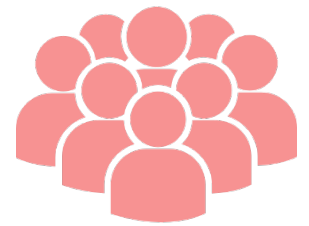


EQUALITY, POVERTY AND SOCIAL SECURITY**Social Security Experience Panels: Who is in the panels and their experiences so far:
visual summary of findings****Background**

The Scottish Government will become responsible for some of the benefits currently delivered by the Department for Work and Pensions (DWP). As part of work to prepare for this change, Scottish Government have set up the Social Security Experience Panels. There are more than 2,400 people on the panels who have experience of these benefits.

**Department
for Work and
Pensions****Scottish
Government****Introduction**

In May 2018 Experience Panels members were invited to take part in a survey called "About You". 915 people responded.



The “About You” survey in 2018 aimed to find out:

About who is part of the Experience Panels



About your experiences of taking part in the panels



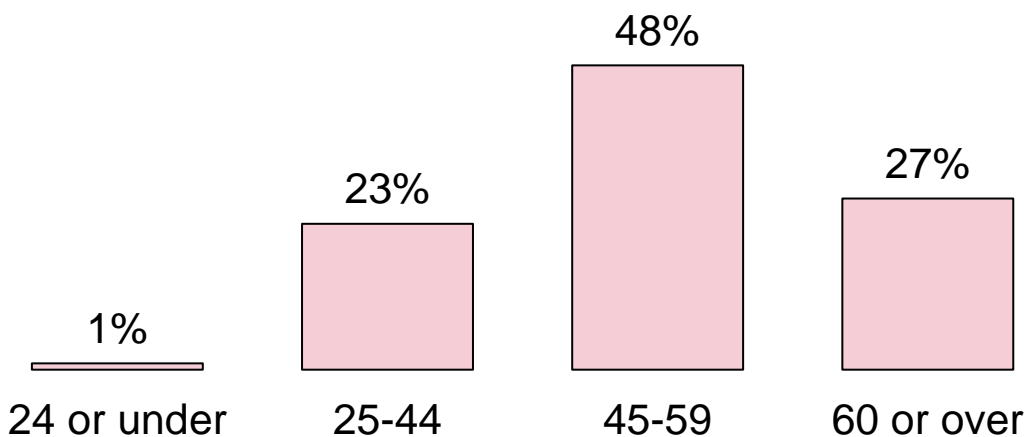
For this report, we also looked at information you gave us in a survey called “About Your Benefits and You” in 2017. This was to help us understand who is part of the Experience Panels and if there are any groups of people who are not.

For more information about how we did the surveys please see the full report available at <https://www.gov.scot/isbn/9781787812956>

About who responded

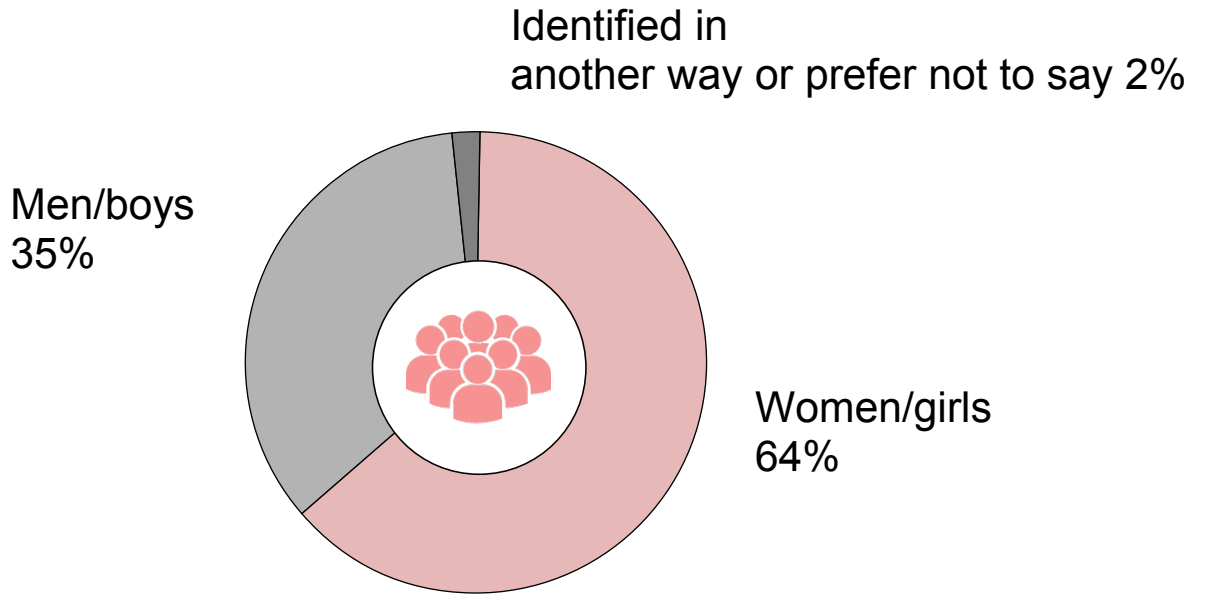
A wide range of people with benefits experience have participated including groups which are sometimes under represented.

Age



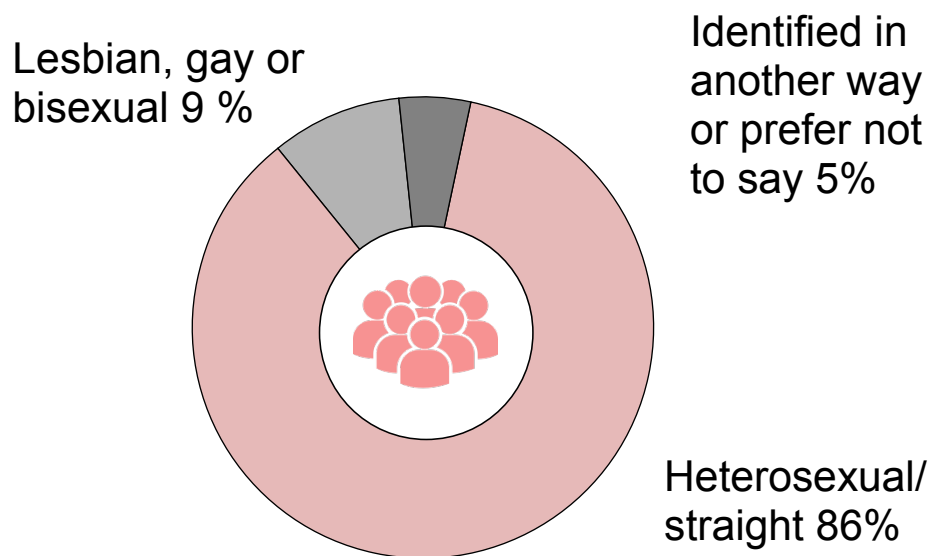
Information from 2017 and 2018 surveys

Gender



Information from 2017 and 2018 surveys

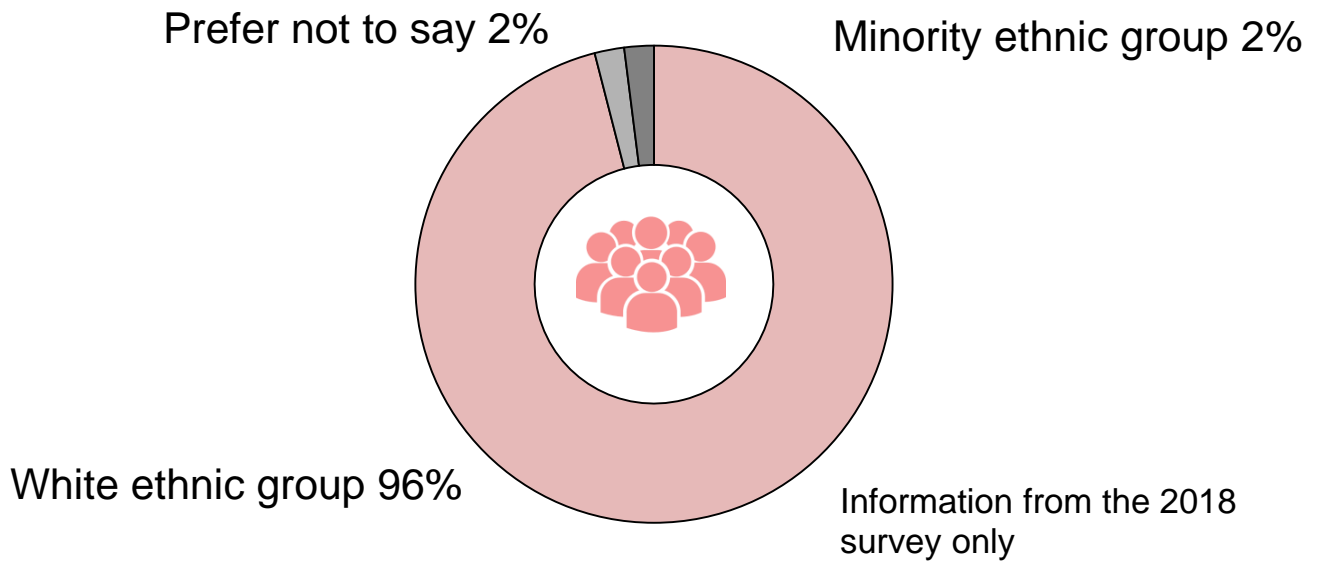
Sexual orientation and gender identity



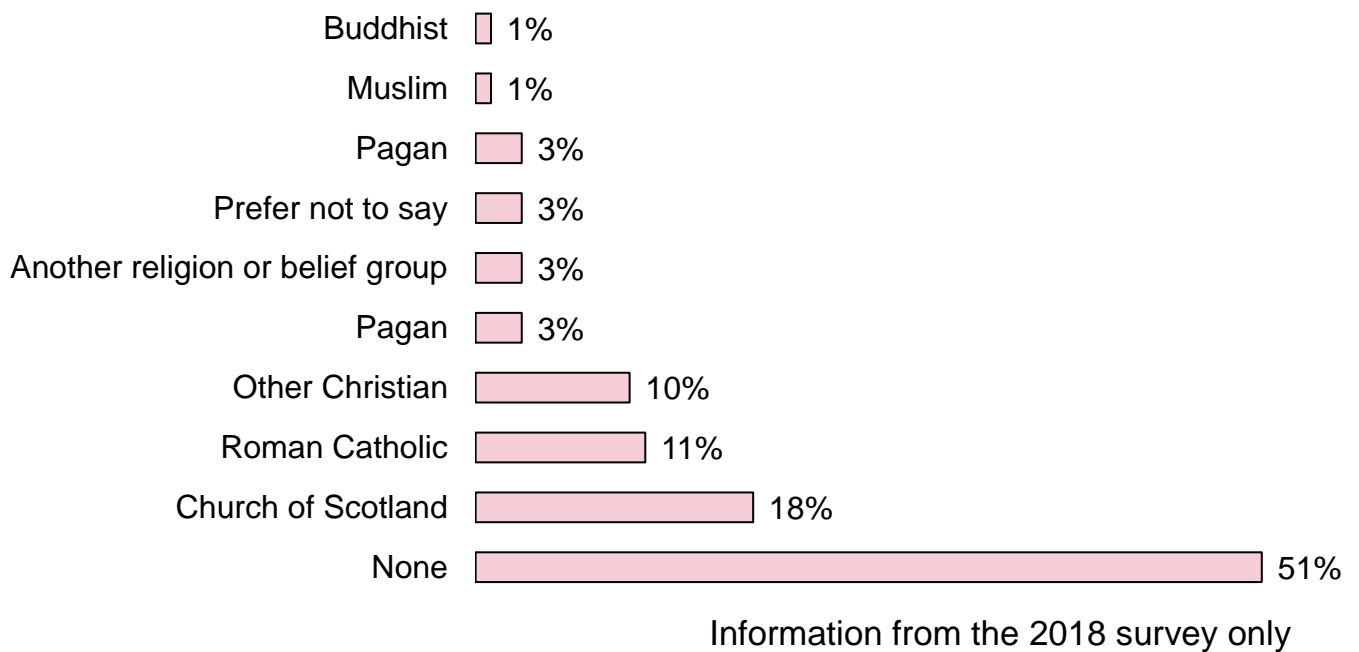
Information from the 2018 survey only

Most (98%) respondents said that they do not identify as trans (or transgender). Less than 10 said that they do, and 2 per cent said that they would prefer not to say.

Ethnic group



Religion or belief

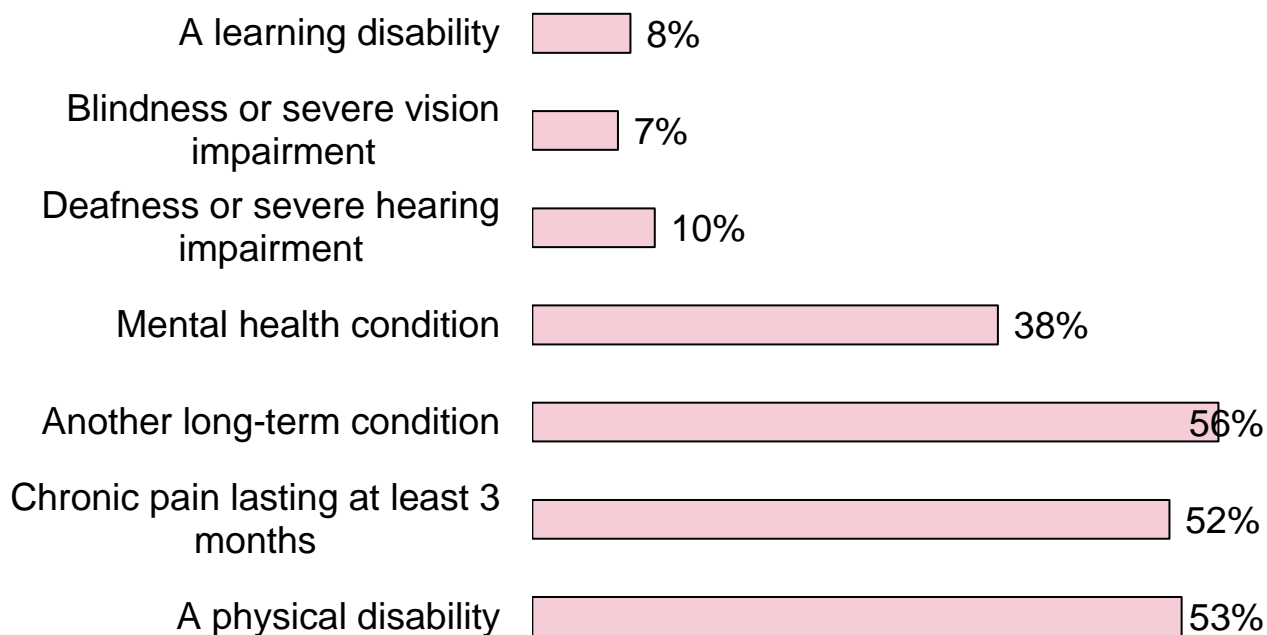


Respondents who had a disability or long term health condition

More than **four in five** said they are disabled or have a long-term health condition.

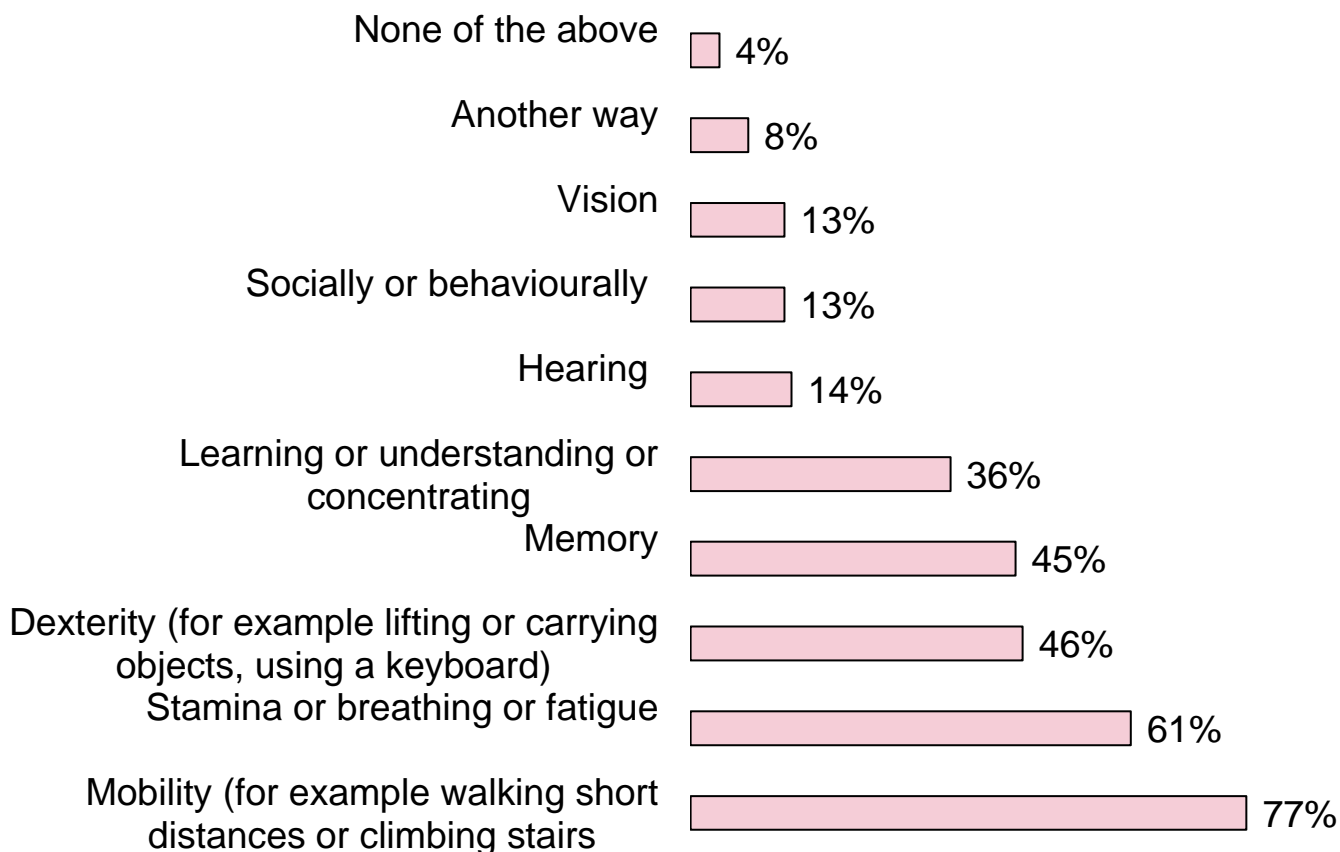


Of those who had a disability or long term health condition...



Information from 2017 and 2018 surveys

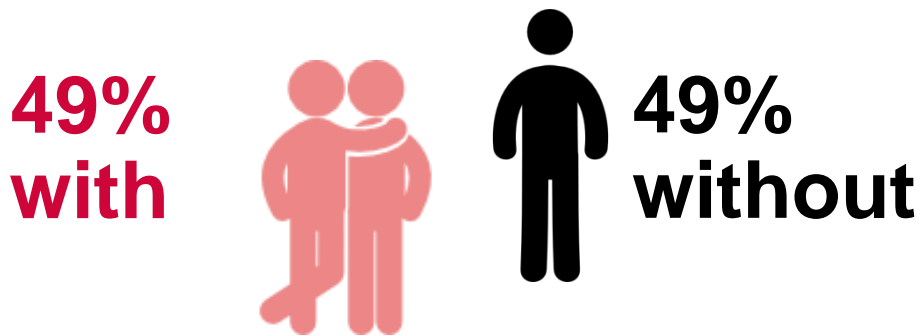
These conditions affected their...



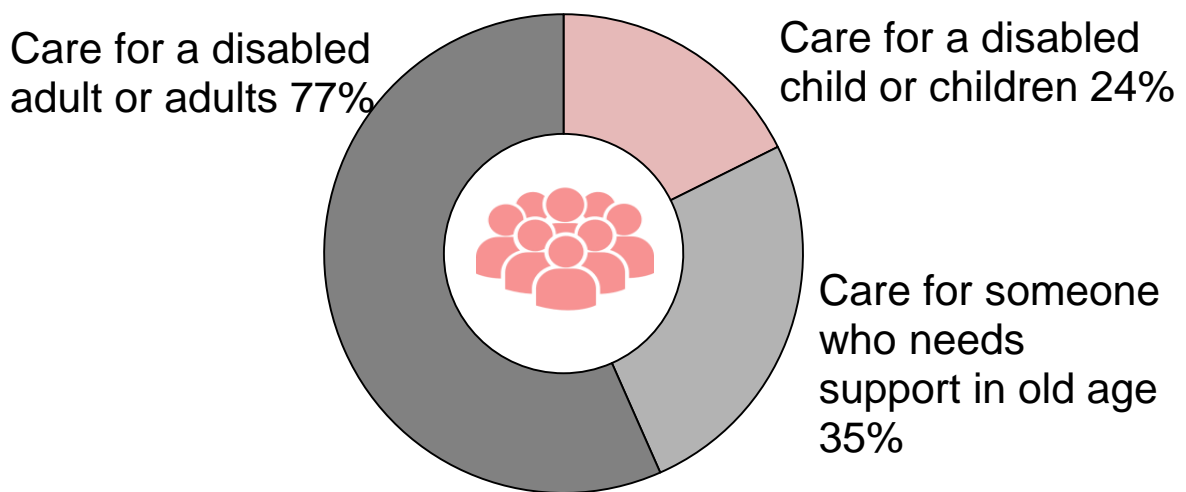
Information from the 2018 survey only

Caring responsibilities

Half of respondents have caring responsibilities and half don't.



Who they care for:

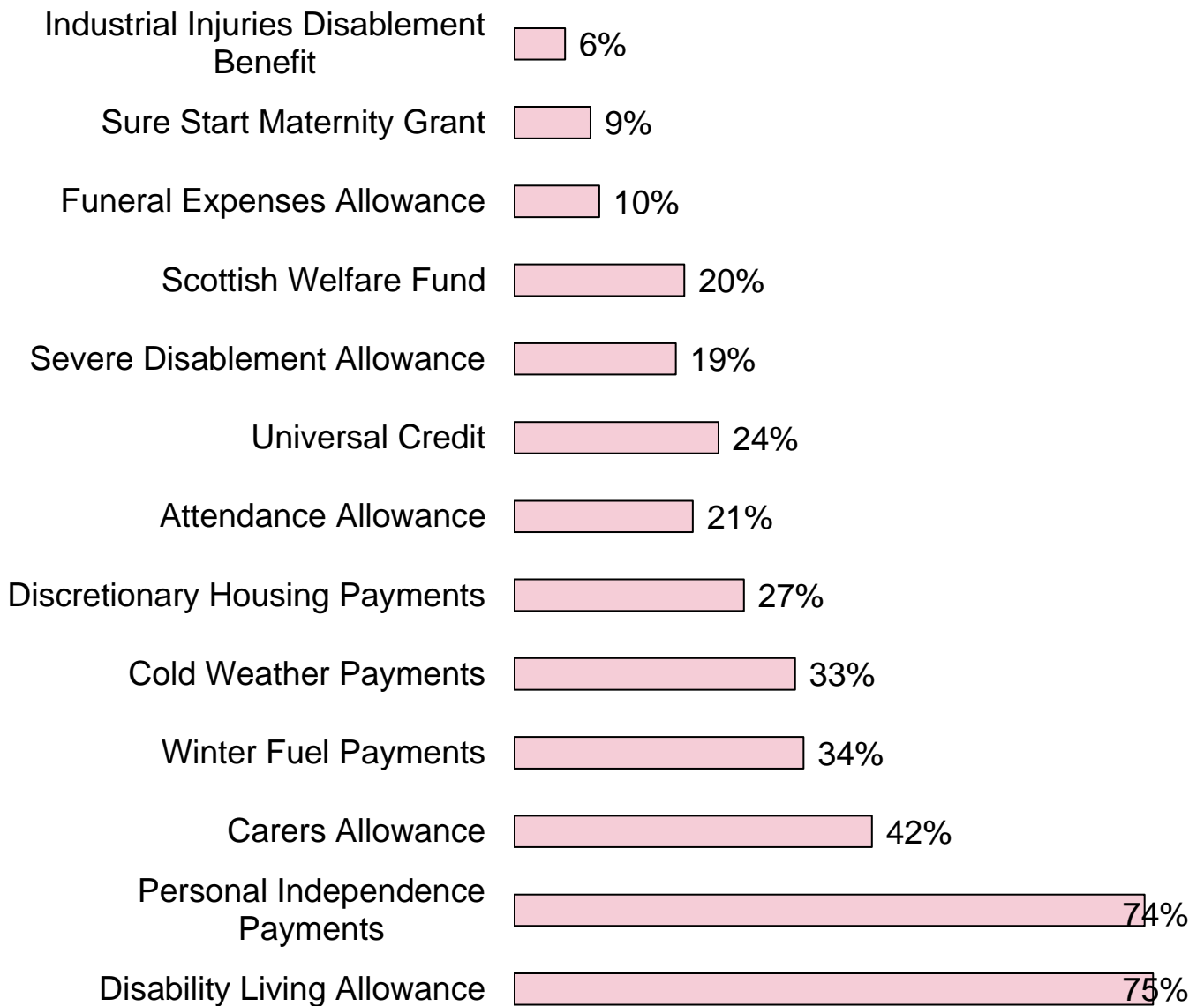


Information from 2017 and 2018 surveys

Experience of benefits

Respondents include those who are currently, or have previously, applied, received, challenged or appealed a decision for one of the relevant benefits, including those who have helped someone else.

Many respondents have experience of multiple benefits.



Information from 2017 and 2018 surveys

Experience of taking part in the Social Security Experience Panels

We asked panel members about their experience of taking part so far.

What worked well:

Feeling listened to

“It feels as though someone is finally listening to us!”



Choice of how to take part



“Giving us choices about participating, different formats and enough time to complete [surveys]”

Easy to use surveys



“I think the various surveys have been designed very well and have been made accessible for everyone.”

Options to attend face-to-face events

“The format has been easy to take part in, staff are very friendly and happy to help.”

“Meeting different people and learning what they have gone through and their struggles”



What can we improve?

More opportunities to come to events in your area or take part in other ways

“More touring to all areas of Scotland”



Using technology so people can take part remotely



Meeting researchers at home

My husband has severe anxiety but would like to participate, so some home-based visits would have been a better option or it risks excluding people who for whatever reason cannot get to external venues.



Timing of events

“I’ve been unable to take part in any of the focus groups as I work during the day. It would be good if a few could be run in the evening for those of us who are unable to attend during the day”



More information ahead of events and updates about social security



“Be more informative also more updates on all aspects; more opportunities for stakeholders to have their input”

“Closer ties and more regular feedback, otherwise people become disillusioned and feel that their contributions are irrelevant.”



Summary and Next Steps

We know that there are a lot of people from different backgrounds and with different experiences who are on the Experience Panels. But there are some people who are less well represented – including ethnic minorities and young people. We are working to make sure we hear from these people too.



We will work hard to try to hold events in different places around Scotland so that is easier for people to come to events in their area. We will do a “tour” of different locations at least once per year.



We will continue to offer different ways to take part and invite you to let us know if there are things we can do to make it easier for you.

We are currently looking at all of the information that you gave us through surveys, interviews and focus groups during the summer of 2018. We will let you know the results of this in the next few months and how the information is being used. We are also looking at the best way to keep you up to date with what is happening around social security in Scotland.



How to access background or source data

The data collected for this <statistical bulletin / social research publication>:

- are available in more detail through Scottish Neighbourhood Statistics
- are available via an alternative route <specify or delete this text>
- may be made available on request, subject to consideration of legal and ethical factors. Please contact carole.edwards@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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