

Social Security Experience Panels: Accessible Vehicles and Equipment Scheme



EQUALITY, POVERTY AND SOCIAL SECURITY

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Introduction

The Scottish Government is becoming responsible for some of the benefits currently delivered by the Department for Work and Pensions (DWP). As part of the work to prepare for this change, the Scottish Government set up the Social Security Experience Panels. Panel members are people from across Scotland who have recent experience of at least one of the benefits coming to Scotland.

Over 2,400 people registered as Experience Panel members when it launched in 2017. The Scottish Government is working with Experience Panel members to design a new social security system that works for the people of Scotland, based on the principles of dignity, fairness and respect.

From April to May 2022, Experience Panel members took part in research to inform the future development of Social Security Scotland's Accessible Vehicles and Equipment (AVE) scheme. 277 members chose to complete a short survey to support this work. This short survey was designed to identify panel members with experience of the current scheme and to hear about their overall experiences of using this service.

About the Accessible Vehicles and Equipment (AVE) Scheme

[The Accessible Vehicles and Equipment \(AVE\) Scheme](#) helps to provide disabled people in Scotland with access to vehicles or mobility equipment.

Anyone receiving the higher rate mobility component of Child Disability Payment, or the enhanced rate of the mobility component of Adult Disability Payment, will be able to exchange their allowance to lease a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair through the Government's Accessible Vehicles and Equipment Scheme. Adult Disability Payment will be delivered by Social Security Scotland and it will replace Personal Independence Payment in Scotland.

[Motability](#) is currently the Scottish Government's approved provider of this scheme and they are also the provider of the equivalent DWP scheme. There may be additional providers in the future. As Motability are currently the only provider of the scheme, 'Motability' is used by the participants as a shorthand for the scheme as a whole. It is important to remember, however, that Motability provide the service on behalf of Social Security Scotland and DWP and work within the constraints set out by them. In this report we will use 'AVE' to refer to the service delivered as a whole, and 'Motability' when referring specifically to that scheme, or when quoting panel members.

How the AVE scheme works

DWP or Social Security Scotland clients who receive the highest rate mobility element of their qualifying disability benefit, have the option to use their mobility element to access an accessible vehicle or mobility equipment, like a scooter, through the AVE scheme. This option is limited to child disability benefits and

working-age disability benefits. It is not an option for people in receipt of Attendance Allowance, which does not have a mobility element.

The AVE scheme, delivered by Motability, works with associated vehicle dealerships, garages and servicing providers to allow clients to source a suitable vehicle. They may be required to provide an advanced payment, the value of which is dependent on the vehicle's price and the cost of adaptations. The mobility element of their qualifying benefit will then cover the ongoing lease and associated costs of the vehicle, including road tax, insurance, road-side assistance, servicing, repairs and MOTs. Clients are required to use dealerships, garages and servicing providers that are associated with the scheme. Insurance and road-side assistance are provided by RAC Limited.

Profits made by Motability through this scheme are paid into the Motability charity, which provides grants to help disabled people on lower incomes to access vehicles and equipment that they need for mobility. This includes grants to cover the cost of driving lessons, as well as grants to help towards meeting the cost of advanced payments on Motability vehicles. Clients who receive a grant are offered a choice of vehicles based on what is determined to be their needs in a vehicle. The Motability charity publishes guidance on accessing the grant scheme on its website.

About the Research

Fieldwork for this research took place in April and May 2022. The research was conducted using a survey which could be completed online, over the phone, or by post. 277 panel members took part in this survey. Panel members represent a diverse range of people with experience of using the AVE scheme and the relevant qualifying benefits, so provide a wide ranging perspective. However, it is important to note that this is not a representative sample of AVE users, or benefit recipients, and the findings should be understood in that context.

Who took part

Participants were asked to provide basic contact information to allow their survey responses to be matched with existing data held relating to their demographic information. Not all Experience Panel members have provided complete demographic information, and it was not possible to match all survey respondents. Demographic data matching was possible for 243 survey respondents (88 per cent). Some of those respondents had not provided us with data relating to all protected characteristics. This demographic information is provided in full in Annex A, with an overview provided in this section.

92 per cent of respondents had told us that they have a disability or long-term health condition. Seven in ten (71 per cent) respondents said that they had a physical disability, with a further seven in ten (71 per cent) saying they had another long-term condition. Other respondents said they had deafness or severe hearing impairment, blindness or severe vision impairment, or a learning disability.

60 per cent said that they had a caring responsibility, with around half (49 per cent) saying that they care for a disabled adult. Nearly a quarter (23 per cent) said that

they cared for someone due to older age, and one in seven (14 per cent) for a disabled child.

Almost half (45 per cent) of respondents were aged 45-59 years old, and two in five (40 per cent) were aged 60-79. Almost three in five (57 per cent) identified as female, or as a woman or girl.

Almost all (96 per cent) of respondents were white. Almost half (48 per cent) said that they had no religion or belief, and almost a quarter (24 per cent) said that they belonged to the Church of Scotland.

More than four in five (84 per cent) identified as heterosexual or straight, with one in ten (10 per cent) identifying as lesbian, gay or bisexual or in another way. One per cent of respondents identified as transgender.

Summary

Three quarters (75 per cent) of survey respondents had used the Motability scheme. Of those who had not used the scheme the most common reasons given were that they needed their disability allowance to pay for other things (28 per cent), or that they didn't qualify (28 per cent). Around a quarter (23 per cent) gave their own reason other than the options provided in the survey and one in eight (12 per cent) said that they preferred to use their own vehicle.

Respondents were asked about their experiences of the AVE scheme. Almost nine in ten (89 per cent) described their experience as "very good" or "good". Respondents were then asked to give more detail about their answer. Many respondents described the positive impact the scheme had on their lives, including increased independence and mobility. Respondents described the scheme as allowing them to access essential vehicles and equipment that would otherwise have been unaffordable to them.

Experiences of the service were often described very positively – be that through Motability, or in their contact with dealerships, garages, insurance companies or breakdown cover. Particular positives included "helpful", "caring" staff, and simple processes. Others described an appreciation for how comprehensive the service is, where running costs, other than fuel, are all included in the package.

Experiences of servicing and repair were dependent on the individual garages or dealerships involved. These ranged from finding staff "caring" and helpful, to feeling that the service from staff was poor and the quality of work done was not acceptable. Respondents living in rural areas described the specific challenges of accessing an approved service provider in their local area.

Many respondents described their communications with the service very positively, finding it quick and easy to access the help and support needed. A few, however, expressed frustrations and described longer waiting times to speak to staff on the phone.

Many respondents raised the associated costs of accessing AVE scheme vehicles – specifically the advanced payments required for some vehicles and costs of adaptations. Some felt these were too high, and had increased in recent years. Others objected to having to pay large sums for car adaptations required for them to be able to drive. The higher cost of advanced payments required for larger WAVs and automatic cars were mentioned by a number of respondents.

Some respondents had received grant funding to help with the upfront costs of their vehicles or adaptations. This was described as a “lifeline” which had allowed them to access vehicles that would otherwise have been unaffordable. A small number said that their choice of vehicles was restricted due to the grant funding. Some respondents did not support profits from the scheme being put into the charity providing these grants. A small number of respondents queried the ongoing payment of the full mobility element of their qualifying benefit being continued to be paid into the scheme in the longer term.

Many respondents felt that there was a good range of vehicles and equipment on offer. However, some felt that once their specific requirements were taken into consideration, the options available to them were much more limited and not always affordable for them.

A final theme was respondents’ experiences in relation to losing their vehicles if their qualifying benefit were stopped. A few described how helpful the service had been in supporting them when this happened, however others found the experience stressful and felt that the vehicle should not have to be returned before the appeal process was completed.

Respondents’ use of AVE

Of the 277 Panel members who completed the survey, three quarters (75%) had used the Motability scheme (see Table 1). One in eight (15%) had never used it, and almost one in ten (9%) had never used it but may consider using it in the future.

Table 1: Respondents who have used the Motability scheme

	% respondents (n=277)
Used the Motability scheme	75%
Never used the Motability scheme	15%
Never used the Motability scheme but may consider using it in the future	9%

Why people had not used the Motability scheme

We asked those respondents who said they have never used the Motability scheme if there were particular reasons why (see Table 2). Of the 78 people who provided a reason, more than a quarter said that they didn't qualify (28 per cent), or that they needed their disability allowance to pay for other things (28 per cent). One in eight (12 per cent) said that they preferred to use their own vehicle.

Table 2: Why respondents had not used the Motability scheme

	% respondents (n=277)
I need my disability allowance to pay for other things	28%
I don't qualify	28%
Another reason	23%
I prefer to use my own vehicle	12%
I was unaware of the scheme	5%
I'm not interested in what the scheme offers	4%

Some respondents who listed "another reason" said that they had not used the scheme because they did not drive, or because their medical condition stopped them driving or stopped them from using mobility scooters.

However, a small number of respondents said that they had not used the system because they found it "complicated" or "complex".

"I did not know if it applied to myself"

"I have no idea if I qualify. All these things to do with health are so complex."

A few respondents referred to the qualifying criteria for Motability being reliant on disability benefits. They described that concerns around having their benefits reduced led to them avoiding making changes that might have given them eligibility for Motability which they did not currently have.

"Complicated, too fearful of assessments with DWP, not on higher rate mobility, should be on higher for years, but whole thing makes me feel so anxious."

“My mobility has worsened greatly over [the] past 5 years but a fear of being treated unfairly by the DWP has meant I haven't applied for PIP [Personal Independence Payment]. I'm on DLA [Disability Living Allowance] and the many people who look after me understand my fears of the assessment but feel I'm losing out.”

One respondent highlighted a fear of losing their vehicle should they be reassessed and lose their qualifying benefit.

“Been scared to use it for car under current DWP, as hear and read horror stories of people getting their car taken off them when unfairly assessed.”

Some also said that they did not meet the eligibility criteria for the qualifying benefits, set out by DWP or Social Security Scotland. This was despite respondents feeling that they might benefit from the scheme.

“Because it has a ludicrous age cap of 65. My disabled mother was too embarrassed to claim DLA for years and when I finally persuaded her at her retirement it seems those over retirement age don't exist. They don't need to get around and they aren't expected to have a life.”

One respondent said that the advanced payments required meant that they could not afford a suitable car, while another described the scheme as “very expensive”.

“The huge no refund deposit for a car that meets my needs prevents it. I have to get old cars.”

One respondent said they did not use the scheme because the mobility scooters available were not what they would choose.

Experience of the AVE scheme

We asked those respondents who had experience of using the AVE scheme, delivered by Motability, how they rate the service provided. Almost nine in ten (89 per cent) described their experience as “very good” or “good” (Table 3).

Table 3: Experience of the AVE scheme

	% respondents (n=277)
Very good	69%
Good	20%
Neither good nor bad	5%
Bad	3%
Very bad	3%

Positive impact of the scheme

A number of respondents described the positive impact that the scheme had on their lives – providing them with independence and the ability to get around that they felt they would not otherwise have had.

“The scheme allows me to lead a relatively ‘normal’ life when it comes to getting around. My Motability vehicle is a lifeline, allowing me to get to the shops, etc. I couldn’t do without it!”

“They have been fantastic because I need a Wheelchair Accessible Vehicle (WAV) that can take my large powerchair. Those types of vehicle are well out of my ability to afford the down payment for them. Motability applied a charitable donation to cover the cost of the initial fee and adaptations required. Without this service I would be permanently house bound, due to the level of care and support I need. This WAV is an absolute lifeline.”

Respondents described how the scheme had allowed them to access vehicles or equipment that they would not otherwise be able to afford, and how important this had been in allowing them to ‘cope’. In particular, the fact that the scheme covers servicing, breakdowns and insurance was highlighted as important in reducing stress.

“It enables me to essentially cope with looking after my disabled daughter, getting to hospital especially. It is appropriate for her and her wheelchair too. I was working as a nurse before and could never have afforded such a vehicle. Crucially I don’t have to think about maintenance or breakdown, I’m hugely grateful for this peace of mind especially when my daughter can be so unwell at times and everything is exhausting and worrying. It is the biggest help to me.”

“Without it and the fact that all services, breakdowns and tyres are covered, gives me worry free driving and without it I would be housebound.”

Experiences of services

Many respondents described their overall experience of the scheme very positively. Reasons for this included finding the overall service provided by Motability or by appointed garages or dealerships to be good.

“Brilliant service, great cars, no stress with insurance, the money goes straight to them so you don’t have to worry about it. I received 4 cars through Motability and cannot recommend the scheme enough.”

“The appointed garages have Motability experts to ensure you are provided with a suitable car for your needs. The staff in my experience have been caring and diligent.”

Some specific factors that led to good services were mentioned by respondents. These included “helpful”, “respectful”, “caring” staff, and “straight forward”, “joined up” processes.

“The people that run it down to the RAC assist are wonderful, caring and incredibly good at what they do. At the end of the day they really care and bend over backwards to ensure they have taken care of anything that arises and limit the stress for the customer.”

“They process the paperwork and liaise with the dealer direct taking all the hassle out of the process”

Vehicle Maintenance

Respondents described the comprehensive service offered, where running costs (including road tax, insurance, break-down cover and servicing) other than fuel, are included. Some had also had their vehicle picked up and dropped off for servicing.

“it is helpful knowing that all the costs associated with a vehicle from them is covered excluding fuel.”

“Everything to do with the car gets provided for you, even to the point where the car gets picked up from you home and delivered back to you at the end of the service and your insurance is taken care of also.”

“Ease of getting a car which was a lifeline to me due to my mobility. I wouldn't have been able to afford to purchase outright or put a car through MOT. Car service was made easy as they picked car up and dropped off as I'm unable to drive long distances.”

“I have no worries about being able to afford the insurance or road tax. Which I wouldn't be able to otherwise. If the car breaks down it is covered.”

Experiences of vehicle servicing and repairs were dependent on the garages used and the options available. Some described very positive experiences where garages were well set up and equipped to support Motability customers.

“The appointed garages have Motability experts to ensure you are provided with a suitable car for your needs. The staff in my experience have been caring and diligent.”

Some had had negative experiences with garages used for servicing and repairs, including a small number suggesting that garages had replaced parts in their vehicle with ones that were substandard, or had not carried out repairs to the standard they would expect. Others felt they had been treated badly by garages due to being a customer from the scheme.

“The next car had a faulty air conditioning system which caused the windows to steam up making the car dangerous to drive. The garage in [rural location] refused to repair [it] and the car had to be rejected.”

“The garages involved are a completely different matter. They treat Motability customers like total crap, like dirt on their shoes, like the lowest of the low. I have been made to stand and wait for an age, outside, because the agent double booked himself, I have been laughed at for being in pain and missing appointments. They are rude, unhelpful and have on many occasions lied and misled me, they do everything they can NOT to help Motability customers. I would vote with my feet, so to speak, and take my custom elsewhere, except there are a limited number and they know you have no real choice.”

A few respondents described their experiences of accessing courtesy cars while their vehicle was in for repair. Experiences ranged from describing this as very “quick” and easy, to much more difficult.

“On the odd occasion when I have had a bump or when the vehicle needed repair, the scheme reacted quickly and had me back on the road with a temporary replacement within a couple of days. As I require a large vehicle with a hoist for my power chair, getting such a vehicle at short notice has always been achieved.”

“Had an absolute nightmare experience with them after car was in an accident. Had great difficulty getting them to sort a courtesy car. They’re arranging to pay out £250 compensation to me after I complained about the poor service.”

Servicing in rural areas

Respondents living in rural areas highlighted the challenge of accessing servicing and repairs in areas local to them. In particular, the need to use approved service providers meant that some had been unable to use servicing and repair services

local to them. Some had to use services further away, or had been unable to use the vehicle collection service for servicing and repairs.

“Because Motability has contracts with fleet servicing providers, if you fall into an area outside main coverage areas, it can be a lot more complicated to get assistance due to reliance on the contract providers, even though local facilities may exist that could provide the same service.”

“It’s great if you live in town near garages for servicing, etc., living in the Borders is problematic as garages will not collect the vehicle as it is out with their area, the types of vehicles and tyres are not best suited to our area in bad weather.”

“Good experience until car broke down, did get replacements for the 3 times the car broke down, very difficult logistic wise as I live in [island], but they helped as best they could, car had to be shipped south for repairs each time, and replacement sent up for me, was a very stressful experience.”

Communication and information

Many respondents described the communication and support they had received throughout their use of the scheme as very positive – be that through Motability itself, or through associated dealerships, garages or breakdown services. They described experiences of finding it quick and easy to access the help and support they needed, and that staff had responded quickly to enquiries, quickly getting cars or replacement vehicles during repair works.

“When they say that they will call you back, they do so - even if there is nothing to relate regarding progress, they still call to let you know that it is being dealt with.”

“Never had an issue with them. They go out of their way to make sure they can resolve your issue on the call. Staff are always helpful.”

They are on the ball, keeping you updated all year round with newsletters and keeping you posted when you can order your new car

However, some respondents expressed frustrations with this, including describing having to wait a long time to get through on the phone.

“Can take a long time to get through on the phone. They have an online form but that doesn’t allow the person using it to keep a clear record of communications, like an email address would.”

A couple of respondents also found it difficult to find independent advice or information about funding.

“Getting a WAV that fits our needs is a bewildering experience. We have no idea where to go for advice that is independent of a dealer, or what funding we could apply for.”

Associated costs

Advanced payments

Many respondents raised the associated costs of accessing AVE scheme vehicles – specifically the advanced payment, and the cost of adaptations. Some respondents said that the advanced payments had increased in recent years, limiting the choice of vehicles that were affordable to them.

“The amount needed by the benefit recipient to put towards a car had increased hugely when I moved from my first to second motability car. I was therefore really restricted in choice, though very appreciative of the scheme as access to a vehicle gives me a life, enables me to work part time, and spend time with family.”

“Advance deposit is very high for appropriate vehicles for a claimant.”

Respondents mentioned the cost of vehicle adaptations – some felt it was unfair to have to pay for adaptations that they require to be able to drive, or that the adaptations could not be transferred to another car.

“Having to pay a 4-figure non-refundable deposit for a car with the adaptations that I require doesn’t seem fair to me. It also doesn’t seem correct that you cannot transfer adaptations from one identical car to another when they work fine.”

It was clear from a small number of respondents that there was some misunderstanding over the nature of the advanced payments – with some respondents describing these as “deposits”, which would imply that they would be returned at the end of the vehicle lease (see the section on “how the scheme works” for explanation of this process). These responses expressed a sense of frustration or mistrust that their payment had not been returned, despite keeping the vehicle in good condition.

"if you need any adaptations at all, you pay a massive upfront 'deposit' that they make sure you never see again. No matter how well kept the vehicle is when it comes time to hand it back."

Respondents also highlighted the higher costs of larger Wheelchair Accessible Vehicles (WAVs) and automatic cars.

“Ordering a vehicle is a relatively easy process. The downside is that as we need a WAV for our son, the advance payment is higher. As working parents, we don't qualify for grant funding and are therefore far more out of pocket than someone who doesn't need a WAV.”

"Now that I need a wheelchair access vehicle, Motability is well out of my price range. The basic models are all too small for my outdoor wheelchair... and the cheapest is £5000 up front. That would cost, over the lease period, £22,000 and it wouldn't even be mine to keep. So instead, I have bought a wheelchair accessible vehicle second hand."

"I can't drive manual due to medical reasons yet I feel punished because I need to pay a premium to get automatic or electric."

"most disabled drivers use automatic cars which they charge a premium for which penalises the disabled driver."

Access to funding

Some respondents had received grant funding to help with the upfront costs of their vehicles or adaptations. They described this as a “lifeline” as that they had been able to access vehicles which otherwise would have been unaffordable, and which give them independence and mobility.

“They've always been fantastic with me. Even when my condition got worse and had to change to a WAV and apply for a grant for the advance payment, they were great from the start to end.”

“We have had motability vehicles for [many] years now and always had really good service and even help with the advance payments”

“They have been fantastic because I need a Wheelchair Accessible Vehicle (WAV) that can take my large powerchair. Those types of vehicle are well out of my ability to afford the down payment for them. Motability applied a charitable donation to cover the cost of the initial fee and adaptations required. Without this service I would be permanently house bound, due to the level of care and support I need. This WAV is an absolute lifeline.”

A small number described having a restricted choice of vehicle options due to the grant funding that they were given towards advanced payments or adaptations.

“Biggest issue is the advance payments on WAVs, there should be more of a choice with nil advance payment or at least lower payments than they are as these are essential pieces of kit if you need them. The grant scheme for help with advance payments is good but could be better, they like to dictate what you need rather than what your child actually needs. The advance payment for our WAV was 10k, without a grant we couldn't have afforded that but we could have had a top range BMW for no advance payment, makes no sense!”

Some respondents did not support profits being put into the charity providing grants.

“money is given to [...] the charity, who then spend it in a scatter gun approach, and yes, this is disabled people's allowances they are profiting from and then giving away to people other than those who have contributed.”

Ongoing costs

A small number of respondents queried the ongoing payment of the full mobility elements of their benefit being paid into the scheme. Two key areas were highlighted in relation to this. The first was the full amount continuing to go to the scheme after benefit increases in line with inflation.

“There is one thing I don't understand however. When you sign up for a vehicle your agreement is normally based on your full allowance (mobility part) is received by the supplier, which at the time of agreement is a server amount, however when your benefit increases each year in April due to inflation, etc. the recipient of the PIP doesn't get that increase, it goes directly to the company.”

The other was the full amount continuing to go to the scheme if the vehicle was kept beyond the initial lease period.

“The only negative is some of the advanced deposits are large and if you extend your lease to more than 3 years you continue handing over your full entitlement.”

One respondent, however, described purchasing their car at the end of their lease and finding this a straightforward process.

“When I lost my entitlement to PIP, I decided to purchase the car from Motability and the process was very easy.”

Availability and choice

Many respondents described a good range of vehicle and equipment options available to them.

“The variety of vehicles available is huge.”

“Overall the service is good with a wide range of vehicles being provided.”

However, some respondents felt that while there were a lot of vehicles available, the choice between those vehicles that met their specific needs was more restricted. This was raised in particular by those who required larger WAVs or automatic cars, with the cost of these types of cars also highlighted as being prohibitive.

“Lots of small cars but you can’t get a family & wheelchairs in them. Definitely needs a bigger range particularly of automatic vehicles.”

“The main issue for us has been lack of any real choice for automatic transmission cars which are also more expensive. Accessing a WAV is out of reach for us in terms of cost.”

As noted above, a small number of respondents felt that their reliance of grant funding to cover advance payments or adaptations led to a more limited choice of vehicles available.

“Restrictive when trying to get help for advanced payments, will select your car for you in this instance rather than respect your choice.”

One respondent also felt that it would be valuable to be able to access both a car and an accessibility scooter through the scheme.

“Most disabled persons require not just a car OR a wheelchair/scooter. If you have mobility issues you generally need BOTH! It would be great if the mobility element could be used to lease both, not just one.”

A few respondents said that they had to wait for their vehicle or equipment to become available.

“The hire of equipment such as mobility scooters used to be good but now it's just awful as there aren't enough outlets to get them or enough scooters available.”

A small number felt that the Coronavirus (COVID-19) pandemic may have been a factor in their waiting times.

“I received a letter telling me I was now entitled to the higher rate of mobility, I have to say this meant so much to me I burst into tears. This means the difference between being able to get out and about independently. I did have to wait a while for the car I had chosen but that was more to do with Coronavirus, and cars being unavailable. I do really appreciate having a mobility car.”

Qualifying benefits

Respondents spoke about their experiences in relation to losing their vehicles if their qualifying benefit were stopped.

A few described how supportive and helpful the service had been in supporting them when their qualifying benefit was stopped. This included support to access a new vehicle after the appeal process.

“I have used the Motability scheme for almost 9 years and their service and support has been excellent. There was a 3 month period when I had to appeal my Personal Independence Payment (PIP) high rate mobility component. The vehicle was returned because of the Dept. of Work & Pensions decision and Motability could not have been more helpful and empathetic to my situation. When my PIP decision was reinstated by the First Tier Tribunal, the Motability team were excellent in helping me get a new vehicle.”

One respondent also described being allowed to keep their vehicle until after the funeral of the person they cared for (who was the benefit recipient), who had died.

A few, however, said that it would be valuable to be allowed to keep their vehicle if going through the appeals process for their qualifying benefit.

“I've had 3 cars over the years through motability. Never had any problems with them, customer service always great. I only stopped using them as had to hand my car back in October 2015, DWP downgraded my PIP to standard mobility. I had to purchase a 2nd hand car as [...] my car is my independence. [...] I won my PIP appeal in January 2016 and enhanced mobility element reinstated. Awful that my car was taken off me before the appeal.”

Another raised concerns about losing their vehicle when they reached the age limit of their qualifying benefit (as set out by DWP and Social Security Scotland), and the impact this would have on their ability to live independently.

“[A] concern I have [is the] age limit for using it as in some cases [you] lose High component payment of DLA or PIP as past working age, but still can and want to drive and live rurally where no other options to driving.”

Next steps

The Scottish Government will use these findings, along with wider research with disabled people and the organisations who support them, to inform the delivery of the Accessible Vehicles and Equipment Scheme. The Scottish Government will continue to work with people with experience of the benefits system in the development of Scotland's new social security system.

The Scottish Government will undertake a dedicated evaluation of the Accessible Vehicles and Equipment Scheme as part of its disability benefits evaluation strategy. The findings outlined in this report will be used to supplement the feedback from the evaluation and the views expressed as a result of other stakeholder engagement.

Annex A: Detailed Breakdown of Respondent Demographics

Disability or long term health condition	% respondents (n=243)	
A physical disability	173	71%
Another long-term condition	173	71%
Deafness or severe hearing impairment	30	12%
Blindness or severe vision impairment	16	7%
A learning disability	15	6%
Caring responsibilities		
	% respondents (n=243)	
Caring for a disabled child	35	14%
Caring for a disabled adult	120	49%
Caring for someone due to older age	57	23%
Caring for someone else	10	4%
Age		
	% respondents (n=242)	
25-44	33	14%
45-59	109	45%
60-79	98	40%
80 or over	1	0%
Prefer not to say	1	0%

Gender	% respondents (n=242)	
Female/ woman/ girl	138	57%
Male/ man/ boy	103	43%
non-binary	<10	0%

Ethnicity	% respondents (n=211)	
White	203	96%
Non-white ethnic groups	<10	2%
Prefer not to say	<10	1%

* in this table we have grouped “non-white ethnic groups” into one category. This is because the numbers in individual categories are too small to report in a non-disclosive way.

Religion or belief	% respondents (n=211)	
None	101	48%
Church of Scotland	51	24%
Roman Catholic	20	9%
Other Christian	17	8%
Other faith or belief	12	6%
Prefer not to say	5	2%
Pagan	5	2%

Sexual Orientation	% respondents (n=212)	
Heterosexual/straight	178	84%
Gay/lesbian	12	6%
Prefer not to say	13	6%
Bisexual	6	3%
In another way	3	1%

Gender Identity	% respondents (n=182)	
Identify as cis-gendered (not transgender)	177	97%
Prefer not to say	<10	2%
Identify as transgender	<10	1%

How to access background or source data

The data collected for this social research publication:

- Are available in more detail through Scottish Neighbourhood Statistics
- May be made available on request, subject to consideration of legal and ethical factors. Please contact socialsecurityexperience@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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