

Social Security Scotland Statistics

Young Carer Grant statistics to 31 March 2025

Key findings

In the 2024/25 financial year:

- 6,380 applications were received.
- 6,240 applications have been processed, of which 67% were authorised, 33% were denied and less than 1% were withdrawn.
- £1.6 million had been paid out to clients.

Frequency of publications

The next publication, covering up to the 30 September 2025, will be released in November 2025. Under the Code of Practice for Official Statistics¹ we publish a timetable of statistical releases for the twelve months ahead².

¹ The Code of Practice for Statistics is available on the [UK Statistics Authority website](#).

² The forthcoming publication timetable is available on [Social Security Scotland website](#).

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Introduction

Social Security Scotland began taking applications for Young Carer Grant on 21 October 2019. This publication provides information on applications and payments for Young Carer Grant from this date to 31 March 2025.

The [Background](#) section has further detail about what Young Carer Grant is, who can receive it and how much they can be paid.

All tables and charts for this publication can be found at [Social Security Scotland statistics website](#).

As part of the continuous improvement of our outputs, we have slightly improved the accessibility of three existing reference tables (Table 3 – Full Data, Table 4 – Full Data, and Table 7 – Full Data) by splitting the first (original) column into two columns for ‘Age of applicant’ or ‘Local authority area’, and ‘Financial year’ groups separately. This change would make it easier for users of our statistics to filter specific data they are interested in more conveniently.

We have also made some small changes to the re-determination reporting in Table 11 as part of the previously communicated continuous improvement exercise. Further details of these changes are described in the “Re-determinations and appeals methodology review” section on page 14.

These statistics are being published as official statistics in development. Official statistics in development may be new or existing statistics, and will be tested with users, in line with the standards of trustworthiness, quality and value in the [Code of Practice for Statistics](#). The UK Statistics Authority has not yet assessed these statistics. They have not been designated as Accredited Official Statistics³.

The data and methods underpinning Social Security Scotland statistics are routinely reviewed in line with the [Code of Practice for Statistics](#). Ongoing data quality issues and revisions made to the statistics are detailed in our [Data and Methodology Changes document](#). More information on how we create and use statistics can be found on our [About Statistics](#) page.

³ More information on official statistics in development is available on the [UK Statistics Authority website](#).

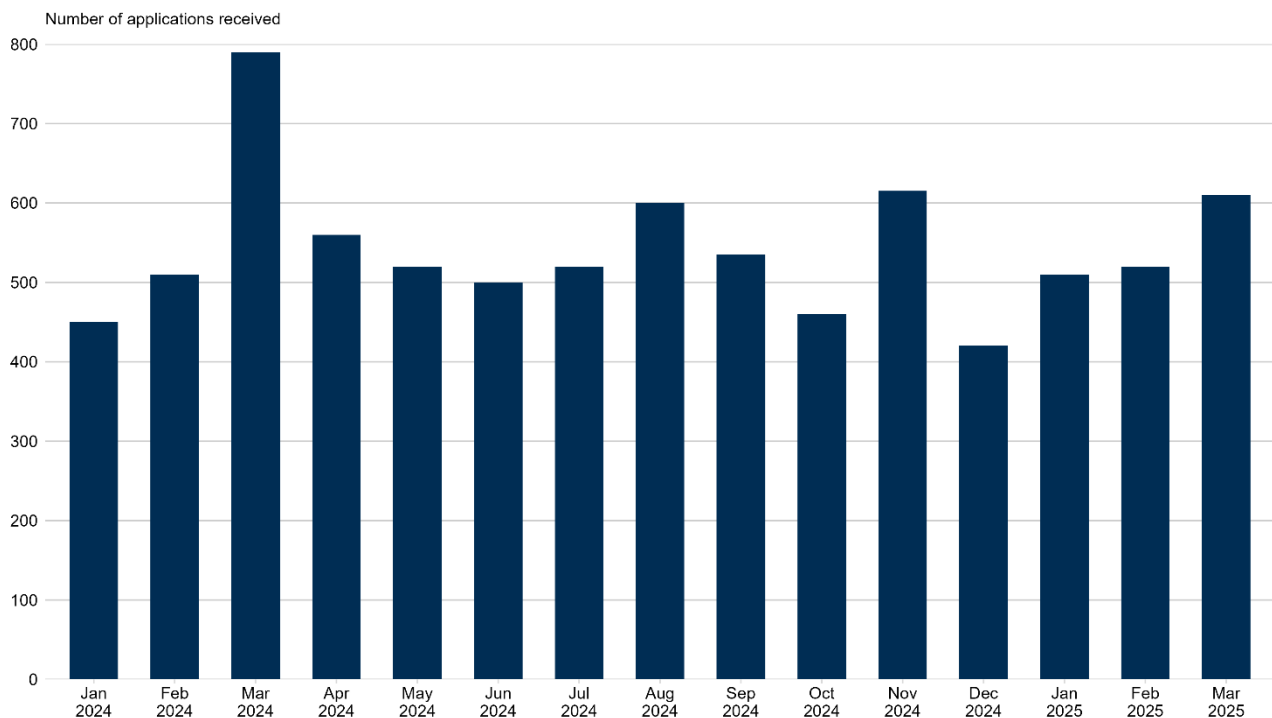
Main findings

25,475 applications for Young Carer Grant have been received up to 31 March 2025.

6,380 of those applications were received in the 2024/25 financial year.

Figure 1: Applications have remained fairly stable over the last year, with around 530 received each month on average.

Applications received by month, from January 2024 to March 2025.



68% of processed applications have been authorised.

From 21 October 2019 to 31 March 2025, there were 24,625 applications processed. Of these, 68% were authorised, 31% were denied and 2% were withdrawn.

Most clients continue to apply online.

Online applications continue to be the most common application channel each month. As of 31 March 2025, 96% of total applications received were made online, 3% through phone, and 1% through paper applications.

More applicants are younger.

Of the applications received from launch, 36% were for an applicant aged 16 years, 37% for aged 17 years, and 25% for aged 18 years.

Most applications were from Glasgow City.

15% of all applications received to date have come from Glasgow City. This is consistent with Glasgow City being the local authority area with the highest population⁴.

Around 98% of all applications received were for applicants caring for one person⁵.

Less than 1% of applications were for applicants caring for two or three people.

The median average processing time for the latest financial year was 14 working days.

This compares to the median average processing time of 21 working days in the 2023/24 financial year and an all-time median average of 18 working days.

The total value of payments issued to 31 March 2025 was £5.6 million.

£1.6 million had been paid out to clients in the 2024/25 financial year.

In total 16,440 payments were issued by 31 March 2025.

4,135 Young Carer Grant payments were made in the 2024/25 financial year. This is the highest number of payments in a financial year since launch.

⁴ Information about the population of the local authority areas can be found on the [National Records of Scotland website](#).

⁵ Number of cared for people is calculated using the details provided in applications. It is possible that some applicants will have been caring for more people than they included in their application. See the [about the data](#) section for more information on this.

In total, 10,515 individual clients⁶ have been paid since the launch of Young Carer Grant.

Of these, 5,935 clients had received one payment, 3,225 had received two payments, and 1,350 had received three payments.

4,120 individual clients have been paid in the 2024/25 financial year.

Up to 31 March 2025, 695 re-determination requests were received.

In total, 690 of these re-determination requests had been completed. Of these, 32% were disallowed, 63% were allowed, 3% were withdrawn. The remaining 2% were for when a re-determination decision was not made.⁷

The all-time median average response time for re-determinations was 10 working days.

This compares to the median average response time of 13 working days for re-determinations that were completed in the 2024/25 financial year.

In total, around 25 appeals were received by 31 March 2025.

15 of these being in the 2024/25 financial year.⁸ Information on appeal outcomes has not been included in this publication to prevent the disclosure of small cohorts.

⁶ A client refers to a person who has applied for the benefit. A client may be included in multiple financial years if they have successfully applied and received payment for multiple applications.

⁷ Re-determination decision not made includes those which were Invalid, or exceeded the deadline and the client opted to cease the re-determination process and move to appeal.

⁸ Figures exclude withdrawn and invalid appeals.

Background notes

On 20 September 2017, the First Minister announced a new package of support for young carers in Scotland. This package included a cash payment for young carers providing 16 hours or more of care a week to someone normally paid a qualifying disability benefit. In accordance with the powers set out in the [Social Security \(Scotland\) Act 2018](#), Scottish ministers set out regulations⁹ for the new Young Carer Grant on 15 October 2019.

Social Security Scotland is the executive agency of Scottish Government responsible for delivering social security benefits for Scotland. The Agency began taking applications for Young Carer Grant on 21 October 2019.

Young Carer Grant

Young Carer Grant is a payment that can be applied for annually by young carers aged 16, 17, and 18 who care for someone normally paid a qualifying disability benefit. The payment is a flat rate of £390.25 that can be applied for once a year. The payment is in acknowledgement of the young person's carer role and is intended to help them access life opportunities that are the norm for many other young people. Young carers can spend this money as they choose.

On 1 April 2025, the value of payment for Young Carer Grant was uprated from £383.75 to £390.25. More details about the Young Carer Grant can be found at [mygov.scot website](https://mygov.scot).

Eligibility

To qualify for Young Carer Grant, applicants must meet all of the eligibility criteria below:

- Applicants must be 16, 17 or 18 years of age at the time of applying.
- Applicants must be providing care to a person(s) who is normally paid one of the following benefits:
 - the daily living component of Personal Independence Payment (PIP)
 - the daily living component of Adult Disability Payment (ADP)
 - the middle or highest care rate Disability Living Allowance (DLA), including Disability Living Allowance for Children
 - the middle or highest care rate of Child Disability Payment (CDP)

⁹ [The Carer's Assistance \(Young Carers Grants\) \(Scotland\) Regulations 2019](#)

- the middle or highest care rate of Scottish Adult Disability Living Allowance (SADLA)
- Attendance Allowance
- Pension Age Disability Payment
- Armed Forces Independence Payment
- Constant Attendance Allowance
- If the person cared for gets Constant Attendance Allowance they need to be getting either:
 - Industrial Injuries Disablement Benefit (at or above the normal maximum rate), or
 - War Disablement Pension (at the basic rate)
- The applicant must be caring for an average of 16 hours per week, over a 13-week period. Applicants can combine hours spent caring for up to three people to meet this criterion.
- The applicant must not be paid for the care they provide or be providing the care as part of a volunteering scheme.
- The applicant cannot be applying for, or be in receipt of, Carer Support Payment at the time of application.
- The applicant cannot be applying for, or be in receipt of, Carer's Allowance at the time of application.
- The applicant must not have been approved for Young Carer Grant within the last year.
- The cared for person must not have been part of an approved application within the last year.

Application and decision making process

Applications can be made online, by phone, and by paper form ('application channel').

Social Security Scotland processes each application received and makes a decision whether to approve or deny the application. An application will be denied if the client is not eligible to receive Young Carer Grant. An application will be authorised if the applicant is eligible and provides the appropriate evidence to receive Young Carer Grant. Applicants may also withdraw their application before a decision is made.

As part of the application process, applicants are required to provide additional evidence confirming their address. Once an application has been received, Social Security Scotland will write to applicants asking them to either post this evidence or upload it online directly to Social Security Scotland. Applicants can also post or upload evidence proactively when making an application. Once this evidence has been received, Social Security Scotland aims to make a decision as soon as possible with payments following soon thereafter.

In this publication, application processing time is calculated as the number of working days from the application being received by Social Security Scotland to the date that a decision was made by a client advisor or the application was withdrawn. We did not include time to make payments within processing times.

Applying outside of Scotland

On 23 December 2020, Scottish ministers set out regulations¹⁰ that allows eligible young carers living outside the UK in the European Economic Area and Switzerland to also receive Young Carer Grant.

Applicants from the European Economic Area and Switzerland can apply by phone and by paper form. To determine whether they are eligible for Young Carer Grant while living outside of Scotland, they will need to go over additional residency details for Social Security Scotland to make a decision. The three residency tests they need to cover are:

- competent state
- habitual residency
- genuine and sufficient link to Scotland.

Applicants from the European Economic Area and Switzerland are required to provide additional evidence that also confirms their identity along with the evidence confirming their address. This evidence needs to be submitted to Social Security Scotland once an application has been made.

Further information can be found at [mygov.scot website](https://mygov.scot/website).

Re-determinations and appeals

Young Carer Grant applicants can ask Social Security Scotland to look again at a decision if their application is denied, or if they think the amount they are going to be paid is wrong. This is known as a re-determination. A request for a re-

¹⁰ [The Carer's Allowance Supplement and Young Carer Grants \(Residence Requirements and Procedural Provisions\) \(EU Exit\) \(Scotland\) Regulations 2020](#)

determination should be made within 31 calendar days of being notified of the initial determination. This is extended to up to 1 year under extenuating circumstances.

Social Security Scotland then has 16 working days to make the new determination. Applicants also have the right to appeal to a Tribunal if they do not agree with Social Security Scotland's re-determination, or if Social Security Scotland is not able to make a re-determination within 16 working days.

About the data

How the data is collected

The data in this publication is sourced from Social Security Scotland's case management system. The system holds information on all applications, outcomes, and payments. Data about the applicant and the person(s) they care for is collected through the online application form, or is entered by client advisors during telephone applications or the processing of paper applications. Information about the application outcome and payments is created in the case management system as an application is processed.

The information is held across multiple tables within the system. 100% extracts of administrative data are taken from this system every day for internal reporting purposes. Data cuts combine information from the different tables in the system into one daily extract that includes details of all Young Carer Grant applications made since 21 October 2019.

To take into account backdating and delays between applications being authorised and payments being made, the data cut from 1 April 2025 has been used to produce statistics on applications received and decisions made up to 23:59 on 31 March 2025. Later data cuts may include additional retrospective changes to application details, including corrections to details in the case management system, and changes that have resulted from re-determinations and appeals.

Where a re-determination or appeal has been requested but not decided, decision date, outcome, payment date, and payment value will be updated to reflect information about the re-determination or appeal, rather than the original application. If a re-determination or appeal has been decided, the data in this publication will show the decision date, outcome, payment date, and payment value according to the new decision.

Until March 2022, re-determinations and appeals are reported based on management information manually collected by the Client Experience team at Social Security Scotland. From April 2022 onwards, the figures reported in Table 11 are based on data extracted from the case management system.

Limited information regarding appeals has been included within this publication due to a very small number of valid appeals being received during the period covered. In future updates to these statistics, information on the outcome of appeals may be included, subject to the disclosure control of small cohorts.

Within our statistical reporting, key dates are used to assign applications received, applications processed and payments issued to time periods. This is a different methodology to that used in financial reporting and, as a result, there may be differences in the values reported for a given time period.

Quality assurance

The data used to produce the official statistics are the same as the data extracted from the case management system on a daily basis that is used for internal reporting within Social Security Scotland. As such, the data is checked daily for consistency with previous extracts (i.e. do applications, decisions, and payments figures increase as expected over time, and are they in proportion to each other) and compared to other sources of information such as the number of payment instructions reported by the finance team.

Additional quality assurance and cleaning has been carried out on the variables used in the official statistics:

- check for duplicate and missing application references
- check that application dates, processing times, and payment times are within the expected ranges
- check that payment date is present where a payment value is present
- check any postcodes that do not match to local authority areas – see [Geography](#) section
- removal of a small number of test applications which were used to test the case management system.

Once the data is aggregated and copied into the publication and supporting Excel tables, the final statistics are quality assured by a different member of the statistics team. The lead statistician checks the final documents.

Revisions

Each updated publication of Young Carer Grant statistics can include revisions of numbers of applications received, processed, processing times and payment values going back to October 2019. This is because each time figures are published they will be based from a new 100% data cut from the case management system, which can include retrospective changes to data going back to October 2019 as described in the [How the data is collected](#) section. Months that are more recent tend to be subject to a greater degree of revision than more distant ones.

The updated methodology for excluding applications with a re-determination request from Table 6 has resulted in small changes to the "median average processing time in working days" column, with some previously reported processing times decreasing by one working day.

Data quality

Rounding and disclosure control

Application and outcome figures have been rounded to the nearest five for disclosure control. Data has been suppressed where it would disclose fewer than five applications or payments.

Missing and duplicate applications

The data comes from 100% data cut of the case management system.

The data cut was checked for applications where the fields relating to application date and the outcome and payment of the application were blank. These applications would represent temporary 'prospect cases', which are created when clients contact Social Security Scotland without a National Insurance number, and are later replaced once a National Insurance number is received from the applicant. Any such applications are therefore duplicates and would be excluded from the statistics.

Clients may make repeated applications to Young Carer Grant in certain circumstances. For instance, if their initial application is withdrawn or denied. This means that there can be several applications from the same client in the data cut. For this publication, we have retained all of these applications.

Unverified information from application form

Information about the client and the person(s) being cared for is taken from the application form completed by the client or by a client advisor over the telephone. This information may contain errors because it has not been verified by comparison to other sources of information such as records held by the Department for Work and Pensions. This means, for example, that it is possible to have authorised applications where the original application form did not include complete details for the applicant but was later amended as the application was processed.

Application authorisation and payment

In this publication, the date that applications were processed by client advisors is the date used to produce statistics of processed applications by month. After applications are authorised for payment by client advisors, a manager approves the decision, and then a payment is issued. In some cases, payments will be issued on the same day that payments are authorised by client advisors. In other cases, there

can be a delay before payments are issued. Clients should receive money in their nominated account within four working days after payment is issued.

In this publication, we report on the value of payments that have been issued by the end of each month and not the payments successfully received by the applicants.

A very small number of payments are made manually to clients. These manual payments do not appear in the administrative data extracts used for this publication and are therefore not counted in the payment statistics.

Application channel

Application channel is automatically entered into the case management system for online applications, and manually entered for applications taken by phone or paper. If ever an application channel has been manually entered incorrectly, the application channel will be classed as 'unknown'.

Number of cared for people

The number of cared for people is entered into the case management system using the details provided by the applicant. This figure represents the total number of cared for people included in the application. However, it may not be a reflection of the total amount of people the applicant cares for. For example, an applicant may provide care to three people but may only choose to provide details of one of these individuals in their application if they care for that person for 16 hours or more per week.

Geography

Applications are assigned to local authority area by postcode using a Scottish Government lookup file. For some applications, the postcode will not match to the lookup file. This can be because the postcode is not in a Scottish local authority area, or because the postcode has been introduced too recently to appear on the lookup file, for example if a property is in a new development. For postcodes that could not be matched to a Scottish local authority area, the postcode area was used to check whether the postcode was in Scotland or elsewhere. Non-matching postcodes from Scottish border postcode areas (postcodes starting 'DG' and 'TD') were also checked individually and assigned to Scottish local authority areas or as 'non-Scottish postcodes' manually.

Postcodes are linked to client profiles and data extracts are automatically updated in the case of a client changing address. As a result, postcodes reflect the latest address of clients and may not be the same as the address at the time of application. Therefore a small number of addresses may not reflect the correct local authority area at the time of application, decision or payment.

A very small number of applications did not include address information and therefore could not be matched to a local authority area or country.

Re-determinations and appeals methodology review

The dataset which underpins all re-determinations and appeals reporting in this publication has been updated as part of a continuous improvement exercise to ensure the statistics continue to be robust and transparent for users.

The change in data source has no impact on the statistics for Young Carer Grant. At the same time, small changes have been made to how we present the statistics to improve the comparability of reporting across all benefits.

The column “Re-determination decision not made” has been added to the tables. Details on the contents can be found in the table notes. This information has previously been available in disability statistics publications and is included here to improve consistency in reporting. The column “Re-determinations completed” now includes these figures. This may impact the “Percentage of completed redeterminations” columns, which use the total completed as the denominator for their calculation. The change results in ten additional re-determinations being reported between November 2019 and March 2025.

The column heading “Completed re-determinations which are allowed or partially allowed” has been changed to “Completed re-determinations which are allowed” to better reflect its content. All cases decided in favour of the client are now classed as allowed. There is no impact on the reported figures.

Re-determinations rate measures

Over time the size and complexity of the benefits being administered by Social Security Scotland has continued to evolve. There were known limitations in the calculation of “re-determinations as a percentage of application decisions made” which are having an increasing impact on reporting.

The measure was intended to compare the number of re-determinations to decisions made, however the calculations are made using only the number of initial application decisions made. When this measure was first established, all benefits were one-off payments and re-determinations were raised against a single decision.

However, for some benefits, it is possible for a client to raise more than one redetermination. For example, for Scottish Child Payment a client can raise a redetermination on the initial decision and any future decisions made in response to a client’s change of circumstance. Unfortunately, there is no current method for including these additional decisions in the calculation, nor is it possible to remove the subsequent re-determinations made. As Scottish Child Payment caseload matures and expands, there is an increasing likelihood that re-determinations are

coming from clients already in receipt of payment, meaning number of initial decisions is not a suitable comparator. In addition, the measure compared redeterminations received and decisions made within the same time-period e.g. month, and did not account for any lag between these two events.

To ensure that our published statistics continue to meet high standards of trustworthiness and quality for our users, “re-determinations as a percentage of all decisions processed” has been removed from all Social Security Scotland statistics publications until further options for reporting can be explored. We cannot currently put a timescale on when an alternative solution may be available.

As with all our statistics, we encourage users to get in touch if they have any feedback regarding these statistics or any ongoing continuous improvement.

Effect of re-determinations

Application decision dates, outcomes, and payment amounts are updated to reflect information about re-determinations and appeals as described in the [How the data is collected](#) section. Information in tables should therefore be viewed as the final decision, outcome, and payment value after a re-determination request or appeal has been received and/or decided. This excludes the processing times table, where applications with re-determinations and appeals have been removed from processing time calculations. Due to the small number of re-determinations received during the period this publication covers, it is unlikely that re-determinations will have a significant impact on the data included.

Processing time

Processing time is the number of days from the application being received to a decision being made or the application being withdrawn. It includes time spent waiting to receive evidence from applicants through online upload or by post, but does not include additional time to make payments. It is calculated in working days. Weekends and public holidays are excluded from calculations, even if applications were processed by staff working overtime on these days. The time of day that an application was received or processed is not taken into account.

Applications that are flagged as having had a re-determination request are excluded from processing time calculations where possible. This is because the decision dates for these applications may represent the re-determination decision date which can be some time after the original decision date. The number of applications in the processing times table is therefore lower than the number of applications shown as processed or decided in other tables.

The methodology for excluding applications with a re-determination request was updated in May 2025. For reporting from April 2022 onwards, this change results in an improved identification of such cases for exclusion. Re-determination reporting

prior to April 2022 was based on manually collated information which does not allow for cases to be identified and excluded.

Re-determinations are a very small proportion of the total applications processed, and the initial average processing times for applications that go on to re-determination or appeal compared to other applications should not differ from all other applications. Therefore, removal of these should not affect the average processing times shown in the table.

Processing time is only calculated for applications that were decided within the period being reported on. Data is presented by the month of decision rather than month the application was received.

Future developments

We will be seeking users' views on the content of this publication to ensure it best meets their requirements. If you have any comments or suggestions that you would like to provide us please email MI@socialsecurity.gov.scot.

Related Social Security Scotland publications

Statistics on [Carer's Allowance](#), [Carer's Allowance Supplement](#) for Scotland and [Carer Support Payment](#) are published by Social Security Scotland.

An Official Statistics publication for Scotland

Official Statistics are produced to high professional standards set out in the Code of Practice for Official Statistics. They undergo regular quality assurance reviews to ensure that they meet customer needs and are produced free from any political interference.

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How to access background or source data

The data collected for this statistical bulletin:

- are available via an alternative route. Summary tables are available at: [Social Security Scotland statistics](#).
- may be made available on request, subject to consideration of legal and ethical factors. Please contact MI@socialsecurity.gov.scot for further information.

Complaints and suggestions

If you are not satisfied with our service or have any comments or suggestions, please write to the Chief Statistician, 3WR, St Andrews House, Edinburgh, EH1 3DG, Telephone: (0131) 244 0302, e-mail statistics.enquiries@gov.scot.

If you would like to be consulted about statistical collections or receive notification of publications, please register your interest at [ScotStat](#).

Details of forthcoming publications can be found on the [Social Security Scotland website](#) and [Scottish Government website](#).

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