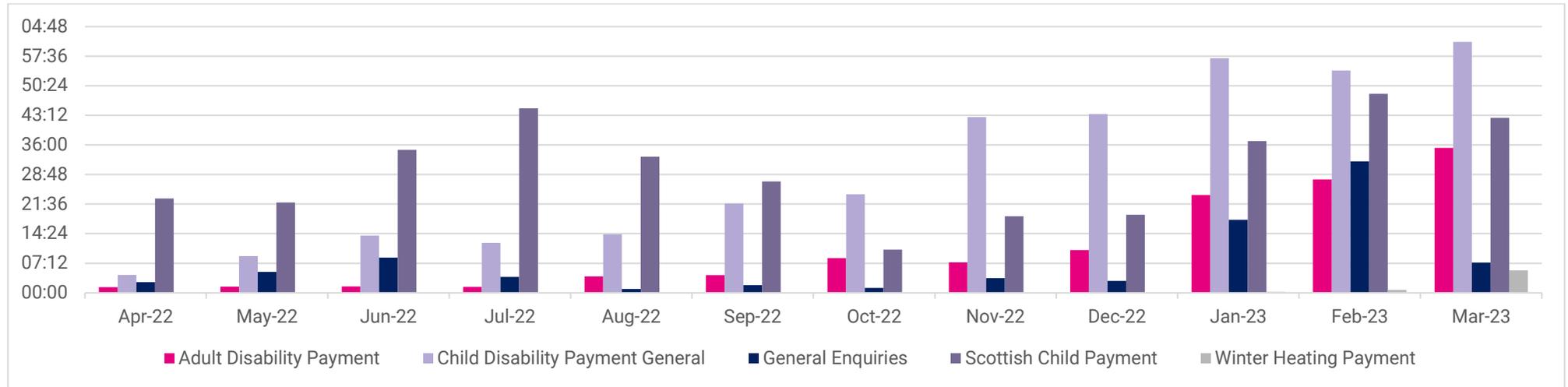


Figure 8.2: Average monthly call wait times by telephony phone line between April 2022 and March 2023 (MM:SS)

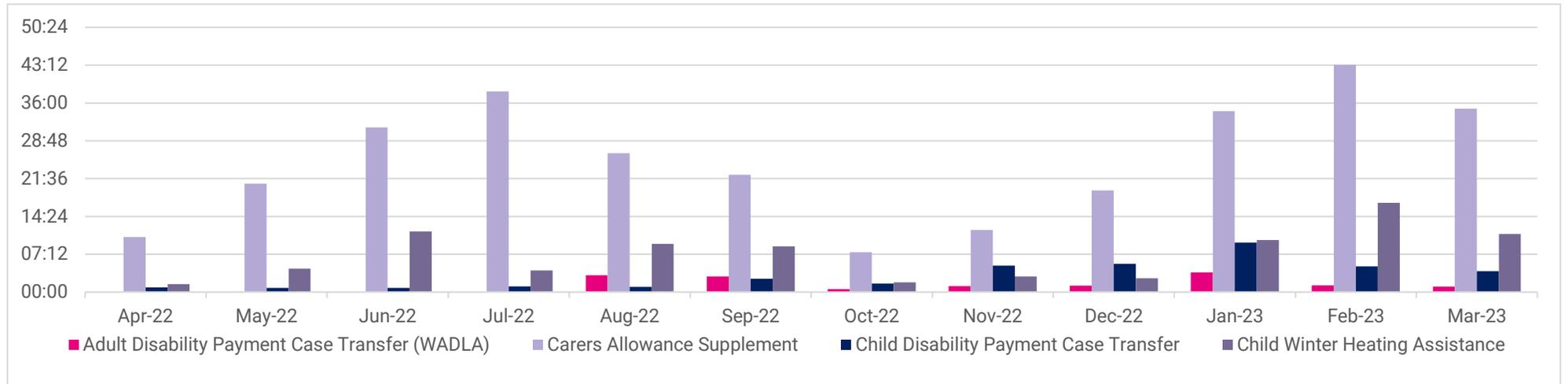


Figure 8.3: Average monthly call wait times by telephony phone line between April 2022 and March 2023 (MM:SS)

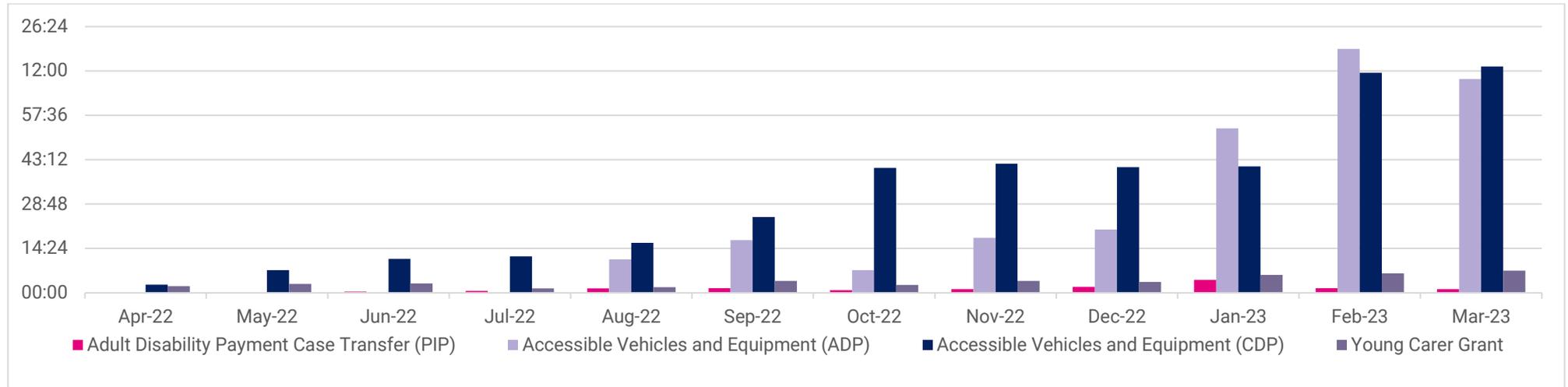
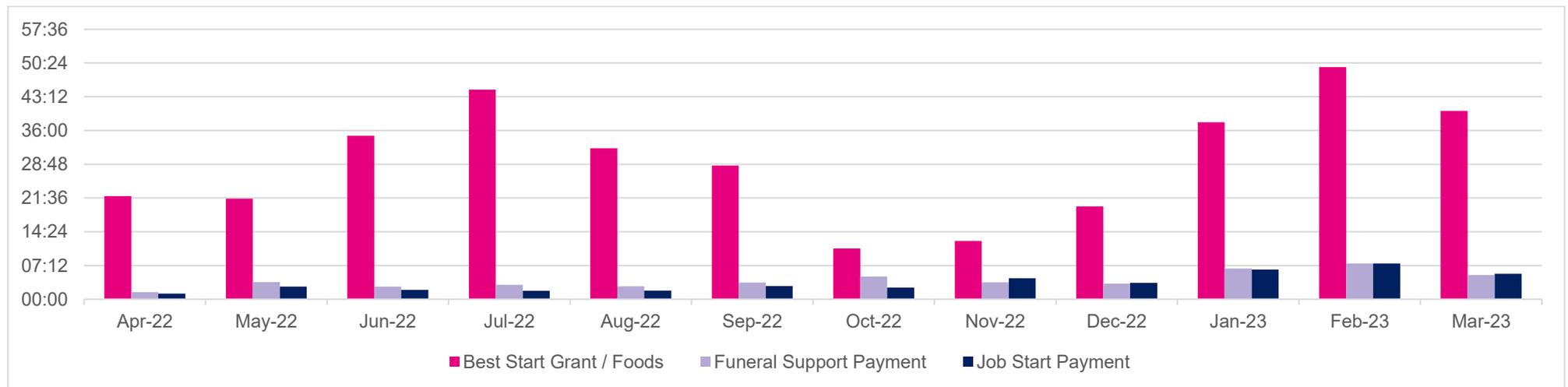


Figure 8.4: Average monthly call wait times by telephony phone line between April 2022 and March 2023 (MM:SS)



9. Annex C – Call wait times breakdown, per month per phone line

Table 9.1: Call wait time breakdown, 01 April 2022 to 31 March 2023

By phone line – wait time <1 min

| Wait time <1 min | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | [c] | 91 | 91 | 218 | 324 | 411 | 383 | 366 | 470 | 711 | 1,018 |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | N/A | 15 | 94 | 200 | 165 | 137 | 144 | 233 | 395 |
| Adult Disability Payment | 710 | 1,090 | 1,617 | 1,617 | 4,049 | 6,804 | 5,265 | 6,498 | 4,522 | 1,393 | 1,329 | 4,798 |
| Accessible Vehicles and Equipment (ADP) | N/A | N/A | N/A | N/A | [c] | [c] | [c] | [c] | 32 | 15 | 20 | 28 |
| Accessible Vehicles and Equipment (CDP) | [c] | [c] | [c] | [c] | 12 | [c] |
| Best Start Grant / Foods | 514 | 523 | 361 | 361 | 1,214 | 930 | 1,952 | 1,896 | 1,251 | 354 | 178 | 1,577 |
| Carer's Allowance Supplement | 76 | 73 | 108 | 108 | 63 | 79 | 292 | 179 | 370 | 55 | 15 | 89 |
| Child Disability Payment Case Transfer | 855 | 920 | 1,017 | 1,017 | 991 | 631 | 494 | 156 | 118 | 147 | 148 | 162 |
| Child Disability Payment General | 2,101 | 1,568 | 1,253 | 1,253 | 1,527 | 919 | 1,225 | 857 | 624 | 350 | 294 | 722 |
| Child Winter Heating Assistance | 51 | 24 | 12 | 12 | [c] | 15 | 212 | 277 | 126 | 66 | 80 | 233 |
| Funeral Support Payment | 1,044 | 757 | 848 | 848 | 1,040 | 744 | 683 | 867 | 923 | 748 | 636 | 1,042 |
| General Enquiries | 500 | 322 | 233 | 233 | 1,253 | 1,016 | 1,764 | 1,996 | 1,824 | 481 | 194 | 2,850 |
| Job Start Payment | 170 | 163 | 149 | 149 | 151 | 122 | 124 | 99 | 81 | 86 | 65 | 163 |
| Scottish Child Payment | 443 | 383 | 171 | 171 | 514 | 638 | 1,937 | 3,172 | 4,513 | 1,608 | 629 | 2,067 |
| Winter Heating Payment | N/A | 52 | 921 | 6,249 |
| Young Carer Grant | 159 | 186 | 246 | 246 | 210 | 200 | 179 | 230 | 212 | 153 | 138 | 173 |

Table 9.2: Call wait time breakdown, 01 April 2022 to 31 March 2023
By phone line – wait time 1-10 mins

| Wait Time 1-10 mins | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | [c] | [c] | [c] | 34 | 72 | 26 | 99 | 77 | 132 | 80 | 75 |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | N/A | 10 | 29 | 11 | 40 | 29 | 55 | 42 | 31 |
| Adult Disability Payment | 109 | 184 | 259 | 259 | 1,887 | 4,369 | 5,511 | 8,233 | 6,131 | 3,943 | 2,351 | 883 |
| Accessible Vehicles and Equipment (ADP) | N/A | N/A | N/A | N/A | [c] | [c] | [c] | [c] | 14 | 12 | [c] | [c] |
| Accessible Vehicles and Equipment (CDP) | 10 | [c] |
| Best Start Grant / Foods | 576 | 818 | 436 | 436 | 661 | 742 | 1,312 | 1,486 | 728 | 460 | 186 | 279 |
| Carer's Allowance Supplement | 69 | 65 | 75 | 75 | 32 | 42 | 111 | 199 | 219 | 47 | 25 | 36 |
| Child Disability Payment Case Transfer | 73 | 54 | 49 | 49 | 126 | 204 | 71 | 70 | 65 | 43 | 31 | 24 |
| Child Disability Payment General | 1,398 | 1,550 | 956 | 956 | 1,144 | 1,233 | 1,111 | 488 | 526 | 305 | 267 | 135 |
| Child Winter Heating Assistance | 18 | [c] | [c] | [c] | [c] | 20 | 33 | 44 | 30 | [c] | [c] | 82 |
| Funeral Support Payment | 201 | 300 | 257 | 257 | 229 | 231 | 305 | 333 | 286 | 500 | 483 | 461 |
| General Enquiries | 285 | 333 | 280 | 280 | 188 | 368 | 401 | 951 | 703 | 519 | 233 | 294 |
| Job Start Payment | 16 | 35 | 25 | 25 | 18 | 38 | 39 | 38 | 42 | 49 | 49 | 72 |
| Scottish Child Payment | 551 | 630 | 253 | 253 | 434 | 630 | 1,453 | 4,213 | 3,976 | 2,022 | 712 | 693 |
| Winter Heating Payment | N/A | [c] | 14 | 2,223 |
| Young Carer Grant | 40 | 39 | 52 | 52 | 46 | 61 | 63 | 91 | 71 | 67 | 81 | 90 |

Table 9.3: Call wait time breakdown, 01 April 2022 to 31 March 2023
By phone line – wait time 10-20 mins

| Wait Time 10-20 mins | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | [c] | [c] | [c] | 11 | 14 | [c] | [c] | 17 | 24 | 15 | [c] |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | N/A | [c] | 12 | [c] | [c] | [c] | 17 | [c] | [c] |
| Adult Disability Payment | 27 | 45 | 67 | 67 | 657 | 1,406 | 3,320 | 2,843 | 4,310 | 5,699 | 4,925 | 3,107 |
| Accessible Vehicles and Equipment (ADP) | N/A | N/A | N/A | N/A | [c] |
| Accessible Vehicles and Equipment (CDP) | [c] |
| Best Start Grant / Foods | 572 | 892 | 576 | 576 | 650 | 697 | 803 | 642 | 382 | 304 | 202 | 333 |
| Carer's Allowance Supplement | 53 | 64 | 98 | 98 | 33 | 31 | 58 | 119 | 156 | 44 | 15 | 33 |
| Child Disability Payment Case Transfer | [c] | 10 | [c] | [c] | [c] | 41 | 12 | 11 | 12 | 13 | 10 | [c] |
| Child Disability Payment General | 348 | 735 | 672 | 672 | 730 | 1,049 | 1,435 | 575 | 365 | 381 | 303 | 278 |
| Child Winter Heating Assistance | [c] | [c] | [c] | [c] | [c] | [c] | 10 | 10 | [c] | [c] | [c] | 25 |
| Funeral Support Payment | 49 | 94 | 87 | 87 | 71 | 70 | 115 | 126 | 79 | 261 | 201 | 175 |
| General Enquiries | 44 | 102 | 192 | 192 | 10 | 41 | 45 | 160 | 174 | 264 | 194 | 152 |
| Job Start Payment | [c] | 11 | [c] | 14 | 19 | 14 |
| Scottish Child Payment | 700 | 701 | 388 | 388 | 482 | 666 | 914 | 2,560 | 2,583 | 2,166 | 887 | 1,089 |
| Winter Heating Payment | N/A | [c] | [c] | 966 |
| Young Carer Grant | 10 | 11 | 21 | 21 | [c] | 13 | 10 | [c] | 22 | 30 | 29 | 24 |

Table 9.4: Call wait time breakdown, 01 April 2022 to 31 March 2023
By phone line – wait time 20-30 mins

| Wait Time 20-30 mins | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | [c] | 25 | 10 | [c] |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | N/A | [c] |
| Adult Disability Payment | [c] | [c] | [c] | [c] | 125 | 231 | 1,000 | 1,052 | 1,611 | 4,510 | 4,785 | 4,149 |
| Accessible Vehicles and Equipment (ADP) | N/A | N/A | N/A | N/A | [c] |
| Accessible Vehicles and Equipment (CDP) | [c] |
| Best Start Grant / Foods | 366 | 926 | 1,204 | 1,204 | 758 | 417 | 409 | 342 | 527 | 410 | 262 | 383 |
| Carer's Allowance Supplement | 33 | 52 | 159 | 159 | 26 | 25 | 24 | 48 | 211 | 58 | 14 | 31 |
| Child Disability Payment Case Transfer | [c] | [c] | [c] | [c] | [c] | 13 | [c] | [c] | [c] | 10 | [c] | [c] |
| Child Disability Payment General | 56 | 293 | 365 | 365 | 411 | 864 | 1,307 | 723 | 487 | 514 | 465 | 404 |
| Child Winter Heating Assistance | [c] | 17 |
| Funeral Support Payment | [c] | 33 | 15 | 15 | 20 | 22 | 40 | 22 | 32 | 100 | 124 | 61 |
| General Enquiries | [c] | 37 | 78 | 78 | [c] | [c] | [c] | 39 | 46 | 262 | 148 | 77 |
| Job Start Payment | [c] |
| Scottish Child Payment | 335 | 755 | 812 | 812 | 525 | 423 | 497 | 1,164 | 3,452 | 3,044 | 1,169 | 1,302 |
| Winter Heating Payment | N/A | [c] | [c] | 555 |
| Young Carer Grant | [c] | 11 | 12 |

Table 9.5: Call wait time breakdown, 01 April 2022 to 31 March 2023
By phone line – wait time 30+ mins

| Wait Time 30+ mins | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | [c] | 28 | [c] | 14 |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | N/A | [c] |
| Adult Disability Payment | [c] | [c] | [c] | [c] | 35 | 18 | 157 | 197 | 370 | 5,507 | 6,656 | 14,457 |
| Accessible Vehicles and Equipment (ADP) | N/A | N/A | N/A | N/A | [c] | 2 | 0 | 0 | 1 | 12 | 13 | [c] |
| Accessible Vehicles and Equipment (CDP) | [c] | 10 | [c] | [c] | 11 |
| Best Start Grant / Foods | 836 | 1,038 | 3,211 | 3,211 | 2,510 | 1,807 | 304 | 209 | 469 | 1,575 | 1,746 | 2,021 |
| Carer's Allowance Supplement | 68 | 64 | 297 | 297 | 61 | 52 | 21 | 30 | 185 | 155 | 114 | 133 |
| Child Disability Payment Case Transfer | [c] | 12 | 10 | 28 | [c] | [c] |
| Child Disability Payment General | 119 | 181 | 457 | 457 | 509 | 947 | 1,459 | 3,910 | 2,667 | 4,495 | 4,435 | 4,944 |
| Child Winter Heating Assistance | [c] | 13 | 24 | 49 |
| Funeral Support Payment | [c] | [c] | [c] | [c] | 13 | 13 | 14 | [c] | 11 | 31 | 59 | 42 |
| General Enquiries | [c] | [c] | 16 | 16 | [c] | [c] | [c] | 70 | 33 | 540 | 726 | 378 |
| Job Start Payment | [c] |
| Scottish Child Payment | 910 | 933 | 2,470 | 2,470 | 1,937 | 1,637 | 403 | 2,356 | 3,402 | 12,155 | 8,495 | 7,184 |
| Winter Heating Payment | N/A | [c] | [c] | 242 |
| Young Carer Grant | [c] | 11 | 14 |

10. Annex D – Average call length, per month per phone line

Table 10.1: Average monthly call handling times by telephony phone line between April 2022 and March 2023

| Phone line | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | 06:08 | 10:51 | 12:29 | 11:43 | 11:29 | 12:29 | 13:27 | 13:10 | 14:57 | 14:18 | 14:15 |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | N/A | 15:01 | 12:35 | 11:31 | 11:30 | 11:57 | 13:40 | 14:01 | 13:25 |
| Adult Disability Payment | 13:36 | 15:52 | 16:08 | 16:32 | 15:44 | 15:53 | 16:01 | 16:26 | 15:48 | 16:24 | 17:01 | 15:55 |
| Accessible Vehicles and Equipment (ADP) | N/A | N/A | N/A | N/A | 12:48 | 23:04 | 23:58 | 20:22 | 23:15 | 22:21 | 43:03 | 13:30 |
| Accessible Vehicles and Equipment (CDP) | 14:07 | 17:06 | 13:21 | 17:55 | 25:18 | 21:52 | 35:26 | 20:41 | 14:53 | 18:08 | 28:24 | 18:15 |
| Best Start Grant / Foods | 10:49 | 13:11 | 13:31 | 12:43 | 14:17 | 16:14 | 17:02 | 17:50 | 16:39 | 16:11 | 16:02 | 15:00 |
| Carer's Allowance Supplement | 05:02 | 10:22 | 12:38 | 12:05 | 11:11 | 09:53 | 10:53 | 11:28 | 13:16 | 12:41 | 12:30 | 10:23 |
| Child Disability Payment Case Transfer | 17:23 | 16:39 | 16:14 | 15:50 | 14:06 | 14:19 | 14:50 | 17:08 | 14:13 | 19:56 | 16:25 | 14:35 |
| Child Disability Payment General | 14:42 | 14:29 | 14:32 | 15:11 | 14:41 | 15:09 | 16:24 | 14:59 | 15:33 | 16:09 | 15:24 | 15:13 |
| Child Winter Heating Assistance | 10:42 | 10:37 | 13:32 | 12:10 | 16:33 | 10:32 | 17:27 | 12:24 | 12:32 | 12:10 | 11:57 | 10:51 |
| Funeral Support Payment | 16:19 | 17:18 | 14:21 | 16:08 | 16:22 | 17:17 | 16:39 | 16:46 | 17:08 | 18:00 | 16:28 | 16:14 |
| General Enquiries | 08:12 | 10:42 | 10:26 | 10:11 | 10:41 | 09:10 | 09:11 | 10:45 | 09:09 | 10:37 | 12:42 | 10:14 |
| Job Start Payment | 07:45 | 09:26 | 09:13 | 07:30 | 08:22 | 07:15 | 07:41 | 08:44 | 08:08 | 07:08 | 06:39 | 06:27 |
| Scottish Child Payment | 10:12 | 13:08 | 13:21 | 14:11 | 14:25 | 14:47 | 15:41 | 16:30 | 14:20 | 13:40 | 15:48 | 16:02 |
| Winter Heating Payment | N/A | 05:30 | 07:25 | 10:43 |
| Young Carer Grant | 07:55 | 07:54 | 07:57 | 08:37 | 10:14 | 07:59 | 08:01 | 08:23 | 08:30 | 08:10 | 08:12 | 07:08 |

Note: N/A covers period where benefit or phone line was not live.

Figure 10.1: Average monthly call handling times by telephony phone line between April 2022 and March 2023

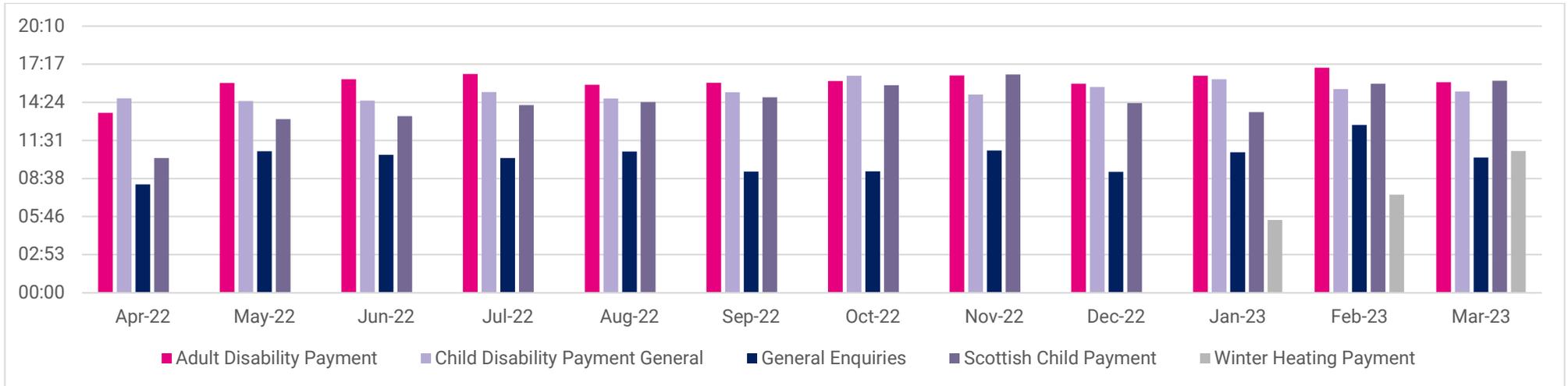


Figure 10.2: Average monthly call handling times by telephony phone line between April 2022 and March 2023

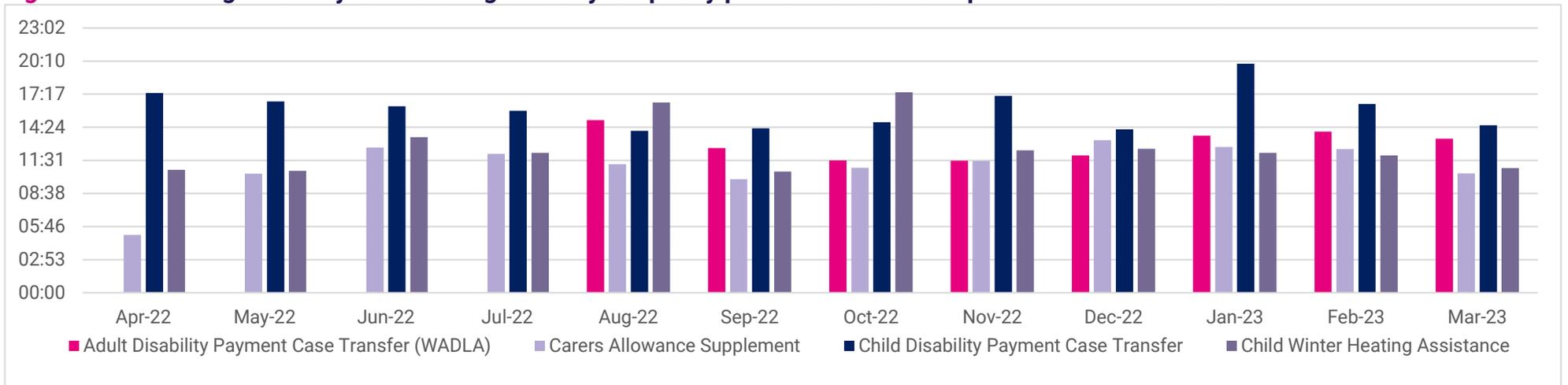


Figure 10.3: Average monthly call handling times by telephony phone line between April 2022 and March 2023

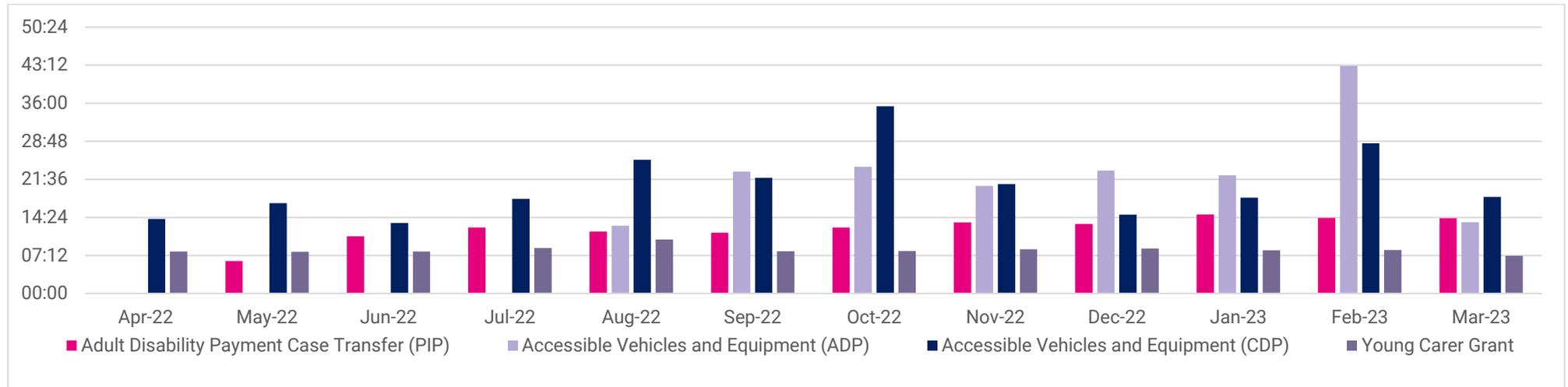
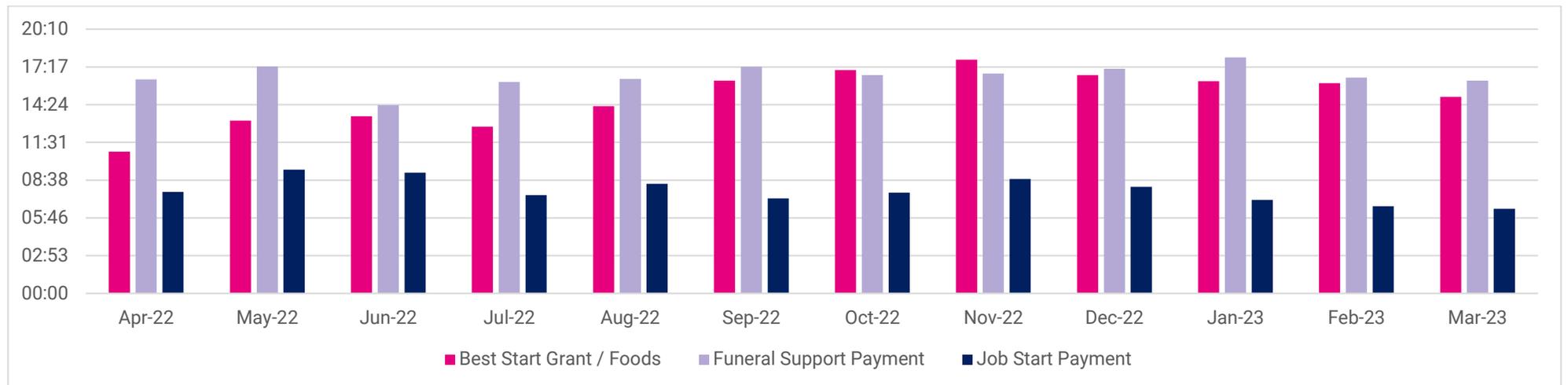


Figure 10.4: Average monthly call handling times by telephony phone line between April 2022 and March 2023



11. Annex E – Webchats handled, per month by channel

Table 11.1: Webchat volume by month and channel - 01 April 2022 to 31 March 2023

| Channel | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | 20 | 86 | 72 | 132 | 64 | 51 | 32 | 63 | 112 | 134 | 186 |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | [c] | 29 | 27 | 27 | 15 | 10 | 37 | 46 | 75 |
| Adult Disability Payment | 130 | 234 | 375 | 576 | 1,433 | 2,736 | 3,978 | 5,622 | 5,548 | 6,620 | 6,501 | 6,534 |
| Best Start Grant / Foods | 1,227 | 1,450 | 2,307 | 3,659 | 3,114 | 2,164 | 1,626 | 1,123 | 635 | 923 | 1,127 | 1,842 |
| Carer's Allowance Supplement | 45 | 97 | 208 | 52 | 39 | 65 | 102 | 118 | 223 | 65 | 70 | 120 |
| Child Disability Payment Case Transfer | 25 | 65 | 124 | 165 | 220 | 78 | 68 | 25 | 34 | 52 | 31 | 14 |
| Child Disability Payment General | 2,485 | 2,879 | 2,617 | 2,897 | 3,362 | 3,584 | 3,415 | 2,786 | 2,668 | 2,675 | 2,103 | 2,491 |
| Child Winter Heating Assistance | 42 | 19 | [c] | 12 | 22 | 51 | 256 | 233 | 197 | 223 | 69 | 123 |
| Funeral Support Payment | 27 | 44 | 56 | 72 | 74 | 59 | 57 | 50 | 24 | 96 | 124 | 148 |
| Job Start Payment | 107 | 65 | 53 | 63 | 60 | 48 | 62 | 60 | 74 | 114 | 177 | 99 |
| Scottish Child Payment | 1,126 | 845 | 950 | 966 | 1,222 | 1,355 | 1,188 | 2,823 | 5,264 | 7,645 | 5,526 | 5,276 |
| Winter Heating Payment | N/A | 20 | 21 | 611 | 3,058 |
| Young Carer Grant | 38 | 113 | 70 | 59 | 92 | 127 | 96 | 63 | 117 | 168 | 135 | 136 |

Note: N/A covers period where benefit or channel was not live.

[c] Figures suppressed for disclosure control

Figure 11.1: Webchat volume by month and channel - 01 April 2022 to 31 March 2023

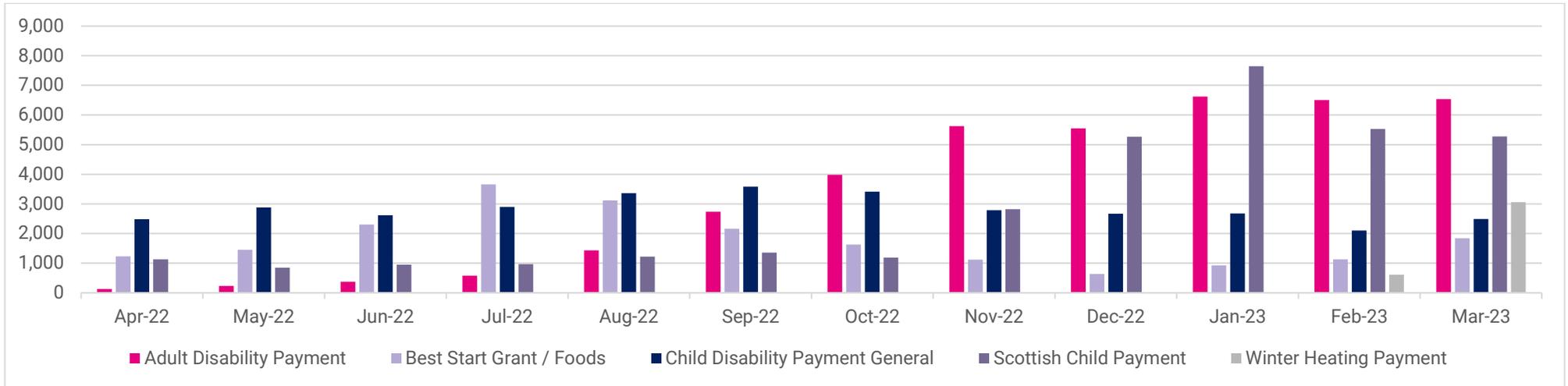


Figure 11.2: Webchat volume by month and channel - 01 April 2022 to 31 March 2023

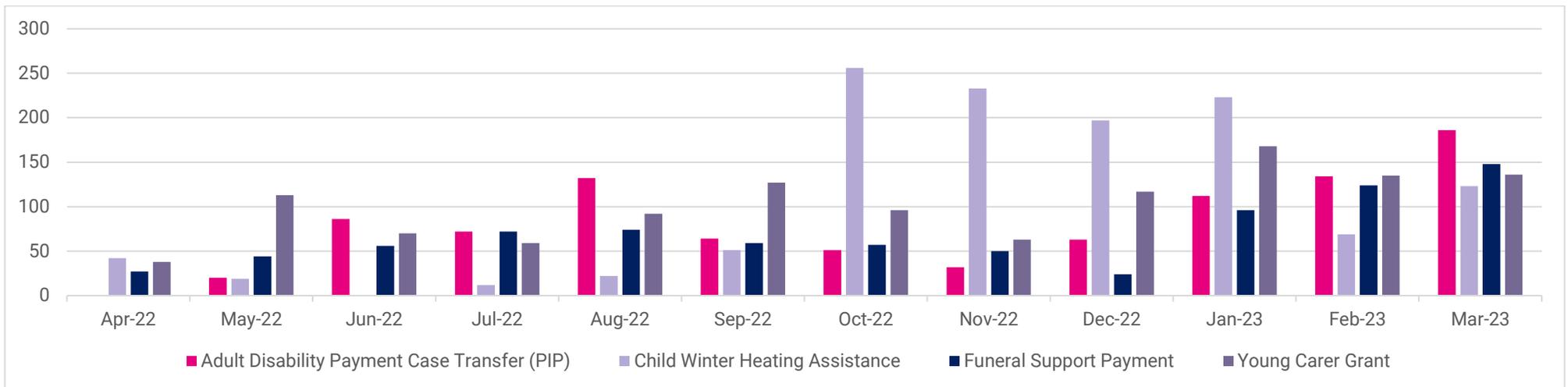
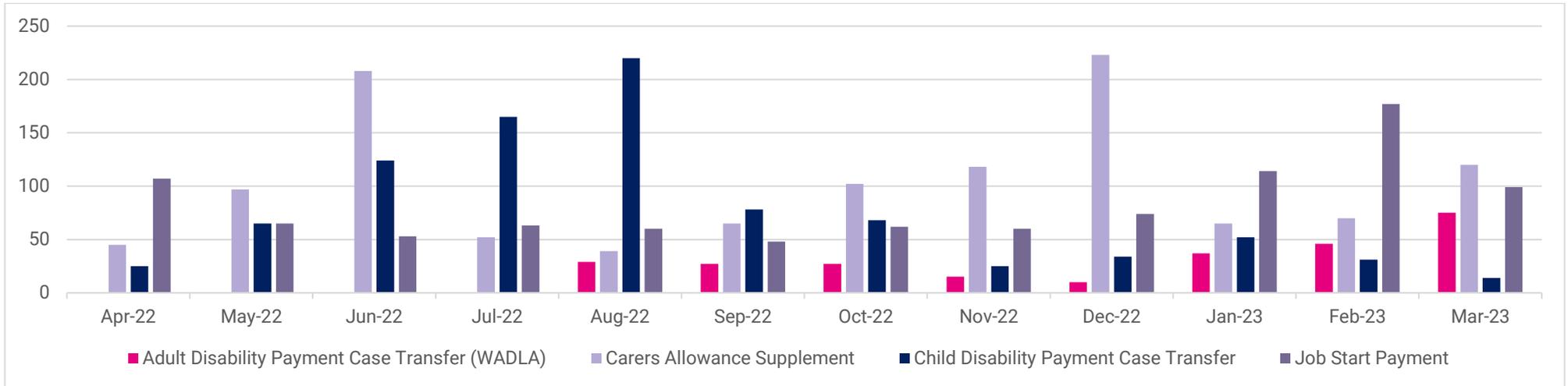


Figure 11.3: Webchat volume by month and channel - 01 April 2022 to 31 March 2023



12. Annex F – Average webchat wait times, per month by channel

Table 12.1: Webchat volume by month and channel - 01 April 2022 to 31 March 2023

| Channel | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | 05:16 | 01:55 | 00:16 | 00:58 | 01:10 | 00:20 | 00:46 | 00:53 | 03:55 | 00:45 | 00:36 |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | 00:01 | 02:36 | 00:52 | 00:29 | 01:08 | 01:42 | 01:16 | 00:52 | 00:41 |
| Adult Disability Payment | 02:14 | 04:19 | 04:22 | 02:12 | 02:05 | 01:46 | 04:29 | 04:05 | 05:09 | 07:17 | 07:38 | 09:05 |
| Best Start Grant / Foods | 06:28 | 07:29 | 07:24 | 07:40 | 06:40 | 05:55 | 05:32 | 05:58 | 07:25 | 07:00 | 07:01 | 06:12 |
| Carer's Allowance Supplement | 06:27 | 07:13 | 08:18 | 08:28 | 08:06 | 05:39 | 06:33 | 06:12 | 09:26 | 07:28 | 07:47 | 08:50 |
| Child Disability Payment Case Transfer | 00:11 | 00:28 | 00:13 | 00:19 | 00:13 | 01:12 | 00:18 | 02:20 | 02:28 | 01:49 | 02:09 | 00:26 |
| Child Disability Payment General | 01:48 | 03:36 | 03:59 | 02:54 | 03:44 | 05:06 | 05:51 | 08:52 | 08:41 | 09:23 | 09:47 | 09:57 |
| Child Winter Heating Assistance | 00:36 | 01:27 | 03:12 | 02:03 | 03:50 | 04:35 | 02:11 | 01:24 | 01:46 | 00:54 | 04:56 | 04:18 |
| Funeral Support Payment | 02:17 | 02:29 | 03:23 | 02:35 | 04:01 | 04:08 | 04:14 | 05:23 | 05:47 | 05:07 | 05:53 | 04:54 |
| Job Start Payment | 01:03 | 01:36 | 00:55 | 01:12 | 01:52 | 01:39 | 02:12 | 02:15 | 01:33 | 01:56 | 02:41 | 03:08 |
| Scottish Child Payment | 06:27 | 07:06 | 07:27 | 07:26 | 06:18 | 06:20 | 05:53 | 06:44 | 08:29 | 08:21 | 07:34 | 06:59 |
| Winter Heating Payment | N/A | 02:30 | 00:22 | 00:01 | 03:31 |
| Young Carer Grant | 01:31 | 01:41 | 02:08 | 01:36 | 01:43 | 02:05 | 01:43 | 02:40 | 02:11 | 02:41 | 03:45 | 05:18 |

Note: N/A covers period where benefit or phone line was not live.

Figure 12.1: Average monthly webchat wait times by channel between April 2022 and March 2023 (MM:SS)

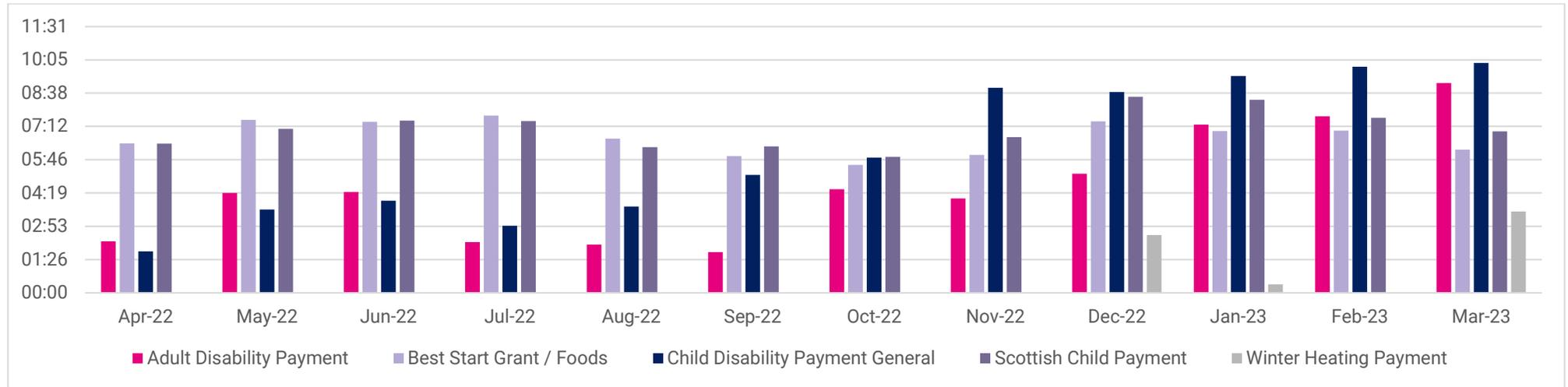


Figure 12.2: Average monthly webchat wait times by channel between April 2022 and March 2023 (MM:SS)

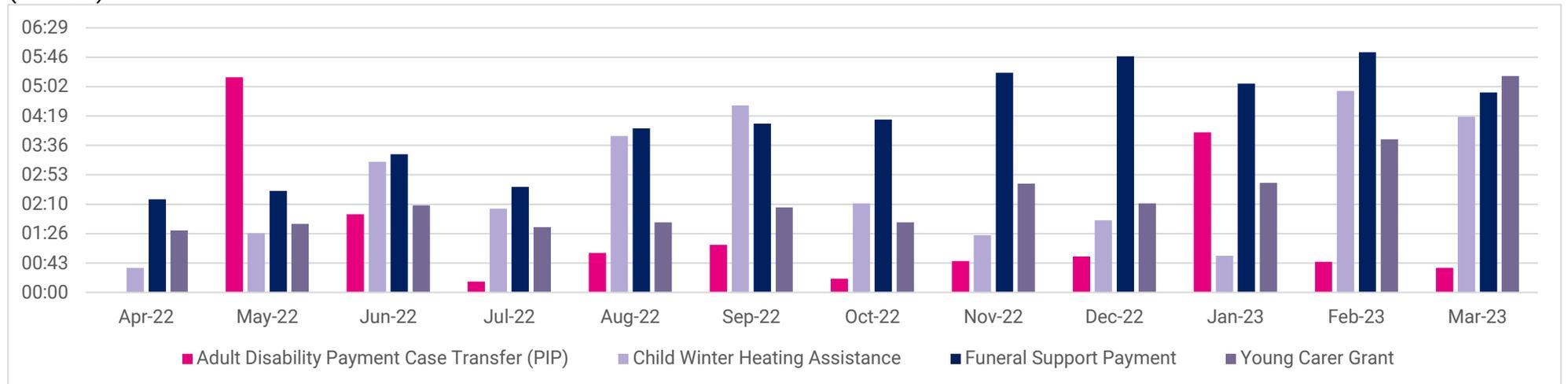
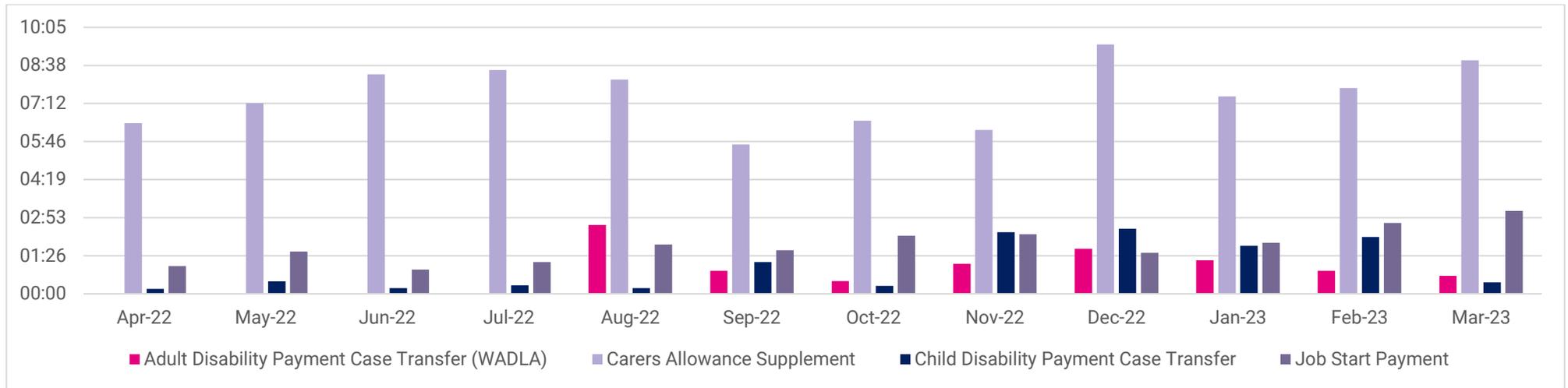


Figure 12.3: Average monthly webchat wait times by channel between April 2022 and March 2023 (MM:SS)



13. Annex G – Webchat length, per month per channel

Table 13.1: Webchat length by month and channel - 01 April 2022 to 31 March 2023

| Channel | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Adult Disability Payment Case Transfer (PIP) | N/A | 00:36 | 10:27 | 09:20 | 11:17 | 11:13 | 11:43 | 17:00 | 12:46 | 12:41 | 15:44 | 14:35 |
| Adult Disability Payment Case Transfer (WADLA) | N/A | N/A | N/A | 00:29 | 06:47 | 10:53 | 10:24 | 08:33 | 15:17 | 14:12 | 16:49 | 13:31 |
| Adult Disability Payment | 13:10 | 11:42 | 12:20 | 14:03 | 12:46 | 12:15 | 11:57 | 11:54 | 11:51 | 12:37 | 12:54 | 13:14 |
| Best Start Grant / Foods | 10:45 | 11:24 | 09:48 | 09:13 | 10:07 | 11:08 | 10:54 | 11:40 | 12:02 | 11:51 | 11:35 | 11:29 |
| Carer's Allowance Supplement | 09:34 | 11:09 | 12:30 | 10:42 | 10:37 | 07:10 | 09:56 | 08:39 | 12:43 | 10:09 | 10:18 | 10:41 |
| Child Disability Payment Case Transfer | 14:56 | 10:04 | 14:08 | 12:45 | 12:16 | 13:41 | 12:43 | 11:43 | 13:55 | 13:21 | 12:52 | 10:07 |
| Child Disability Payment General | 10:58 | 11:12 | 10:53 | 10:53 | 11:15 | 10:48 | 11:30 | 11:54 | 11:57 | 12:49 | 12:40 | 12:36 |
| Child Winter Heating Assistance | 06:03 | 11:23 | 11:31 | 13:55 | 07:05 | 07:27 | 10:59 | 09:19 | 09:28 | 07:09 | 10:40 | 08:50 |
| Funeral Support Payment | 09:36 | 11:52 | 09:17 | 11:28 | 13:17 | 11:06 | 11:10 | 10:22 | 14:31 | 09:55 | 10:02 | 10:47 |
| Job Start Payment | 07:38 | 08:09 | 09:42 | 07:42 | 07:03 | 07:18 | 06:48 | 06:08 | 05:58 | 04:23 | 05:38 | 06:32 |
| Scottish Child Payment | 11:09 | 12:11 | 10:41 | 10:31 | 10:59 | 10:50 | 11:22 | 09:38 | 10:39 | 10:51 | 11:21 | 12:38 |
| Winter Heating Payment | N/A | 00:52 | 04:37 | 09:33 | 09:15 |
| Young Carer Grant | 08:12 | 07:14 | 09:01 | 08:56 | 07:38 | 07:48 | 07:31 | 09:07 | 06:43 | 06:58 | 06:16 | 06:37 |

Note: N/A covers period where benefit or phone line was not live.

Figure 13.1: Average monthly webchat wait times by channel between April 2022 and March 2023 (MM:SS)

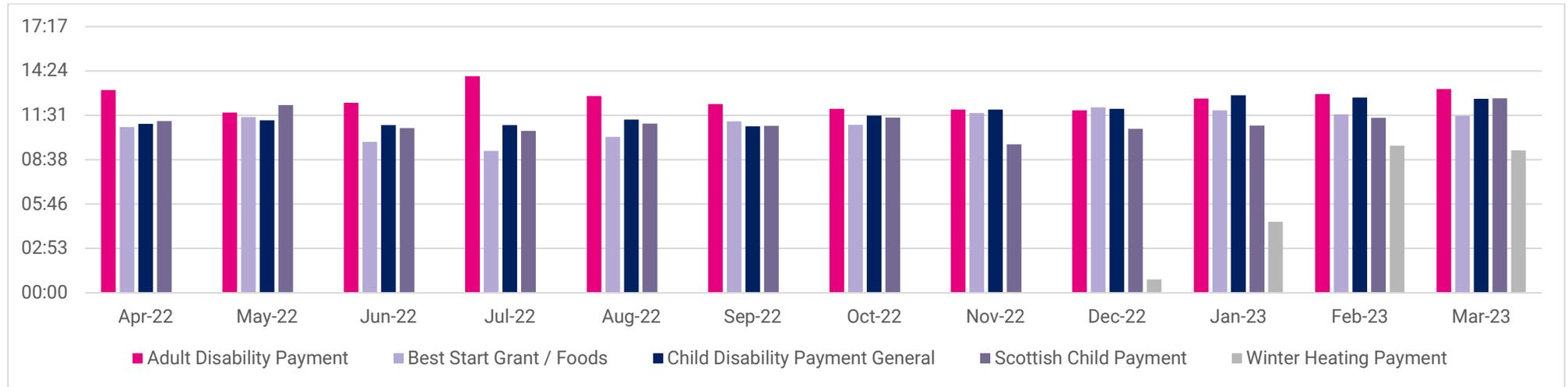


Figure 13.2: Average monthly webchat wait times by channel between April 2022 and March 2023 (MM:SS)

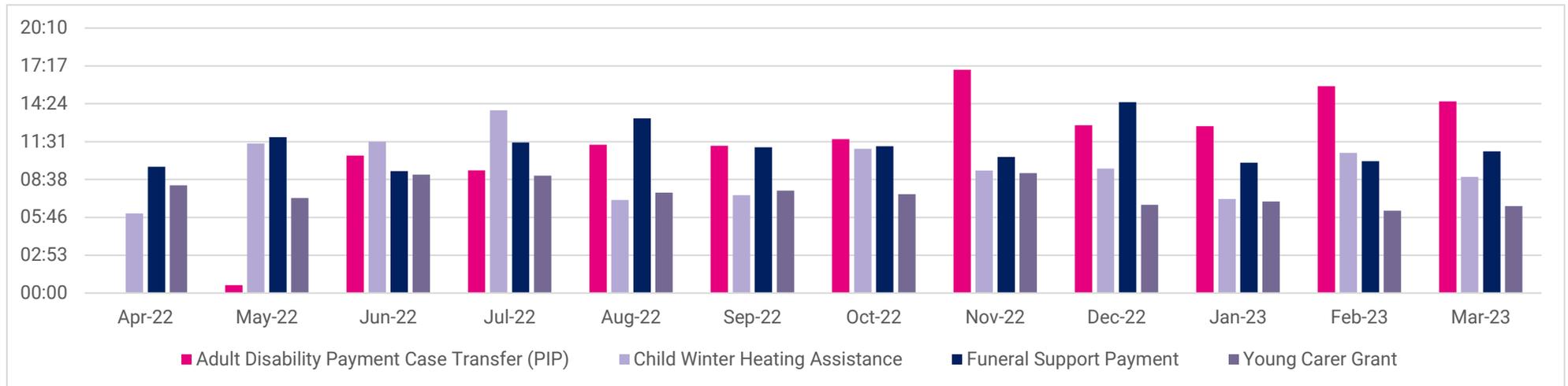
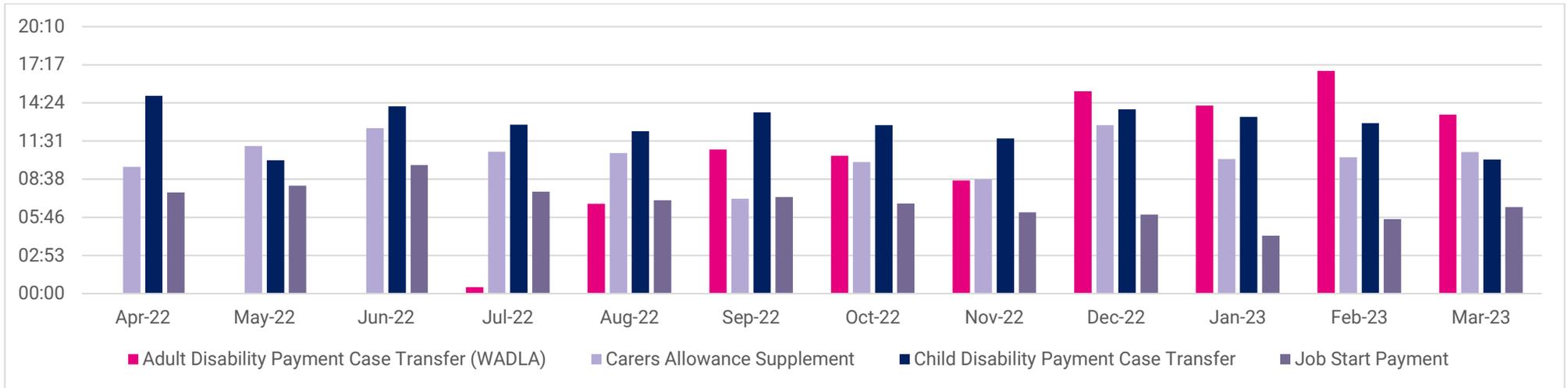


Figure 13.3: Average monthly webchat wait times by channel between April 2022 and March 2023 (MM:SS)





© Crown copyright 2023

You may re-use this information (excluding logos and images) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit: <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

or e-mail: psi@nationalarchives.gsi.gov.uk. Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

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

This publication is available on the Social Security Scotland publications website (<https://www.socialsecurity.gov.scot/publications>)

ISBN: 978-1-80201-361-0