



Social Security Scotland statistics

Social Security Scotland feedback statistics to 30 September 2021

Frequency of publications

The next bi-annual publication will cover up to end March 2022 and will be released in June 2022.

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 is found online at: <http://www.statisticsauthority.gov.uk/assessment/code-of-practice/index.html>

² The forthcoming publication timetable is available at: <https://www.gov.scot/publications/official-statistics-forthcoming-publications/>

Introduction

This report covers feedback (complaints, compliments, and suggestions) received by Social Security Scotland since it was introduced on 4 September 2018 until 30 September 2021. It includes statistics for specific benefits (Carer's Allowance Supplement, Best Start Grant, Best Start Foods, Funeral Support Payment, Young Carer Grant, Job Start Payment, Child Winter Heating Assistance, Scottish Child Payment and Child Disability Payment), as well as feedback that was not benefit specific.

All tables and charts relating to this publication can be found at:

<https://www.gov.scot/collections/social-security-scotland-stats-publications/#socialsecurityscotlandfeedbackstatistics>

These statistics are being published as experimental statistics. Experimental statistics are defined in the Code of Practice for Statistics as "*new official statistics undergoing evaluation. They are published in order to involve users and stakeholders in their development and as a means to build in quality at an early stage.*" These statistics have not yet been assessed by the UK Statistics Authority. They have not been designated as National Statistics³.

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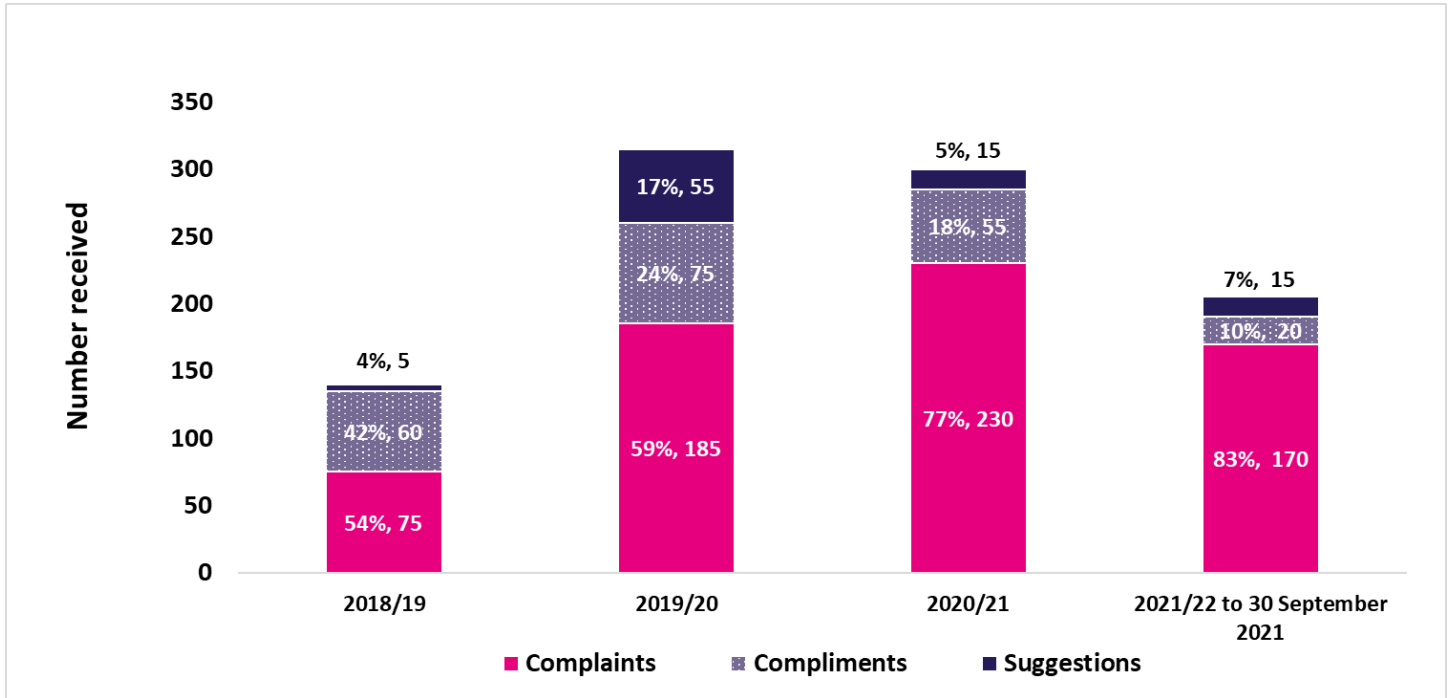
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³ For more information on experimental statistics please see:

<https://www.statisticsauthority.gov.uk/publication/experimental-statistics-official-statistics-in-development/>

Main findings

Chart 1: Feedback by financial year



Complaints includes all stage 1 complaints, plus complaints received at stage 2. Figures for individual years may not sum to all time figures in other tables/charts due to rounding.

In total 665 complaints, 210 compliments and 90 suggestions were received by 30 September 2021. The most common type of feedback received in all years has been complaints [Chart 1].

In the first half of 2021/22, more feedback was received than in the first half of 2020/21, including 20 more complaints and 10 more suggestions, with the number of compliments remaining the same.

Complaints

Complaints received

In total 665 complaints were received by 30 September 2021 [Table 1], including:

- 440 for Best Start Grant or Best Start Foods
- 105 for Carer’s Allowance Supplement
- 65 for Scottish Child Payment
- 30 for Funeral Support Payment
- five each for Job Start Payment and Child Winter Heating Payment
- 15 that were not benefit specific

There were small numbers of complaints for Young Carer Grant and Child Disability Payment by 30 September 2021, which are too small to report - the [background section](#) gives the launch dates for each.

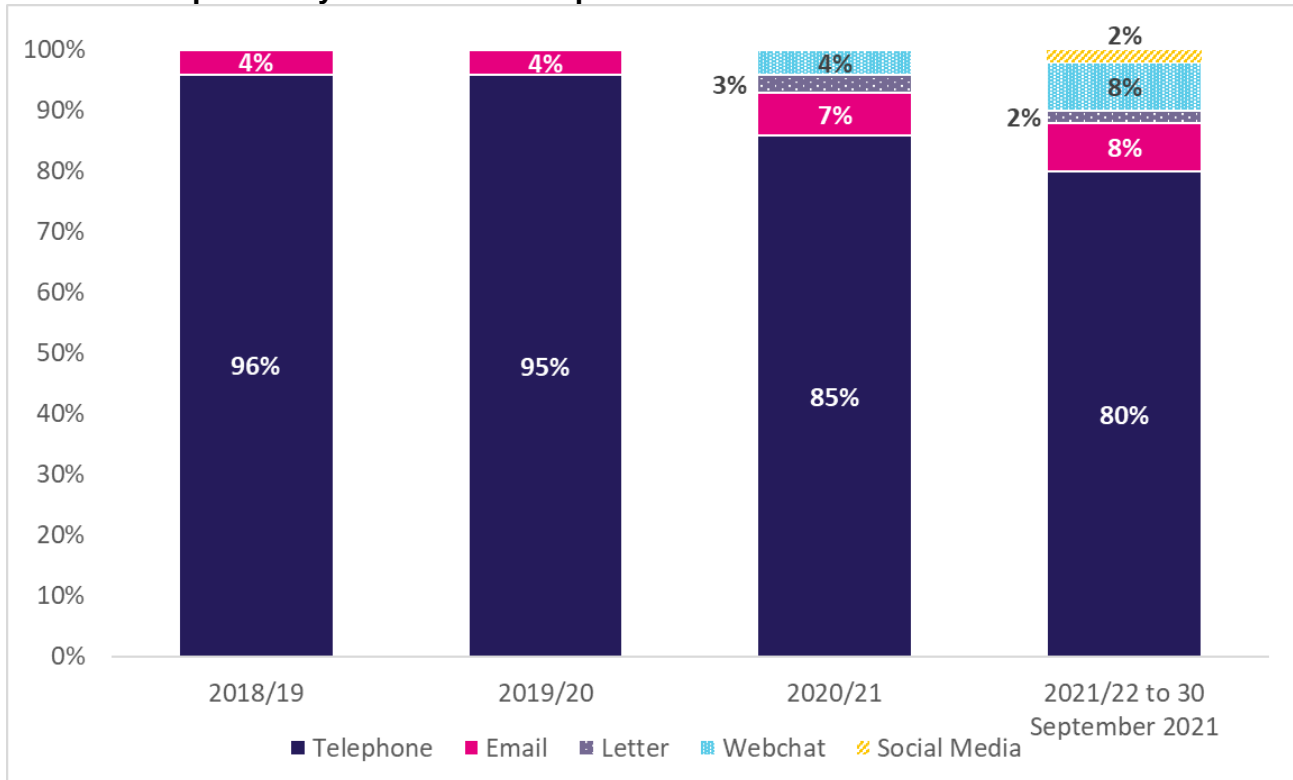
Complaint numbers remain low compared to the number of people receiving payments or making applications. For example, while Social Security Scotland has received 440 complaints about Best Start Grant or Best Start Foods, there have been 307,700 applications since 2018. While there have been 65 complaints about Scottish Child Payment, there have been 134,080 applications since November 2020. The [background section](#) gives a full list of benefit launches since 2018 with application or payment numbers and sources.

Complaints can come from people that did not make an application for a benefit, or did not receive either Carer's Allowance Supplement or Child Winter Heating Assistance (for which there is no application process) - therefore it is not possible to calculate a rate of complaints per applications or payments.

Social Security Scotland received 170 complaints during April to September 2021 **[Table 1]**. The equivalent period in 2020 saw 150 complaints, however Scottish Child Payment, Child Winter Heating Assistance and Child Disability Payment were not live during that period. So far in 2021/22 a third of complaints have related to Scottish Child Payment, while the number of complaints relating to Carer's Allowance Supplement and Best Start Grant and Best Start Foods have decreased compared to the first half of 2020/21.

In the first half of 2021/22, telephone remained the most common channel for complaints, although the percentage of complaints received this way decreased from 85% to 80%. The proportion of complaints received by webchat increased from 4% to 8%, with a small number of complaints also recorded as social media for the first time **[Table 2, Chart 2]**. Social media was added to the feedback recording system from April 2021, and includes complaints received through telephone, email, letter or webchat that were originally signposted via social media – the [background section](#) gives further details on this channel.

Chart 2: Complaints by channel to 30 September 2021



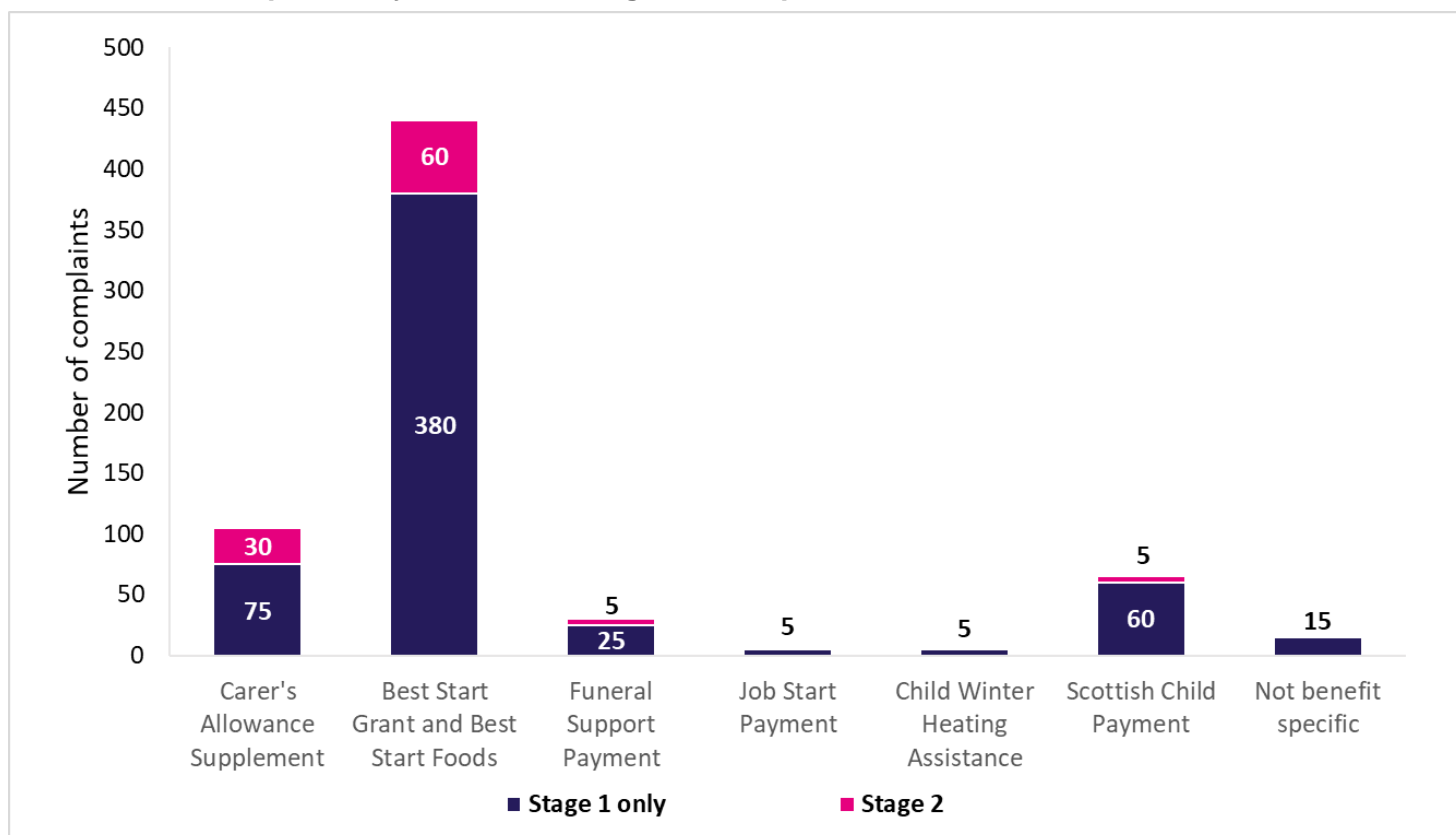
Complaints reaching stage 2

Overall, 16% of complaints have reached stage 2 (either progressing from stage 1 to stage 2, or being received at stage 2 – the [background section](#) explains the difference between stage 1 and 2 complaints) [Table 1]. In the first half of 2021/22, 13% of complaints reached stage 2, which was lower than 18% in 2020/21 overall, and similar to 2019/20.

While 28% of Carer’s Allowance Supplement complaints have reached stage 2, only 14% of Best Start Grant or Best Start Foods complaints have reached stage 2. This difference may be due to clients using complaints in different ways for the two benefits. While Best Start Grant has a re-determinations and appeals process, for Carer’s Allowance Supplement there is no statutory right to appeal. This could lead clients to make complaints about Carer’s Allowance Supplement as a way of having their cases looked at again.

No cases were referred to Scottish Public Services Ombudsman (SPSO).

Chart 3: Complaints by benefit and stage to 30 September 2021



*stage 2 figures include a small number of complaints that went straight to stage 2, as well as complaints progressing from stage 1 to stage 2. Figures may not sum to those in Table 1 due to rounding. Complaint numbers for Young Carer Grant and Child Disability Payment are too small to display.

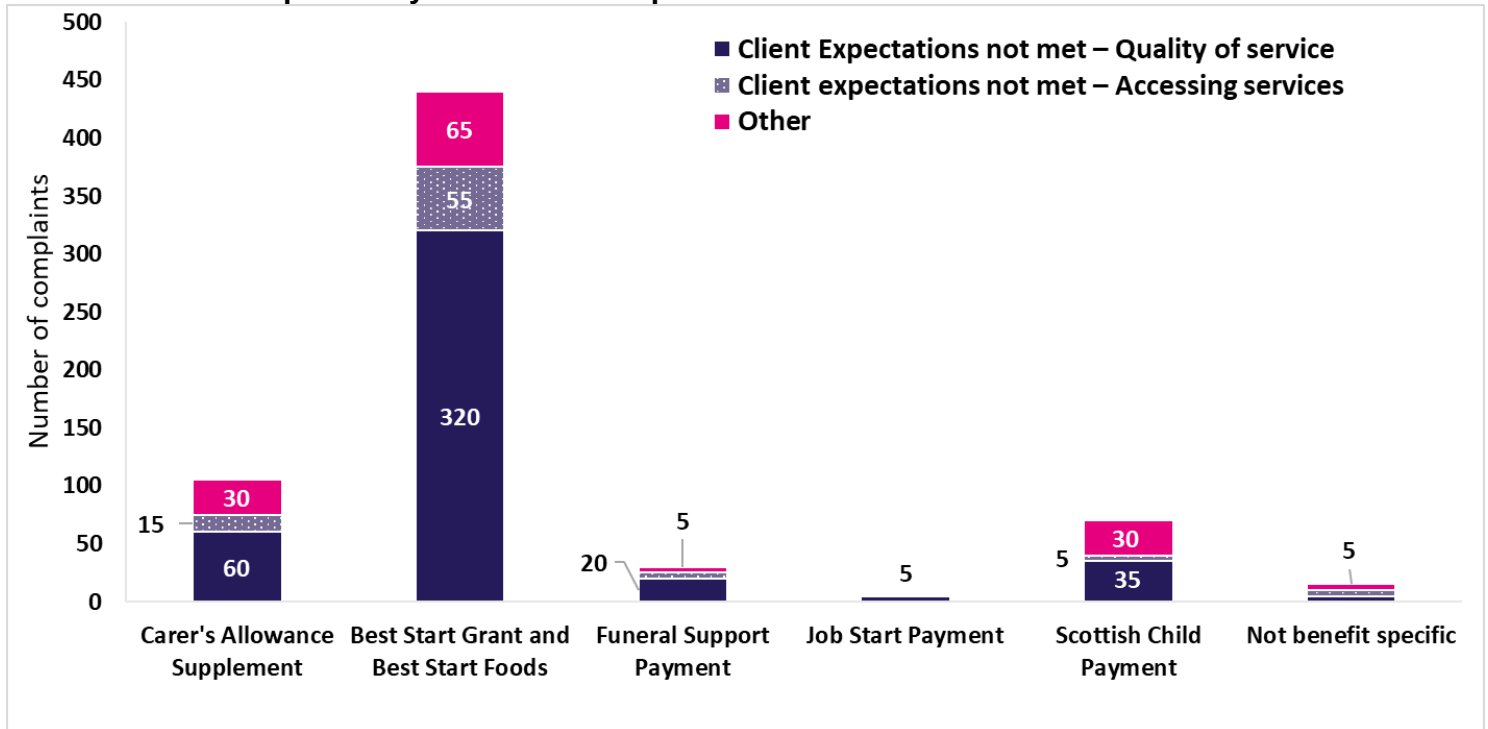
Reasons for complaints

Overall two thirds of complaints have been about 'Client Expectations not met – Quality of Service', followed by 12% of complaints about 'Client Expectations not met – Accessing services' [Table 3, Chart 4]. Other reasons have each accounted for 10% or fewer complaints.

Around three quarters of complaints about Best Start Grant or Best Start Foods related to 'Client Expectations not met – Quality of Service'. The proportion of complaints for this reason was also relatively high for Funeral Support Payment at 68%, while only 55% of Carer's Allowance Supplement complaints and 50% of Scottish Child Payment complaints were for this reason. For Scottish Child Payment, 29% complaints have related to 'Client Expectations not met – Timescales', which is relatively high compared to other benefits.

The proportion of complaints relating to 'Client Expectations not met – Quality of service' decreased in the first half of 2021/22 compared to 2020/21, with more complaints relating to 'Client expectations not met – Timescales'. This appears to relate to a third of complaints in 2021/22 being for Scottish Child Payment, in comparison to 5% in 2020/21.

Chart 4: Complaints by reason to 30 September 2021



Complaint numbers for Young Carer Grant and Child Disability Payment are too small to display. The breakdown of Child Winter Heating Assistance complaints by reason is too small to be shown in the chart.

Complaints processing

By 30 September 2021, around 655 stage 1 and 100 stage 2 complaints had been closed, leaving around five outstanding stage 1 complaints and five outstanding stage 2 complaints [Table 4]. Overall, the median processing time has been three working days for stage 1 complaints, and 18 days for stage 2 complaints, with 92% stage 1 complaints closed within the initial five working day timescale, and 95% stage 2 complaints closed within the initial 20 working day timescale.

For stage 1, the median average processing time in the first half of 2021/22 was 3.5 working days, a decrease from 2020/21. However, the proportion of stage 1 complaints closed within the initial five working day timescale decreased from 89% to 85%, and the proportion closed within an agreed extended timescale decreased from 100% to 98% [Table 4].

For stage 2, the median average processing time also decreased in the first half of 2021/22, from 19 days to 17 days. The proportion closed within the initial 20 working day timescale increased from 88% to 100%, with the proportion closed within an agreed extended timescale remaining at 100% [Table 4].

Complaints outcomes

Complaint outcomes are counted separately for stage 1 and 2 – a complaint that progressed from stage 1 to stage 2 will have two outcomes. In total, over all benefits and both stages:

- 455 complaints were upheld (61%)
- 125 were not upheld (17%)

- 65 were partially upheld (8%)
- 85 were resolved (11%)
- 20 were withdrawn (3%) **[Table 5]**.

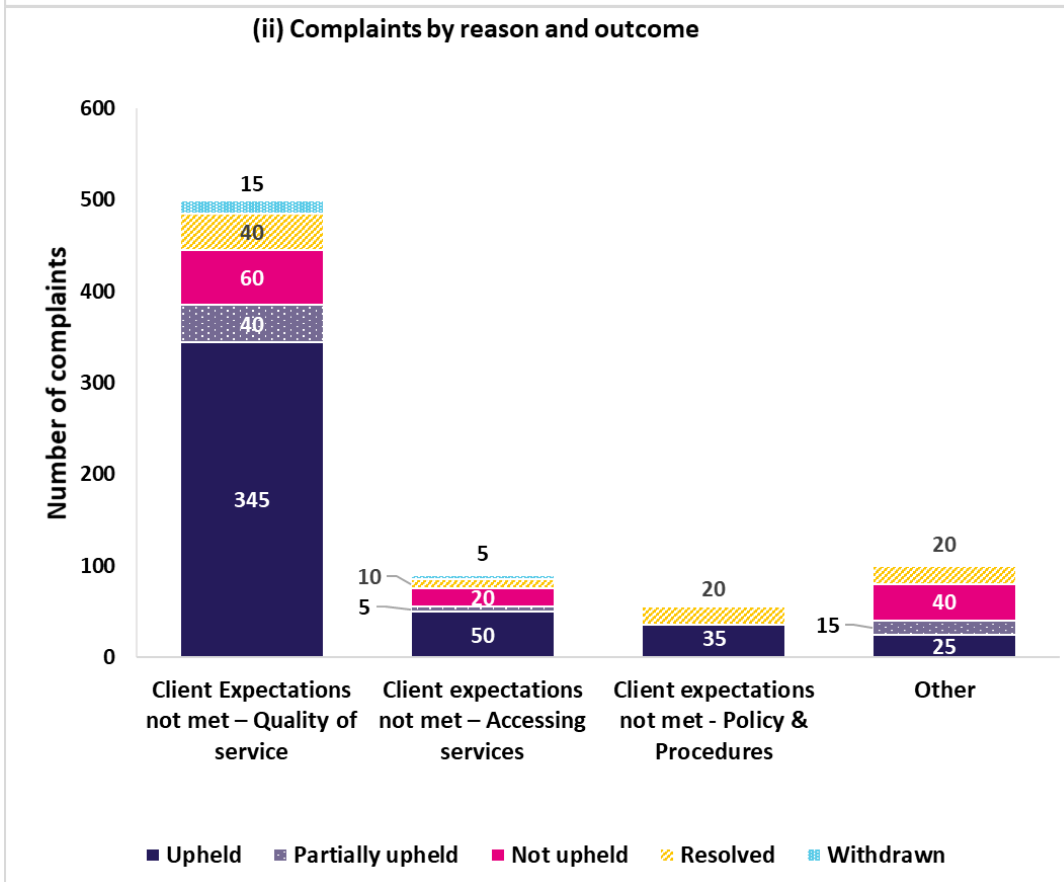
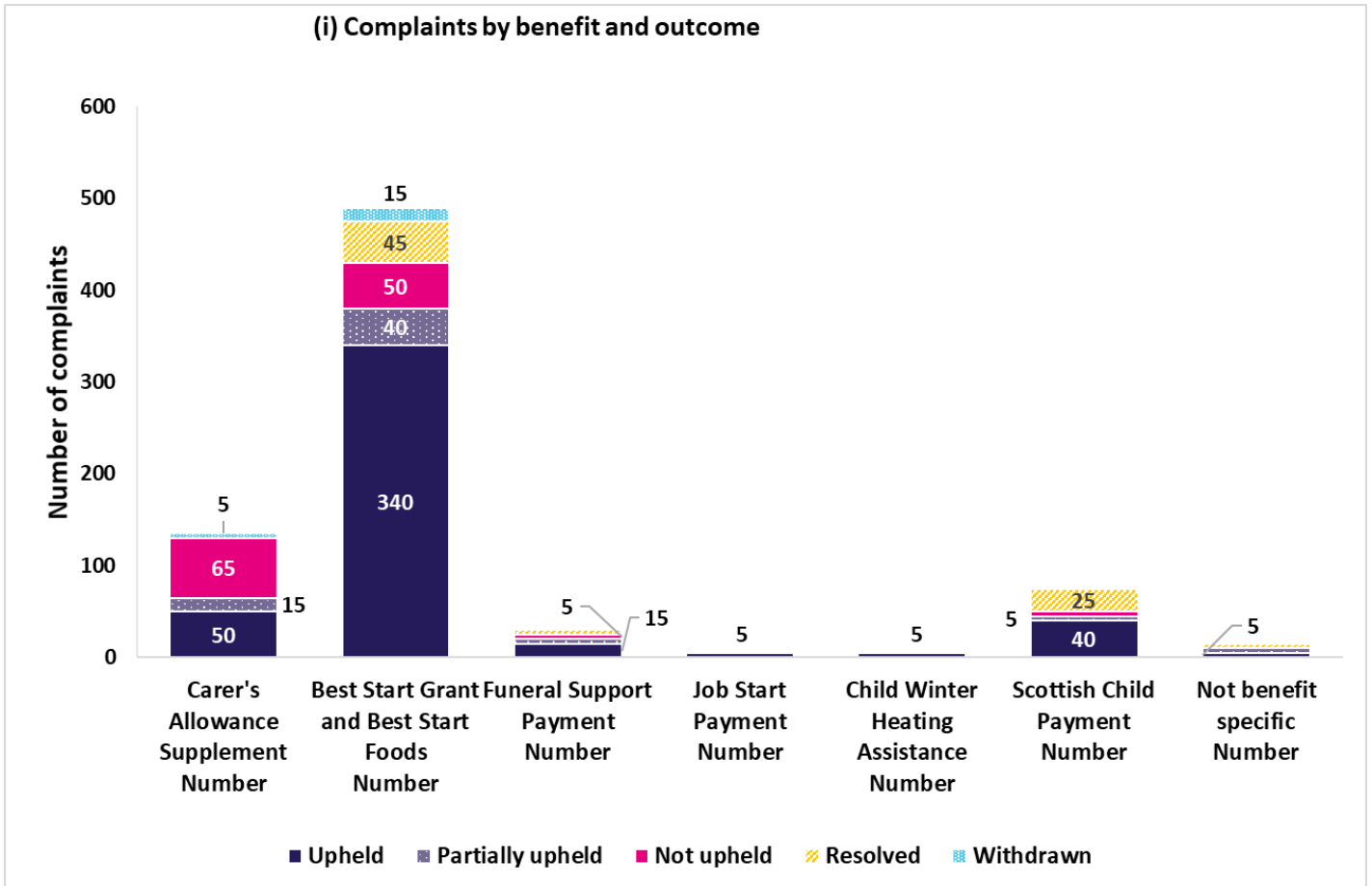
The outcome 'resolved' was introduced from 12 April 2021. Although the overall proportion of complaints with this outcome is currently low, in the first half of 2021/22, 45% of complaints had this outcome, and the proportion of complaints that were upheld, partially upheld or not upheld decreased.

For Carer's Allowance Supplement, 36% of complaints have been upheld, while for other benefits the majority of complaints have been upheld. The highest proportion of complaints upheld has been for Best Start Grant and Best Start Foods at 69% **[Chart 5(i)]**.

The majority of complaints about quality of service, accessing services and timescales have been upheld, whereas the majority of complaints about policy and procedures were not upheld **[Chart 5(ii)]**.

One of the reasons for more Best Start Grant complaints being upheld than for Carer's Allowance Supplement could be the different types of reasons that clients complain about each of these benefits – relatively more clients complained about 'Client expectations not met – Quality of service' for Best Start Grant or Best Start Foods **[Table 3]**, and these complaints were relatively more likely to be upheld **[Table 4]**.

Chart 5: Complaints by outcome to 30 September 2021



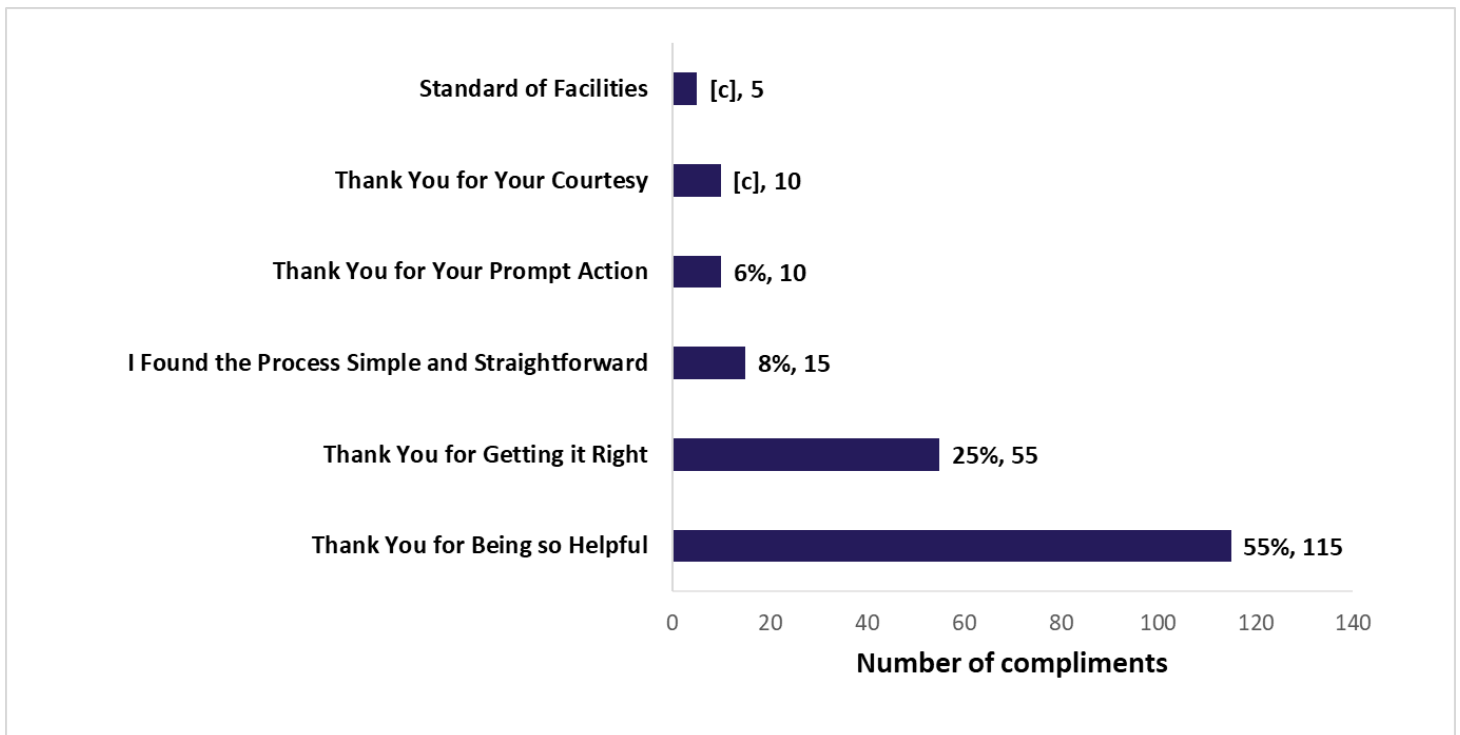
Outcomes for stage 1 and stage 2 are counted separately, therefore the number of outcomes exceeds the number of complaints received. A small number of complaints were outstanding at 31

September 2021 and are not included. Complaint numbers for Young Carer Grant and Child Disability Payment are too small to display. Figures may not sum due to rounding.

Compliments

- A total of 210 compliments were received by 30 September 2021, including 80 for Carer’s Allowance Supplement, 75 for Best Start Grant and Best Start Foods, 35 for Funeral Support Payment and ten or fewer for other benefits and not benefit specific compliments **[Table 6]**.
- In the first half of 2021/22, 20 compliments were received, with small numbers relating to Carer’s Allowance Supplement, Best Start Grant and Best Start Foods, Funeral Support Payment, Scottish Child Payment and Child Disability Payment **[Table 6]**. Overall this is the same number of compliments as in the first half of 2020/21.
- Overall, the most common reason for compliments has been ‘Thank you for being so helpful’, accounting for 55% of compliments, with a quarter of compliments being ‘Thank you for getting it right **[Table 7, Chart 6]**. In 2021/22 so far the proportion of compliments relating to these reasons has been similar to the previous two years.

Chart 6: Compliments by reason to 30 September 2021



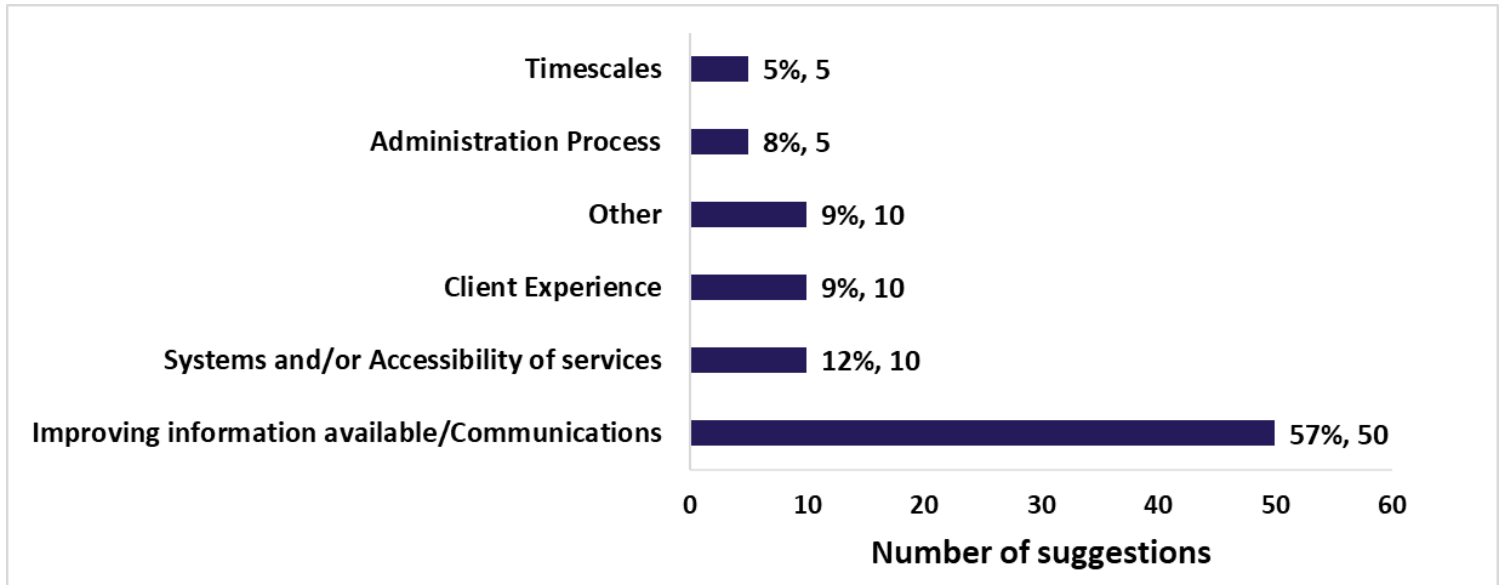
Suggestions

- A total of 90 suggestions were received by 30 September 2021, mostly on ‘Improving information available’, which accounted for 57% of all suggestions received **[Table 9, Chart 7]**. Around half of suggestions have been about

Best Start Grant and Best Start Foods, with a smaller proportions for other benefits or not specific to a benefit **[Table 8]**.

- In the first half of 2021/22, 15 suggestions were received, the same figure as in the whole of 2020/21, and ten more than in the first half of 2020/21 **[Chart 1]**. Of these, 43% related to Best Start Grant and Best Start Foods, followed by 21% for Scottish Child Payment, a payment which had not launched in the first half of 2020/21 **[Table 8]**.

Chart 7: Suggestions by reason to 30 September 2021



Background to Feedback

Social Security Scotland is the executive agency of Scottish Government which is responsible for delivering social security benefits for Scotland. Social Security Scotland was introduced on 4 September 2018. Feedback (complaints, compliments, and suggestions) has been received by Social Security Scotland since it was introduced in September 2018. Feedback can be about a particular benefit or not specific to a benefit. Initially feedback was received by telephone, email or letter. Webchat was introduced as a communication channel to Social Security Scotland from 1 May 2021.

The volume of feedback received will be related to the number of live benefits and clients. New benefits have launched over time, potentially bringing more people in touch with Social Security Scotland. Benefit launch dates and application/payment volumes are summarised on the next page.

The statistics span the time period when Social Security Scotland had a reduced workforce and implemented some service changes in March 2020 in response to the Covid-19 pandemic, including staff working from home, but continued to process applications, make payments and process feedback.

Stage 1 and Stage 2 complaints

Complaints fall under the Scottish Public Services Ombudsman (SPSO) and their complaints handling procedure. This sets out a two stage internal complaints process. Frontline resolution – stage 1, allows 5 working days to respond to the client's complaint. From January 2020, an extension of five working days can be added to this initial timescale by Social Security Scotland where it will be beneficial to the client. Prior to this, extensions had to be agreed with the client. For stage 1 complaints it may be more appropriate to escalate the complaint to stage 2 rather than applying an extension. Where a client remains unhappy with the response to a stage 1 complaint, they can proceed to investigation – stage 2, which allows 20 working days to investigate and provide a response. Again, since January 2020 an extension of five working days can be added to this timescale by Social Security Scotland if required, whereas prior to this extensions were agreed with the client. If the client still remains unhappy then they can choose to take their complaint to the Scottish Public Services Ombudsman.

A small number of complaints went straight to investigation – stage 2. Not all complaints are suitable for frontline resolution and not all complaints will be satisfactorily resolved at that stage. Complaints handled at the investigation stage of the complaints handling procedure are typically complex or require a detailed examination. Examples of this include:

- the client/appointee refuses to take part in frontline resolution
- the issues raised are complex and require detailed investigation
- the complaint relates to serious, high-risk, or high-profile issues

Benefit	Start date	2018/19	2019/20	2020/21	2021/22 to date	All time	Complaints to Sep-21
Carer's Allowance Supplement	3 Sep 18	86,565 carers in receipt	89,260 carers in receipt	91,470 carers in receipt	82,590 carers in receipt at Apr-21 eligibility date	119,945 carers in receipt	105
Best Start Grant/Best Start Foods - Pregnancy and Baby Payment - Best Start Grant Early Learning Payment - Best Start Grant School Age Payment - Best Start Foods	10 Dec 18 29 Apr 19 3 Jun 19 12 Aug 19	19,480 applications	128,070 applications	118,590 applications	41,560 applications to Aug-21	307,700 applications	440
Funeral Support Payment	16 Sep 19	n/a	3,975 applications	8,685 applications	4,115 applications to Sep-21	16,775 applications	30
Young Carer's Grant	21 Oct 19	n/a	1,750 applications	3,375 applications	1,945 applications to Oct-21	7,070 applications	0
Job Start Payment	17 Aug 20	n/a	n/a	3,190 applications	4,095 applications to Sep-21	7,285 applications	5
Scottish Child Payment	9 Nov 20 (applications) 15 Feb 21 (payments)	n/a	n/a	104,555 applications	29,525 applications to Sep-21	134,080 applications	65
Child Winter Heating Assistance	27 Nov 20	n/a	n/a	14,015 payments to 17 March 2021	No published data	14,015 payments	5
Child Disability Payment	16 Jul 21 (pilot) 22 Nov 21 (national)	n/a	n/a	n/a	250 Applications to Aug-21	250 applications	0

Note: Annual figures are based on the latest Official Statistics publications, but may be revised when the statistics are updated.

Complaint reasons

Complaint reasons are categorised by Social Security Scotland staff based on the information received from clients. Complaint reasons were amended from 12 March 2021 to better reflect types of complaints received and provide more focussed data to inform improvement activity. In the table above, complaints received prior to 12 March 2021 have been mapped to new categories as set out below. 'Client expectation not met - Information provided' is a new category that does not map onto previous complaint reasons.

Previous categories	New categories	Description
Inadequate standard of service	Client Expectations not met – Quality of service	Should be used where we have provided the client with a service which is below the expected standard.
Failure to provide a service	Client expectations not met – Accessing services	Should be used where we have not delivered a service e.g. online application form unavailable
Dissatisfaction with Scottish Government policy	Client expectation not met - Policy and procedures	Should be used when client is unhappy with Social Security Scotland's policy or procedures.
Disagreement with a decision	Disagreement with a decision	Use only for benefits with no right of appeal
Failure to follow the appropriate process	Client expectations not met – Timescales	Should be used where we did not meet published timescales.
Treatment by or attitude of a member of staff	Client expectations not met - Treatment by member of staff	Should be used where the service provided by a staff member was no at the expected standard.
N/a	Client expectation not met - Information provided	Should be used where the client is unhappy about information provided on Social Security Scotland websites, social media, advertising or letters.

Complaint outcomes

Possible outcomes for complaints are:

- Upheld – the client's complaint has been upheld, as it meets the terms in the definition of a complaint.
- Not upheld – the client's complaint was not upheld because it did not meet the terms in the definition of a complaint.
- Partially upheld – if the client makes a complaint raising more than one issue, one part (or parts) of the complaint may meet the terms in the definition of a complaint, and other(s) do not. In this case the complaint would be partially upheld.

- Resolved - if a client has made a complaint and their complaint is resolved without the need to look further into why something went wrong or to mark it as upheld or not upheld. This outcome was introduced on 12 April 2021.

In this publication complaint outcomes are counted separately for stage 1 and stage 2. A complaint that progressed from stage 1 to stage 2 will have two outcomes.

Compliments and suggestions

Compliments and suggestions should be recorded within five working days. Suggestions are investigated and the outcome is provided directly to the client.

About the data

How the data is collected

The data in this publication is primarily sourced from Social Security Scotland's case management system. The system holds information on all feedback received, and includes type of feedback (complaint, compliment, suggestion), date received, channel by which feedback was received (e-mail, telephone, letter, webchat), benefit (or no specific benefit), reason for feedback (chosen from defined lists of possible categories), and where applicable, the date that feedback was actioned and the outcome of any decisions (again selected from a defined list of possible outcomes).

The information is held across multiple tables within the system. 100% extracts of administrative data are taken from this system every month for internal reporting purposes. Data cuts combine information from the different tables in the system into one monthly extract which includes details of all feedback made since September 2018. The data cut used to produce statistics for this publication was taken on 1 November 2021.

Quality assurance

The data used to produce the figures has been checked on a case by case basis with clerical records used for internal reporting within Social Security Scotland, and discrepancies investigated.

Additional quality assurance and cleaning has been carried out on specific variables:

- The dataset has been checked for duplicate records based on Case ID number.
- Variables have been checked for missing information.
- Feedback received dates and decisions dates have been checked to see whether they fall within expected ranges (e.g. after September 2018) and are consistent with those produced by clerical records.
- For complaints, the benefit that a complaint refers to and reason for the complaint have been checked for consistency between stage 1 and stage 2.

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 final documents are checked by the lead statistician.

Data Quality

Comparison to clerical data

Data from the case management system has been compared to clerical records. Discrepancies have been investigated with the Client Experience team, and errors

in case management system data have been manually fixed to match the clerical record where necessary. Discrepancies included:

- A small number of items of feedback received had a date before September 2018, or had the date of feedback being recorded rather than date received. There were also errors in date feedback was received and decisions were made on the case management system due to migration of feedback information onto the case management system during the first months following the launch of Carer's Allowance Supplement. Dates have been amended back to the original dates received and decided with reference to the clerical records.
- Some feedback on the case management system is recorded as being not benefit specific. While this is true in some cases, in others this occurs where benefit information is missing. Missing benefit information has been completed with reference to clerical records.
- In a small number of cases the stage 1 and stage 2 of one complaint have been recorded as two separate complaints on the case management system. These have been merged back into one complaint where necessary.
- The case management system includes a small number of complaints where the outcome is recorded as 'Deleted'. In some cases these are complaints that have been created in error, and these have been removed from the dataset used to produce the figures in this publication. In others cases the outcome of the complaint has been amended from 'Deleted' to the correct outcome of the complaint.

Rounding and disclosure control

Feedback numbers have been rounded to the nearest five for disclosure control. Figures may not sum due to rounding. Percentages are based on actual figures and rounded to the nearest percent. Some percentages have been suppressed to prevent back-calculation of small numbers.

Channel

Complaint channel is based on the first channel given for a complaint when it was received at either Stage 1 or 2.

Telephone, email and letter have been available for clients to use to complain since 2018. Telephone was unavailable from mid-March to mid-April 2020 due to the impact of COVID-19.

Webchat was introduced as a communication channel from 1 May 2020. However, webchat was only added to the feedback recording system in February 2021. Where a complaint was received before February 2021, but the complaint notes indicate the complaint was received through webchat, we have counted this complaint as being received by webchat. It is possible that there were further complaints by webchat that have not been identified – these will be counted under 'telephone'.

Social media complaints have been recorded since 12th April 2021. Complaints are classed as 'social media' when a client complaints through a social media platform, the client is signposted by Social Security Scotland communications to make a complaint through one of the other channels, and the client does so. If a client is signposted but does not make a complaint through one of the other channels, their complaint is not recorded. Prior to 12th April 2021, social media was monitored but this type of complaint could not be recorded, and will have been counted as telephone, email, letter or webchat.

Stage 1 and Stage 2 complaints

For complaint benefit and reason, we have used the first recorded benefit or reason with a complaint. In general benefit and reason are not expected to change between stage 1 and stage 2, although this may be possible in some cases.

For complaint outcomes, if an application had both a stage 1 and stage 2 complaint outcome, we have counted this as two separate outcomes – a complaint that progressed from stage 1 to stage 2 will have two outcomes.

Complaints that went straight to stage 2 are included in total complaints and stage 2 complaints figures, and used to calculate the percentage of complaints reaching stage 2.

Processing time

Processing time is the number of days from the application being received to a decision being made. It is calculated in working days. Weekends and public holidays are excluded. The time of day that an application was received or processed is not taken into account. The day the application was received is counted as 'day one' of processing, regardless of the time of day an application was received. For example, an application received and processed on the same day would have a processing time of one working day. An application received on one day and processed on the next working day would have a processing time of two working days.

Withdrawn applications have not been included in median processing times statistics. Numbers of withdrawn complaints are relatively small **[Table 5]**, therefore this has had little impact on average processing times.

Processing times are calculated separately for each complaint stage. Where an extension has been agreed on a stage 1 or stage 2 complaint, complaints will be classed as having been processed 'within agreed timescales' if they were processed within these extensions **[Table 4]**. Complaints classed as not being closed within an extension include those that were completed after the extension end date, or completed after the initial timescale without an extension being applied.

Compliments and suggestions recording

Compliments and suggestions are passed on to the Client Experience team to be recorded. When Social Security Scotland staff have high work volumes it is possible that fewer compliments and suggestions will be passed on. This may be

the reason for lower volumes of compliments and suggestions received during 2020/21, as a result of the impact of COVID-19.

Comparisons with DWP complaints statistics

The Department for Work and Pensions (DWP) has a different feedback process to Social Security Scotland, and as such, DWP complaints, compliments and suggestions statistics are not directly comparable to these statistics.

Further information about complaints at DWP and links to their latest statistics are available at: <https://www.gov.uk/government/collections/complaints-about-the-department-for-work-and-pensions>.

Related Social Security Scotland publications

Statistics about individual benefits are published at:
<https://www.gov.scot/collections/social-security-scotland-stats-publications/>

All research and statistics publications will be available through the Social Security Scotland 'Publications' webpage at:
<https://www.socialsecurity.gov.scot/publications>. This includes qualitative analysis of feedback comments made by clients during the application process for benefits.

An Official Statistics publication for Scotland

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e-mail: statistics.enquiries@scotland.gsi.gov.uk

How to access background or source data

The data collected for this statistical bulletin:

are available in more detail through statistics.gov.scot

are available via an alternative route. Summary tables are available at:

<https://www.gov.scot/collections/social-security-scotland-stats-publications/#socialsecurityscotlandfeedbackstatistics>

may be made available on request, subject to consideration of legal and ethical factors. Please contact MI@socialsecurity.gov.scot for further information.

cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

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@scotland.gsi.gov.uk.

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