



**Social Security
Scotland**

Tèarainteachd Shòisealta Alba

Social Security Scotland Client Panels Research: Local Delivery Service Survey 2023



Exploring this research

Choose how much detail you want to read:

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For key findings in a more visual format, a separate ['Summary report'](#) has also been published

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1. Findings at a glance

Local Delivery is a free Social Security Scotland service that's available across Scotland. It's a way for people to get person-to-person support with an application, or to ask questions about the application process.

This report presents findings from a survey about the Local Delivery service. The aim of this research was to find out what was working well for clients, and what could be improved. Key findings 'at a glance' are summarised below.

The majority of survey respondents had not heard of the Local Delivery service.

Of those that had used the service, most respondents said their overall experience of booking a Local Delivery service appointment was easy or very easy. The majority of respondents felt it was clear what their appointment would involve, although some would have liked to know more beforehand about the appointment purpose, the information that would be needed and what would be discussed. The majority of clients who responded to the survey had to gather information or evidence before their appointment and most of them found this easy.

The most common reason respondents had a Local Delivery appointment was to get help to complete an application. Adult Disability Payment was by far the most common benefit discussed at appointments. The most common type of Local Delivery appointment with survey respondents was a visit from an adviser in their home.

Survey respondents' views of advisers was positive, with a large majority agreeing that the adviser was knowledgeable, put them at ease, listened to them, and treated them with dignity, fairness and respect.

The survey asked about the experiences of appointees who used the Local Delivery service. Only a small number of appointees filled in the survey and their experiences were very mixed, with some finding it straightforward and others finding it complicated.

Overall, the majority of respondents rated their experience of having a Local Delivery appointment as good or very good. When asked to reflect on their answer, those who answered positively often praised the advisers and said that the service made accessing and navigating the benefits system easier and clearer.

Respondents also gave suggestions on what could improve the service. Most often, they said they wanted better communication. Some respondents also said they would have liked more choice for the location, timing and length of appointments. A few respondents commented on how the manner and conduct of the advisers could

be improved, and specifically that they would like advisers to have more knowledge and understanding of the conditions they have.

The survey findings highlight a range of things that are going well and areas for improvement, as well as issues that could be explored further. These include the appointee process, experiences of Local Delivery staff and other stakeholders and support for introducing some new practices (e.g. appointment reminder notifications).

2. Executive summary

This report presents findings from a survey about Social Security Scotland's Local Delivery service. It is the first dedicated research that sought to explore experiences of the service. The aim of this research was to explore what was working well for clients, and what could be improved.

Local Delivery is a free Social Security Scotland service that's available across Scotland. It's a way for people to get person-to-person support with an application, or to ask questions about the application process.

The Local Delivery survey received 1,069 responses from Client Panels members during October and November 2023.

Below is a summary of the key findings.

Knowledge and experience of the Local Delivery service

The majority of survey respondents (57%) had not heard of the Local Delivery service. 16% of respondents had had an appointment with the service. The data in this report about experiences of the Local Delivery service is only from those who have had an appointment.

Appointments

Arranging an appointment

Most respondents (84%) said their overall experience of booking a Local Delivery service appointment was easy or very easy. Respondents' suggestions to make booking an appointment easier included reducing the wait times on the helpline and introducing a dedicated route for enquiries about the Local Delivery service and to book appointments (such as online). Some respondents mentioned that they would have liked more choice around their appointment time and format and that it was difficult to work around other commitments to have an appointment.

Before an appointment

The majority of respondents (85%) felt it was clear what their Local Delivery service appointment would involve. However, some respondents felt that it would have been useful to know more about the purpose of the appointment, what would be discussed and what the advisors were able to help with ahead of their appointment. Others were keen to know what supporting documents or information were needed for the

appointment or for their application before their Local Delivery appointment, especially because it could take a while to gather the documents or information.

The majority of clients who responded to the survey (58%) had to gather information or evidence before their appointment. Most of these respondents (67%) found this easy or very easy. Those who found the process difficult spoke of barriers to gathering evidence, not being sure what evidence or information was needed, not having enough notice to gather it and the high administrative burden of gathering evidence or information.

The majority of respondents (84%) felt that it would be helpful to receive a notification reminding them about their appointment.

During an appointment

The most common reasons respondents had a Local Delivery appointment was to get help to complete an application (37%), to become an appointee (17%) and to get help to complete a review for Adult Disability Payment or Child Disability Payment (14%). Adult Disability Payment was by far the most common benefit discussed at appointments (58%), followed by Child Disability Payment (18%) and Scottish Child Payment (11%).

The most common type of Local Delivery appointment with survey respondents was a visit from an adviser in their home (41%), with the least common format of appointment being a meeting with an adviser at a location near where they live (14%).

Survey respondents' views of advisers was positive, with a large majority agreeing that the adviser was knowledgeable, put them at ease, listened to them, and treated them with dignity, fairness and respect.

Appointees

The survey collected a small amount of data on the experiences of appointees who used the Local Delivery service. Some respondents felt the appointee process was laid back, straightforward and that the advisers they were supported by were understanding and supportive. Others felt that the process was confusing and took a long time, found it difficult to gather the required evidence and were frustrated at having to be certified as an appointee twice for two different benefits. The majority of appointee respondents (73%) said they were comfortable to have the person they support at the appointment. Whereas just over half (55%) said the person they support found this uncomfortable.

Overall experience

The majority of respondents (89%) rated their experience of having a Local Delivery appointment as good or very good. When asked to reflect on their answer, many respondents who answered positively praised the manner of advisers highlighting that they made respondents feel at ease and understood and treated them with kindness. Some respondents spoke of how using the Local Delivery service meant they were able to access support they needed to complete applications that they would have struggled with otherwise. Others spoke about how using the service made the process of applying for benefits clearer and simpler. Respondents also spoke about how they valued being able to meet an adviser in their home and how this helped them better express themselves.

Respondents also gave suggestions on what could improve the service. Most often, respondents spoke about wanting improved communication, including reduced waiting times on the phone lines, more information on the benefits system, more information prior to the appointment and more clarity over next steps after the appointment. Some respondents also spoke about how they would have liked more choice around the location, timing and length of appointments. A few respondents commented on how the manner and conduct of the advisers could be improved, and specifically that they would like advisers to have more knowledge and understanding of the conditions they have.

The survey asked about respondents' preferences for feeding back about the Local Delivery service going forward. Most respondents' preferred route for this would be through receiving an email shortly after their appointment with different options for filling out the survey.

Next steps

The survey findings highlight a range of issues that could be explored further. These include the appointee process, experiences of Local Delivery staff and other stakeholders and support for introducing some new practices (e.g. appointment reminder notifications).

The research suggests several areas for improvement, including communication and communication channels. Improvements have recently been made in this area, with a specific option having been added on the general phone line to allow clients who have already booked a Local Delivery appointment to select this option and more quickly talk to a member of staff. Other potential areas for improvement include the process for clients to choose the timing, location and length of their appointment, and

ensuring advisers are confident in consistently delivering a quality service that helps clients navigate the Social Security Scotland system and the devolved benefits available, with signposting support for other benefits.

3. Background and methodology

3.1. Background and research aims

The Local Delivery service was designed as an integral part of the social security system in Scotland. Research with the Experience Panels¹ showed a high level of interest in a service which allowed clients to book appointments to talk to Social Security Scotland staff and help with benefits.

Local Delivery is a free service that's available across Scotland. The service is available to anyone – both prospective and existing Social Security Scotland clients. In this document, “clients” is used to denote users of the Local Delivery service. The Local Delivery service began to deliver appointments alongside the phased roll-out of Child Disability Payment in 2021. By November 2021, the service was available in all local authority areas.

This work seeks to address research gaps in monitoring client experience. This survey is a one-off project that has been carried out to understand people's experiences of the Local Delivery service. This is the first dedicated research about experiences with the service. The survey also asked about respondents' preferences for providing feedback about the Local Delivery service in future. This will be used to help inform future work to provide insight about clients' experience and support Social Security Scotland's continuous improvement.

3.2. Who took part?

Social Security Scotland's Client Panels were established in 2020 and at the time of this report's publication, there are 13,421 members. The Local Delivery survey was sent to all panel members at the time of fieldwork (October 2023), which was 9,017 members. The survey stayed open for a month and received 1,069 responses, equal to a 12% response rate.

Demographic information for survey respondents set out in [Annex A](#). This information is summarised below:

- The most common age group of respondents was 35-44 (30%), followed by those aged 45-54 (28%) and those aged 55-64 (26%). The least common age group of respondents was 16-24, which accounted for 1% of respondents.

¹ The Social Security Experience Panels were established in Scotland in 2017. The aim of the Experience Panels was to design the new social security system with direct input from people with lived experience of the previous UK system. [Specific research](#) was carried out in 2019 about panel members' views on social security appointments, drop in sessions, home visits and local delivery of Social Security Scotland services. The Experience Panels formally closed at the end of March 2024.

- The vast majority of respondents (87%) identified as white and 10% identified as minority ethnic.
- Three quarters of respondents (75%) identified as a woman, 24% identified as a man and a small number of respondents described their gender in another way.
- Most respondents (88%) described their sexuality as heterosexual/straight, 4% said they were gay/lesbian, 2% said they were bisexual and 6% said they would prefer not to say.
- Most respondents (59%) described themselves as having a disability whereas 37% did not.

3.3. Analysing and understanding findings

It is important to note that the findings in this report represent the views of survey respondents. We cannot assume that the results represent the views of Social Security Scotland's clients as a whole.

Quotations are used to illustrate the findings discussed in the report. Minor edits to improve the readability of quotations were made where necessary. We have avoided acronyms throughout this report to make it easier to read. This includes replacing acronyms in quotations with the full words where possible. Quotes have been selected to best reflect the themes that arose. The number of quotes illustrating each theme is not necessarily representative of the prominence of that theme in the data.

Results presented in tables use percentages to show proportions of respondents choosing different answer options. Results are rounded to the nearest whole number. This means results included in tables may not sum to 100% due to rounding. Some percentages quoted in the report relate to questions that allowed respondents to choose more than one response. Again, these percentages will not sum to 100%. Where this is applicable for a table, it has been stated in the caption.

Results for each question shown in the report exclude any respondents who either skipped the question or said 'not applicable'. 'Don't know', 'can't remember', and 'prefer not to say' responses were included in analysis but are not presented in the report or results tables unless otherwise stated.

With sensitive data – such as demographic information – figures for response options with less than five respondents are suppressed to protect anonymity. Otherwise, the percentage of respondents who gave an answer is always given, even when the number of respondents is low. Where each table can be found in the annexes is specified in the text, and the tables will give the total number of respondents who answered the question.

4. Knowledge and experience of the Local Delivery service

Of the 1,069 clients who took part in the survey, 16% had had an appointment with the Local Delivery service (Tables [B1](#) and [B2](#), [Annex B](#)). A third (33%) had heard of the Local Delivery service before completing the survey, whereas around a tenth (11%) were not sure. The majority of respondents (57%) had not heard of the service (Table [B3](#)).

Of those that had heard of the Local Delivery service, the most common ways they had received information about it was through a letter from Social Security Scotland (24%), followed by information online (23%) and hearing from an adviser on the phone with Social Security Scotland (19%). The least common routes respondents had heard about the service were through an adviser on a webchat with Social Security Scotland or at a drop-in or presentation in their local community (both 2%) (Table 1). Of those who answered 'other', the most common answers given were through the respondents' work (for example, local councils or healthcare settings) or from receiving an email from Social Security Scotland.

Table 1: How respondents had heard about the Local Delivery service (n=445)

	% of respondents
A letter from Social Security Scotland	24%
Information online	23%
From an adviser on the phone with Social Security Scotland	19%
From friends or family	10%
From someone who works for an organisation that supports me (e.g. welfare rights, a charity or Citizen's Advice)	8%
Social media	7%
Other	5%
From an adviser on a webchat with Social Security Scotland	2%
At a drop in presentation in my local community (e.g. at a supermarket or school parents' night)	2%

Respondents who had heard of the Local Delivery service but had not had an appointment were asked why. Just under two thirds of respondents (62%) answered that they had not needed an appointment, 14% answered that they had not been

offered the option of a Local Delivery appointment and 7% answered that they were not sure if the service was available in their local area. A small proportion (5%) said they feel more comfortable doing things related to benefits by themselves and 3% of respondents said they did not know how to arrange an appointment (Table [B4](#)).

Some clients are required to have an appointment with the Local Delivery service due to the type of support they need or the Social Security Scotland processes they are going through. Respondents mostly agreed or strongly agreed that they found it clear why they had to have an appointment with the Local Delivery service (91%), while 9% of respondents disagreed or strongly disagreed (Table [B5](#)).

5. Appointments

5.1. Arranging an appointment

When asked about their overall experience of booking a Local Delivery appointment, respondents generally answered favourably with 84% saying that the process was easy or very easy and only 4% answering that the process was difficult or very difficult (Table [B6](#)).

Respondents were asked about how their appointment was arranged. Just under a quarter (24%) requested an appointment after an adviser on the phone or webchat recommended the service. A slightly smaller proportion (22%) received a phone call to arrange an appointment, while 21% got a letter saying they had to have an appointment. The least common routes for arranging an appointment were when respondents knew about the service and got in touch to request an appointment (16%) and through help from someone who works for an organisation that supported the respondent (10%) (Table [B7](#)).

Some respondents (16%) missed a call from the booking team during the time they were arranging their appointment (Table [B8](#)). The most common reasons for missing the call was that respondents were busy (46%), their phone was turned to silent (19%), or they did not know who was calling (15%) (Table [B9](#)). Suggestions for making it easier to talk to the booking team included staff texting beforehand to ensure the client expects the call, communicating through text and having an online booking system.

Nearly half of respondents who had received a phone call to arrange a Local Delivery appointment also received a letter telling them why they needed to have a Local Delivery appointment (46%). For 6% of respondents this letter arrived after the call to arrange the appointment. Just under a quarter of respondents did not receive a letter (24%) and just under a third could not remember if they had received a letter or not (30%) (Table [B10](#)).

The survey asked respondents whether they were able to book an appointment at a time, location and in a format that suited them. Most respondents answered favourably, with between 82% and 90% agreeing or strongly agreeing that it was easy to book an appointment for a time that suited them, that they had enough choice about where or how the appointment would take place and that the location of the appointment was convenient (Table 2).

Table 2: How much respondents agreed or disagreed with statements about booking a Local Delivery appointment (n=17-167)

	% of respondents who 'agreed' or 'strongly agreed'	% of respondents who 'disagreed' or 'strongly disagreed'
It was easy to book an appointment for a time that suited me (n=167)	90%	7%
I had enough choice about where or how the appointment would take place (e.g. video call, at home) (n=162)	82%	9%
The location for my appointment was convenient to me (n=17)	88%	12%

A small proportion (7%) of survey respondents had experience of getting support from an interpreter to carry out their Local Delivery appointment in a language other than English (Table [B11](#)). When asked how easy or difficult these respondents found it to ask Social Security Scotland to arrange an interpreter for their appointment, 67% found it easy or very easy and very few (17%) found it difficult or very difficult (Table [B12](#)).

Some respondents (14%) needed to cancel or rearrange their appointment with the Local Delivery service. Of these respondents, 50% knew how to do this, whereas 50% were not sure (Table [B13](#)). When asked how easy or difficult respondents found it to cancel or rearrange their appointment, 61% found it easy or very easy and 26% found it difficult or very difficult (Table [B14](#)).

Those who found the process easy described how speaking over the phone and webchat to rearrange appointments was straightforward. A few respondents had to rearrange as they were waiting on identification documents needed for the appointment. Those who found the process difficult spoke about problems knowing who to contact, wait times and accessibility issues when using the helpline and general anxieties about changing appointments and waiting for a new one.

“Finding the website was difficult and then trying to find who to contact was difficult. Then there was the wait to get through and the not knowing if I was calling the right number while waiting an hour for the call to be answered. On top of that, the stress and worry about if we could get another appointment and if it would be within a week or two, or if we'd be put to the back of the list and have to wait month(s) to be seen. On top of that, I lose half a day every time I need to contact [Social Security Scotland].” **Survey respondent**

“I phoned up and said I couldn't get the [ID] needed in time, they sent me a letter for [ID] and I phoned and rebooked when I received letter.” **Survey respondent**

When asked how they would most like to rearrange appointments in the future, respondents most often answered ‘a dedicated phone line’ (59%), followed by ‘email’ (32%) and ‘text message’ (9%) (Table [B15](#)).

Respondents were asked to make suggestions about what would have made booking a Local Delivery appointment easier. Key themes included the long wait times on the helpline, issues with there not being a dedicated or clear route to speak to Social Security Scotland about Local Delivery and having to repeat information. Others spoke of not being able to book appointments online and the difficulty of working around work and school to have an appointment. Some respondents wanted there to be more choice over their appointment time and format and specifying what they wanted to talk about. A few respondents felt that the Local Delivery service should be publicised more to allow more people to find out about and use the service.

“I didn't know about this service prior to someone from the benefits agency contacting me, I don't think this service is publicised enough.” **Survey respondent**

“It was so hard to arrange time off work and get my daughter out of school.” **Survey respondent**

“Having separate number to call to book appointment & not have quite lengthy waiting time on hold or appointments done via online system.” **Survey respondent**

“I received a letter telling me to phone for an appointment, the automated line doesn't have an option to pick for this so went through the disability options, waiting over an hour to get through then the person transferred me to local delivery to make an appointment but did not give my details which I had to repeat again.” **Survey respondent**

5.2. Before an appointment

The vast majority of respondents were happy with the length of time between booking and having their Local Delivery appointment, with 87% answering they were satisfied or very satisfied and only 2% answering that they were unsatisfied or very unsatisfied (Table [B16](#)). One respondent who was unhappy explained that the appointment was too close to the application due date and that they had to wait many weeks for an appointment after requesting one.

Similarly, when asked whether it was clear what their Local Delivery appointment would involve, 85% agreed or strongly agreed that it was clear, while in response to this question and 8% disagreed or strongly disagreed (Table [B17](#)).

When asked if there was anything respondents would have liked more information about before their appointment, key themes included receiving more information on the purpose of the appointment, what would be discussed and what the advisors were able to help with. This was seen to be important to help clients prepare, particularly for those who may have disabilities and for some respondents who felt anxious in the lead up to the appointment. Others were keen to have additional information on what supporting documents or information needed to be included in their application or gathered before their Local Delivery appointment, especially given that it could take a while to get this information. One respondent would have liked more information about the disabled access that would be available at their appointment as they had issues accessing the building.

“I got a call asking me to have my medical records sent over to them before my appointment, but I only got this call a couple of days beforehand, so it was impossible to get these in the time requested, which meant a second call had to be booked.” **Survey respondent**

“I don’t think I had been properly advised of the depth of interview and how much my son would be questioned. More advanced warning of this would have been good.” **Survey respondent**

“Assurance that it was to help me complete the form rather than feeling I was going to have to justify my illness.” **Survey respondent**

Respondents who were having a video call were asked if they felt that the email they received before this had all the information they needed before joining the video call.

Most respondents (87%) agreed or strongly agreed with this, with the remaining 13% answering neither agree nor disagree (Table [B18](#)).

The majority of clients who responded to the survey had to gather information or evidence before their appointment (58%). Just under a third (30%) did not have to gather anything (Table [B19](#)). Of the respondents who had gathered information, just over two thirds (67%) found this easy or very easy. Just under a fifth (18%) found this difficult or very difficult and the remaining 14% found gathering information neither easy nor difficult (Table [B20](#)).

Respondents were given the opportunity to provide an explanation to their answer to the previous question. Those who found the process easy spoke of how it was clear what was needed and how they had the documents to hand. Those who found the process difficult spoke of barriers to gathering evidence (for example, needing non-standard evidence, delays with the NHS, not having photo identification and having to pay for the evidence required). Others spoke of not being sure what evidence or information was needed, not having enough notice to gather it and the high administrative burden of gathering evidence or information.

“I didn't get a list of the information they needed before hand they just asked for it when on the phone and I had to look around for it during the appointment.”

Survey respondent

“We were told that we needed photographic evidence, my son can't afford a passport and he's unable to have a driving license due to his disabilities so photographic evidence is hard to obtain.”

Survey respondent

“There is no easy way to access our medical records through the NHS. It's constant phone calls and being transferred, etc. Due to my own disabilities, I find the whole process of form filling and document keeping/tracking, really hard and not something suited to my disabilities.”

Survey respondent

Most survey respondents said that the adviser they were going to meet with during their appointment phoned them beforehand (61%). Just under a quarter of respondents (23%) did not receive a call and a further 17% could not remember if they did (Table [B21](#)). Of those that received the call, 87% agreed or strongly agreed that it was helpful to talk to the adviser they were going to meet before their appointment. Just over a tenth (12%) neither agreed nor disagreed and 1% disagreed (Table [B22](#)).

The majority of respondents agreed or strongly agreed that it would be helpful to receive a notification reminding them about their appointment (85%). Just over a tenth (12%) neither agreed nor disagreed and very few respondents (4%) disagreed or strongly disagreed (Table [B23](#)). When asked when it would be most useful to receive this notification, just over a half of respondents (51%) said the day before the appointment, just under a third (29%) said two days before the appointment and 13% said a week before the appointment (Table [B24](#)). Respondents would most prefer to receive a reminder notification via a text message (49%), followed by an email (30%) and a phone call (14%) (Table 3).

Table 3: Respondents' preferred method of receiving a reminder notification for their Local Delivery appointment (n=272). Respondents could select more than one method.

	% of respondents
Email	30%
Text message	49%
Phone	14%
Letter	7%

5.3. During an appointment

5.3.1 Date and purpose of appointment

For the respondents who had had an appointment with Local Delivery, their appointments were most often 6-12 months ago (49%), then 1-3 months ago (28%), then more than a year ago (17%) (Table [B25](#)).

Just over a third of respondents (37%) said their appointment was to get help to complete an application. The next most common reasons were to become an appointee (17%) and to get help to complete a review for Adult Disability Payment or Child Disability Payment (14%). Respondents were least likely to have had an appointment to get help with a re-determination (2%) or a complaint (1%) (Table 4).

Table 4: Main purpose of respondents' Local Delivery appointment (n=170)

	% of respondents
Help to complete an application	37%
To become an appointee	17%
Help to complete a review for Adult Disability Payment or Child Disability Payment	14%
To show documents that prove my identity (e.g. a passport)	12%
Help to complete a change of circumstances form	7%
To get general advice or support	6%
To gather supporting information	5%
To get help with a re-determination	2%
To get help with a complaint	1%

Respondents who said their appointment was to show documents that proved their identity were asked if they were able to show photographic identification to the adviser during their appointment. Of the 21 respondents who answered this question, 81% answered 'yes, I already had photographic ID', 14% answered 'yes, but I had to get this before my appointment' and 5% answered 'no, I don't have photo ID' (Table [B26](#)). Two respondents answered the question asking them to tell us about their experiences of proving their identity. One was happy that Social Security Scotland accepted ID other than a passport or driver's licence, since the cost of having these can be prohibitive. The other respondent expressed dissatisfaction at having to show ID to prove their identity as they felt other Government bodies already held this information.

5.3.2 Type of appointment

The most common type of Local Delivery appointment with survey respondents was a visit from an adviser in their home (41%), with the least common format of appointment being a meeting with an adviser at a location near where they live (14%) (Table 5).

Table 5: Type of Local Delivery appointment survey respondents had (n=169)

	% of respondents
A visit from an adviser in my home	41%
A telephone call	30%
A video call	16%
A meeting with an adviser at a location near where I live	14%

Respondents were asked in an open text box to give a reason for choosing the particular appointment type that they had. Common reasons given across all four of the appointment types were the convenience of the appointment format and also that respondents were not given a choice of what type of appointment they were having. Key themes that arose for choosing each type of appointment are detailed below (Table 6), followed by quotes that further illustrate respondents' thoughts around appointment types.

Table 6: Respondents' reasons for choosing the type of Local Delivery appointment they had.

Type of Local Delivery appointment	Key reasons for choosing appointment type
A meeting with an adviser at a location near where I live	<ul style="list-style-type: none"> • A neutral location for the respondent and adviser was preferred • Wanted to avoid having visitors in the house due to Covid-19 • Embarrassed by condition of home so wanted to avoid visitors
A telephone call	<ul style="list-style-type: none"> • Wanted to avoid travel • Respondents with mobility issues did not have to physically prepare • Disabilities prevented or made it difficult for respondents to see people face to face
A video call	<ul style="list-style-type: none"> • Wanted to avoid travel • Easier for respondents in a rural location • Wanted to avoid having visitors in the house due to Covid-19
A visit from an adviser in my home	<ul style="list-style-type: none"> • Respondents most comfortable in their own home • Most accessible option due to respondents' disabilities • Respondents preferred to discuss emotive subjects face to face • Respondents did not want to take important documents out of the house • Least stressful option • Respondents who were lonely preferred the face to face interaction in their house

"I don't like video or telephone, partially due to hearing difficulty, so prefer face to face. My house is in poor condition so am too embarrassed to have people come into my home." Survey respondent who had an appointment with an adviser at a location near where they live

“I have very bad anxiety and physical disabilities so an in-person appointment would’ve been too difficult and I wouldn’t have bothered.” **Survey respondent who had an appointment with an adviser through a telephone call**

“It was the best for me as I needed to be comfortable in explaining my child's condition as it always made me emotional and speaking to someone face to face makes it easier for communication.” **Survey respondent who had an appointment with an adviser in their home**

5.3.3 Benefits discussed at appointment

Respondents were asked which benefit or benefits they discussed at their Local Delivery appointment. Adult Disability Payment was by far the most common benefit discussed (58%), followed by Child Disability Payment (18%) and Scottish Child Payment (11%). The least often discussed benefits were Best Start Grant, Best Start Foods, Child Winter Heating Payment, Job Start Payment, Winter Heating Payment and Young Carers Grant, which were each discussed by 1% of respondents (Table 7).

Table 7: Benefit or benefits discussed at respondents’ Local Delivery appointments (n=190). Respondents could select more than one benefit.

	% of respondents
Adult Disability Payment	58%
Child Disability Payment	18%
Scottish Child Payment	11%
Carer’s Allowance Supplement	6%
Funeral Support Payment	2%
Best Start Grant	1%
Best Start Foods	1%
Child Winter Heating Payment	1%
Job Start Payment	1%
Winter Heating Payment	1%
Young Carers Grant	1%

5.3.4 Local Delivery advisers

Survey respondents were asked a series of questions to explore their experiences of interacting with the Local Delivery Client Advisers. Respondents were asked to what extent they agreed or disagreed with the statements ‘the adviser was knowledgeable about Social Security Scotland benefits and processes’, ‘the adviser put me at ease’, ‘the adviser listened to me’ and ‘the adviser treated me with dignity, fairness and respect’. Answers were overwhelmingly positive for these questions with respondents agreeing or strongly agreeing between 89% and 93% of the time for the different questions (Table 8).

Table 8: How much respondents agreed or disagreed with statements about Local Delivery advisers (n=156-167)

	% of respondents who ‘agreed’ or ‘strongly agreed’
The adviser was knowledgeable about Social Security Scotland benefits and processes (n=167)	89%
The adviser put me at ease (n=156)	91%
The adviser listened to me (n=164)	92%
The adviser treated me with dignity, fairness and respect (n=164)	93%

The survey also explored respondents’ experience of staff assisting them with their application. Respondents were asked to what extent they agreed or disagreed with the statements ‘the adviser helped me understand the questions I had to answer’, ‘the adviser made sure I was happy with the information they typed up about my answers’, ‘the adviser helped me decide what supporting information to submit’ and ‘the adviser helped me upload supporting information’. Responses were very positive again, with respondents agreeing or strongly agreeing between 75% and 93% of the time for the different questions (Table 9). Respondents answered disagree or strongly disagree between 3% and 12% of the time. They were most likely to disagree with the statement ‘the adviser helped me upload supporting information’.

Table 9: How much respondents agreed or disagreed with statements about Local Delivery advisers assisting them with their application (n=95-97)

	% of respondents who 'agreed' or 'strongly agreed'
The adviser helped me understand the questions I had to answer (n=97)	92%
The adviser made sure I was happy with the information they typed up about my answers (n=97)	93%
The adviser helped me decide what supporting information to submit (n=96)	84%
The adviser helped me upload supporting information (n=95)	75%

Most respondents felt at ease while the adviser was in their home, with 93% agreeing or strongly agreeing with this statement. Only 1% neither agreed nor disagreed and 6% disagreed (Table [B27](#)). Common themes amongst those who agreed with the statement were the positive manner of the adviser and the respondents feeling relaxed and comfortable as they were in their own space.

“She made us feel very relaxed and listened to as we had a lot of discussions regarding our son's autism and mental health difficulties. She didn't rush us, was extremely empathetic and was amazing while trying to communicate with our son.” **Survey respondent**

“When the adviser first entered my house, I was absolutely terrified, this was no fault on her part, she immediately recognised this and made sure I was at ease and calmed me down. I was very emotional and she took everything really slowly and at no point did I feel rushed – she was so empathetic and understanding, she was so patient!” **Survey respondent**

Those who disagreed spoke of how they did not like others being in their personal space, that they did not get a choice about having an appointment in their home and the difficulties of having visitors with children around. One respondent spoke of how they felt nervous because the adviser had to verify their own safety in the respondent's house multiple times.

“It made me quite nervous that he had to verify his safety in my house ... at least 3 times. It was very off putting.” **Survey respondent**

“I didn’t get a choice, was told would be at home, had other young children of my own in home with me so was difficult to concentrate purely on adviser I would have picked a place away from home during hours children at school.”
Survey respondent

5.3.5 Appointment length

Most respondents (87%) said the length of the Local Delivery appointment felt okay. Just under a tenth of respondents (8%) said the appointment felt too long and very few respondents (5%) said it felt too short (Table [B29](#)). When asked to explain their answer, respondents who felt the length of the appointment was okay spoke about how the appointment took less time than they were told it would take and how the appointment was the right amount of time to allow it to be thorough in what was covered. Those who found the appointment too long spoke of appointments taking two or three hours, difficulties with the appointment due to having children present and the appointments feeling too long due to the intensity of questioning.

“Our advisor stayed for about an hour and a half which may seem a long time to others, however, she really took her time to listen to what we were saying and to find out everything about our son’s situation before she was happy to make myself my son’s appointee. She really wanted to make sure that my son was happy and agreed to this arrangement.” **Survey respondent**

“She was in my house for nearly 2 hours. I feel this is far too long she also questioned my son like an assessment was being done.” **Survey respondent**

5.3.6 Health and safety

Survey respondents were asked ‘if you were booking an appointment at home again in the future, how would you feel about answering health and safety questions about your home?’. Nine out of ten respondents (90%) answered that ‘I would feel okay about answering health and safety questions about my home’, whilst 6% said ‘it would depend on what the questions were’. Very few respondents (4%) said ‘I would feel uncomfortable answering health and safety questions about my home’ (Table [B30](#)).

When asked to explain their answer to this question, respondents spoke of understanding why this would be necessary, since the safety of advisers is important. Respondents expressed that knowing about factors such as accessibility to the property, smoking and allergies would be important. One respondent had an example of why this would have been useful for their appointment. They spoke of how it would have been good to know to keep their dog away, since the adviser who attended was scared of dogs. Some respondents spoke of how they would only be comfortable answering questions that were seen as necessary and having a clear purpose. Since this survey, the Local Delivery service has made further decisions about how to ensure the health and safety of advisers and clients².

“Yes because staff safety is as important as mine, and will be good for them to know the kinds of homes they are visiting by giving them important information to carry out their job. So will be happy to answer these questions.”

Survey respondent

“Questions which relate to access for the adviser e.g. steps or presence of animals in case of allergies would be fine. Any questions which don't have a clear purpose I would be unhappy about.”

Survey respondent

5.3.7 The end of appointments

Respondents were asked how much they agreed or disagreed with the statement ‘at the end of the appointment, it was clear what would happen next’. Most respondents (85%) agreed or strongly agreed, 9% of respondents neither agreed or disagreed and 6% disagreed or strongly disagreed (Table [B31](#)).

Further questions explored respondents’ experiences of the summary sheets that are given to clients at the end of appointments and include details of the discussion and outline what will happen next. Questions about the summary sheets were asked slightly differently for those who had in person appointments (in their home or a location close to their home) and those who had virtual appointments (over video or telephone).

Those who had an in person appointment were asked ‘did the adviser give you a summary sheet at the end of your appointment?’. Responses were mixed, with 38%

² Since the survey was conducted, there has been an emphasis on asking clients the health and safety questions already incorporated into appointment discussions. This existing process has been deemed fit for purpose for ensuring client and staff safety, and therefore it was decided there is no need to introduce extra measures, so long as the existing questions continue to be asked of clients.

saying yes, 36% not remembering and 26% saying no (Table [B32](#)). Those who had virtual appointments were asked 'did the adviser offer to send you a summary sheet?'. In this case, 16% said 'yes, and I requested one', a fifth (20%) said 'yes, but I didn't want one', 30% said no and just over a third (34%) could not remember (Table [B33](#)).

Those who had an in person appointment were largely positive about the summary sheets. Respondents were asked to say how much they agreed or disagreed with the statements 'the summary sheet was clear' and 'the summary sheet had all the information I needed'. Respondents answered agree or strongly agree 97% of the time for both these statements (Table 11).

Table 11: How much respondents who had an in person Local Delivery appointment agreed or disagreed with statements about summary sheets (n=34-35)

	% of respondents who said 'agree' or 'strongly agree'
The summary sheet was clear (n=35)	97%
The summary sheet had all the information I needed (n=34)	97%

Respondents who had had a virtual appointment and received a summary sheet were asked 'how helpful or unhelpful was the summary sheet?'. Of the 11 respondents who answered this question, 91% said it was helpful or very helpful and 9% gave a neutral response (Table [B34](#)).

5.3.8 Appointees

An appointee is someone who has applied for the legal right to manage someone else's Social Security Scotland awards. An adult might need an appointee if they're not able to make or communicate decisions because of a mental or physical health condition. The 28 survey respondents who are appointees were asked a number of questions about their experience of being an appointee and receiving support through the Local Delivery service.

Respondents were asked if the person they provide support for was present during their appointment. Most respondents (79%) said the person they support was present (54% said they were present for some of the appointment and 25% said they were present for all of it). A smaller proportion (18%) said the person they support was not present (Table [B28](#)).

The respondents who said the person they support was present for part or all of the appointment were then asked how comfortable or uncomfortable this was for them and for the person they support. The majority of respondents (73%) said they were comfortable or very comfortable to have the person they support at the appointment. Whereas when respondents were asked about how comfortable this was for the person they supported, just over half (55%) said the person they support found this uncomfortable or very uncomfortable (Table 10).

Table 10: How much appointee respondents agreed or disagreed with statements about how comfortable or uncomfortable it was for the person supported to be present at Local Delivery appointments (n=22)

	% of respondents who said 'comfortable' or 'very comfortable'	% of respondents who said 'uncomfortable' or 'very uncomfortable'
How comfortable or uncomfortable was this for you? (n=22)	73%	14%
How comfortable or uncomfortable was this for the person you support? (n=22)	36%	55%

Respondents were asked to tell us anything they would like to share about their experience of becoming an appointee with Social Security Scotland. The sentiment of the responses from the 16 appointees who answered the question was mixed. Some respondents felt the process was laid back, straightforward and that the advisers they were supported by were understanding and supportive. One respondent spoke of issues with receiving letter communications multiple times.

"I found the process very simple, the guy came to the house and talked through it all, I was given opportunities to ask questions. The only issue I found was I received a letter saying I had to apply as she was turning 16 about 4 times."

Survey respondent

"The person who came to the house was lovely and very understanding as the person I support (my son) wouldn't come out his room or speak to her. It was difficult to find a way for my son to communicate with her so she knew he existed and agreed with myself being his appointee. He eventually text his answers into a Voice App on his phone."

Survey respondent

Others felt that the process was confusing and took a long time, found it difficult to gather the required evidence and were frustrated at having to be certified as an appointee twice for two different benefits.

“I did not in the end become an appointee. I found the process for becoming a named contact confusing as I thought it had been sorted out at the appointment at home but later discovered that it hadn't.” **Survey respondent**

“Good for [Adult Disability Payment/Personal Independence Payment], bad for [Young Carers Grant]. I shouldn't need to be qualified TWICE.” **Survey respondent**

5.4. Follow up appointments

Respondents were asked if they needed to have a follow up Local Delivery appointment. Four fifths (80%) said no and 13% said yes (Table [B35](#)). The 22 respondents who had a follow up appointment were asked ‘were you able to arrange a follow-up appointment at a time and place that suited you?’. Responses to this were mostly positive, with 73% answering ‘yes, and it was easy to arrange’, 9% answering ‘yes, but it was difficult to arrange’ and 18% answering no (Table [B36](#)).

About two thirds of respondents (64%) met with the same adviser again and this was important to half (50%) of respondents (Table 12).

Table 12: Whether respondents who had a follow up Local Delivery appointment met with the same adviser again and how they felt about this (n=22)

	% of respondents
No, but I would have liked to	14%
No, but this wasn't important to me	23%
Yes, and this was important to me	50%
Yes, but this wasn't important to me	14%

5.5. Overall experience

Respondents were asked 'overall, how would you rate your experience of having an appointment with the Local Delivery service?'. Just under nine out of ten (89%) respondents said good or very good, with a small amount of respondents (4%) saying poor or very poor (Table 13).

Table 13: How respondents rated their overall experience of having an appointment with the Local delivery service (n=169)

	% of respondents
Very good	69%
Good	20%
Neutral	7%
Poor	2%
Very poor	2%

Respondents were asked 'what was good about your experience?'. Most often, responses focussed on the manner and conduct of advisers, highlighting that they made respondents feel at ease and understood and treated them with kindness.

"My appointment was cancelled on the day & I never saw this as I was already on my way. I was then spoken with by [adviser] who advised she would get [adviser] to take me, however I asked if possible if I could speak with a female as this would be more appropriate for me. [Adviser] then decided to take me herself. I was in a lot of discomfort & she suggested if I needed to stand during the interview that would be fine. [Adviser] also moved her chair round to my end of the desk where she spoke discreetly & explained everything in great detail. This really made a difference to me & I am so grateful for her professionalism. Thank you." **Survey respondent**

"The lady that came out to me was kind and respectful. She did not make me feel foolish. She would explain things in an alternative way if I didn't understand, instead of simply repeating what I hadn't understood. There was no rush. I was amazed." **Survey respondent**

Some respondents spoke of how using the Local Delivery service meant they were able to access support they needed to complete applications that they would have struggled with otherwise. Respondents talked about how using the service made the process of applying for benefits clearer and simpler.

“I would never have been able to fill out the form myself. I found it very daunting and the wording of the questions were sometimes a bit confusing, the adviser was able to explain exactly what was being asked.” **Survey respondent**

“The advisor I had was absolutely amazing, she put me at ease immediately and made it feel more like friends chatting than an interview type situation. She helped me better understand each of the questions in the form and even made me realise some parts I had left out on my original claim were actually relevant to my child.” **Survey respondent**

“I understood what was happening and why. The adviser was able to explain the stuff that happens around funerals and how to communicate financial information to the undertaker.” **Survey respondent**

Other respondents spoke about how they valued being able to have an appointment in their own home where they were comfortable. Some spoke about how being comfortable in their own surroundings allowed them to better express themselves and explain the impact of their health condition.

“Relief at finally being able to show impact of my condition and to share information about it.” **Survey respondent**

“Very comfortable in my own surroundings and pressure of having to fill out the form I would recommend this service if I was asked to as [Social Security Scotland] know what to put in the forms and I do but I find I would always be repeating myself with lack of understanding the questions.” **Survey respondent**

Respondents were also asked ‘is there anything that could have made your appointment a better experience?’. The most common theme that arose was about communication. Respondents spoke about lack of communication and clarity over next steps at the end of appointments, long helpline waiting calls and how they would have liked more information on the benefits system and prior to the

appointment to help them prepare. A few respondents mentioned that they were promised they would be sent a summary of what had been discussed or submitted in the application, but they did not receive this.

“At the end of the appointment he said I would get an email with the text we had uploaded so I could check it and so I knew that the information had been received onto the system. I didn’t get this email. As I subsequently got two letters saying that my benefit would be stopped because I had not been in touch with [Social Security Scotland], having the email would have helped me sort that out and would have reduced my anxiety about what happened after the interview.”

Survey respondent

“More prior information, sharing of data required and answers. It wasn’t explained prior to interview what was expected from my son. It wasn’t appropriate questions that he was expected to answer. I was not given any feedback after the appointment.”

Survey respondent

“If what happens next had been clearer & adviser named either on the day or shortly afterwards (decision maker’s name & contact).”

Survey respondent

“The appointment was fine but referring people back to the phone line all of the time is very problematic. It would also be a lot easier to perhaps rearrange appointments etc via email or have a local delivery phone number to call where you could get advice once your claim is in progress.”

Survey respondent

Some respondents also spoke about the format of Local Delivery appointments and how they would have liked more choice around the location, timing and length of appointments. One respondent who had an appointment to become an appointee commented that they felt they should not have to have the appointment, since they had already had an appointment for this purpose for another benefit.

“Not having to have an appointment. I’m already my son’s [Adult Disability Payment] appointee (which was easy, stress free and quick) and they wanted a separate appointment for being his [Young Carers Grant]. Why is this necessary? Waste of time, money and effort. My son wasn’t up to the appointment so we rebooked. Then you sent me a letter to say Social Security Scotland was happy and satisfied that I was his appointee for benefits so we cancelled the next appointment. Months and months later we got another appointment through. I gave up in the end. I gave him some of my money to make up for it. It was far too stressful trying to claim this.” **Survey respondent**

“Yes if I had been given choice of location for meeting and better time as was at supper time and although told would last 30 mins ended lasting an hour and kids were hungry by time [the adviser] left.” **Survey respondent**

A few respondents commented on how the manner and conduct of the advisers could be improved. Respondents spoke specifically about how they would like advisers to have more knowledge and understanding of the conditions they have and how they felt like they were being interrogated.

“Extending the time the inexperienced advisors are being accompanied by someone who is experienced, to ensure they are learning properly about the people they are assessing. Some of us neurodiverse appear pretty standard normal for the hour that is spent with us, however that does not give any inkling of what our daily lives are really like. It would save you guys a lot of extra work in the long run, too.”
Survey respondent

“Someone with knowledge of our conditions and who didn't interrogate us.”
Survey respondent

5.6. Embedding feedback processes

During development of this survey, Local Delivery staff stakeholders expressed interest in hearing from clients about how we can better embed processes of giving feedback on the Local Delivery service. There was interest in knowing if clients would prefer to give feedback closer to the time of their appointment and how this could be done.

One idea proposed by stakeholders was for advisers to give clients a flyer with information about how to provide feedback. This would only be at appointments where clients meet an adviser in person. It was suggested that the flyer could have a web address or QR code to an online survey and a phone number to complete the survey over the phone or request a paper survey to be sent to a client's home. Survey respondents were asked 'if you had an appointment in your home or at a location near where you live, and the adviser gave you a feedback flyer, how likely or unlikely is it you would use it to complete a survey?'. Responses were positive, with around four fifths (81%) of respondents answering likely or very likely and 12% of respondents answering unlikely or very unlikely (Table [B38](#)).

Another idea is to contact clients after their appointment to ask if they want to give feedback. This would be via an email sent to all clients, regardless of the type of appointment they had. The email would have information about how to complete the survey online, over the phone, or how to request a paper copy. To assess clients' openness to gathering feedback through this route, they were asked 'if you received an email after your appointment inviting you to give feedback about your experience, how likely or unlikely is it you would complete the survey?'. Responses were positive again with just over nine tenths (91%) of respondents answering likely or very likely and very few respondents (2%) answering unlikely or very unlikely (Table [B39](#)).

When asked 'which of these is the most likely way you would complete the survey?', the most common answer was 'online' (80%), followed by 'request a paper copy' (9%) and 'over the phone' (8%) (Table [B40](#)).

Respondents were asked 'please use this space to tell us any thoughts you may have about the ideas for ways to give feedback about appointments with the Local Delivery service'. Answers focused on the need for choice around the format that clients complete feedback in, with a few respondents suggesting extra routes for feedback including SMS text messages and in person feedback boxes. Others spoke of the importance of being able to give feedback shortly after the appointment and wanting the opportunity to provide feedback about individual advisers that could be utilised by Social Security Scotland. A few respondents mentioned they would like feedback surveys to be short with simple questions.

The initial research presented above suggests the need to consider having a way for clients to feedback about their experience with the Local Delivery service. Respondents' preferred route for this would be through receiving an email shortly after their appointment with different options for filling out the survey.

6. Next steps

This research set out to explore experiences of Social Security Scotland's Local Delivery service, and to understand what was working well for clients, and what could be improved. The survey findings highlighted a range of things that were working well for clients as well as several areas that could be improved, discussed further below.

6.1 Appointee research

This survey sought to gather insight on respondents' experiences of being an appointee with Social Security Scotland. Although there were only a small number of respondents in this survey who had experience of being an appointee, the findings discussed in this report (section 4.3.5) suggest that appointee experiences are varied. The vast majority of appointees in this survey (93%) said they would be interested in taking part in future research about their experience of the appointee process (Table [B37](#)). These are important findings and suggest that further focused research could provide insight into the needs and experiences of appointees in order to inform improvements.

6.2 Overall next steps

The research presented here shows that the Local Delivery service is highly valued and broadly well received by clients. However, there are areas highlighted that could be improved. In addition to the work described above around appointee research and embedding feedback processes, there are also other areas that require further consideration, as detailed below:

- The need for improved communication between the Local Delivery service and clients was a key area for improvement. For example, respondents were frustrated with the long wait times on the helpline and would value a dedicated channel to communicate with Social Security Scotland about the Local Delivery service. Improvements have been made in this area since the survey, with a specific option having been added on the general phone line to allow clients who have already booked a Local Delivery appointment to select this option and more quickly talk to a member of staff. Respondents were also supportive of the introduction of a notification to remind them about their appointment.
- The service takes a client-led approach towards agreeing appointment location, timing and length prior to the appointment taking place. However, this research uncovered some client dissatisfaction with these elements of their appointments. The service delivery model is regularly reviewed as part of continuous improvement activities and Social Security Scotland should

continue to ensure that this practice works in a way that continues to meet client needs and those of the organisation.

- Overall experience of advisers was extremely positive. However, some insight indicated that there could be a need to ensure advisers are confident in consistently delivering a quality service that helps clients navigate the Social Security Scotland system and the devolved benefits available, with signposting support for other benefits.
- This research sought to explore clients' experience of the Local Delivery service. Research to understand the experiences of delivery of the service from the perspective of Social Security Scotland staff and other stakeholders could provide further insight into what is working well and what could be improved.

7. Annex A: Client Panels demographics

Table A1: Age of survey respondents (n=876)

	% of respondents
16-24	1%
25-34	7%
35-44	30%
45-54	28%
55-64	26%
65+	9%

Table A2: Ethnicity of survey respondents (n=936)

	% of respondents
Minority ethnic	10%
White	87%
Prefer not to say	2%

Table A3: Gender of survey respondents (n=933)

	% of respondents
Woman	75%
Man	24%
Other	<1%
Prefer not to say	<1%

Table A4: Sexual orientation of survey respondents (n=931)

	% of respondents
Heterosexual/straight	88%
Gay/lesbian	4%
Bisexual	2%
In another way	<1%
Prefer not to say	6%

Table A5: Whether survey respondents consider themselves to have a disability (n=929)

	% of respondents
Yes	59%
No	37%
Prefer not to say	3%

8. Annex B: Supplementary tables

Table B1: Whether survey respondents had had an appointment with Social Security Scotland's Local Delivery service (n=1069)

	% of respondents
Yes	14%
No	78%
I'm not sure	8%

Table B2: Whether survey respondents who were not sure if they had had a Local Delivery appointment said if they had had an appointment after reading a description of the service (n=87)

	% of respondents
Yes	30%
No	45%
I'm still not sure	25%

Table B3: Whether survey respondents had heard about the Local Delivery service before completing the survey (n=1066)

	% of respondents
Yes	33%
No	57%
I'm not sure	11%

Table B4: Why respondents who had heard of the Local Delivery service had not had an appointment (n=197)

	% of respondents
I haven't needed an appointment	62%
I was not offered the option of an appointment	14%
I wasn't sure if the service was available in my local area	7%
I feel more comfortable doing things related to benefits by myself	5%
I didn't know how to arrange an appointment	3%
I couldn't get an appointment that suited me	1%
Other or answered in another way	8%

Table B5: Whether survey respondents were clear why they had to have a Local Delivery appointment (n=34)

	% of respondents
Strongly agree	62%
Agree	29%
Disagree	3%
Strongly disagree	6%

Table B6: Survey respondents' overall experience of booking a Local Delivery appointment (n=165)

	% of respondents
Very easy	55%
Easy	28%
Neither easy nor difficult	12%
Difficult	2%
Very difficult	2%

Table B7: How survey respondents' Local Delivery appointments were arranged (n=168)

	% of respondents
I requested an appointment after an adviser on the phone or a web chat recommended the service	24%
I received a phone call to arrange an appointment	22%
I got a letter saying I had to have an appointment	21%
I knew about the service and got in touch to request an appointment	16%
Someone who works for an organisation that supports me helped me get an appointment (e.g. welfare rights, a charity, or Citizen's Advice)	10%
I can't remember	8%

Table B8: Whether survey respondents received any missed calls from the Local Delivery appointment booking team (n=166)

	% of respondents
Yes	16%
No	65%
I can't remember	19%

Table B9: Why survey respondents did not answer calls from the Local Delivery appointment booking team (n=26)

	% of respondents
I was busy	46%
My phone was on silent	19%
I didn't know who was calling me	15%
I need support to talk on the phone	8%
There was a problem with the phone system at Social Security Scotland	4%
They had the wrong number	4%
Didn't hear phone	4%

Table B10: Whether survey respondents received a letter telling them why they needed to have a Local Delivery appointment (n=33)

	% of respondents
Yes, it arrived before the call to arrange the appointment	39%
Yes, but it arrived after the call to arrange the appointment	6%
No	24%
I can't remember	30%

Table B11: Whether survey respondents received support from an interpreter to carry out their Local Delivery appointment in a language other than English (n=165)

	% of respondents
Yes	7%
No	90%
I can't remember	3%

Table B12: How easy or difficult survey respondents found it to ask Social Security Scotland to arrange an interpreter for their Local Delivery appointment (n=12)

	% of respondents
Very easy	42%
Easy	25%
Neither easy nor difficult	17%
Difficult	8%
Very difficult	8%

Table B13: Whether survey respondents needed to cancel or rearrange their Local Delivery appointment (n=167)

	% of respondents
Yes, and I knew how to do this	7%
Yes, but I wasn't sure how to do this	7%
No	81%
I can't remember	5%

Table B14: How easy or difficult survey respondents found it to cancel or rearrange their Local Delivery appointment (n=23)

	% of respondents
Very easy	44%
Easy	17%
Neither easy nor difficult	13%
Difficult	22%
Very difficult	4%

Table B15: How survey respondents would want to cancel or rearrange Local Delivery appointments in the future (n=22)

	% of respondents
Dedicated phone line	59%
Email	32%
Text message	9%

Table B16: How satisfied or unsatisfied survey respondents were with the length of time between booking and having their Local Delivery appointment (n=167)

	% of respondents
Very satisfied	53%
Satisfied	34%
Neutral	10%
Unsatisfied	2%
Very unsatisfied	<1%

Table B17: Whether survey respondents were clear on what their Local Delivery appointment would involve (n=168)

	% of respondents
Strongly agree	55%
Agree	30%
Neither agree nor disagree	7%
Disagree	7%
Strongly disagree	1%

Table B18: Whether survey respondents who had a video call felt that the email they received before this had all the information they needed before joining the video call (n=23)

	% of respondents
Strongly agree	52%
Agree	35%
Neither agree nor disagree	13%
Disagree	0%
Strongly disagree	0%

Table B19: Whether survey respondents had to gather information or evidence before their Local Delivery appointment (n=166)

	% of respondents
Yes	58%
No	30%
I can't remember	12%

Table B20: How easy or difficult survey respondents found it gather the information or evidence needed before their Local Delivery appointment (n=97)

	% of respondents
Very easy	36%
Easy	31%
Neither easy nor difficult	14%
Difficult	14%
Very difficult	4%

Table B21: Whether the adviser survey respondents were going to meet with phoned them before their Local Delivery appointment (n=164)

	% of respondents
Yes	61%
No	23%
I can't remember	17%

Table B22: Whether survey respondents who received a call before their appointment found it helpful to talk to the adviser they were going to meet for their Local Delivery appointment (n=100)

	% of respondents
Strongly agree	61%
Agree	26%
Neither agree nor disagree	12%
Disagree	1%
Strongly disagree	0%

Table B23: Whether survey respondents felt it would be helpful to receive a notification reminding them about their Local Delivery appointment (n=167)

	% of respondents
Strongly agree	54%
Agree	31%
Neither agree nor disagree	12%
Disagree	3%
Strongly disagree	<1%

Table B24: How long before their Local Delivery appointment survey respondents felt it would be helpful to receive a notification about their Local Delivery appointment (n=160)

	% of respondents
A week before the appointment	13%
On the day of the appointment	4%
The day before the appointment	51%
Two days before the appointment	29%
Other	3%

Table B25: When survey respondents' Local Delivery appointments took place (n=169)

	% of respondents
1-3 months ago	28%
6-12 months ago	49%
More than a year ago	17%
I can't remember	6%

Table B26: Whether survey respondents who said their Local Delivery appointment was to show documents that proved their identity were able to show photographic identification to the adviser during their appointment (n=21)

	% of respondents
No, I don't have photo ID	5%
Yes, but I had to get this before my appointment	14%
Yes, I already had photographic ID	81%

Table B27: Whether survey respondents felt at ease while the Local Delivery adviser was in their home (n=69)

	% of respondents
Strongly agree	74%
Agree	19%
Neither agree nor disagree	1%
Disagree	6%
Strongly disagree	0%

Table B28: Whether survey respondents who are appointees said if the person they support was present during their Local Delivery appointment (n=28)

	% of respondents
Yes, for some of it	54%
Yes, for all of it	25%
No	18%
I can't remember	4%

Table B29: How survey respondents found the length of their Local Delivery appointment (n=167)

	% of respondents
It felt ok	87%
It felt too long	8%
It felt too short	5%

Table B30: How survey respondents would feel about answering health and safety questions about their home if they were booking a Local Delivery appointment in their home in the future (n=69)

	% of respondents
I would feel ok about answering health and safety questions about my home	90%
It would depend on what the questions were	6%
I would feel uncomfortable answering health and safety questions about my home	4%

Table B31: Whether survey respondents were clear what would happen next after their Local Delivery appointment (n=165)

	% of respondents
Strongly agree	54%
Agree	31%
Neither agree nor disagree	9%
Disagree	4%
Strongly disagree	2%

Table B32: Whether survey respondents who had an in person Local Delivery appointment were given a Summary Sheet by the adviser at the end of their appointment (n=92)

	% of respondents
Yes	38%
No	26%
I can't remember	36%

Table B33: Whether survey respondents who had a virtual Local Delivery appointment were offered to be sent a Summary Sheet by the adviser (n=70)

	% of respondents
Yes, but I didn't want one	20%
Yes, and I requested one	16%
No	30%
I can't remember	34%

Table B34: How helpful or unhelpful survey respondents who had a virtual Local Delivery appointment and received a Summary Sheet found the Summary sheet (n=11)

	% of respondents
Very helpful	82%
Helpful	9%
Neutral	9%
Unhelpful	0%
Very unhelpful	0%

Table B35: Whether survey respondents needed to have a follow up Local Delivery appointment (n=166)

	% of respondents
Yes	13%
No	80%
I can't remember	7%

Table B36: Whether survey respondents who had a follow up Local Delivery appointment were able to arrange the appointment at a time and place that suited them (n=22)

	% of respondents
Yes, but it was difficult to arrange	9%
Yes, and it was easy to arrange	73%
No	18%

Table B37: Whether survey respondents who were appointees would be interested in taking part in future research about their experience of the appointee process (n=26)

	% of respondents
Yes	100%
No	0%

Table B38: How likely or unlikely survey respondents who had an appointment in their home or at a location near where they live would be to use a feedback flyer given to them to complete a survey on their experiences (n=162)

	% of respondents
Very likely	49%
Likely	32%
Neutral	7%
Unlikely	6%
Very unlikely	6%

Table B39: How likely or unlikely survey respondents who received an email after their appointment inviting them to give feedback would be to complete a survey on their experiences (n=165)

	% of respondents
Very likely	62%
Likely	29%
Neutral	7%
Unlikely	2%
Very unlikely	1%

Table B40: The most likely method survey respondents would choose to complete a feedback survey about their experiences with the Local Delivery service (n=142)

	% of respondents
Online	80%
Over the phone	8%
Request a paper copy	9%
I'm not sure	2%

The data collected for this report:

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



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