

# SPSO Customer Satisfaction Survey Results 2025-26 Q1-2

## Scottish Welfare Fund

### Method

232



applicants surveyed



issued via email  
(unless alternative requested)

13%



response rate

### Key findings

1

Response rate increased from 10% in Q1 to 14% in Q2



2

High customer satisfaction with positive responses across all questions



3

Process clarity, timeliness, and progress updates were our top strengths

4

Our lowest scoring question related to understanding the review and the applicant's desired outcome

## Positive Feedback



"I cant thank [you] enough for your help"

"I really appreciate the careful consideration you gave to my circumstances and the outcome you reached. Your decision has made a genuine difference"

"Thank you for your time...I really felt understood during our discussion"

"I'm so relieved and happy to know that we'll soon have [a] cooker, fridge freezer and flooring. It'll make such a difference to my daughter and I and our home"

"I truly appreciate the support and professionalism you've shown throughout this process"

"You [are] so kind [and] aware about my circumstances. Thanks"

