

Research report

DWP claimant service and experience survey 2012

by Nicholas Howat, Oliver Norden and
Dr Eleni Romanou

Department for Work and Pensions

Research Report No 831

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Nicholas Howat, Oliver Norden and Dr Eleni Romanou

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First published 2013.

ISBN 978 1 909532 26 7

Views expressed in this report are not necessarily those of the Department for Work and Pensions or any other Government Department.

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Acknowledgements

The research team at TNS-BMRB would like to acknowledge all members of staff at Jobcentre Plus; the Disability and Carers Service; and The Pensions Service who assisted us with this research over the course of this project. We would also like to thank the team at the Department for Work and Pensions who have led this evaluation; especially Julian Williamson and Adam Thompson. Finally, our thanks go to all of the customers who gave up their time to take part in this study.

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Abbreviations and glossary of terms

AA	Attendance Allowance
CA	Carer's Allowance
DLA	Disability Living Allowance
DWP	Department for Work and Pensions
ESA	Employment and Support Allowance
IB	Incapacity Benefit
IS	Income Support
JSA	Jobseeker's Allowance
PC	Pension Credit
PDCS	Pension, Disability and Carers Service
SP	State Pension

Summary

Background and objectives

These findings are based on data from a telephone survey carried out between May and July 2012, with 7,022 people claiming unemployment, disability, carer or pension-related benefits from the Department for Work and Pensions (DWP). The survey's main objective was to monitor claimants' satisfaction with DWP service delivery and ensure that the claimant voice is heard when it comes to operational and policy planning.

Prior to 2012, satisfaction with service delivery was assessed using two separate surveys: one amongst customers of Jobcentre Plus and a second amongst customers of the Pensions, Disability and Carers Service. The two bodies ceased to have formal executive agency status in October 2011, and the surveys were amalgamated to reflect this change in DWP's operational structure. The 2012 survey, therefore, incorporates the views and experience of claimants (or their appointees) of: Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), Income Support (IS), Disability Living Allowance (DLA), Attendance Allowance (AA), Carer's Allowance (CA), State Pension (SP), and Pension Credit (PC). All respondents had contact with DWP in the six months before they were interviewed.

Each interview tracked the progress of a single transaction the claimant undertook, collecting feedback about the communication channels used, the volume of contact made, the clarity of DWP's communication during the process, and the length and outcome of the transaction. The rest of the interview covered claimants' more general experiences and impressions of DWP services and staff, accrued within the six months prior to interview.

Overall performance

DWP's performance in 2012 was characterised by high satisfaction levels. Over eight in ten claimants on disability, carer or unemployment benefits (83 per cent) and more than nine in ten claimants on pension-related benefits (92 per cent) reported that they were satisfied with DWP's service overall. Recipients of SP were the most satisfied (93 per cent), while those claiming ESA were the least satisfied (75 per cent).

There was very little variation in satisfaction levels amongst people claiming the same benefit, with few perceptible differences along demographic or geographical lines. Most notably, ESA and JSA claimants with a degree reported lower satisfaction than their counterparts with fewer or no qualifications. Having a limiting disability was also linked to lower satisfaction: amongst ESA, IS and DLA claimants and their appointees; those with a limiting disability were less likely to be satisfied than those without an illness or condition expected to last for 12 months or more.

Few claimants reported receiving a worse service from DWP than they had anticipated. Proportions ranged from six per cent amongst recipients of pension-related benefits, to 15 per cent amongst recipients of disability or carer benefits. DLA and ESA claimants were the most likely to describe the service as falling below their expectations (18 per cent and 20 per cent, respectively).

Claimants were also asked how much improvement they believed the service required as an alternative way of assessing the quality of the service. Unsurprisingly, there was a close association between satisfaction and the perceived need for improvement, but the latter was also contingent on how claimants felt the service performed relative to their expectations. A call for ‘huge improvement’ was almost twice as common amongst dissatisfied claimants who felt let down by the service as those who already had an expectation of receiving a poor service.

Over seven in ten claimants of unemployment benefits (72 per cent) believed that the service provided by DWP needed improvement. This belief was less widespread amongst claimants receiving disability or carer benefits (64 per cent), and even less common amongst claimants on pension-related benefits (46 per cent).

Suggestions for improvements were collected from a random selection of respondents. While most suggestions related to staff, paradoxically staff was also commonly cited as the best feature of DWP’s service. The fact that staff were viewed by so many claimants as an aspect of the service which requires attention, but also as one of the best elements of the service, suggests that staff performance may be inconsistent.

A series of agreement questions was asked regarding the staff’s professionalism, attitudes and treatment of claimants. The findings indicate that claimants had a very positive perception of the staff’s professionalism, especially their fairness, which was recognised by around nine in ten claimants in receipt of disability and carer benefits (89 per cent) or unemployment benefits (87 per cent), and almost universally acknowledged amongst those claiming pension-related benefits (95 per cent). At least three-quarters of claimants attributed staff with three other aspects of professionalism: helpfulness; the ability and willingness to provide correct information; and knowledge. While the staff’s manner and conduct towards claimants was generally well-regarded, the proportion of claimants who believed the staff were understanding or sympathetic was smaller, with only around three-quarters of those in receipt of disability, carer or unemployment benefits reporting that staff had shown understanding for their particular circumstances or sympathy for their needs in the last six months.

The drivers of satisfaction

Logistic regression was used to derive the factors driving claimants’ satisfaction and disappointment with the service provided by DWP. Analysing these drivers through the framework of the Kano model allows us to identify which are ‘performance’ factors which drive both satisfaction and disappointment, ‘hygiene’ factors which can lead to disappointment if missing, but which will not contribute to higher satisfaction if done well, and ‘delight’ factors which can lead to higher satisfaction if present, but which will not lead to disappointment if they are not delivered.

Recognising which service elements are linked to satisfaction or disappointment is a valuable step in determining the areas of service delivery which would benefit from improvement. However, even factors which have a strong relationship with satisfaction may only apply to a small proportion of claimants, and addressing these factors may have a minimal impact on perceptions of the service across the broader claimant population, or on cost savings or operational efficiency across DWP. It is, therefore, important to take prevalence into account when considering each factor.

The models revealed two aspects of the service which had the potential to delight claimants of all types, whether they were on disability, carer, pension-related or unemployment benefits: answering phones within a reasonable time, and informing claimants about other possible entitlements. There were no negative repercussions when DWP failed to deliver these, but when they were offered as part of the service claimants tended to feel very satisfied.

The models uncovered a range of additional ‘hygiene and ‘delight’ factors which applied only to some categories of claimant and not others:

For claimants on disability or carer benefits, three key causes of disappointment were: transactions requiring more than three months to resolve; treatment by staff which was perceived as unhelpful; and the receipt of incorrect information. Delivery of these service elements does not have the capacity to increase satisfaction, but ensuring claimants are not let down in these ways may prevent disappointment. These factors were, therefore, classified as ‘hygiene’ factors. Other elements of service delivery are not taken for granted and, therefore, present DWP with the opportunity to delight claimants. ‘Delight’ factors include: the simplification of forms and processes; and the provision of clear timings during claimants’ transactions.

People in receipt of pension-related benefits had slightly different priorities. Amongst the causes of disappointment for these claimants were: DWP’s failure to carry out something that was previously agreed; experiencing difficulties in getting in touch; feeling obliged to make contact three or more times to complete a transaction; the absence of progress updates; or the perception that staff were not helpful. Since claimants view these as essential elements of good service delivery, improving these aspects of the service would not drive up satisfaction, but could prevent disappointment. Potential ways of delighting claimants include: resolving transactions within two weeks; and resolving telephone transactions without the use of transference or call-backs.

For claimants in receipt of unemployment benefits, one of the strongest drivers of disappointment was DWP’s failure to carry out agreed actions. The perception of unfair treatment or unequal access to services, and a poor understanding of the processes and steps involved in their transactions with DWP also led to disappointment. Whilst addressing these elements of the service can prevent disappointment, two ways of delighting claimants would be: ensuring that staff treat them with politeness and respect; and providing adequate reassurance that benefit payments are correct.

In addition to the above, various aspects of the service provided by DWP appear to boost satisfaction when present, but create disappointment when absent. While these ‘performance’ factors vary between claimant types, there are two factors which help to determine satisfaction levels for claimants of all types: DWP’s perceived trustworthiness. Claimants who felt DWP could be trusted to carry out procedures correctly and to inform claimants about other possible entitlements were more likely to feel ‘very satisfied’ with the service, while claimants who did not trust DWP in these respects were not only less likely to say they were ‘very satisfied’, but more inclined to be disappointed. This finding suggests that claimants’ perception of service delivery is not dependent solely on the quality of its processes and procedures, or the abilities and attitudes of its staff, but also on DWP’s brand image.

1 Introduction

1.1 Research objectives

The main aim of the 2012 Department for Work and Pensions (DWP) Claimant Service and Experience Survey was to monitor claimants' satisfaction with DWP service delivery and ensure that the claimant voice is heard when it comes to operational and policy planning.¹ Prior to 2012, satisfaction with service delivery was assessed using two separate surveys: one amongst customers of Jobcentre Plus and a second amongst customers of the Pensions, Disability and Carers Service (PDCS). In October 2011, Jobcentre Plus and PDCS ceased to have formal executive agency status and the two surveys were combined to reflect this change in DWP's operational structure. The 2012 survey, therefore, encompasses claimants in receipt of unemployment, disability, carer and pension-related benefits.

The survey's key objectives were:

- to capture claimants' views and experiences of DWP's performance and collect ratings of the service from claimants who used it in the last six months. The chief measure of service delivery is claimants' overall satisfaction, but this is supplemented with a series of additional measures;
- to detect variations in the views and experiences of claimants in receipt of different benefits or in different demographic groups;
- to identify which elements of the service claimants view most favourably and which they feel need most improvement; and
- to inform the Department's allocation of resources by determining which aspects of service delivery drive claimants' satisfaction and dissatisfaction.

The focus of this report is on presenting findings which directly relate to objectives listed above. It should be noted that the survey also collected detailed information on individual transactions which claimants undertook in the last six months. The transaction-level data assisted the identification of transactions, communication channels, and other elements of the service which cause difficulties to claimants or create inefficiencies in service delivery (for example, by generating unnecessary contacts), and is being used by DWP to inform operational delivery.

1.2 Sample

The sample for the survey was drawn from records of benefit claimants held by DWP. The sample consisted of claimants who had made contact with the Pension Service or Disability and Carers Service between October and December 2011, and claimants receiving unemployment benefits in the same period. The sample included claimants on all the main benefits administered by DWP – namely, Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), Income Support (IS), Disability Living Allowance (DLA), Attendance Allowance (AA), Carer's Allowance (CA), State

¹ Throughout the report the term 'claimant' is used to refer to all claimants in receipt of Jobseeker's Allowance, Employment and Support Allowance, Income Support, Disability Living Allowance, Attendance Allowance, Carer's Allowance, State Pension or Pension Credit who have been in contact with DWP within the six months prior to interview, or a person who was in contact with DWP on a claimant's behalf within the six months prior to interview.

Pension (SP), and Pension Credit (PC) – as well as subgroups of interest, in sufficient numbers to allow robust analysis. Since some groups were over-sampled, weights were applied to the data at the analysis stage to rebalance the sample and make it representative of the national population of contacting claimants.

At the start of the survey respondents were screened to confirm they had contacted DWP or used the services within the past six months. This means that the study is a survey of contacting claimants rather than a survey of anyone receiving a benefit from DWP. This approach is consistent with previous years and was designed to ensure that the survey collects information only from claimants (or authorised nominees) who have had recent first-hand experience of DWP services and can contribute an informed view of these.

1.3 Questionnaire design

As in previous years, separate questionnaires were used for claimants receiving unemployment benefits and for claimants on other DWP benefits. The focus of both questionnaires was on tracking a single ‘transaction’ from start to finish and collecting feedback about the communication channels claimants used, the volume of contact made, the clarity of DWP’s communication during the process, and the length and outcome of the transaction. The rest of the questionnaire content covered claimants’ more general experiences and impressions of DWP services and staff, accrued within the six months prior to interview.

The two questionnaires used harmonised questions to measure experiences that were common across all claimants. The standardisation of the key performance measures allowed a single claimant satisfaction indicator to be calculated from the results, representing all contacting DWP claimants. The questionnaires, however, retained some differences to reflect variations in service delivery for claimants on different benefits (e.g. the provision of an office-based service for claimants on unemployment benefits and the reliance on forms and home visits by those on disability-related benefits). Both questionnaires used routing and modules to lead respondents through the process of their transaction, ensuring interviews flowed smoothly and made sense from the claimant’s perspective. Claimants on unemployment benefits also received a module of questions focusing on the support they were offered to move them closer to work.

The main difference between the two questionnaires was the approach used to select the transaction which would form the focus of the interview:

- Claimants on unemployment benefits were presented with a list of transactions they may have undertaken in the last six months and asked to choose the first that applied to them. The transactions were ordered so that straightforward transactions were lower on the list than transactions which involved a sequence of steps or contacts and which, therefore, held greater potential to yield information on multiple aspects of service delivery. This hierarchical approach was used to avoid giving undue weight to relatively simple transactions such as signing-on, and ensure that sufficient interviews were conducted with claimants who had more involved dealings with DWP.
- Claimants on other benefits were asked to recall the reason for their most recent contact with DWP. These were categorised into: making a claim, reporting a change of circumstances, and lodging a query. A hierarchical approach was not deemed necessary in this instance, since the complexity of these types of transaction does not differ substantially.

1.4 Fieldwork

All respondents were sent an advance letter two weeks before the start of fieldwork which explained the purpose of the study, reasons for their inclusion in the research and the form that the survey would take. Respondents were invited to call a freephone number if they wished to opt out of the survey or if they wanted to enquire about further details of the research before deciding whether or not to participate. All telephone interviews were conducted using Computer Assisted Telephone Interviewing (CATI), with fieldwork taking place between 17 May and 24 July 2012. The 116 respondents who requested a written version of the questionnaire were given until 15 August to return their answers, and 20 valid questionnaires were returned. In total, 7,022 interviews were completed by telephone and post. The average length of the telephone interviews was 23 minutes.

1.5 Interpretation of data and analysis in this report

This report presents the main findings from the 2012 survey relating to claimants in three ‘general benefit categories’:

- ‘Claimants on disability and carer benefits’ are those who applied for, or were in receipt of, DLA, AA or CA during the reference period of October to December 2011.
- ‘Claimants on pension-related benefits’ are those who were in receipt of SP or PC during the reference period. Note that AA claimants are **excluded** from this category, despite the age restrictions associated with AA.
- ‘Claimants on unemployment benefits’ are those who were in receipt of JSA, ESA, or IS during the reference period. A small number of claimants who were previously on IB and whose benefit status during the reference period was unknown were also included in this category.

The main body of the report presents statistically significant differences in the answers given by claimants in different ‘general benefit categories’, as well as differences between claimants on separate benefits. Demographic variation within individual benefits is also presented where appropriate and wherever base sizes permitted this level of analysis.

When interpreting the findings for this survey, it should be borne in mind that the survey is based on a **sample** of contacting claimants rather than the total population, meaning that all findings are subject to sampling tolerances. Any differences highlighted in this report are statistically significant at the 95 per cent confidence level.

Throughout the report percentages are rounded to the nearest whole number (figures are rounded up from 0.5, and rounded down below this). Percentages in the tables and charts do not always add to 100 per cent due to rounding. In cases where a number of responses have been grouped together (‘netted’), the proportion of respondents who gave a ‘netted’ response may not always equal the sum of the individual responses, again due to rounding.

2 Overall performance

Several measures were used to assess claimants' views of the Department for Work and Pensions (DWP's) performance, but the primary measure was a question asking respondents to indicate how satisfied they were with the service overall, using a four-point scale running from very satisfied to very dissatisfied. Two more measures serve to give some context to the satisfaction scores. The first records whether the service met, exceeded, or failed to meet claimants' expectations. Combining this information with claimants' satisfaction ratings makes it possible to identify the claimants who were most delighted or disappointed by DWP's performance. The second provides an alternative way of assessing the quality of the service by asking claimants how much improvement they believe the service requires. This allows for the possibility that even claimants who are very satisfied with the service may think it would benefit from improvements in particular areas. Claimants who feel that no improvements at all are necessary are those whose requirements are truly being met by the service that DWP provides.

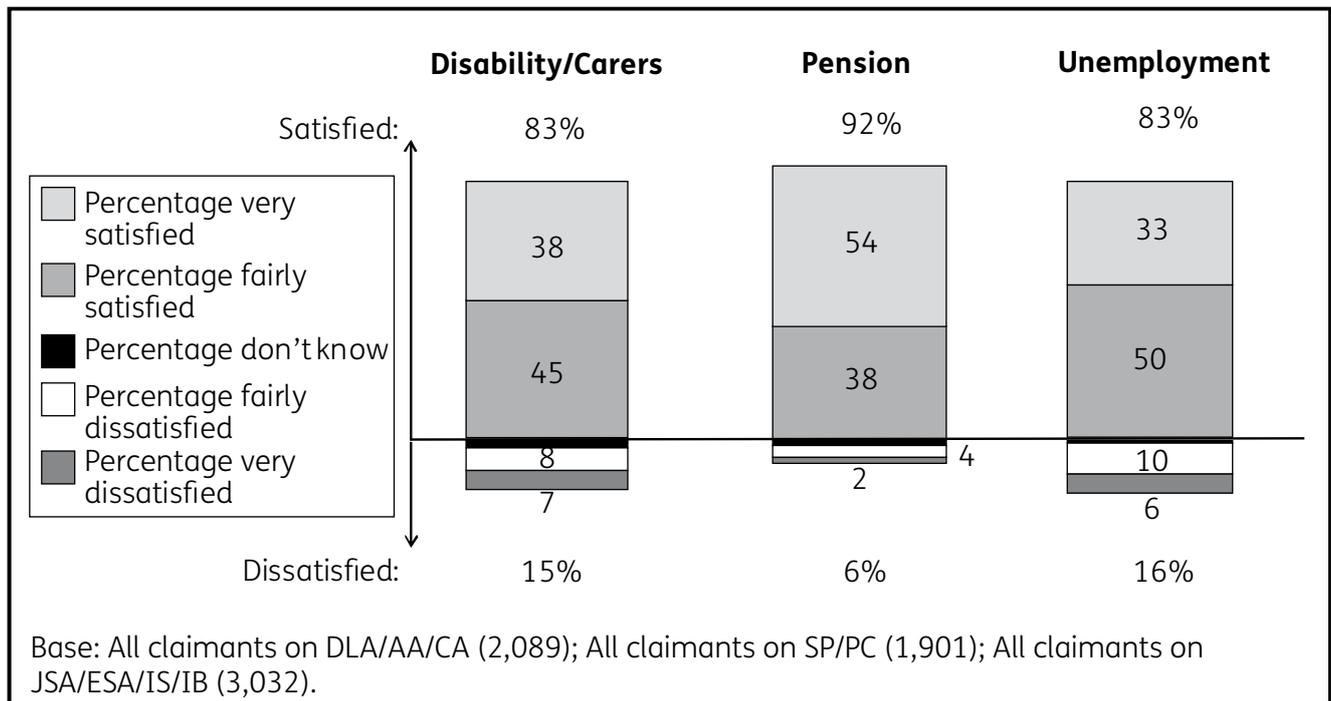
To supplement these measures, the survey collected claimants' suggestions on ways to improve the service, as well as statements on what they consider to be the best elements of the service. A selection of observations in the claimants' own words is offered in Section 2.4, providing a flavour of what claimants view as their priorities in service performance.

Since staff form the most prominent interface between claimants and the service, claimants' perspectives and rating of staff is key to assessing DWP's performance. A series of agreement questions was asked regarding the staff's professionalism, attitudes and treatment of claimants, and the results are presented in Section 2.5.

2.1 Overall satisfaction

DWP's performance in 2012 was characterised by high satisfaction levels. Amongst claimants who had recent contact with the service, over eight in ten claimants on disability, carer or unemployment benefits (83 per cent) and over nine in ten claimants on pension-related benefits (92 per cent) reported that they were satisfied with the service overall. Claimants in receipt of pension-related benefits were the most likely to describe themselves as being 'very satisfied' (54 per cent, compared with less than two-fifths of other claimants).

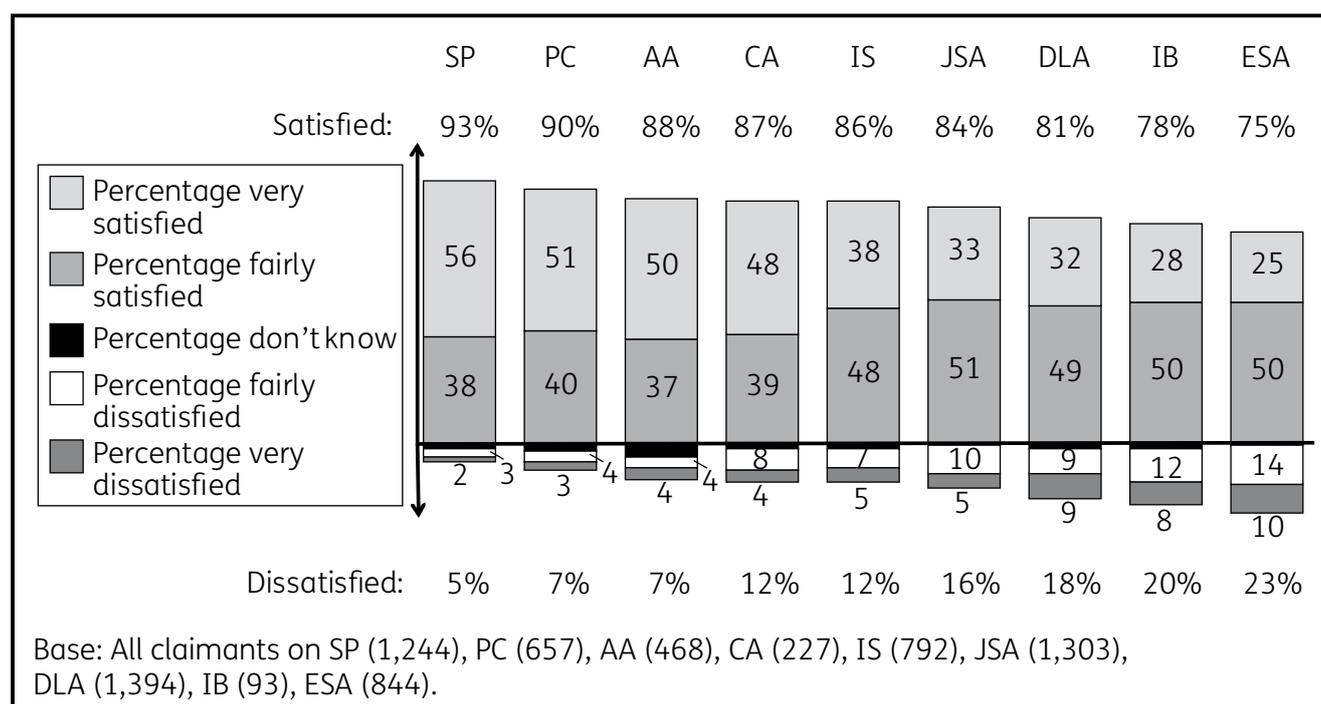
Figure 2.1 Overall satisfaction by general benefit category



The factors contributing to these levels of satisfaction are explored in some detail in Chapter 3 of this report. The following sections examine variations in satisfaction within smaller subgroups of the DWP claimant population.

2.1.1 Satisfaction within individual benefit groups

Satisfaction across the nine benefit groups ranged from 93 per cent amongst recipients of SP to 75 per cent amongst recipients of ESA (Figure 2.2). There is a clear disparity between claimants in receipt of SP, PC, AA or CA, on the one hand, and the rest of DWP's claimants on the other, with the former more likely to report high rather than moderate satisfaction with the service. There is a 31 percentage point difference in the proportions claiming high satisfaction at the two ends of the scale: while a quarter of ESA claimants (25 per cent) describe themselves as 'very satisfied', almost three-fifths of SP claimants (56 per cent) say the same.

Figure 2.2 Overall satisfaction by individual benefit

It should be noted that the scores in Figure 2.2 include a proportion of DLA and AA claimants whose benefit claim was disallowed at some point before they were interviewed for the survey, as well as a small number of claimants on unemployment benefits who made a benefit claim that was rejected by DWP.² Table 2.1 disaggregates the satisfaction scores of claimants whose claim was disallowed from the scores of other claimants.

Table 2.1 Overall satisfaction amongst DLA and AA claimants whose claim was disallowed, and other claimants

	Allowed DLA	Allowed AA	Disallowed
	%	%	%
Very satisfied	35	55	18
Fairly satisfied	51	36	43
Fairly dissatisfied	7	3	16
Very dissatisfied	6	2	18
Don't know	1	4	5
Unweighted	1,074	401	380

Base: All claimants with allowed DLA claims, allowed AA claims, disallowed AA or DLA claims.

While those in the 'disallowed' category were far less likely to report satisfaction with DWP's service, it is notable that around a fifth of this group (18 per cent) described themselves as 'very satisfied' despite the negative outcome on their case. Compared with other claimants whose claims were disallowed, disallowed claimants who described themselves as 'very satisfied' tended to be impressed by the timeliness of DWP's decision (76 per cent described this as 'reasonable', compared

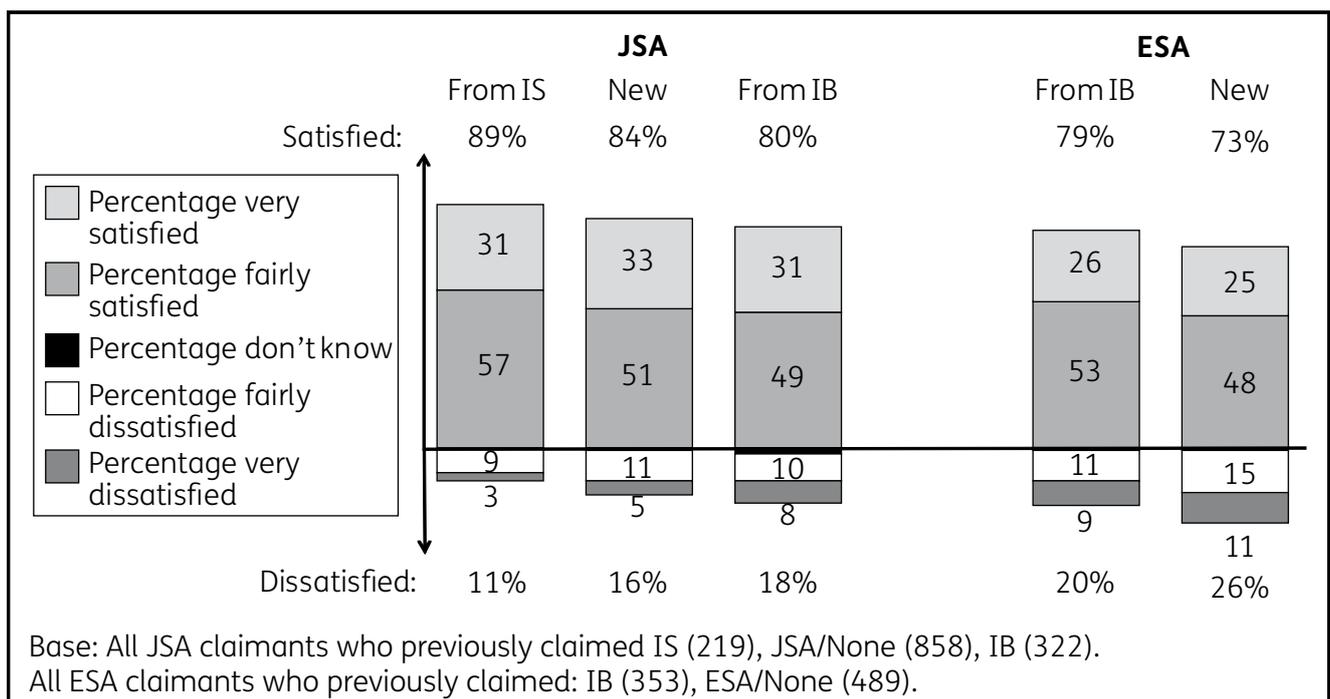
² The number of respondents on unemployment benefits who made a claim and disagreed with the decision reached by DWP (n=61) is too small to permit further analysis of this group.

with 39 per cent across other disallowed claimants) and the clarity of the explanation offered to them (45 per cent said it was ‘very clear’, compared with 18 per cent across other disallowed claimants). They were also much more likely than other disallowed claimants to say they felt ‘very comfortable’ dealing with DWP (69 per cent versus 10 per cent) and to feel ‘very confident’ that DWP could be trusted to avoid mistakes (51 per cent versus 9 per cent) and to inform them about other benefits they may be entitled to (49 per cent versus 6 per cent). These facts highlight the value claimants place on a swift result accompanied by transparency, clear communication and a general air of reliability in the service offered by DWP.

It is clear from Figure 2.2 that claimants on unemployment benefits tend to view DWP’s services less favourably than most other claimants. However, it is very difficult to be definitive as to what is driving satisfaction due to its complex nature and the fact that the survey data allows us to observe differences, but not be certain about all the factors driving them. Section 3 provides more detail about the factors that drive satisfaction for claimants of unemployment benefits, Disability and carers benefits, and pension benefits, and describes the prevalence of those aspects of service delivery which are important in driving claimant satisfaction.

The survey offers no evidence that the nature of unemployment benefits – and, more specifically, the imposition of conditions on the receipt of payments – impacts substantially on how positively these claimants view DWP or their satisfaction with the service they received. Figure 2.3 compares satisfaction levels for claimants who were recently transferred from Income Support (IS) to Jobseeker’s Allowance (JSA) or from Incapacity Benefit (IB) to Employment Support Allowance (ESA) and became subject to additional conditionality, against claimants who have had no experience of being migrated from one benefit to another. There is no clear pattern of satisfaction amongst these groups; those who experienced a sudden increase in conditionality are no more likely than those who did not to say they were ‘very satisfied’ or report dissatisfaction. Indeed, satisfaction levels for those who were previously on IS or IB are comparable to those of claimants currently in receipt of those benefits. The additional conditionality has, therefore, had no perceptible impact on satisfaction scores.

Figure 2.3 Overall satisfaction amongst claimants receiving JSA or ESA, by benefit migration



2.1.2 Demographic variation in overall satisfaction

Although there is considerable variation in the demographic characteristics of DWP's claimant base, variation is much less pronounced amongst claimants in receipt of individual benefits. The main demographic differences between claimants receiving the same benefit are gender, age, ethnicity, and the presence or absence of a limiting disability³. Despite these differences, there is very little variation in the satisfaction scores of claimants in receipt of each benefit. Within the groups receiving Attendance Allowance (AA) and Pension Credit (PC) there are no significant differences at all; in the case of IB and Carer's Allowance (CA) differences are not discernible because the numbers of respondents in these groups are too few to allow robust analysis. Differences within other benefit groups are summarised below:

JSA: Claimants educated to degree-level or above and those aged between 26 and 54 were the most likely to be dissatisfied (22 per cent and 18 per cent, respectively, compared with 14 per cent without a degree and 11 per cent amongst other age groups).

ESA: Dissatisfaction was higher amongst claimants with a degree (35 per cent, compared with 22 per cent without a degree) and those with a limiting disability (26 per cent, compared with 19 per cent without a disability)⁴, particularly claimants with less visible conditions affecting memory or mental health, or causing difficulties in stamina, breathing or fatigue.

IS: Men were less likely than women to report satisfaction with the service (80 per cent versus 89 per cent). In addition, dissatisfaction was more commonly reported by claimants with a limiting disability than those without a disability (16 per cent versus 10 per cent), though dissatisfaction did not seem to be associated with any specific health conditions.

Disability Living Allowance (DLA): Claimants with a limiting disability were almost twice as likely to report dissatisfaction as customers without any disability (20 per cent versus 11 per cent). It should be noted that of the 327 customers who reported not having a disability, the majority contacted DWP on a DLA claimant's behalf⁵: the divergence in satisfaction scores, therefore, mostly represents differing perceptions of the service by claimants, on the one hand, and appointees (formal or informal) on the other. Dissatisfaction tended to be higher amongst claimants with physical conditions related to vision, mobility and dexterity, rather than conditions affecting mental or psychological health.

State Pension (SP): Women were less likely to be satisfied than men (91 per cent versus 95 per cent).

³ Respondents were asked if they had 'any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more', and those who said they did were asked if these 'reduce [their] ability to carry out day-to-day activities'. Respondents who replied 'Yes, a little' or 'Yes, a lot' were categorised as having a limiting disability.

⁴ Of the 154 ESA customers who did not report a disability, 20 were customers who contacted DWP on an ESA claimant's behalf and the rest were ESA claimants themselves. ESA claimants without a physical or mental health condition or illness lasting or expected to last for 12 months or more may be those whose condition or illness is short term (e.g. a broken leg) or terminal (i.e. not expected to live for 12 months).

⁵ Of the 327 respondents who did not report a disability, 227 were customers who contacted DWP on a DLA claimant's behalf, 37 were disallowed DLA claimants, and 63 were allowed DLA claimants. The survey does not record why those 63 were in receipt of DLA.

12 Overall performance

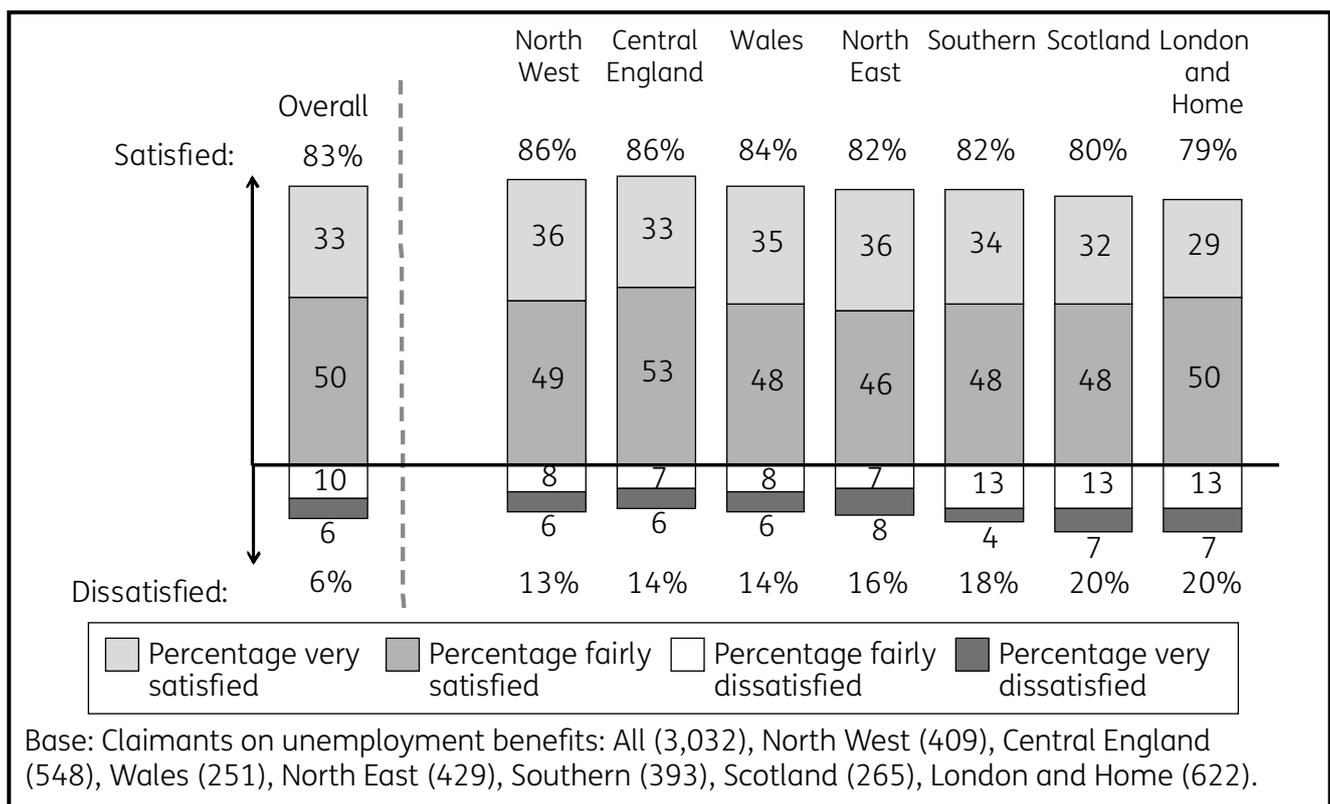
The differences in satisfaction scores described above may be the result of a combination of factors. It is possible that the attitudes and perspectives of claimants belonging to separate demographic groups diverge owing to their differing backgrounds and circumstances, and that this influences the way they view elements of the service. The variation potentially also reflects perceived or actual delays, gaps or inefficiencies in service delivery for claimants with particular disabilities or educational backgrounds, or inconsistencies in the way claimants belonging to different demographic groups are treated.

Base sizes for claimants with a Black and Minority Ethnic (BME) background⁶ and claimants whose first language was not English are too small to permit robust analysis, but there are no indications from the data of variation by ethnicity or first language within any benefit group.

2.1.3 Regional differences in overall satisfaction

There was broad consistency in the satisfaction levels of claimants on unemployment benefits across different Jobcentre Plus Regions (Figure 2.4).

Figure 2.4 Overall satisfaction amongst claimants on unemployment benefits in different Jobcentre Plus Regions

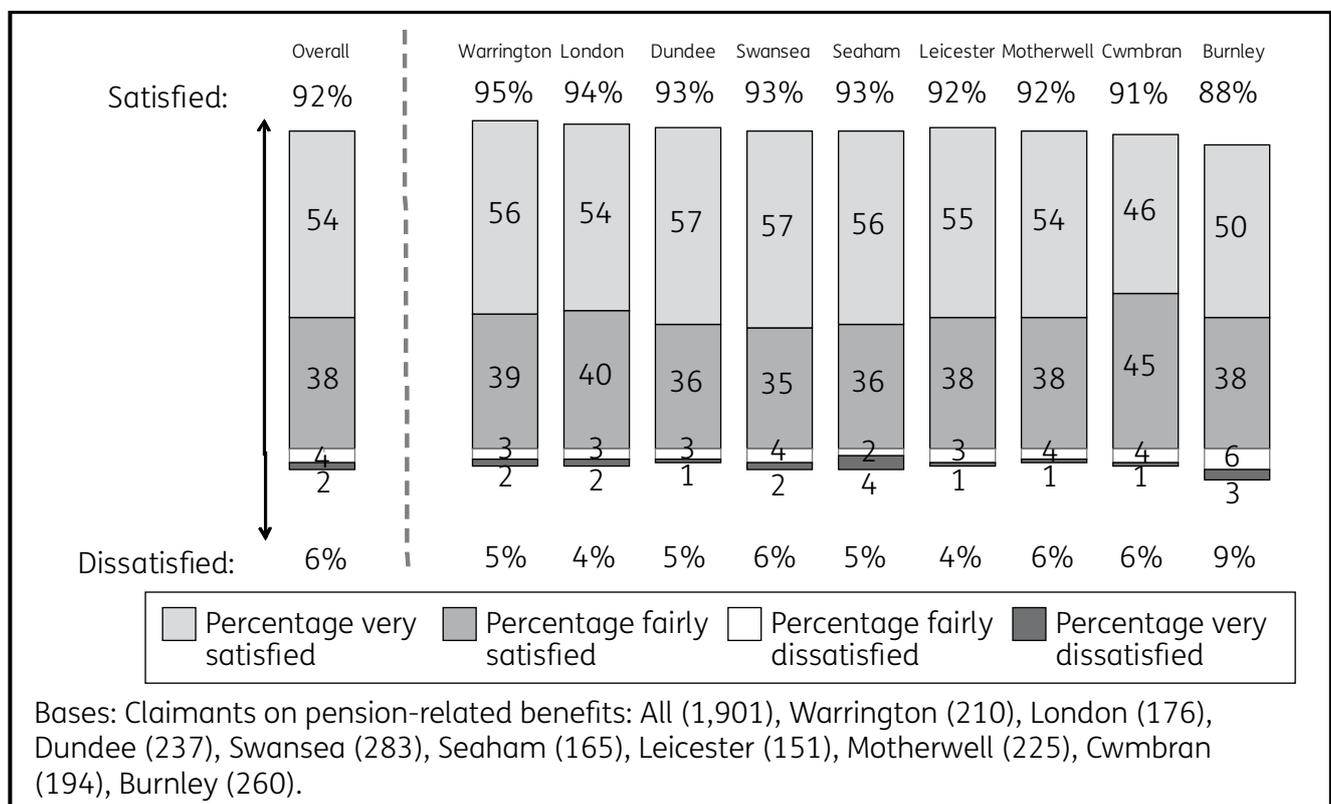


⁶ All survey respondents were asked 'To which of these groups do you consider you belong?' to determine their ethnic or cultural background. Any respondents who did not answer 'White' or 'Don't know' are here categorised as BME (Black and Minority Ethnic).

Compared to the North West, Central England and Wales, dissatisfaction was slightly more common in Scotland and London. Scotland was also the region where claimants were most likely to say the service was in need of ‘a huge improvement’. However, such differences are small and should be understood in the context of the distinct economic and labour market challenges which claimants face in these regions. It should also be borne in mind that the distribution of benefit types within each region differs, as does the demographic profile of the claimant base at each location, and that these factors may also contribute in creating variation in satisfaction scores.

Only minor variations were apparent in the overall satisfaction of claimants on pension-related benefits who contacted different Pension Centres (Figure 2.5). Dissatisfaction was most commonly reported amongst claimants who used Burnley Pension Centre (nine per cent, compared with six per cent overall). Claimants who used the Cwmbran Pension Centre were the least likely to report being very satisfied with the service (46 per cent, compared with 54 per cent overall).

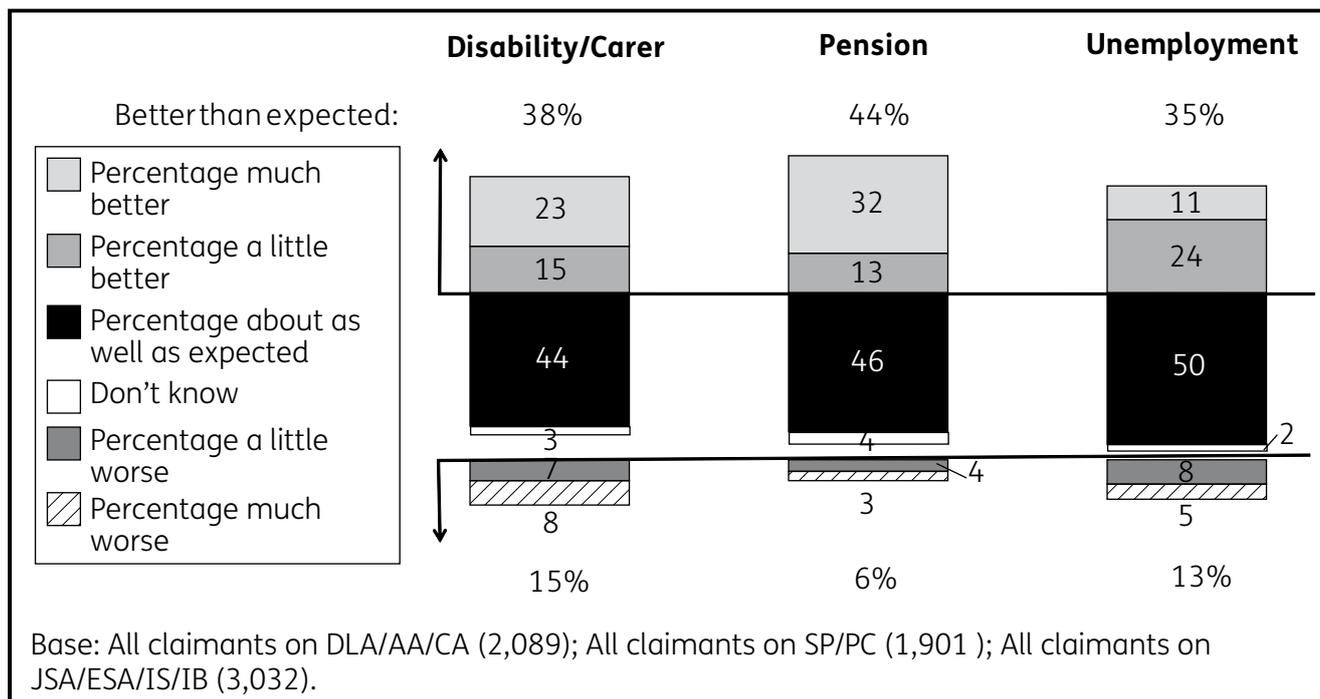
Figure 2.5 Overall satisfaction amongst claimants on disability, carer or pension-related benefits using different Pension Centres



2.2 Performance against expectations

Almost half of all claimants received the level of service they expected. Amongst the rest, most felt the quality of the service exceeded their expectations. Only small numbers reported receiving a worse service than they had anticipated, ranging from six per cent amongst claimants on pension-related benefits, to 15 per cent amongst claimants on disability or carer benefits.

Figure 2.6 Performance against expectation by general benefit category



Claimants on pension-related benefits were the most likely to feel that the service surpassed their expectations (44 per cent, compared with 38 per cent on disability or carer benefits and 35 per cent on unemployment benefits). Whereas a third of these claimants said the service was ‘much better’ than they had anticipated (32 per cent), less than a quarter of claimants on disability or carer benefits (23 per cent) and a mere one in ten of claimants on unemployment benefits (11 per cent) said the same.

Although it is not possible to establish exactly what the expectations of claimants may have been, there are indications that people claiming unemployment benefits were more inclined to expect a satisfactory service from DWP than other claimants. Almost three-fifths (57 per cent) of unemployment benefit claimants who reported satisfaction with the service said that the service they received was at, or below, the standard they had expected: in other words, they took it for granted that DWP would perform at a level that would satisfy them (even if it was a lower standard than originally anticipated). This expectation was less common amongst claimants on other benefits (53 per cent of satisfied DLA/AA/CA claimants, and 50 per cent of satisfied SP/PC claimants).

By combining satisfaction ratings and answers regarding expectations, claimants can be categorised into seven groups (Table 2.2). This classification demonstrates that claimants on different benefits were equally likely to be ‘pleasantly surprised’ by DWP’s performance, but that claimants on pension-related benefits were the most likely to be left feeling ‘delighted’. Claimants in receipt of disability or carer benefits were more tolerant than other claimants when the service fell below their expectations (‘easy going’). While a minority of claimants expected to be dissatisfied and were proved right (‘aggrieved’), numbers were higher amongst claimants on unemployment benefits and almost negligible amongst claimants on pension-related benefits.

Table 2.2 Satisfaction against expectations

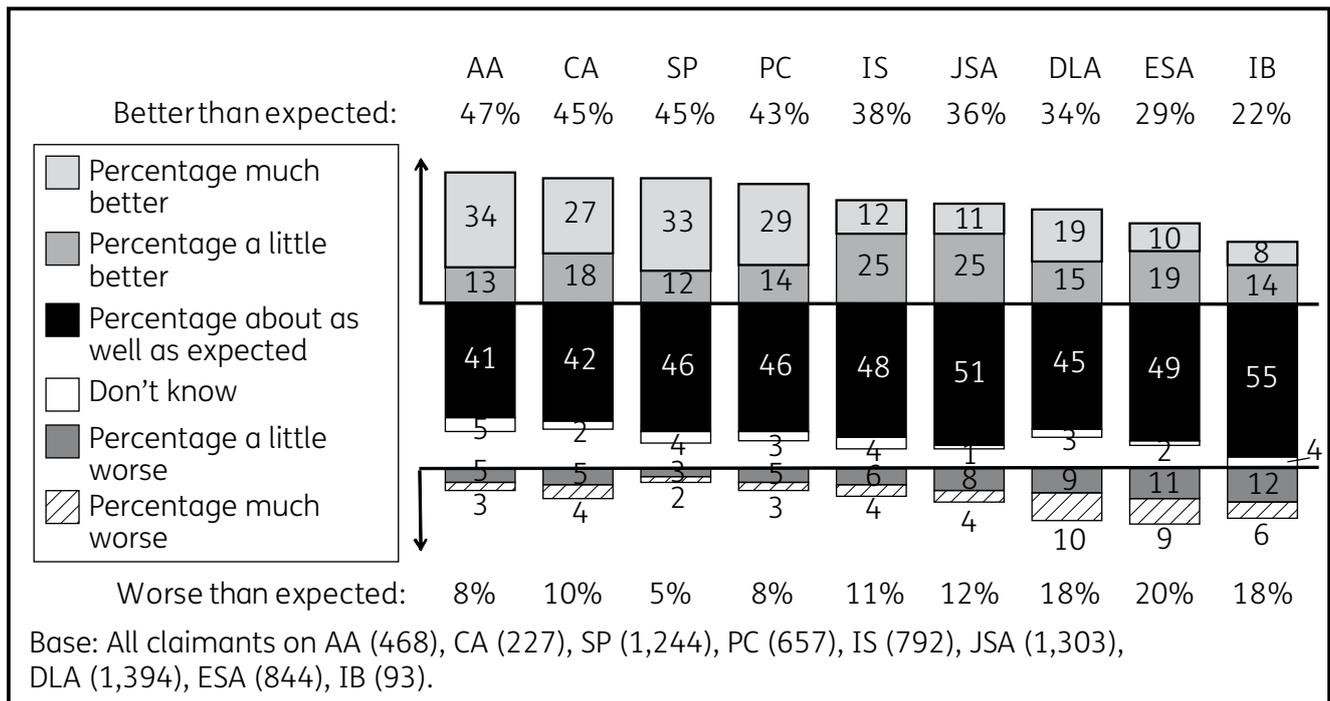
	Disability/Carer %	Pension %	Unemployment %
Delighted			
Service surpassed expectations leaving claimant very satisfied	23	32	21
Pleasantly surprised			
Service surpassed expectations leaving claimant fairly satisfied	14	12	13
Contented			
Satisfied but expected this (or had no expectation)	41	46	46
Easy going			
Service below expectation but claimant nevertheless satisfied	5	2	3
Disappointed			
Service below expectation leaving claimant dissatisfied	10	4	10
Aggrieved			
Dissatisfied but expected this or worse	5	2	7
Did not rate satisfaction	3	2	1
Unweighted	2,089	1,901	3,032

Base: All claimants on DLA/AA/CA; All claimants on SP/PC; All claimants on JSA/ESA/IS/IB

2.2.1 Performance against expectations within individual benefit groups

There was substantial variation in the proportion of claimants who felt the service surpassed their expectations: AA claimants (47 per cent) were more than twice as likely to report this as claimants in receipt of IB (22 per cent). As with overall satisfaction scores, those claiming AA, CA, SP and PC stood out from other claimants, being much more likely than the rest to find that the service far exceeded the standard they had expected. Claimants in receipt of DLA, ESA or IB were the most likely to describe the service as falling below their expectations (Figure 2.7).

Figure 2.7 Performance versus expectation by individual benefit



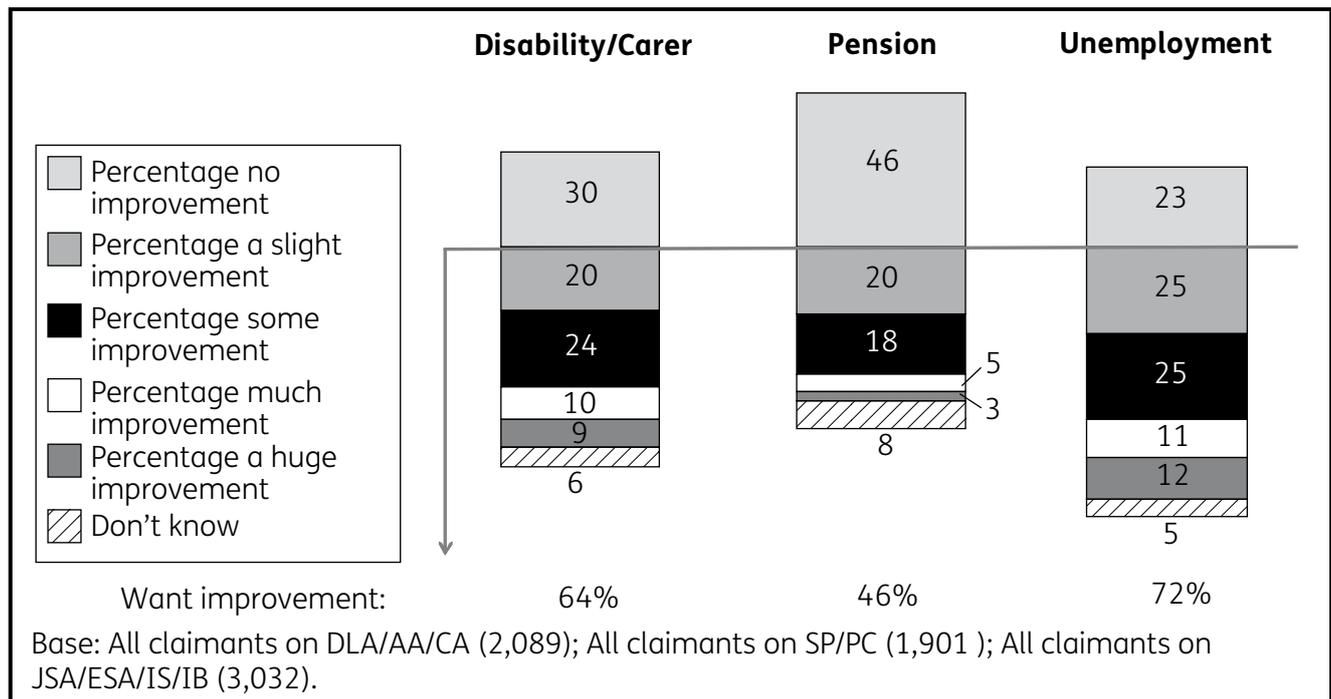
2.2.2 Demographic variation in claimants' perception of performance against expectations

Although not consistent across all benefits, claimants with limiting disabilities had a higher than average tendency of reporting disappointment with the service. More than a tenth of AA and IS claimants with a limiting disability (10 per cent in receipt of AA and 15 per cent in receipt of IS), together with 21 per cent of DLA claimants with a limiting disability said the service fell below their expectations. Customers who had no disability at all were much less likely to say this (four per cent of AA customers with no disability, eight per cent of IS customers with no disability, and 13 per cent of DLA customers with no disability)

When compared to their younger counterparts, older claimants were less likely to say the service surpassed their expectations. Amongst JSA and IS claimants, those aged 55 or above were the least likely to say the service performed better than expected (27 per cent of each group, compared with 37 per cent of younger JSA and 39 per cent of younger IS claimants). Similarly, only 36 per cent of SP claimants and 37 per cent of PC claimants aged 66–74 felt that the service exceeded their expectations, compared with around half of claimants in the 61–65 age bracket (49 per cent SP and 52 per cent PC).

2.3 Need for improvement

Over seven in ten claimants on unemployment benefits (72 per cent) believed that the service provided by DWP needed improvement. This belief was less common amongst claimants on disability or carer benefits (64 per cent), and even less common amongst claimants on pension-related benefits (46 per cent). In fact claimants on pension-related benefits were as likely to give the service the highest accolade by saying it required no improvement at all (46 per cent).

Figure 2.8 Need for improvement by general benefit category

Very satisfied claimants were the most likely claimants of all to deem any sort of improvement unnecessary: this was true amongst claimants on disability or carer benefits (57 per cent of very satisfied claimants, compared to 30 per cent overall), pension-related benefits (67 per cent versus 46 per cent) and unemployment benefits (50 per cent versus 23 per cent). Conversely, claimants who were very dissatisfied with the service were more likely than average to demand ‘a huge improvement’.

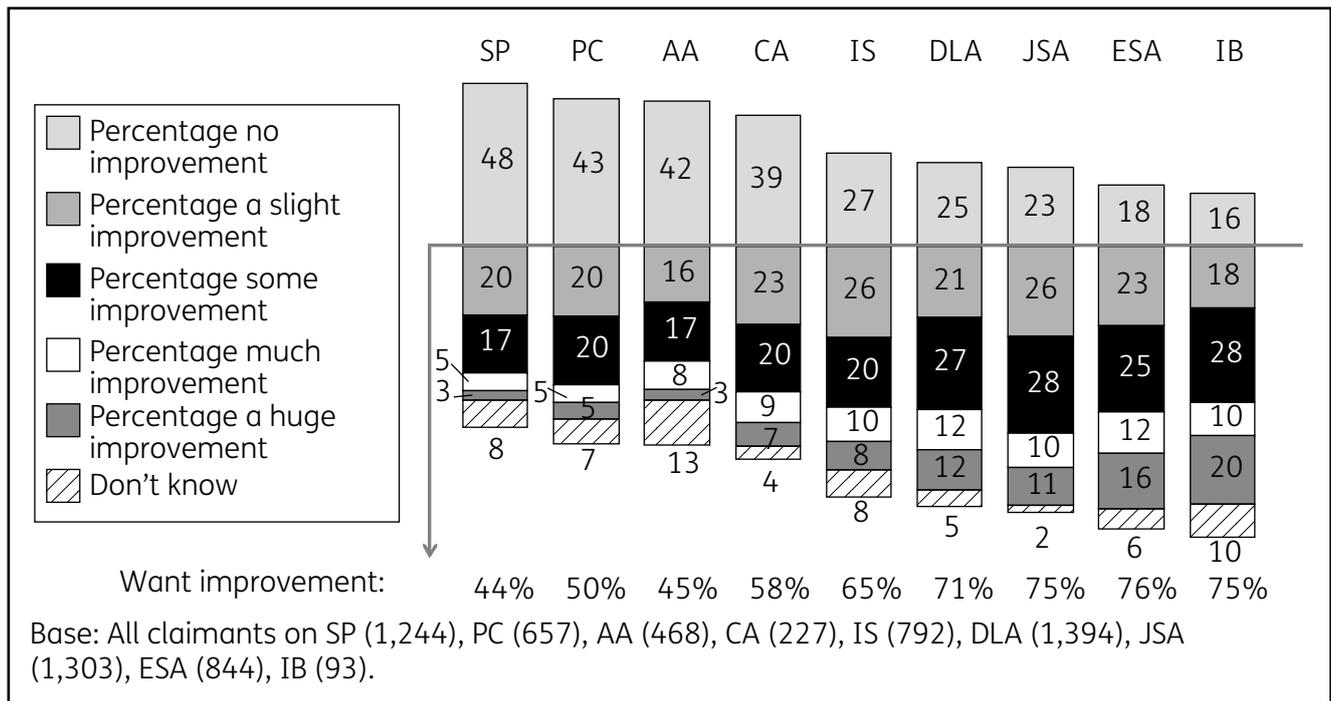
Though it is unsurprising that there should be a close association between satisfaction and the perceived need for improvement, the relationship is not straightforward: desire for improvement correlates with satisfaction, but also varies according to how well the service performed relative to claimants’ expectations. A call for ‘huge improvement’ was almost twice as common amongst dissatisfied claimants who felt let down by the service as those who already had an expectation of receiving a poor service (‘disappointed’ versus ‘aggrieved’ in Table 2.2). Similarly, the view that the service did not require improvement was more widespread amongst very satisfied claimants who were ‘delighted’ because their expectations were exceeded, than those who had anticipated a high-quality service.

An open-ended question was used to collect claimants’ suggestions for ways in which the service should be improved. These are presented in Section 2.4.

2.3.1 Need for improvement within individual benefit groups

The survey captured widely divergent views regarding DWP’s need to improve its services (Figure 2.8). Almost half of SP claimants felt that no changes were required, and this view was also common (though less so) amongst claimants receiving PC, AA or CA. For claimants in receipt of other benefits, however, the predominant view – held by between two-thirds and three-quarters of claimants – was that services needed some degree of improvement. In the case of ESA and IS claimants, almost three in ten felt that ‘much’ or ‘huge’ improvement was required.

Figure 2.9 Need for improvement by individual benefit



2.3.2 Demographic variation in claimants' perceived need for improvement

The need for DWP to improve its service was more commonly voiced by claimants with a limiting disability. More specifically, JSA and DLA claimants had a greater likelihood of demanding 'a huge improvement' if they had a limiting disability (15 per cent and 14 per cent, respectively) than if they had no disability at all (10 per cent and six per cent, respectively), while ESA claimants with a limiting disability were more likely than those with no disability at all to call for 'much' or 'huge' improvement (30 per cent versus 22 per cent)⁷. Similarly, amongst claimants in receipt of SP, the view that there was no need for the service to improve was less commonly held by those reporting a limiting disability (40 per cent) than those without any form of disability (50 per cent).

Age was also a distinguishing factor. While around three in ten JSA and IS claimants aged below 25 felt that improvement of any sort was unnecessary (28 per cent and 31 per cent, respectively), this view was less widespread amongst 26–54 year-olds (21 per cent for JSA and 27 per cent for IS), and less common still amongst claimants aged 55 or above (14 per cent for JSA and 22 per cent for IS). Similarly, SP claimants aged 66–74 were less inclined than 61–65 year-olds to feel that the service required no changes at all (37 per cent versus 51 per cent).

⁷ DLA customers without a disability were mostly people who contacted DWP on a claimant's behalf. ESA customers without a disability were either people who contacted DWP on behalf of an ESA claimant, or claimants who do not consider their physical or mental health condition or illness to be long term.

2.4 Claimant voice

Towards the end of their interview, a random selection of respondents (approximately 1,000 in receipt of unemployment benefits, and a further 1,000 in receipt of disability, carer or pension-related benefits) were given the chance to make suggestions for ways that DWP could improve its service, and to give feedback on the best things about the service. Their answers help to flesh out some of the issues and concerns behind the satisfaction scores and other ratings captured by the survey. Notably, staff-related issues were mentioned as both areas for improvement and the most positive elements of the service DWP provides, and were clearly top-of-mind for many claimants. Views about staff are discussed in further detail in Section 2.5.

2.4.1 Suggested areas for improvement

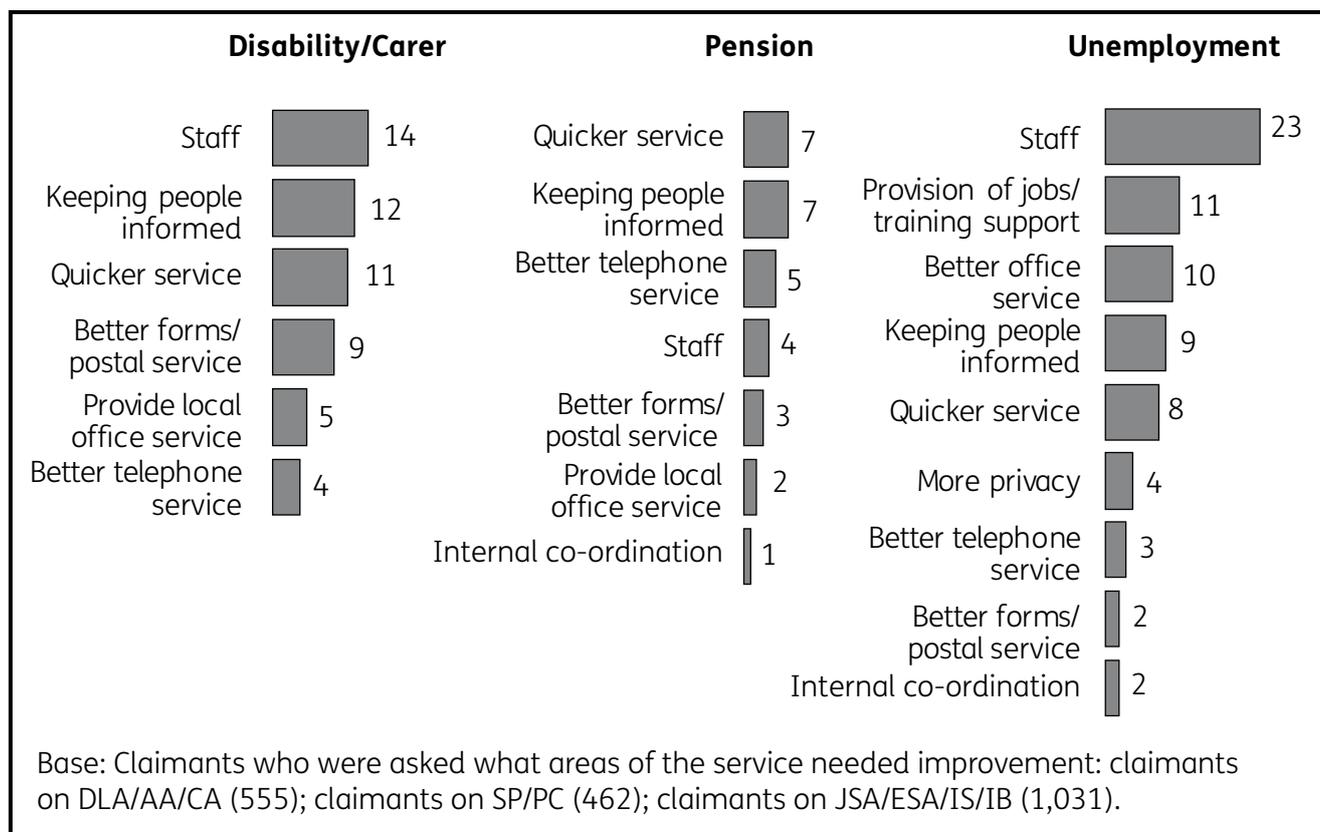
The greater the amount of improvement claimants felt the service needed, the more likely they were to make at least one suggestion for how the service could be improved, with proportions rising to over nine in ten amongst those who said the service needed ‘much’ or ‘a great’ deal of improvement. However, a substantial proportion of respondents were unable or unwilling to put forward any ideas at all (34 per cent of claimants on disability or carer benefits, 49 per cent on pension-related benefits, and 24 per cent on unemployment benefits) or insisted that they were very satisfied with the service (eight per cent, 15 per cent, and seven per cent, respectively). The majority of claimants who indicated that the service had no need for improvement either made no suggestions or declared that the service was very satisfactory, but even within this group there were claimants who were willing to propose ways in which the service could be improved (Table 2.3).

Table 2.3 Suggestions for improvements amongst people who said the service needed no improvement

	Disability/Carer %	Pension %	Unemployment %
No suggestion	61	62	54
Insisted very satisfied/happy with service	22	25	19
Other suggestion	18	14	28
Unweighted	163	210	224

Base: Claimants who indicated that the service needed no improvement and were asked for suggestions for improvement.

The most common suggestions given by claimants on disability and carer benefits (14 per cent) and claimants on unemployment benefits (23 per cent) concerned DWP staff. This was a less prominent concern for claimants on pension-related benefits (four per cent), who more frequently cited the need for speed and progress updates (seven per cent each). Claimants’ coded responses have been grouped into themes, as illustrated in Figure 2.9.

Figure 2.10 Suggested improvements by general benefit category

Although claimants in different benefit categories had some shared concerns about areas of the service which needed improvement, claimants on unemployment benefits also made suggestions about conditions that were specific to them. For example, they cited the quality and availability of jobs and employment support options (11 per cent), the quality of office-based services (10 per cent), and the provision of facilities for privacy (4 per cent) as targets for improvement.

As indicated above, most suggested improvements related to staff, spanning the need to expand staff knowledge and skills, to improve staff attitudes and treatment towards claimants, as well as to increase the number and availability of staff. The proportions mentioning each theme are shown in Table 2.4. Since base sizes are small, these proportions should be treated with caution.

Table 2.4 Unprompted suggestions for improvements regarding staff

Staff should ...	Disability/Carer	Pension	Unemployment
	%	%	%
be more knowledgeable	41	44	30
be more respectful	15	22	29
be more patient	39	–	18
be more helpful	9	–	17
be more in number/more available	15	–	16
be more friendly	3	–	11
Listen to claimants	7	–	7
Unweighted	75	18	236

Bases: Claimants who suggested staff-related improvements.

Only responses mentioned by three per cent or more of respondents are shown.

A selection of quotes provides a flavour of the types of concerns that claimants had, and suggestions they made regarding staff.

‘Could improve their staff with better training to be more understanding and patient when someone is trying to explain their circumstances’.

(Female DLA 30–35)

‘I think the staff need to be better trained in how to speak to people ... I just think that mental health issues need to be more recognised than how they are and the staff need to be better trained on them’.

(Female ESA, 55–60)

‘They should have patience with people who are not very well’.

Female DLA, 25–30

‘Staff could be more knowledgeable. Could be trained to work better with professionals or graduates’.

(Male JSA, 25–54)

‘Perhaps have someone who understands what the diseases are. When people like me get in contact they do not understand what the diseases are. A lot of people probably I cannot be the only one’.

(Female DLA, 55–60)

‘... they need more training, they need to be well up on tax’.

(Male SP, 60–64)

‘When you have no qualifications they have no respect for you’.

(Female IS, 55–60)

‘If someone doesn’t know why payments have been stopped you need to explain in more detail and not treat them as if they are ignorant’.

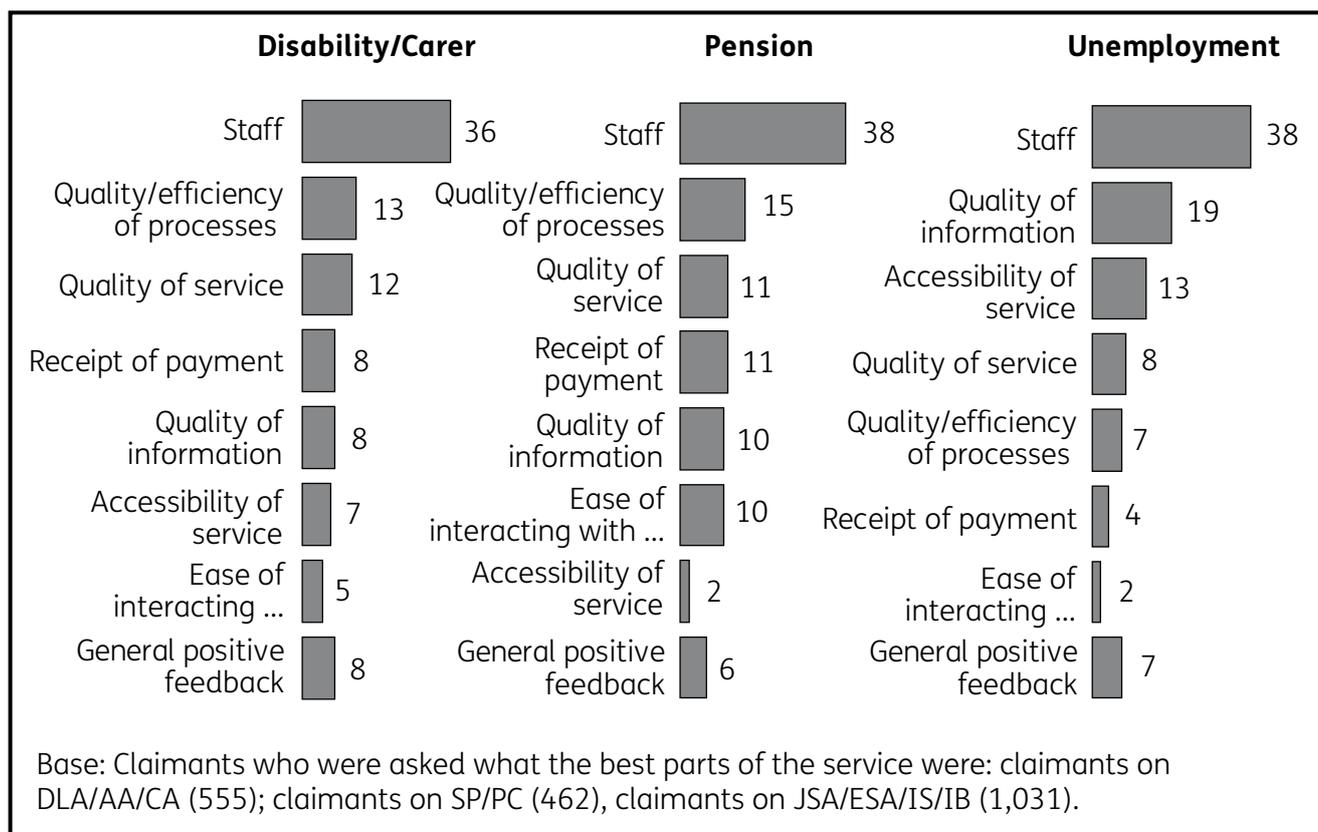
(Male PC, 60–64)

‘Make more staff understand what we are going through looking for jobs’.

(Female JSA, 25–54)

2.4.2 Best aspects of service

When asked about the element of the service which they viewed most favourably, claimants cited staff far more commonly than any other feature of the service. This was true of claimants receiving all three categories of benefit (Figure 2.10). The quality and efficiency of processes was also highly valued by claimants on disability, carer and pension-related benefits; by contrast, those on unemployment benefits were more likely to praise the quality of the information they were given and the accessibility of the service rather than its efficiency.

Figure 2.11 Best aspects of the service by general benefit category

Amongst those who felt that staff was the best element of the service, most pointed out their helpfulness (Table 2.5). Other staff qualities were not valued equally across the board: claimants on unemployment benefits, for example, were far more likely (32 per cent) than other claimants (19 per cent) to mention how easy it was to talk to staff, whereas claimants on pension-related benefits were more likely than the rest to mention the staff's efficiency and say that staff listened to them (each mentioned by 22 per cent). The proportion of claimants who noted the sympathetic qualities of staff was significantly higher amongst claimants on disability or carer benefits (18 per cent) than amongst other claimants (12 per cent on unemployment benefits and eight per cent on pension-related benefits).

Table 2.5 Unprompted positive comments about staff

Staff were ...	Disability/Carer %	Pension %	Unemployment %
Helpful	36	29	37
Easy to talk to	19	19	32
Polite	19	16	10
Sympathetic	18	8	12
Listened	14	22	10
Efficient	11	22	7
Knowledgeable	10	6	7
Particular staff members good	7	6	16
Treated claimant with respect	3	5	5
Supportive	2	3	6
Unweighted	202	173	390

Base: Claimants who said that staff was one of the best aspects of the service. Only responses mentioned by three per cent or more of respondents are shown.

It is not clear whether these proportions reflect genuine differences in the attributes of staff working across different parts of the business; an alternative explanation for the differing proportions is that claimants may recognise and value attributes such as sympathy or efficiency to different extents depending on their personal circumstances and the types of interactions they have when dealing with DWP (which are reflected by the category of benefit they are on).

Some of the positive comments made by claimants regarding DWP staff are shown below.

'When I did contact the DCS they were so polite and helpful. The questions that they asked were not complicated. They explained it in language that I could understand and I was very happy about that ...'.

(Male AA, 80–84)

'They put you at ease and do not talk down to you. They are very supportive'.

(Female SP, 60–64)

'Very committed staff, who are polite and actually do an exceptional job in trying circumstances sometimes ... They retained a sense of humour'.

(Female JSA, 25–54)

'... with regards to the last lady ... I would say she is very knowledgeable, very helpful, I have had dealings with her previously so she had some understanding of my current circumstances, she was also aware of my long term illness and she tried to make my experience as easy as possible. Not all her colleagues are like that ...'.

(Female IB, 40–44)

'The fact that I only needed one contact, I wasn't passed around to various people, it was just one phone call and the lady I spoke to dealt with it in that one phone call'.

(Male SP, 60–64)

'One member of staff was phenomenal and amazing ... they listened and understood what I was going through'.

(Male IS 25–54)

'They listen to you and I've got a bit of a habit of rabbiting on and they were patient with me'.

(Female PC, 70–74)

'The understanding and politeness and listening, taking the time to hear you speak, not feeling rushed'.

(Female DLA, 40–44)

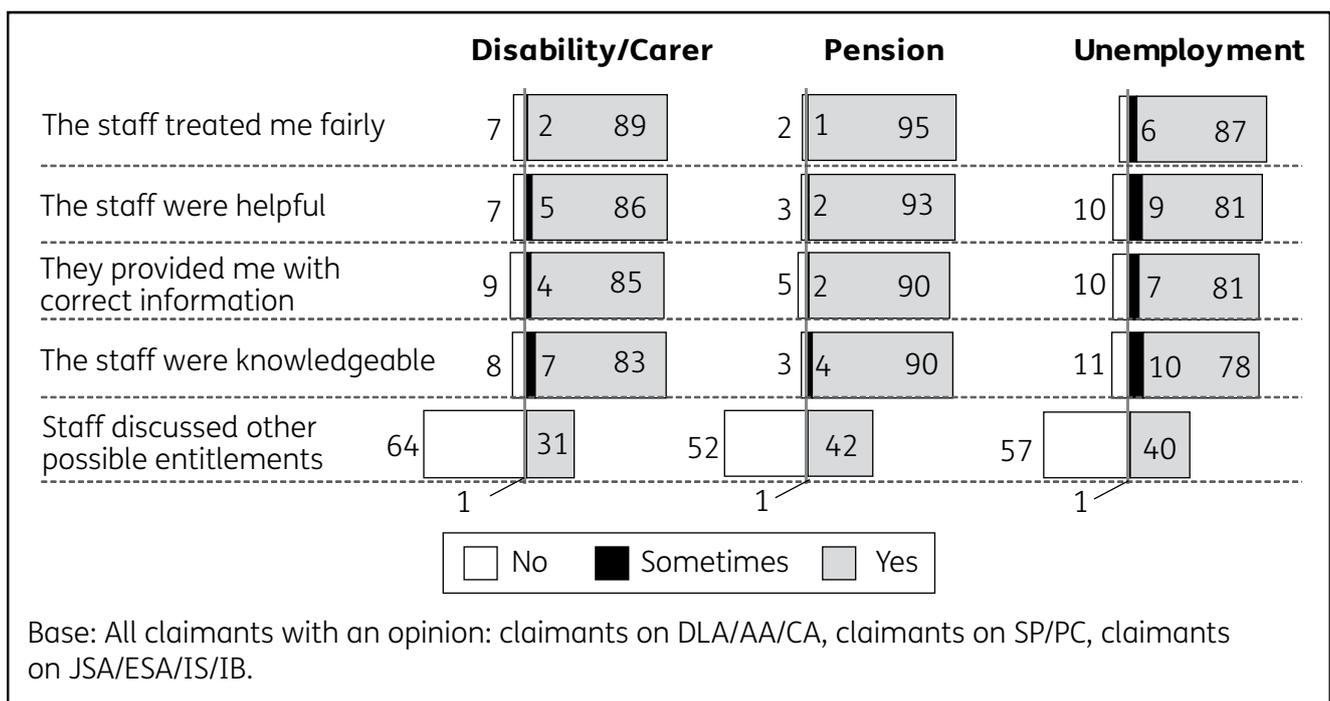
It is worth noting that not all claimants who were asked to identify their favourite element of the service were able to name something. Aside from the small proportions who gave general positive feedback, around a quarter of claimants on unemployment benefits (24 per cent) and disability or carer benefits (26 per cent), and one in six claimants receiving pension-related benefits (17 per cent) gave no answer at all or replied ‘Don’t know’. The likelihood of giving an answer was highest for claimants who were ‘very satisfied’ with DWP’s overall performance, and declined as satisfaction fell.

2.5 Perceptions of staff

The fact that so many claimants cited staff as an aspect of the service which requires attention, but also as one of the best elements of the service, suggests that staff performance is not consistent. To explore claimants’ perceptions of staff, respondents were presented with a series of statements covering a wide variety of staff behaviours and attributes and asked whether they felt the statements were true of staff they had dealt with in the six months prior to interview.

The results which relate to aspects of professionalism are summarised in Figure 2.11. Where claimants felt unable to comment because the statement was not covered by their experience they have been excluded from the base.

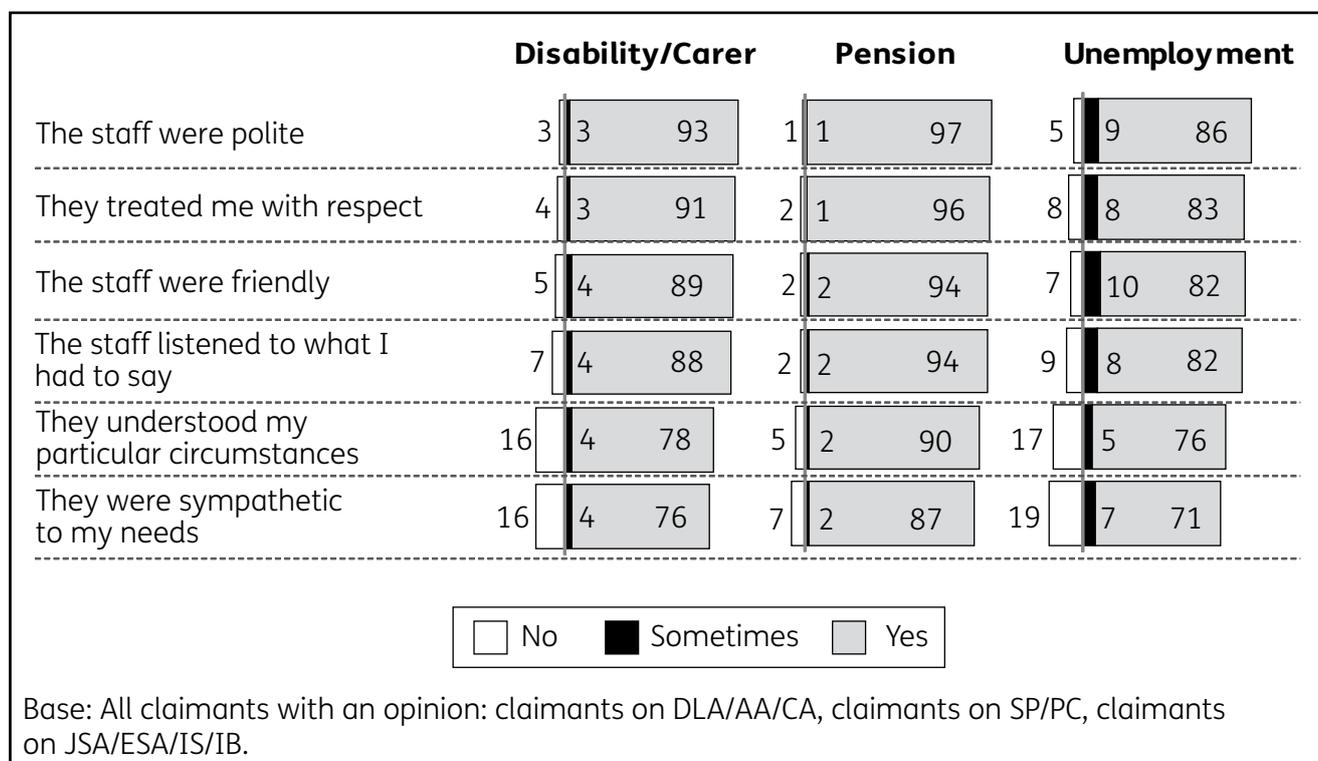
Figure 2.12 Perceptions of staff professionalism by general benefit category



Claimants had a very positive perception of the staff’s professionalism, especially their fairness, which was recognised by around nine in ten claimants on disability and carer benefits (89 per cent) or unemployment benefits (87 per cent), and almost universally acknowledged amongst claimants on pension-related benefits (95 per cent). At least three-quarters of claimants attributed staff with three other aspects of professionalism – helpfulness, the ability and willingness to provide correct information, and knowledge – though proportions were highest amongst claimants on pension-related benefits and lowest for those in receipt of unemployment benefits. Only three in ten claimants on disability or carer benefits (31 per cent) and two-fifths of other claimants felt that staff were prepared to discuss other entitlements that might apply to them.

Perceptions of the staff's attitudes and treatment of claimants are summarised in Figure 2.12 and 2.13. Claimants without an opinion have been excluded from the bases.

Figure 2.13 Perceptions of staff treatment by general benefit category



The staff's manner was well-regarded amongst claimants on pension-related benefits, almost all of whom reported that staff were polite (97 per cent) and respectful (96 per cent). Claimants on unemployment benefits were the least likely to have a positive impression of the staff's conduct, though over four in five did acknowledge that staff were polite, respectful, friendly, and disposed to listening.

The two attributes which claimants of all types were least likely to acknowledge were understanding and sympathy. Nevertheless, these qualities were still widely recognised amongst claimants on pension-related benefits, with around nine in ten reporting that staff had displayed this behaviour in the last six months. By contrast, around one in six claimants on disability and carer benefits said that staff lacked understanding and sympathy, a view shared with up to a fifth of claimants on unemployment benefits.

2.5.1 Perceptions of staff within individual benefit groups

The degree and nature of the interactions that claimants have with staff differ depending on the benefit they are on; accordingly, claimants' perceptions of staff also differ significantly by benefit.

Table 2.6 Perceptions of staff by individual benefits

	DLA	AA	CA	SP	PC	JSA	IS	ESA
	%	%	%	%	%	%	%	%
Helpful	84	91	90	94	91	80	83	77
Polite	91	97	93	97	97	84	88	85
Treated me with respect	89	97	93	97	95	81	87	81
Knowledgeable	79	91	85	92	88	77	82	74
Listened to what I had to say	86	95	92	95	92	81	85	79
Sympathetic to my needs	72	88	82	89	84	71	75	66
Provided me with correct information	82	91	87	91	90	82	83	76
Friendly	87	94	91	95	93	81	84	83
Treated me fairly	86	93	96	96	94	87	88	84
Understood my particular circumstances	73	88	84	91	89	77	79	69
Discussed other possible entitlements	28	38	38	40	45	40	43	34
Approximate unweighted	1,250	400	215	1,100	600	1,290	750	800

Base: All claimants who had an opinion ('Not applicable' responses excluded).

Amongst claimants on disability and carer benefits, those on AA were the most likely to acknowledge the staff's politeness and respectfulness. CA and AA claimants were similarly inclined to recognise the staff's fairness, helpfulness, willingness to discuss other possible entitlements or to listen, or to show understanding or sympathy towards them. DLA claimants were harsher critics in all these respects. They were also much less inclined than AA claimants to say that staff were friendly or knowledgeable, or that they provided them with correct information.

There were slight differences in the perceptions of staff held by claimants on SP and PC. Those in receipt of PC were less likely to say staff were fair, helpful or knowledgeable, and fewer acknowledged that staff listened to what they said or were sympathetic to their needs.

Amongst claimants on unemployment benefits, those on ESA were consistently less likely than those on IS to say anything positive about staff. JSA claimants were alike to ESA claimants in some respects, sharing a similar impression of the staff's ability to listen and levels of knowledge, politeness and respect (all of which were more widely acknowledged by claimants on IS). In other respects, however, JSA claimants had more in common with IS claimants. These two groups had a similar likelihood of saying that staff were understanding and sympathetic, and that they provided correct information or discussed other entitlements with them, whereas relatively few ESA claimants recognised any of these qualities in DWP's staff.

3 Understanding the drivers of satisfaction

The survey collected information on various aspects of claimants' experiences with the service in the six months prior to their interview; this data can be used to identify which factors had the most impact on the satisfaction scores reported in Section 2.1. Logistic regression was used for this purpose. This is a well established technique for advanced statistical analysis, which searches for relationships between 'dependent variables' in the data (key issues such as claimant satisfaction) and 'independent variables' (factors that might influence dependent variables, such as the quality of interactions with staff or number of contacts made). Logistic regression models allow us to look at how individual factors affect satisfaction after all other contributing factors captured by the survey have been accounted for.

Two logistic regression models were used here, the first looking at the factors associated with respondents who were **very satisfied** with the service, and the second at the factors associated with respondents who were **disappointed** with the service (either dissatisfied or who rated the service as below expectations). Once the factors which had an effect – or so-called 'drivers' – were identified, they were categorised using the Kano model. This model was developed in the 1980s by Professor Noriaki Kano as a way of classifying the elements of a service which affect claimant satisfaction.⁸ The Kano model splits factors into three distinct groups:

- **Hygiene factors** are elements of the service that are crucial to deliver in order to avoid claimant disappointment; however, delivering them cannot increase satisfaction beyond a basic point.
- **Performance factors** can decrease satisfaction when absent, but can increase satisfaction when delivered.
- **Delight factors** are service elements that claimants do not necessarily expect, and whose absence would not lead to disappointment; however, if they are delivered to claimants they have a proven ability to increase claimant satisfaction.

In this instance, all the factors from the two logistic regression models were placed into one of the three categories. Factors in the **disappointment** model, but not the **very satisfied** model, were classified as hygiene factors, as these were drivers of disappointment, but not satisfaction. Factors in the **very satisfied** model, but not the **disappointment** model, drive satisfaction, but not dissatisfaction, and were, therefore, classified as delight factors. Finally, factors that appeared as drivers in both models were classified as performance factors, as they drive both satisfaction and disappointment.

⁸ The model used here is based on the original set out in: Kano, Noriaki, Nobuhiko Seraku, Fumio Takahashi, Shinichi Tsuji (1984). 'Attractive quality and must-be quality' (in Japanese). *Journal of the Japanese Society for Quality Control* 14 (2): 39–48. ISSN 0386-8230.

In the sections that follow, separate Kano models are presented for claimants on disability or carer benefits, for claimants on pension-related benefits, and claimants on unemployment benefits. Hygiene, performance and delight factors are presented graphically as bars positioned along a horizontal axis which ranges from ‘completely disappointed’ on the far left to ‘completely satisfied’ on the far right, with a neutral point in between:

Hygiene factors are shown as red bars. They are positioned on the left of the central axis, as they can cause disappointment, but can never prompt satisfaction, even if performed well. Delight factors are shown as green bars on the right of the central axis, as they can cause claimants to feel satisfied, but cannot cause disappointment, even when they are absent or performed poorly. Performance factors appear as grey bars straddling the central axis, since they can cause either disappointment or satisfaction (depending on their presence or absence, and the standard of delivery): their position relative to the axis indicates whether they have greater potential to cause one or the other.

The length of the bars represents the relative ‘strength’ of the drivers, with longer bars indicating that a factor has a greater likelihood of causing claimants disappointment (if on the left of the axis) or satisfaction (if on the right) than shorter bars.

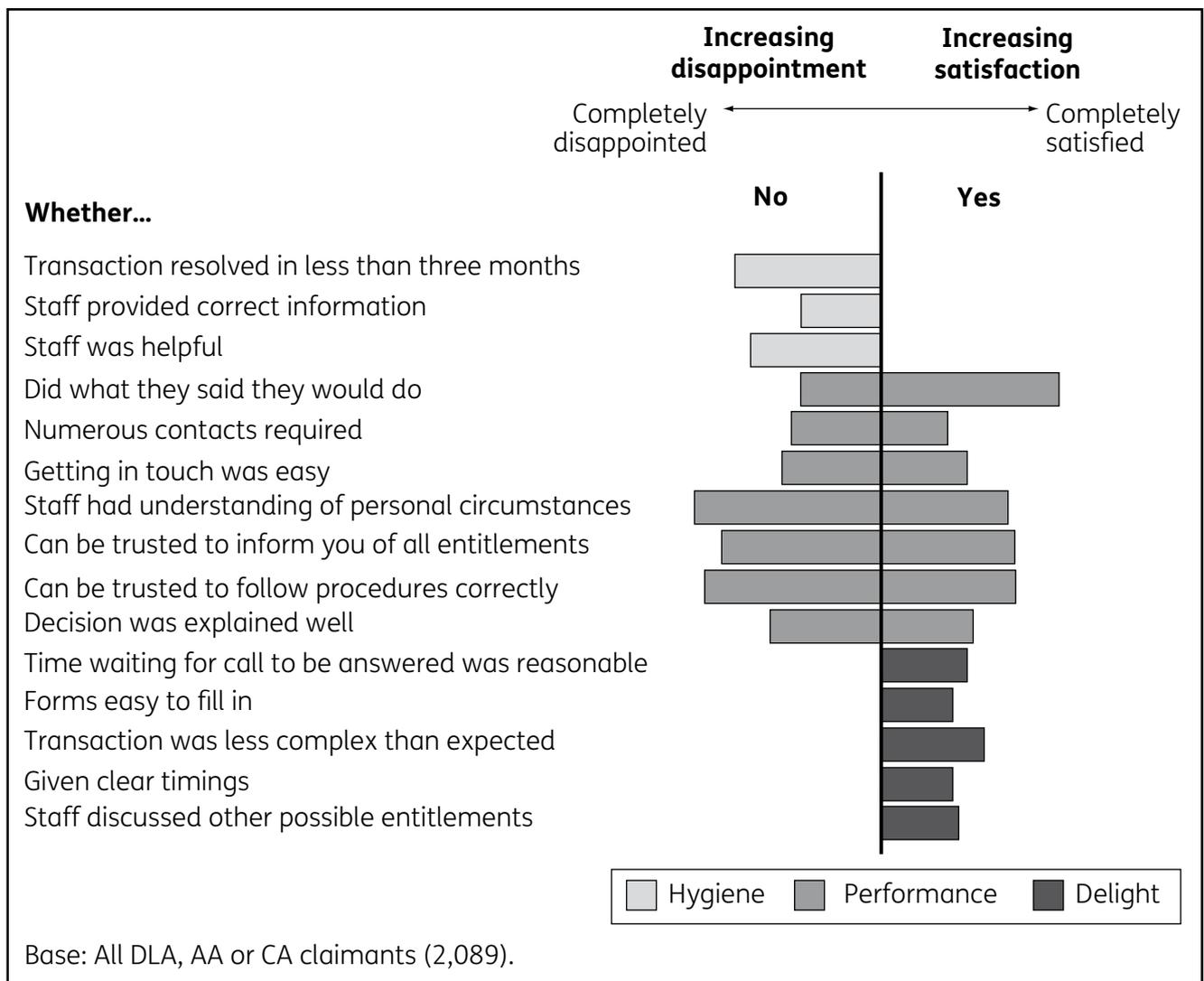
It should be noted that each driver will only affect the satisfaction levels of certain claimants and not others. Call waiting times, for instance, will only affect the satisfaction of claimants who use the telephone as a contact channel with Department for Work and Pensions (DWP). This means that even strong drivers (represented by long bars) need to be appreciated in terms of their prevalence amongst claimants: if they affect the satisfaction levels of just a small proportion of claimants, then addressing these factors may have a minimal impact on perceptions of the service across the broader claimant population, or on cost savings or operational efficiency across DWP.

3.1 Claimants on disability or carer benefits

The logistic regression models revealed ten drivers of disappointment and 12 drivers of satisfaction for claimants on disability and carer benefits.⁹ The two models had seven service elements in common, which were classified as performance factors in the Kano model (Figure 3.1).

⁹ The ten drivers in the **disappointment** model have a Nagelkerke R^2 of 0.60, while the 12 drivers in the **very satisfied** model have a Nagelkerke R^2 of 0.40. The Nagelkerke R^2 value gives an idea of how well the model fits the data, with a value of 0.0 implying no fit and a value of 1.0 implying a perfect fit. The ‘fit’ between the statistical models and data is not perfect in this instance, suggesting that claimants’ satisfaction and dissatisfaction with the service is affected by external factors that are not captured by the survey.

Figure 3.1 Kano model of satisfaction for claimants on disability or carer benefits



3.1.1 Hygiene factors

The three hygiene factors indicated in Figure 3.1 suggest that in order to avoid creating disappointment the service needs to:

- Resolve transactions promptly: claimants whose transactions took three months or more to reach a conclusion were almost four times more likely to be dissatisfied (38 per cent) as claimants whose transaction were completed more quickly (10 per cent).
- Make contact worthwhile for claimants by being helpful and providing them with correct information. Three-quarters of claimants who found staff unhelpful (74 per cent) and almost two-thirds of those who said staff did not provide them with correct information (64 per cent) were dissatisfied.

3.1.2 Performance factors

Seven factors were found to drive up satisfaction when present and cause disappointment when absent. One of the most notable factors is carrying out agreed actions: when DWP failed to do what it said it would do claimants were disappointed, but doing as promised had the most potential to make claimants feel very satisfied. The greatest potential to cause disappointment was through showing insufficient understanding of claimants' circumstances or failing to endow claimants with sufficient confidence that DWP would follow procedures correctly or inform claimants about all their entitlements. Satisfaction and disappointment levels also varied according to the number of contacts that were needed to complete a transaction; the ease involved in getting in touch throughout a transaction; and the clarity of the explanation offered for the decision reached at the end of a transaction.

3.1.3 Delight factors

Five service elements present DWP with the opportunity to delight claimants:

- Responding swiftly to phone-calls: claimants who felt that the time they spent waiting for their call to be answered was reasonable were around three times as likely to be very satisfied with the service (45 per cent) as those who felt they were waiting too long (14 per cent). This was also a delight factor for claimants in other benefit categories.
- Keeping things simple for claimants: while a quarter of claimants who found it difficult to complete their forms (24 per cent) or deemed their transactions complex (23 per cent) felt very satisfied with the service, the likelihood of being very satisfied was almost twice as high amongst claimants who thought the forms were simple (46 per cent) or discovered their transaction was either less complex or as simple as they had anticipated (52 per cent).
- Making claimants clear about what they should or should not expect: claimants who were provided with clear timings regarding their transaction were twice as likely to be very satisfied as those were not (44 per cent versus 22 per cent). Similarly, claimants who were told about other benefits they may be entitled to were far more likely to be very satisfied as those who were not (57 per cent versus 27 per cent).

3.1.4 Prevalence of individual factors

Each of the negative experiences classified as hygiene or performance factors, and the positive experiences classified as performance or delight factors, only affect a proportion of claimants in receipt of disability or carer benefits. The proportions affected are shown in Table 3.1.

Table 3.1 Prevalence of individual factors within population claiming disability or carer benefits

Whether ...	No %	Yes %
Hygiene		
Transaction resolved in less than 3 months	16	
Staff provided correct information	11	
Staff was helpful	11	
Performance		
Did what they said they would do	17	82
Numerous contacts required	29	71
Getting in touch was easy	14	79
Staff had understanding of personal circumstances	29	71
Can be trusted to inform you of all entitlements	38	62
Can be trusted to follow procedures correctly	25	75
Decision was explained well	7	60
Delight		
Time waiting for call to be answered was reasonable		50
Forms easy to fill in		36
Transaction was less complex than expected		70
Given clear timings		62
Staff discussed other possible entitlements		27
Unweighted		2,089

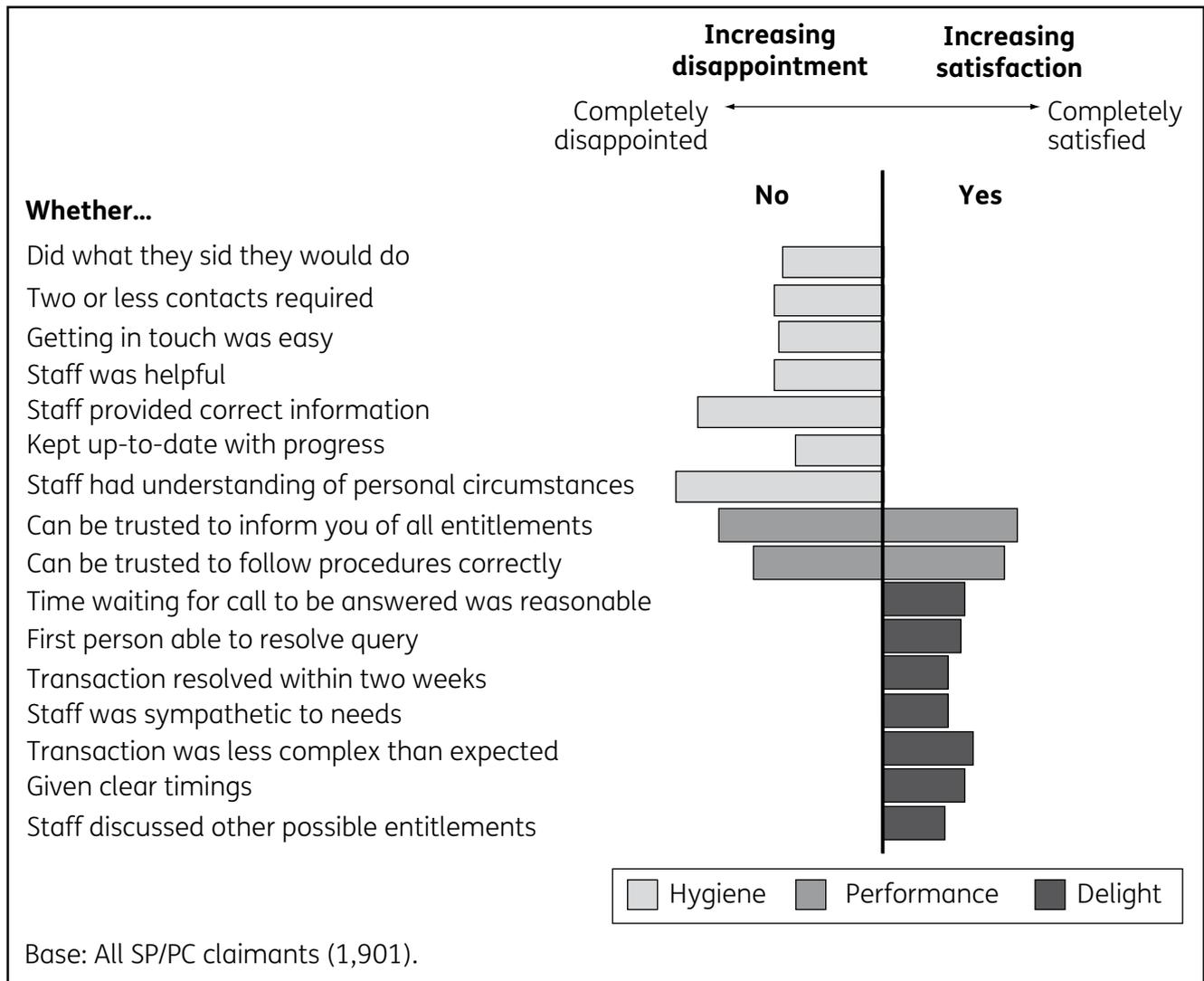
Base: All DLA/AA/CA claimants.

3.2 Claimants on pension-related benefits

There were nine drivers of satisfaction and nine drivers of disappointment for claimants on pension-related benefits.¹⁰ Two factors appeared in both logistic regression models and are, therefore, classified as performance factors (Figure 3.2).

¹⁰ The nine drivers in the **disappointment** model have a Nagelkerke R^2 of 0.56, while the nine drivers in the **very satisfied** model have a Nagelkerke R^2 of 0.32. The Nagelkerke R^2 value gives an idea of how well the model fits the data, with a value of 0.0 implying no fit and a value of 1.0 implying a perfect fit. The 'fit' between the statistical models and data is not perfect in this instance, suggesting that claimants' satisfaction and dissatisfaction with the service is affected by external factors that are not captured by the survey.

Figure 3.2 Kano model of satisfaction for claimants on pension-related benefits



3.2.1 Hygiene factors

Although the nine hygiene factors spanned a wide range of service elements, two areas of the service had far more potential than any others to cause disappointment: a lack of appreciation of claimants’ personal circumstances and the provision of incorrect information. Over two in five claimants who felt staff did not understand their circumstances (43 per cent) and more than half of those who were not provided with correct information (54 per cent) reported overall dissatisfaction with the service.

In order to avoid disappointment there are several other areas that DWP could address:

- Carrying out agreed actions: claimants who believed that the service did not carry out something they had previously declared they would do were far more likely to be dissatisfied (37 per cent) than claimants who did not experience this (four per cent).
- Ensuring contact is minimal and straightforward: dissatisfaction was far more likely amongst claimants who required over two contacts to complete their transaction (14 per cent) or who found it difficult to get in touch during their transaction (32 per cent) than amongst all other claimants (three per cent).

- Ensuring staff are helpful: over half of the claimants who said that staff were not helpful were dissatisfied with the service (55 per cent), compared with just three per cent of those who considered them to be helpful.
- Providing progress updates: the likelihood of reporting dissatisfaction was much higher for claimants who were not informed about the progress of their transaction (22 per cent) than amongst claimants who received progress updates (three per cent).

3.2.2 Performance factors

The two factors which had the potential to drive up satisfaction as well as to cause disappointment both revolved around claimants' trust of DWP. While around two-thirds of claimants who were confident that they could trust DWP to inform them about everything they may be entitled to (64 per cent) or to follow procedures correctly (65 per cent) were 'very satisfied' with the service, claimants who did not trust DWP in these respects were not only less likely to say they were 'very satisfied' (13 per cent and eight per cent, respectively), but more inclined to be dissatisfied.

3.2.3 Delight factors

Four of the factors that had the potential to delight claimants receiving disability and carer benefits were also delight factors for claimants on pension-related benefits. Claimants who experienced reasonable waiting times on the phone or a low level of complexity for their most recent transaction were twice as likely as anyone else to be very satisfied. Similarly, the likelihood of reporting strong satisfaction was higher amongst claimants who were provided with clear timings for their transaction or were told about other entitlements that might apply to them.

There are several additional areas of the service which have the capacity to delight claimants:

- Phone contact with one person: claimants who completed their transaction over the phone by speaking to one person were more likely to be very satisfied (60 per cent) than those who needed to be transferred or called back (27 per cent).
- A swift conclusion: claimants were more likely to report that they were very satisfied if their most recent transaction was resolved within two weeks (64 per cent) than if it took longer (44 per cent).
- A sympathetic approach: being very satisfied was far more common amongst claimants who dealt with staff who were sympathetic to their needs (61 per cent) than amongst other claimants (six per cent).

3.2.4 Prevalence of individual factors

The proportions of claimants on pension-related benefits impacted by each hygiene, performance and delight factor are shown in Table 3.2.

Table 3.2 Prevalence of individual factors within population claiming pension-related benefits

Whether ...	No %	Yes %
Hygiene		
Did what they said they would do	5	
Two or less contacts required	11	
Getting in touch was easy	7	
Staff was helpful	5	
Staff provided correct information	7	
Kept up-to-date with progress	14	
Staff had understanding of personal circumstances	7	
Performance		
Can be trusted to inform you of all entitlements	23	77
Can be trusted to follow procedures correctly	15	85
Delight		
Time waiting for call to be answered was reasonable		84
First person able to resolve query		77
Transaction resolved within two weeks		50
Staff was sympathetic to needs		87
Transaction was less complex than expected		87
Given clear timings		68
Staff discussed other possible entitlements		42
Unweighted		1,901

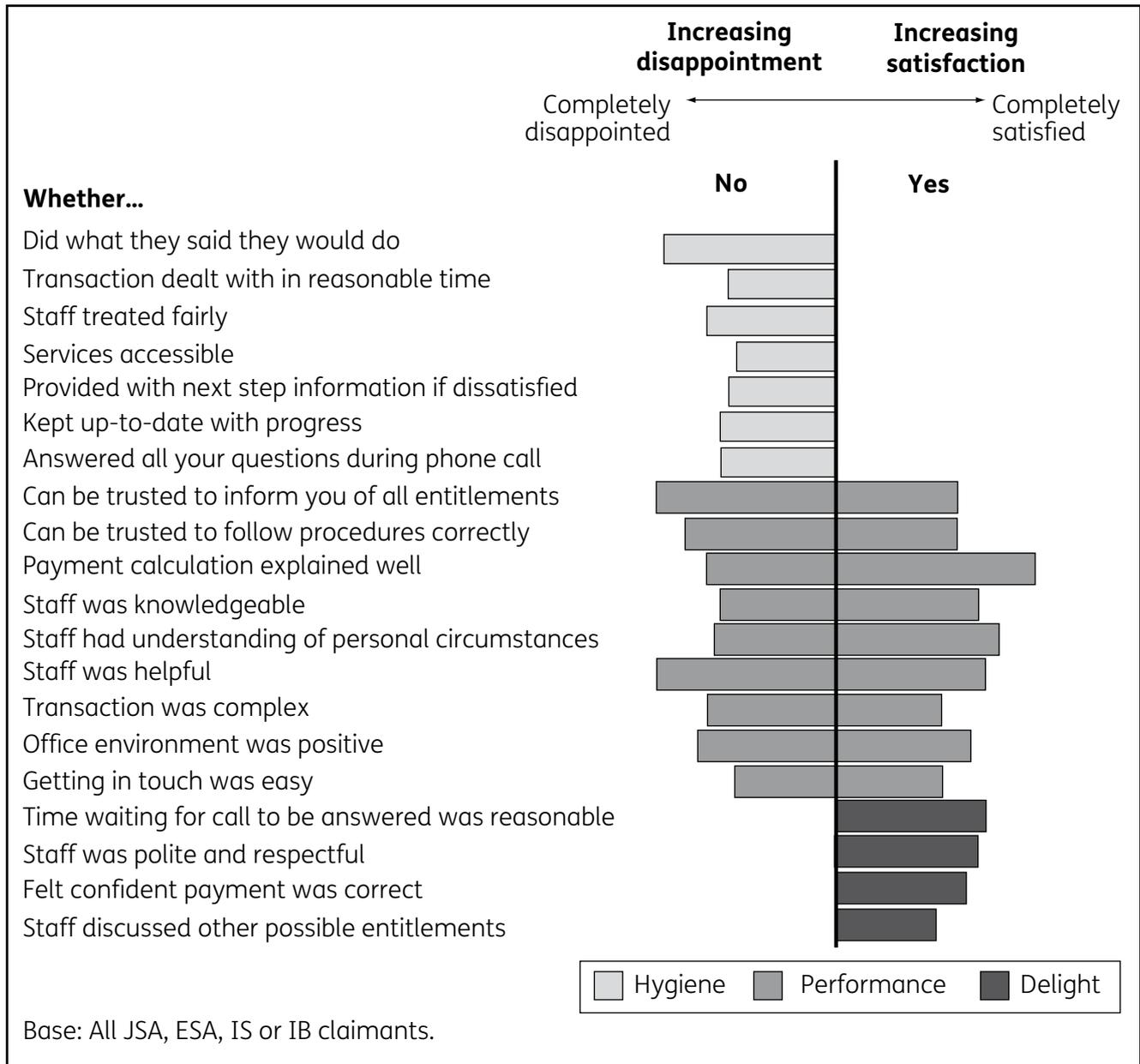
Base: All SP/PC claimants.

3.3 Claimants on unemployment benefits

The logistic regression models identified 16 drivers of disappointment and 13 drivers of satisfaction for claimants on unemployment benefits.¹¹ Nine of these drivers appeared in both models and have been classified as performance factors in the Kano model (Figure 3.3)

¹¹ The drivers in the **disappointment** model have a Nagelkerke R^2 of 0.58, while the drivers in the **very satisfied** model have a Nagelkerke R^2 of 0.41. The Nagelkerke R^2 value gives an idea of how well the model fits the data, with a value of 0.0 implying no fit and a value of 1.0 implying a perfect fit. The 'fit' between the statistical models and data is not perfect in this instance, suggesting that claimants' satisfaction and dissatisfaction with the service is affected by external factors that are not captured by the survey.

Figure 3.3 Kano model of satisfaction for claimants on unemployment benefits



3.3.1 Hygiene factors

The seven hygiene factors identified by the **disappointment** model indicate three broad areas which DWP needs to address in order to prevent claimants from being disappointed:

- Speed and effectiveness of service delivery: dissatisfaction was reported by around half of the claimants who considered the length of their transaction unreasonable (46 per cent, compared with 10 per cent of claimants who thought the length was reasonable), and over half of those who discovered that DWP did not do something they had previously been told would be done (54 per cent, compared with 11 per cent of claimants who did not experience this). Failing to carry out agreed actions was in fact one of the strongest drivers of disappointment.
- Equal treatment and access: claimants were much more likely to be dissatisfied if they perceived staff to be unfair (71 per cent, compared with 10 per cent of claimants who felt they were treated fairly). They were over three times as likely to say they were dissatisfied if they believed that the service was inaccessible in some way (36 per cent, compared with 11 per cent of claimants who did not find the service inaccessible).

- Understanding the processes and steps involved in their transactions with DWP: dissatisfaction was more commonly reported when DWP did not answer all of a claimant's questions on the phone (56 per cent, compared with 12 per cent of those who were not left with unanswered queries). It was also more common amongst claimants who were not kept up-to-date with the progress of their transaction (39 per cent) or informed about what they could do if they were dissatisfied with the outcome of their transaction (39 per cent and 28 per cent, respectively, compared with 11 per cent and nine per cent of all other claimants).

3.3.2 Performance factors

Levels of satisfaction and disappointment varied according to the degree to which claimants trusted that DWP would carry out procedures correctly and inform them about other possible entitlements. Notably, both of these were performance factors for claimants on disability, carer and pension-related benefits as well.

Added to the above, a range of other factors could drive satisfaction and disappointment levels up or down: the clarity of the explanation offered with regards to the way payments were calculated; whether staff were perceived to be knowledgeable and helpful; the staff's understanding of claimants' circumstances; the complexity of claimants' dealings with DWP; the quality of the environment in Jobcentre Plus offices; and the ease of accessing DWP's services.

3.3.3 Delight factors

The logistic regression models revealed four areas of the service where DWP has the potential to delight claimants in receipt of unemployment benefits. Two of these were delight factors for claimants on other benefits as well: answering phones within a reasonable time and informing claimants about other possible entitlements. There were no negative repercussions when DWP failed to deliver these, but when they were offered as part of the service claimants tended to feel very satisfied.

Two more ways of delighting claimants are:

- Ensuring staff are polite and respectful: claimants were far more likely to say they were very satisfied if they were treated with both politeness and respect (40 per cent) than if either element was missing from staff's demeanour (five per cent).
- Instilling confidence that payments are correct: claimants who were very confident that they were being paid the correct amount were more than three times as likely to be very satisfied as those with lower confidence (54 per cent versus 16 per cent).

3.3.4 Prevalence of individual factors

The proportions of claimants on unemployment benefits impacted by each hygiene, performance and delight factor are shown in Table 3.3.

Table 3.3 Prevalence of individual factors within population claiming unemployment benefits

Whether ...	No %	Yes %
Hygiene	7	
Did what they said they would do		
Transaction dealt with in reasonable time	9	
Staff treated fairly	6	
Services accessible	18	
Provided with next step information if dissatisfied	29	
Kept up-to-date with progress	12	
Answered all your questions during phone call	6	
Performance		
Can be trusted to inform you of all entitlements	35	63
Can be trusted to follow procedures correctly	24	73
Payment calculation explained well	50	45
Staff was knowledgeable	24	76
Staff had understanding of personal circumstances	26	74
Staff was helpful	22	78
Transaction was complex	27	73
Office environment was positive	37	41
Getting in touch was easy	19	73
Delight		
Time waiting for call to be answered was reasonable		64
Staff was polite and respectful		78
Felt confident payment was correct		82
Staff discussed other possible entitlements		38
Unweighted		3,032

Base: All JSA/ESA/IS/IB claimants.

4 Conclusion

The 2012 DWP Claimant Service and Experience Survey revealed high levels of satisfaction amongst claimants who had contacted the Department for Work and Pensions (DWP) in the six months prior to interview (a period spanning late 2011 to mid-2012). While this was true across the board, answers varied depending on the benefit being claimed, with customers in receipt of pension-related benefits more likely than the rest to report that they were satisfied with the service they had received, that the standard exceeded their expectations, and that the service was in no need of improvement. The vast majority of claimants also testified to the professionalism of the staff they had dealt with and reported positive impressions of their conduct, though fewer acknowledged staff's understanding or sympathy or recalled being made aware of other benefits they may be entitled to.

It was possible to disentangle some of the factors underlying claimants' reported levels of satisfaction. For the most part, the elements of the service which had the potential to boost satisfaction or cause disappointment differed between claimants on disability or carer benefits, claimants on pension-related benefits, and claimants on unemployment benefits. It, therefore, follows that any improvement of service delivery may require separate strategies for different categories of claimant.

There was also some common ground across the entire DWP claimant population: most notably, satisfaction varied in line with the degree to which claimants trusted DWP to carry out procedures correctly and inform them about other possible entitlements. This finding suggests that claimants' perception of service delivery is not dependent solely on the quality of its processes and procedures, or the abilities and attitudes of its staff, but also on wider contextual factors.

Appendix A

Technical details

Between May and July 2012, TNS BMRB conducted a telephone survey amongst 7,022 people who were either personally in receipt of benefits administered through the Department for Work and Pensions (DWP), or who had been in contact with DWP on a claimant's behalf. The survey was designed to measure their experiences of the service over the past six months, and their attitudes towards, and satisfaction with, the service. Claimants who had not been in touch with DWP or used its services within the six months prior to being contacted by TNS BMRB were excluded from the survey. This was done in order to ensure that the information collected about DWP's services was up-to-date, and that the opinions given by respondents were informed by recent personal experience.

This was the first year that information was solicited from a representative proportion of contacting claimants from DWP's broader claimant base¹² in a single survey. Previously, separate surveys had been carried out to measure satisfaction and experiences amongst claimants who had been in touch with one of DWP's former executive agencies: either Jobcentre Plus, the Disability and Carers Service, or the Pensions Service. The 2012 DWP Claimant Service and Experience Survey is, therefore, more comprehensive than its predecessors, and reflects the views of a larger proportion of the overall claimant population.

A.1 Questionnaire design

Two questionnaires were used in 2012: one for claimants in receipt of unemployment benefits, and another for people who were claiming disability, carer or pension-related benefits. The questionnaires built upon versions used in the 2011 Jobcentre Plus Customer Satisfaction Survey (Jobcentre Plus 2011), and the 2011 Pension, Disability and Carers Service Customer Survey (PDCS 2011).

In order to create the questionnaires for 2012 a thorough review was undertaken of the earlier questionnaires and any similar or identical questions were identified. An assessment was made on a case-by-case basis about whether to harmonise the wording and positioning of common questions, or instead retain the wording and position of the questions as in the original questionnaires (and, therefore, maintain continuity with data collection in previous years, allowing time-series analysis to be undertaken). Where appropriate, questions appearing in one of the earlier questionnaires which were deemed relevant to all claimants were added to both of the 2012 questionnaires; however, the two resulting questionnaires still diverged in some areas, in recognition of the divergent experiences, methods of communication, and transactions undertaken by claimants in receipt of different types of benefit. For example, questions from PDCS 2011 regarding home visits were excluded from the

¹² Claimants (or their representatives) in receipt of Jobseeker's Allowance, Employment and Support Allowance, Income Support, Carer's Allowance, Disability Living Allowance, Attendance Allowance, State Pension or Pension Credit were included in the survey. The survey did not specifically seek to include people claiming Incapacity Benefit, Bereavement benefits, Invalidity Allowance, War Disablement Pension, Industrial Injuries Disablement Benefit, Severe Disablement Allowance, benefits related to the Pneumoconiosis, Byssinosis and Miscellaneous Diseases Benefits Scheme, Widow's benefits, Winter Fuel Payments, Workmen's Compensation Supplementation, Statutory Sick Pay, Maternity Allowance, or Statutory Maternity/Paternity/Adoption pay.

2012 questionnaire designed for claimants on unemployment benefits, as this is not a service that is available to this type of claimant. In addition to the above, minor alterations were made to the content of the questionnaires to reflect recent changes in the Department's operational and business priorities.

The two questionnaires focused on tracking a single 'transaction' from start to finish and collecting feedback about the communication channels used, the volume of contact made, the clarity of DWP's communication during the process, and the length and outcome of the transaction. The questionnaires also covered claimants' more general experiences and impressions of DWP services and staff, accrued within the six months prior to interview. The final section collected detailed demographic information about the respondent.

A.2 The sample

The survey was designed to cover the population of **contacting** DWP claimants as opposed to all benefit recipients. The rationale for this is that claimants who have had no recent contact would not be able to provide useful information about the current state of the service.

For the purposes of the survey, the definition of 'claimants' includes people in receipt of the main DWP benefits as well as non-recipients who are normally responsible for dealing with DWP on a recipient's behalf. All 'professional' customer representatives were excluded from the research (e.g. Citizens' Advice Bureaux, solicitors making contact on behalf of a client, MPs making contact on behalf of a constituent). These parties were excluded because it was felt that they were likely to make contact on behalf of a number of different people and their responses would be an 'average' of all their contact with DWP, rather than focusing on a specific case.

A.2.1 Sample frame

The sample was drawn from two frames; the 100 per cent National Benefit Database (NBD) and an internal database held by the Pensions, Disability and Carers Service (PDCS).

Claimants in receipt of unemployment benefits were sampled from the NBD. The NBD is a 'live' database of all benefits paid to claimants, together with the personal data of these claimants. Anyone who appeared on the database during a designated three month period¹³ claiming Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA) or Income Support (IS) was eligible for the survey.

Since claimants in receipt of pension, disability and carer-related benefits tend to have less frequent interaction with DWP, only a small proportion of those who appear on the NBD would be eligible for the survey. Using the NBD as a sample frame would consequently prove an inefficient way of sampling these types of claimants. The internal PDCS database is an administrative tool derived from operational management information, which holds data about every person who made a new claim for a pension, disability or carer-related benefit, had a renewal or disallowance, or was claiming one of these benefits and had been through some other change of circumstance that could be identified on the system (bank details, address, marital status etc). This served as an effective sample frame as it allowed the identification of claimants who have made contact with DWP at some point during the designated three month-period.¹⁴ Notably, any claimants who may have contacted DWP to lodge a query which did not then lead to a new claim or change of circumstance could not be identified from this source.

¹³ October to December 2011.

¹⁴ The assumption was made that customers who had a different status at the start and end of the three month period had contacted DWP (either directly or through an intermediary) to report their change of circumstance.

A.2.2 Sample selection

Since two different sample frames were employed, the sampling process was slightly different for claimants on unemployment benefits and other claimants.

Sampling claimants on unemployment benefits

To reflect recent and ongoing changes to the benefits system it was necessary not only to include claimants in receipt of the three main benefits (JSA, ESA and IS) but to differentiate between claimants who had, or had not, migrated from one benefit to another. This results in the creation of six 'migration' groups:

- ESA – new claimants
- ESA – migrated from Income Benefit
- JSA – new claimants
- JSA – migrated from IS
- JSA – migrated from Income Benefit
- IS

The sample was disproportionately selected across the six 'migration' groups, so that some groups accounted for a larger percentage of the sample population than the true population. Over-sampling in this way made it possible to conduct sufficient interviews with each of the six groups to allow robust analysis of the data. There was further disproportionate stratification as two regions of specific interest to DWP – Greater Manchester Central and Cheshire District, and the South West Wales District where the Earned Autonomy Trailblazers were carried out – were oversampled to allow for separate analysis.

In total there were 18 strata (six benefit groups and three geographical areas¹⁵). Within each stratum the records were ordered by region, age, gender and length of claim, and a random selection was made.

Sampling claimants on pensions, carers or disability benefits

Claimants in receipt of five pension, carer or disability-related benefits were in scope for the survey. The benefits in question were:

- Attendance Allowance (AA)
- Disability Living Allowance (DLA)
- Carer's Allowance (CA)
- State Pension (SP)
- Pension Credit (PC)

The sample was selected with the aim of achieving 2,000 interviews across claimants in receipt of the first three benefits listed above, and 2,000 interviews across claimants in receipt of SP or PC. Each benefit was further stratified by the type of transaction recorded in the sample (these ranged from claims, through to changing address or bank account). However, as SP claims are much more

¹⁵ The three geographical areas were: Greater Manchester Central and Cheshire District; South West Wales District; and 'All other regions'.

populous than PC claims it was necessary to under-sample SP claims and over-sample PC claims; this, in turn, meant that sufficient interviews would be conducted with claimants in receipt of PC to allow robust analysis of the results.

In total there were 30 strata. The records in these strata were ordered by age, gender and Government Office Region, and a random selection was made.

A.3 Fieldwork and data processing

All respondents were sent an advance letter on DWP-headed paper before the start of fieldwork. This letter explained the purpose of the study, reasons for their inclusion in the research sample and the form the survey would take. The letters included a free postal address and freephone number for respondents to call if they did not wish to be contacted or if they required help or further information about the study. Anyone who contacted TNS BMRB to opt out of the research was removed from the sample and not called during the fieldwork period.

Telephone fieldwork was conducted between 17 May and 24 July 2012. In total 7,002 interviews were carried out using Computer Assisted Telephone Interviewing (CATI).¹⁶ Respondents who did not speak English, but were willing to take part in the research, were offered the option of completing an interview with a telephone interviewer who spoke their language. Respondents with hearing, speech or cognitive difficulties which prevented them from taking part in the telephone survey were offered a written version of the questionnaire (specifically edited for this purpose) and asked to complete and return this to a free-post TNS BMRB address by 15 August. Questionnaires were mailed to 116 respondents, and 20 valid returns were made before the deadline.

A.4 Response break-down

The survey generated 7,022 interviews across all benefits. Table A.1 gives an overview of the interviews achieved, broken down by benefit.

Table A.1 Breakdown of achieved interviews by benefit

Benefit	Number of interviews
ESA – new claimants	489
ESA – migrated from Income Benefit	346
JSA – new claimants	858
JSA – migrated from IS	221
JSA – migrated from Income Benefit	326
IS	792
AA	468
DLA	1,394
CA	227
SP	1,244
PC	657
Total	7,022

Base: All respondents.

¹⁶ This total excludes three interviews with respondents who later asked for their data to be removed from the survey.

The **fieldwork response rate was 60 per cent**. This is calculated based on the productivity of a valid and eligible sample. The definition of eligibility excludes: respondents who opted out; respondents who died; respondents with invalid or incorrect telephone numbers; cases where a named respondent was unknown at the telephone number recorded in the sample; and claimants who did not contact (or could not remember contacting) DWP within the last six months. The **overall response rate (29 per cent)** calculates the response rate as being the number of interviews by the number of cases issued.

Table A.2 shows the full breakdown of response during the fieldwork period.

Table A.2 Response details

Sample sent advance letters	24,076
Office opt-out before fieldwork	1,370
Held in reserve	2,028
Sample issued to telephone unit	20,678
Invalid sample data	6,468
Invalid telephone number (e.g. incorrect and business numbers)	3,486
Unknown at number	1,163
No contact after 30+ calls	1,819
Ineligible	2,518
No recent contact with DWP	2,444
Customer died	74
Valid sample (in scope of fieldwork)	11,692
Refusals (including proxy refusals and unreturned postal questionnaires)	2,996
Abandoned interview	374
Unavailable during fieldwork	141
Unresolved	1,159
Completed postal questionnaires	20
Telephone interviews	7,002
Total interviews (telephone and postal)	7,022

A.4 Weighting

Weighting was employed to ensure the survey respondents were representative of the population to which they were generalising. There were two stages to the weighting: firstly design weights based on the survey design, and secondly non-response weights based on survey response.

Design weights were calculated to take account of unequal selection probabilities across strata.

These were calculated at the time of selection as $1/\text{probability of selection}$ ¹⁷.

Non-response and calibration weights were also created to correct for differing levels of response between different groups of individuals, and to match the profile of the completed interviews back to the population/universe.

The non-response weights were calibrated to the ‘agency’ level¹⁸ so that they matched the population on gender, benefit, age and region¹⁹. For claimants on unemployment benefits the weights also matched the population profile on distribution across the six ‘migration’ groups and length of benefit claim.

A further weight was created which allows for analysis at the overall DWP level. This ‘overall weight’ simply rescales the ‘agency weights’ described above to reflect the relative population size of contacting claimants in each benefit category as a proportion of all contacting claimants. The population of contacting claimants in each benefit is calculated by applying the survey screening rate (i.e. the number of people who say they have had contact with DWP in the last six months when asked at the start of the survey) to the two population sources which were used as the sample frames. Since people in receipt of unemployment benefits tend to maintain more frequent contact with DWP than other claimants, the DWP ‘overall weight’ places more emphasis on those claimants than people in receipt of other benefits.

A.5 Multivariate analysis

The production of the Kano models described in Chapter 3 relied on the application of logistic regression to the data. Logistic regression is a widely used and well established technique for advanced statistical analysis, which comprehensively searches to identify relationships within the data. It works by examining the relationships between ‘dependent variables’ (key issues such as customer satisfaction) and ‘independent variables’ (factors that might influence the dependent variable, such as number of contacts made or the length of time it took to resolve an enquiry). For each of the former executive agencies of DWP – the Disability and Carers Service (DCS), the Pensions Service (TPS), and Jobcentre Plus – two logistic regression models were used, one which models variables that cause claimants to be highly satisfied and one which models variables that cause claimants to be disappointed (i.e. either reporting dissatisfaction or that the service was below expectations). Where a variable was found to be significant in a model of satisfaction, but not disappointment, it was identified as a delight factor; where it was significant in the disappointment model, but not the satisfaction model, it was identified as a hygiene factor; and where it was in both it was labelled a performance factor. The lengths of the bars were based on the size of the coefficient in each model.

¹⁷ Therefore, as an example, SP claims would have been up-weighted while PC claims would have been down-weighted to correct for the uneven selection probabilities due to over-sampling PC claims.

¹⁸ ‘Agency’ refers to the former DWP executive agencies: the Pension Service, Disability and Carers Service, and Jobcentre Plus.

¹⁹ In the case of claimants in receipt of unemployment benefits, the seven Jobcentre Plus ‘Regions’ were used (North West, Central England, Wales, North East, Southern, Scotland, and London and Home). For all other customers, Government Office Regions were used.

Certain variables were excluded from the models when they were highly correlated with other variables. Although in many cases a variable would be excluded across all benefit models, often a variable was excluded from one benefit model, but not others, as the level of correlation was dependent on the benefit.

The tables below present the results of the regression analysis. In each of the tables:

- the first few variables were forced into the model regardless of whether or not they were significant, in order to act as demographic ‘controls’. The remainder of the model used only statistically significant variables;
- each variable in the first row (with empty data) is the reference category. This is the category that the other categories are compared against²⁰;
- the first column indicates the level of significance;
- the second column displays the size of the coefficient;
- the final two columns display the 95 percent confidence interval for the coefficient;
- N/A stands for ‘Not applicable’, while ‘DK’ stands for ‘Don’t know’;
- ‘CoC’ stands for ‘Change of circumstances’;
- the Nagelkerke R² value for the model indicates how well the model fits the data, with a value of 1 implying a perfect fit. As can be seen from the Nagelkerke R² values shown below, there are many external factors that affect claimants’ satisfaction with the service that are simply not captured in the survey.

Table A.3 shows the results of the **disappointment** model regression analysis, and Table A.4 shows the results of the **satisfaction** model regression analysis when applied to data relating to claimants who had been in contact with the DCS.

Table A.3 DCS Logistic regression results – disappointment model

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Control variables				
Male				
Female	.390	1.149	.837	1.576
Aged 25–55				
Aged under 25	.997	.999	.467	2.135
Aged 55–60	.011	.513	.307	.860
Aged 61–74	.673	1.091	.729	1.631
Aged Over 75	.501	.816	.452	1.473

Continued

²⁰ As an example, having three or more contacts results in a coefficient of 1.813. This is the odds ratio of having three or more contacts to only having one contact. It is interpreted as meaning: the odds of being disappointed when three or more contacts are necessary are 1.8 times the odds of being disappointed when only one contact is necessary.

Table A.3 Continued

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
South East				
North East	.333	.632	.250	1.600
North West	.901	1.039	.572	1.884
Yorkshire and the Humber	.707	1.134	.588	2.189
East Midlands	.274	.656	.308	1.396
West Midlands	.944	1.025	.521	2.014
East England	.209	.634	.311	1.292
London	.481	.779	.390	1.558
South West	.697	1.145	.580	2.259
Wales	.506	.769	.354	1.669
Scotland	.445	1.281	.678	2.421
Claims				
Queries and CoC	.315	.822	.562	1.204
White				
Non-white	.693	.890	.499	1.588
Other variables				
One contact only				
Two contacts	.119	1.461	.908	2.351
Three plus contacts	.001	1.813	1.262	2.605
Found easy to contact				
Found difficult to contact	.001	1.965	1.336	2.889
Did what they said they would				
Didn't do what they said	.017	1.572	1.084	2.280
Decision well explained				
Decision badly explained	.000	2.213	1.602	3.056
Found staff helpful				
Found staff unhelpful	.000	2.593	1.635	4.113
Given correct information				
Given incorrect information	.034	1.626	1.038	2.547
Not given information or N/A	.000	2.372	1.519	3.703
Enquiry took less than 2 weeks				
2 weeks to 1 month	.068	1.637	.965	2.777
1 to 3 months	.007	1.877	1.187	2.971
Longer	.000	2.892	1.752	4.775
Trust that informed of all bens				
No trust	.000	3.165	2.228	4.496
Trust procedure followed correctly				
No trust	.000	3.535	2.476	5.047
Felt understood circumstances				
Didn't understand circumstances	.000	3.683	2.555	5.309
Constant	.000	.015		
Nagelkerke R ²	0.60			

Table A.4 DCS Logistic regression results – satisfaction model

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Control variable				
Male				
Female	.566	1.067	.854	1.334
Aged 25–55				
Aged under 25	.402	.801	.476	1.347
Aged 55–60	.859	1.032	.727	1.466
Aged 61–74	.000	1.814	1.363	2.415
Aged Over 75	.014	1.533	1.091	2.154
South East				
North East	.848	.946	.534	1.675
North West	.460	.855	.564	1.296
Yorkshire and the Humber	.534	.866	.552	1.361
East Midlands	.509	1.186	.715	1.966
West Midlands	.155	.711	.445	1.137
East England	.545	.862	.534	1.394
London	.721	1.089	.682	1.739
South West	.083	1.508	.948	2.398
Wales	.769	1.084	.634	1.853
Scotland	.132	.703	.444	1.112
Claims				
Queries and CoC	.199	1.205	.907	1.601
White				
Non-white	.269	1.267	.833	1.926
Other variables				
Three plus contacts				
Only one contact	.000	1.969	1.462	2.652
Two contacts	.092	1.341	.953	1.888
Unreasonable phone waiting time				
No telephone or N/A	.295	1.294	.799	2.095
Reasonable telephone waiting time	.021	1.693	1.084	2.644
Forms difficult to complete				
No forms required	.004	1.597	1.158	2.202
Forms easy to complete	.020	1.379	1.053	1.806
Found difficult to contact				
Found easy to contact	.036	1.675	1.034	2.712
Not given clear timings				
N/A	.028	1.743	1.062	2.860
Given clear timings	.012	1.430	1.081	1.890
Didn't do what they said				
Did what they said they would	.001	3.460	1.676	7.142

Continued

Table A.4 Continued

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Resigned to/extra complexity				
Relieved or smooth enquiry	.000	1.973	1.512	2.575
Decision badly explained				
Decision well explained	.000	1.834	1.410	2.385
No trust				
Trust that informed of all bens	.000	2.574	1.938	3.418
No trust				
Trust procedure followed correctly	.000	2.644	1.824	3.833
Didn't understand circumstances				
Felt understood circumstances	.000	2.529	1.833	3.490
Not told about all benefits				
Told about all benefits	.001	1.504	1.189	1.902
Constant	.000	.001		
Nagelkerke R ²	0.40			

The following two tables present data relating to claimants who had been in contact with TPS. Table A.5 shows the data in the **disappointment** model, while Table A.6 shows the data in the **satisfaction** model.

Table A.5 TPS Logistic regression results – disappointment model

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Control variables				
Male				
Female	.109	1.487	.916	2.414
Aged over 75				
Aged under 60	.338	1.713	.569	5.158
Aged 61-65	.972	.986	.443	2.196
Aged over 75	.338	1.713	.569	5.158
South East				
North East	.806	1.175	.324	4.258
North West	.792	1.126	.465	2.729
Yorkshire and the Humber	.329	1.626	.613	4.314
East Midlands	.616	1.292	.475	3.515
West Midlands	.029	.298	.100	.885
East England	.606	.784	.311	1.977
London	.144	.400	.117	1.369
South West	.442	.680	.255	1.816
Wales	.387	.614	.203	1.855
Scotland	.234	.501	.161	1.562

Continued

Table A.5 Continued

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
SP				
PC	.881	1.067	.459	2.476
Other benefits	.024	2.639	1.137	6.126
CoC	.055	2.122	.985	4.570
Queries	.003	2.725	1.395	5.324
White				
Non-white	.259	2.491	.510	12.164
Other variables				
One contact only				
Two contacts	.033	2.111	1.060	4.202
Three plus contacts	.001	2.551	1.448	4.493
Found easy to contact				
Found difficult to contact	.007	2.357	1.266	4.390
Did what they said they would				
Didn't do what they said	.031	2.256	1.077	4.726
Given progress updates				
Not applicable	.569	.836	.453	1.546
No progress update given	.052	1.991	.993	3.991
Found staff helpful				
Found staff unhelpful	.019	2.475	1.161	5.273
Given correct information				
Given incorrect information	.000	4.335	2.283	8.228
Trust that informed of all bens				
No trust	.000	3.760	2.145	6.592
Trust procedure followed correctly				
No trust	.000	2.969	1.653	5.332
Felt understood circumstances				
Didn't understand circumstances	.000	4.757	2.564	8.826
Constant	.000	.002		
Nagelkerke R ²	0.56			

Table A.6 TPS Logistic regression results – satisfaction model

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Control variable				
Male				
Female	.657	1.050	.847	1.302
Aged over 75				
Aged under 60	.524	.828	.463	1.480
Aged 61-65	.719	.936	.653	1.342
Aged 66-74	.982	.996	.674	1.470
South East				
North East	.952	.983	.565	1.711
North West	.413	1.190	.784	1.808
Yorkshire and the Humber	.775	.938	.604	1.457
East Midlands	.657	1.121	.677	1.858
West Midlands	.175	1.357	.873	2.109
East England	.590	1.122	.737	1.708
London	.220	1.359	.833	2.219
South West	.359	1.224	.794	1.887
Wales	.695	1.102	.677	1.795
Scotland	.908	.975	.632	1.504
SP				
PC	.558	.904	.645	1.267
Other benefits	.507	1.163	.745	1.817
CoC	.351	.856	.618	1.186
Queries	.350	.868	.645	1.168
White				
Non-white	.489	1.244	.670	2.310
Other variables				
Unreasonable phone waiting				
Reasonable telephone waiting	.009	1.976	1.182	3.303
First person didn't answer query time				
No telephone or N/A	.000	3.275	1.700	6.308
First person able to answer	.001	1.918	1.320	2.788
Enquiry longer than 3 months				
Less than 2 weeks	.065	1.622	.971	2.708
Less than 1 month	.276	1.353	.786	2.332
1 to 3 months	.991	1.003	.594	1.695
Resigned to/extra complexity				
Relieved or smooth enquiry	.000	2.236	1.618	3.089
Not given clear timings				
N/A	.000	2.644	1.669	4.190
Given clear times	.000	1.990	1.438	2.754

Continued

Table A.6 Continued

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Staff were not sympathetic				
Sympathetic staff	.001	1.624	1.222	2.156
No trust				
Trust that informed of all benefits	.000	3.162	2.325	4.300
No trust				
Trust procedure followed correctly	.000	2.865	1.938	4.235
Not told about all benefits				
Told about all benefits	.000	1.522	1.212	1.912
Constant	.000	.003		
Nagelkerke R ²	0.32			

Finally, Tables A.7 and A.8 shows the results of the regression analysis using data associated with claimants who had been in contact with Jobcentre Plus.

Table A.7 Jobcentre Plus Logistic regression results – disappointment model

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Control variable				
Male				
Female	.355	.882	.675	1.151
Aged 25–34				
Aged under 25	.067	.687	.460	1.027
Aged 35–49	.195	.777	.531	1.138
Aged 50+	.997	.999	.524	1.903
London and the Home Counties				
Contact Centres	.683	.851	.393	1.842
Central England	.196	.771	.520	1.143
North East England	.067	.669	.435	1.029
North West England	.706	.919	.591	1.427
Scotland	.388	1.241	.760	2.025
Southern England	.375	1.214	.791	1.864
Wales	.111	.653	.387	1.103
JSA New				
IB to JSA	.160	.715	.448	1.142
IS to JSA	.008	.425	.227	.796
ESA New	.719	.925	.605	1.414
IB to ESA	.178	.732	.466	1.152
IS	.097	.682	.434	1.072

Continued

Table A.7 Continued

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Claiming for under 6 months				
Claiming 6–12 months	.025	1.488	1.051	2.107
Claiming 12–24 months	.380	1.219	.783	1.897
Claiming over 24 months	.718	1.080	.711	1.641
Other variables				
All questions answered or N/A				
Some questions unanswered	.017	1.592	1.086	2.333
Found staff helpful				
N/A	.676	1.230	.466	3.248
Did not find staff helpful	.000	2.563	1.874	3.504
Found staff knowledgeable				
N/A	.903	.912	.208	3.995
Did not find staff knowledgeable	.002	1.613	1.194	2.180
Felt treated fairly				
N/A	.097	8.178	.683	97.929
Did not feel was treated fairly	.001	1.817	1.283	2.575
Found staff understood circumstances				
N/A	.215	.250	.028	2.231
Staff did not understand circumstances	.001	1.677	1.238	2.271
Kept up-to-date with enquiry				
N/A	.348	.803	.508	1.269
Not kept up-to-date with enquiry	.081	1.553	.947	2.546
Did what they said they would				
N/A	.039	1.424	1.018	1.991
Did not do what said they would	.000	2.416	1.519	3.843
Enquiry dealt in reasonable time				
Enquiry unreasonable time	.017	1.509	1.075	2.119
Given next step info if unhappy				
Not given next steps info if unhappy	.001	1.532	1.181	1.988
Access to services not limited				
Feels access to services limited	.025	1.387	1.043	1.845
Payment very clearly explained payment correct				
N/A or DK	.051	1.761	.997	3.109
Payment fairly or not explained	.000	1.829	1.366	2.449
Office environment good				
Not jobseeking or N/A	.242	1.285	.844	1.954
Any office environment poor/fair	.001	1.845	1.294	2.632
Very or fairly easy to contact				
Not easy to get in contact	.026	1.377	1.038	1.827

Continued

Table A.7 Continued

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Did not find process complicated				
N/A	.260	1.509	.737	3.089
Process more complicated	.000	1.771	1.345	2.330
Trusts that informed of all bens				
No trust	.000	2.541	1.869	3.454
Trust procedure followed				
No trust	.000	2.084	1.571	2.763
Constant	.000	.013		
Nagelkerke R ²	0.58			

Table A.8 Jobcentre Plus Logistic regression results – satisfaction model

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Control variable				
Male				
Female	.109	1.181	.963	1.448
Aged 25-34				
Aged under 25	.020	.729	.558	.952
Aged 35-49	.170	1.229	.915	1.651
Aged 50+	.234	.711	.405	1.248
London and the Home Counties				
Contact Centres	.919	.971	.547	1.721
Central England	.777	.958	.710	1.292
North East England	.364	1.161	.841	1.603
North West England	.649	1.077	.782	1.485
Scotland	.767	.944	.644	1.383
Southern England	.698	1.067	.768	1.483
Wales	.772	.945	.645	1.386
JSA New				
IB to JSA	.417	1.155	.816	1.634
IS to JSA	.132	.728	.481	1.101
ESA New	.406	.866	.616	1.217
IB to ESA	.200	.791	.553	1.132
IS	.380	1.154	.838	1.589
Claiming for under 6 months				
Claiming 6–12 months	.253	.858	.660	1.116
Claiming 12–24 months	.619	.918	.655	1.287
Claiming over 24 months	.165	.803	.590	1.094

Continued

Table A.8 Continued

Variable	Significance	EXP(B)	95% C.I. for EXP(B)	
			Lower	Upper
Other variables				
Took over 5 minutes to answer call				
No telephone contact or N/A	.010	1.458	1.095	1.941
Up to one minute to answer call	.001	2.086	1.376	3.161
One to 5 minutes to answer call	.468	1.142	.797	1.637
Did not find staff helpful				
N/A	.376	1.921	.453	8.156
Found staff helpful	.003	2.111	1.294	3.442
Did not find staff knowledgeable				
N/A	.316	2.544	.410	15.789
Found staff knowledgeable	.001	1.981	1.334	2.942
Did not find staff understood circumstances				
N/A	.528	.674	.198	2.298
Found staff understood circumstances	.000	2.293	1.590	3.307
Not told about other benefits				
N/A	.398	1.252	.744	2.108
Told about other benefits	.002	1.369	1.122	1.670
Staff not respectful and polite				
N/A	.547	1.917	.231	15.892
Staff respectful and polite	.001	2.029	1.339	3.076
Fairly or not confident payment correct				
N/A or DK	.011	2.274	1.208	4.278
Very confident payment correct	.007	1.826	1.181	2.823
Payment fairly or not explained				
N/A or DK	.294	1.380	.756	2.518
Payment very clearly explained	.000	2.829	2.329	3.435
Any office environment poor/fair				
Not jobseeking or N/A	.000	1.887	1.406	2.534
Office environment good	.000	1.927	1.525	2.435
Not easy to get in contact				
Very or fairly easy to contact	.003	1.539	1.158	2.046
Process more complicated				
N/A	.002	2.431	1.402	4.216
Not complicated	.000	1.558	1.234	1.968
No trust				
Trusts that informed of all benefits	.000	1.696	1.297	2.217
No trust				
Trust procedure followed correctly	.001	1.678	1.226	2.297
Constant	.000	.001		
Nagelkerke R ²	0.41			

Appendix B

Advance letters

Claimants in receipt of disability, carer or pension-related benefits

DWP Department for
Work and Pensions



<Title Name Surname>
< Address 1>
<Address 2>
<Address 3>
<Address 4>

TNS-BMRB
6 More London Place
London SE1 2QY
United Kingdom

Freephone: 0800 051 0886
Website: www.tns-bmr.com

TNS-BMRB ref: 106121
Your ref: <Resp. Serial>

Dear < Title Name Surname>

DWP customer satisfaction survey

We are writing to you to ask for your help in a research study that has been commissioned by the Department for Work and Pensions. The aim of this research is to find out about people's experiences claiming benefits and if the Pensions service or Disability and Carers service is meeting their needs. Your name has been selected from people using the Pensions service or Disability and Carers service and we are contacting you for research purposes only. We would like to include you to find out more about your experiences.

The research is being conducted on DWP's behalf by TNS-BMRB, an independent research organisation. You will be contacted by TNS-BMRB to take part in a telephone survey which will take no longer than 15 minutes to complete.

Any information you provide will be held in the strictest of confidence and will be handled securely throughout the study. The research findings will not identify you and no personal information will be shared with any third parties. Participation in this research is voluntary and will not affect any benefits or tax credits you are claiming, now or in the future.

If you do not want to take part please let TNS-BMRB know by the end of May. You can contact TNS-BMRB on a freephone number: **0800 051 0886**. Alternatively, you can write to: Sonia Peyron, Freepost RLTY-JCKX-BCLR, TNS-BMRB, Ealing Gateway, 26–30 Uxbridge Road, London W5 2BP. If you would like to take part but have difficulties using the telephone or need the help of an interpreter, or if you have any questions about the research, please contact TNS-BMRB on 0800 051 0886.

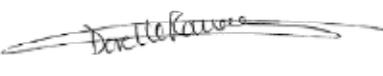
Your contribution will provide us with valuable information that will help us to review our services and support we provide our customers. We hope that you decide to take part.

Yours sincerely

Adam Thompson
Social Researcher
Department for Work & Pensions

Eleni Romanou
Researcher Manager
TNS-BMRB

Claimants in receipt of unemployment benefits

	
<Title Name Surname > < Address 1 > <Address 2 > <Address 3 > <Address 4 >	TNS-BMRB 6 More London Place London SE1 2QY United Kingdom
	Freephone: 0800 051 0886 Website: www.tns-bmrB.co.uk
Dear <Title Name Surname >	TNS-BMRB ref: 106121 Your ref: <Resp. Serial>
DWP customer satisfaction survey	
We are writing to you to ask for your help in a research study that has been commissioned by the Department for Work and Pensions. The aim of this research is to find out about people's experiences claiming benefits and if Jobcentre Plus is meeting their needs. Your name has been selected from people using Jobcentre Plus and we are contacting you for research purposes only. We would like to include you to find out more about your experiences.	
The research is being conducted on DWP's behalf by TNS-BMRB, an independent research organisation. You will be contacted by TNS-BMRB to take part in a telephone survey which will take no longer than 25 minutes to complete.	
Any information you provide will be held in the strictest of confidence and will be handled securely throughout the study. The research findings will not identify you and no personal information will be shared with any third parties. Participation in this research is voluntary and will not affect any benefits or tax credits you are claiming, now or in the future.	
If you do not want to take part please let TNS-BMRB know by the end of May. You can contact TNS-BMRB on a freephone number: 0800 051 0886 . Alternatively, you can write to: Sonia Peyron, Freepost RLTY-JCKX-BCLR, TNS-BMRB, Ealing Gateway, 26-30 Uxbridge Road, London W5 2BP. If you would like to take part but have difficulties using the telephone or need the help of an interpreter, or if you have any questions about the research, please contact TNS-BMRB on 0800 051 0886.	
Your contribution will provide us with valuable information that will help us to review our services and support we provide our customers. We hope that you decide to take part.	
Yours sincerely	
	
Adam Thompson Social Researcher Department for Work & Pensions	Eleni Romanou Researcher Manager TNS-BMRB

Appendix C

Questionnaires

C.1 Claimants in receipt of disability, carer or pension-related benefits

Introduction

Ask to speak to (CONTACT NAME) and confirm name when speaking to this person. If named person is not able to complete the interview over the phone (e.g. if s/he is deaf or has learning difficulties), try to arrange an alternative method (e.g. interview in non-English language or postal questionnaire).

INTERVIEWER: My name is ... and I'm calling on behalf of the Department for Work and Pensions. TNS-BMRB are conducting some research into peoples attitudes towards the Pensions Service and Disability and Carers service, which form part of the Department for Work and Pensions. You should have received a letter about this project. We would like to ask you about your experiences of using these services and collect some information. The information you give will be used to improve the services offered by the Pensions Service and Disability and Carers Service.

Your participation in the research is entirely voluntary and will not affect your benefits or any dealings with the Department for Work and Pensions. You can withdraw from the research at any time.

Any information you provide will be held in the strictest of confidence and will be handled securely throughout the study in line with the requirements of the Data Protection Act (1998). The information you provide will be used only for research purposes and the research findings will not identify you.

Would you be willing to take part? It should take about 15 – 20 minutes to complete.

INTERVIEWER: IF NO, BRIEFLY OUTLINE THE PURPOSE AND CONTENT OF THE SURVEY

IF CONDUCTING INTERVIEW WITH PROXY

Qauth

(IF SPEAKING TO PROXY): Can I confirm that you are authorised to respond on behalf of [NAME FROM SAMPLE]?

(IF SPEAKING TO NAMED RESPONDENT): Can I confirm that this person is authorised to respond on your behalf?

1. Yes
2. No

IF Qauth = NO, TERMINATE INTERVIEW.

IF CONDUCTING INTERVIEW WITH PROXY

Qname

Please can I take your name?

RECORD FULL NAME OF PROXY RESPONDENT, INCLUDING TITLE, FIRST NAME AND SURNAME

IF CONDUCTING INTERVIEW WITH PROXY

Qrel

What is your relationship to (NAME FROM SAMPLE)?

So you are (NAME FROM SAMPLE)'s ...

1. Parent/Guardian
2. Husband/Wife/Partner
3. Child
4. Carer (non relative)
5. Friend
- Other specify

IF CONDUCTING INTERVIEW WITH PROXY

Qproxwhy

And why is it that you act on (NAME FROM SAMPLE)'s behalf when dealing with the Pensions Service or Disability and Carers service?

PROMPT TO PRECODES. CODE ALL THAT APPLY.

1. s/he is a child
2. s/he cannot speak English well enough
3. s/he cannot read or write English well enough
4. s/he has a physical health condition that makes it difficult to communicate
5. s/he has a mental health condition that makes it difficult to communicate~
6. s/he prefers not to take care of own financial affairs
7. other (specify)
- Refused

IF CONDUCTING INTERVIEW WITH PROXY

Qageben

How old is (NAME FROM SAMPLE)?

Numeric Range
Don't Know
Refused

If QAgeben= DK or Refused, ASK Qageben2**Qageben2**

In which of these age bands does (NAME FROM SAMPLE) fall?

READ OUT

0-5
6-10
11-15
16-17
18-24
25-34
35-44
45-54
55-60
61-65
66-74
75-84
85+
Refused

IF CONDUCTING INTERVIEW WITH PROXY**Qsexben**

And is (NAME FROM SAMPLE) ...

1. Male or
 2. Female
- Refused

IF DCS ONLY CUSTOMER ACCORDING TO SAMPLE OR BOTH DCS AND TPS CUSTOMER**SampDCS**

Can I just check, have you been in contact with any government department about disability or carers related benefits such as Disability Living Allowance, Attendance Allowance or Carers Allowance in the last 6 months?

PROMPT TO VARIOUS DIFFERENT DCS BENEFITS

1. Yes
 2. No
- Don't Know

IF TPS ONLY CUSTOMER ACCORDING TO SAMPLE OR BOTH DCS AND TPS CUSTOMER

SampTPS

Can I just check, have you been in contact with any government department about State Pension and related benefits in the last 6 months?

PROMPT TO VARIOUS DIFFERENT TPS BENEFITS

1. Yes
2. No
- Don't Know

If SampDCS <> Yes and SampTPS <> Yes, Thank and close

IF YES TO SAMPDCS AND SAMPTPS, ASK Sampboth

Sampboth

Which types of benefit have you had the most contact about in the last 6 months ...

READ OUT

1. Disability/carers-related benefits
2. State Pension and related benefits
3. (DO NOT READ OUT: The same)
- Don't Know

IF Sampboth = The same or DK, ASK Sampsame

Sampsame

Have you had contact most recently about ...

READ OUT

1. Disability/carers-related benefits
2. State Pension and related benefits
- Don't Know

IF TPS AT INITIAL QUESTIONS

Next I would like to tell you about The Pension Service. It is a Government agency that provides information about, and pays, the State Pension and pension related benefits such as Pension Credit and the Winter Fuel Payment

IF DCS AT INITIAL QUESTIONS

Next I would like to tell you about the Disability and Carers Service. It is a Government agency that provides information about, and pays disability/carers related benefits such as Disability Living Allowance, Attendance Allowance and Carers Allowance

ASK ALL

ContactClaim

First of all, was the main subject of your most recent contact with [DCS/TPS] about an application you were making for a benefit?

1. Yes
2. No
- Don't Know

IF ContactClaim =YES, ASK ContactClaim2

ContactClaim2

Were you claiming for ...

READ OUT. CODE ONE ONLY.

INTERVIEWER NOTE: IF SELECTS ANOTHER BENEFIT A LIST WILL BE GIVEN AT THE NEXT QUESTION AS WELL AS AN OTHER SPECIFY

TPS related benefits

1. The State Pension
2. Pension Credit
3. Winter fuel
4. DO NOT READ OUT (State Pension and Pension Credit at the same time)

DCS related benefits

5. Disability Living Allowance
6. Carer's Allowance
7. Attendance Allowance
8. Another benefit

IF ContactClaim2 = ANOTHER BENEFIT, ASK ContactClaim3

ContactClaim3

What was the benefit you were claiming for?

INTERVIEWER: CODE OTHER TYPE OF BENEFIT CLAIMING AT MOST RECENT CONTACT.

DO NOT PROMPT. SINGLE CODED.

1. Attendance Allowance
 2. Carer's Allowance formally Invalid care allowance
 3. War Disablement Pension or War Widows Pension
 4. Industrial Injuries Disablement Benefit (or Constant Attendance Allowance CAA)
 5. Disability Living Allowance (DLA)
 6. Severe Disablement Allowance (SDA)
 7. Incapacity Benefit
 8. Statutory Sick Pay (SSP)
 9. Working Tax Credit with disability element
 10. Pension Credit
 11. Income Support
 12. Job Seeker's Allowance (JSA)
 13. Guardian's Allowance
 14. Bereavement Benefit (Bereavement Payment, Bereavement Allowance, Widows Benefit.
 15. Child benefit
 16. Housing Benefit
 17. Council Tax Benefit
 18. Other Specify
- Don't Know

IF ContactClaim = NO OR DK, ASK ContactCircs

ContactCircs

Were you contacting [the DCS/TPS] about a change of circumstances?

For example, a change of bank details or address, or a change in personal circumstances or condition

1. Yes
 2. No
- Don't know

IF ContactCircs = YES, ASK ContactCircs2

ContactCircs2

Were you contacting about ... ?

READ OUT

1. Changing address
 2. Changing bank details
 3. Changing other contact details
 4. Or was it about some other change of personal circumstances or change in condition
- Don't Know

IF ContactCircs2 = SOME OTHER PERSONAL CHANGE, ASK ContactCircs3**ContactCircs3**

Was it about ... ?

READ OUT

1. Notification of death
 2. Notification of change in getting around
 3. Notification of change in care needs
 4. Notification about change in disability
 5. Notification of divorce/marriage
 6. Moving into or out of hospital
 7. Moving into or out of a residential institution
 8. Or something else (specify)
- Don't Know

IF ContactCircs3 = NOTIFICATION OF CHANGE IN GETTING AROUND, NOTIFICATION OF CHANGE IN CARE NEEDS, NOTIFICATION ABOUT CHANGE IN DISABILITY, ASK ContactCircs4**ContactCircs4**

How did you hear that you had to report a change of circumstances?

DO NOT PROMPT

1. Knew already
2. From family or friends
3. From a carer
4. Through the Directgov website
5. Through other benefit advice agencies
6. Through the Benefit Enquiry Line (BEL)
7. From a Department for Work and Pensions publicity leaflet
8. Through staff from the Disability Carers Service
9. Through staff from The Pension Service
10. Through a local service visit
11. Through Jobcentre plus
12. Through the Child support Agency (CSA)
13. From Her Majesty's Revenue and Customs (Inland Revenue)
14. Through a local authority
15. From a social worker
16. Through home help
17. From a doctor or a nurse
18. The NHS
 - Through Citizens advice bureau (CAB)
19. Through a disability group or organisation (e.g. RNIB, RNID)
20. Through an age-related or community group or organisation (e.g. age concern, help the aged)
21. Other specify

IF ContactCircs =NO OR DK, ASK ContactQuery

ContactQuery

Was your most recent contact about a query you had with [the DCS/TPS]?

1. Yes
2. No
- Don't Know

IF ContactQuery = YES, ASK ContactQuery2

ContactQuery2

Did this query relate to ...?

READ OUT. CODE FIRST THAT APPLIES.

1. What benefits [you/(NAME FROM SAMPLE)] were entitled to
2. The amount [you/(NAME FROM SAMPLE)] were being paid
3. Delayed or missing payments
4. A general request for information (including leaflets)
5. A change of circumstance
6. A query about something else (specify)
- Don't Know

IF ContactQuery = NO OR DK, ASK ContactOther

Contactother

What was your most recent contact with [the DCS/TPS] about?

PROMPT TO PRECODE

1. A complaint
2. Notification of death
3. Notification of divorce/marriage
4. Moving into or out of hospital
5. Moving into or out of a residential institution
6. Notification of change in getting around
7. Notification of change in care needs
8. Notification about change in disability
9. Notification about general change of circumstances
10. Or something else (specify)
- Don't Know
- Refused

THE TRANSACTION/ENQUIRY TYPE ESTABLISHED ABOVE WILL THEN BE TRANSLATED INTO A "TEXTFILL" WHICH WILL BE USED TO DESCRIBE THE TRANSACTION/ENQUIRY AS REQUIRED THROUGHOUT THE FOLLOWING SECTIONS

ASK ALL**Firstcontact**

How easy did you find it to first get in contact with [textfill: the DCS/TPS]?

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
- Don't Know

ASK ALL

The next questions will be about all of the contact you have had with [textfill: the DCS/TPS] about [transaction/enquiry].

EASE OF ACCESS**ASK ALL****ModeContact**

In which of the following ways have you had contact with the [textfill: the DCS/TPS] about [transaction/enquiry]?

READ OUT. CODE ALL THAT APPLY.

1. By telephone
 2. Searched for information online
 3. Went online to make an application or update details
 4. By post
 5. In person in your own home
 6. In person at a government office
 7. In person on other premises
 8. By e-mail
 9. By text message
 10. Other(specify)
- Don't Know

ASK ALL**ModeChosen**

And was this the way/were these the ways you wanted to do this?

1. Yes
 2. No
- Don't Know

IF ModeChosen=No, ASK ModePreferred

ModePreferred

How would you have preferred to have had contact with [textfill: the DCS/TPS] about [transaction/enquiry]?

CODE ALL THAT APPLY.

1. By telephone
 2. Searched for information online
 3. Went online to make an application or update details
 4. By post
 5. In person in your own home
 6. In person at a government office
 7. In person on other premises
 8. By e-mail
 9. By text message
 10. Other(specify)
- Don't Know

TELEPHONE CONTACT

IF ModeContact = TELEPHONE

The next questions are about the telephone contact you had with [textfill: the DCS/TPS] for [transaction/enquiry].

IF ModeContact = TELEPHONE, ASK Telsource

Telsource

Where did you get the telephone number from?

READ OUT

1. A letter
 2. A phone book
 3. Directgov website
 4. Elsewhere on the internet
 5. Directory enquiries
 6. Another organisation
 7. Other
- Don't know

IF Modecontact = TELEPHONE, ASK Telfirst**Telfirst**

Were you able to get through the first time you rang?

1. Yes
2. No
- Don't know

IF ModeContact = TELEPHONE, ASK Telnum**Telnum**

How many times did you call [textfill: the DCS/TPS] with regards to [transaction/enquiry]?

INTERVIEWER: Estimate if unsure

Numeric Range 0-999

Don't Know

IF ModeContact = TELEPHONE, ASK Telanswer**Telanswer**

[text fill: On average how/How] long did you wait for your call(s) to be answered when you phoned [textfill: the DCS/TPS] about [transaction/enquiry]? Was it ...

IF NECESSARY: Please think about the amount of time you had to wait on average.

READ OUT

1. 30 seconds or less
2. More than 30 seconds but less than a minute
3. 1 to 5 minutes
4. Over 5 minutes
5. It wasn't answered
- Don't know

IF ModeContact = TELEPHONE, ASK Telwait**Telwait**

And was the amount of time you had to wait for your call(s) to be answered reasonable?

IF NECESSARY: Please think generally about all the calls you made.

1. Yes
2. No
- Don't Know

IF ModeContact = TELEPHONE, ASK Teltransfer

Teltransfer

When you called [textfill: the DCS/TPS] about [transaction/enquiry] was the first person you spoke to over the phone able to answer your query?

1. Yes
 2. No
- Don't Know

IF Teltransfer = NO, ASK

CallResolve

When the first person you spoke to was not able to answer your query were you then ...

READ OUT. CODE FIRST THAT APPLIES.

1. Transferred to someone else
 2. Told [textfill: the DCS/TPS] would call you back
 3. Told to call someone else
 4. Told you had to call back another time
- None of these
Don't Know

IF CallResolve = 3 (told to call someone else), ASK GiveNumber

GiveNumber

When you were told to call someone else did they give you a number to dial?

1. Yes
 2. No
- Don't know

IF Givenumber=YES, ASK Callnumber

Callnumber

And did you call these people?

1. Yes
 2. No
 3. No – telephone number incorrect
- Don't know

IF CallResolve = 2 (told DCS/TPS would call them back), ASK CalledBackTime**CalledBackTime**

Did they tell you when they would call you back?

1. Yes
2. No
- Don't Know

IF CalledBackTime = YES, ASK CalledBackRightTime**CalledBackRightTime**

And did they call you back when they said they would?

INTERVIEWER: IF CALLED BACK EARLIER ENTER YES

1. Yes
2. No
- Don't Know

IF CalledBackTime = No or DK, OR CalledBackRightTime = No OR DK, ASK CalledBackEver**Calledbackever**

Did they call you back at some point?

1. Yes
2. No
- Don't know

IF CallNumber=1 (called someone else you were given the number for) OR CallResolve=1 (transferred to someone else) OR CalledBackRightTime=1 (was called back when they said) OR CalledBackEver = 1 (was called back at some point), ASK HelpNewPerson**HelpNewPerson**

And (textfill: were these people/was the person you were transferred to/when [textfill: the DCS/TPS] called you back were they) able to help you?

1. Query dealt with
2. Needed to speak with them/someone else again
- Don't know

IF CallResolve=1 (transferred to someone else) OR CallNumber=1 (called someone else you were given the number for) OR CalledBackRightTime=1 (was called back when they said) OR CalledBackEver = 1 (was called back at some point) OR Callresolve=4 (called back another time), ASK Repeat

Repeat

When [textfill: you were transferred/you called these people/[textfill; the DCS/The Pension Service] called you back about this/you called back another time] did you have to repeat the information you had given to the first person you spoke to?

READ OUT. SINGLE-CODED.

1. Yes – repeated all information
2. Yes – only basic details such as name or national insurance number
3. No – did not repeat any information
4. [DO NOT READ OUT: I didn't speak to someone else]
Don't Know

IF ModeContact = TELEPHONE, ASK Telquality

Telquality

When you were speaking to [textfill: the DCS/TPS] on the phone about [transaction/enquiry] did you feel:

- a. You were given enough time to explain your situation
 - b. The call was too scripted
 - c. They answered all the questions you had
1. Yes
 2. No
 - Don't know

FORMS

The next few questions are about any forms you may have completed.

ASK ALL

Forms

Did you have to complete any forms at all as part of [transaction/enquiry]? This could be done over the phone, internet or on paper

1. Yes
2. No
- Don't Know

IF Forms = YES, ASK Easyforms**Easyforms**

And how easy have the forms been to complete? Have they been ...

READ OUT

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
 5. [DO NOT READ OUT: It varies]
- Don't Know

IF Forms = YES, ASK Formhelp**Formhelp**

Did you receive any help from anyone when completing the form?

PROMPT TO PRE-CODE

1. Yes
 2. No – did not ask for any
 3. No – did not need any
- Don't Know

IF Formhelp = YES, ASK Whohelp**Whohelp**

Who gave you help?

PROMPT TO PRE-CODES. CODE ALL THAT APPLY.

1. Family or friends
2. A carer
3. DCS
4. TPS
5. Benefit Enquiry Line (BEL)
6. Jobcentre Plus
7. Local authority
8. Social worker
9. Home help
10. Doctor or a nurse
11. The NHS or a hospital
12. Citizens advice bureau (CAB)
13. Disability group or organisation (e.g. RNIB, RNID)
14. Carers group or organisation
15. Age-related group or organisation (e.g. Age concern, help the aged)
16. Other (specify)

WRITTEN CONTACT

IF ModeContact = BY POST OR BY EMAIL

The next questions are about the written contact you had with [textfill: the DCS/TPS] about [transaction/enquiry].

IF ModeContact = BY POST OR BY EMAIL, ASK Write

Write

So firstly ... Did you write to [textfill: the DCS/TPS] or did they write to you about [transaction/enquiry]?

CODE ONE ONLY

1. Customer wrote to DCS/TPS
2. TPS/DCS wrote to customer
3. [DO NOT READ OUT: Both]
Don't Know

IF Write=1 (customer wrote to DCS/TPS) or 3 (both) AND MODECONTACT = BY POST, ASK Write2

Write2

How many times altogether did you write to [textfill: the DCS/TPS] with regard to [transaction/enquiry]?

INTERVIEWER: Estimate if unsure

- Numeric range 1-999
- Don't know

IF Write=1 (customer wrote to DCS/TPS) or 3 (both) AND ModeContact = BY EMAIL, ASK EmailNum

EmailNum

(textfill: And/Can I just check,) how many times did you e-mail [textfill: the DCS/TPS] with regard to [transaction/enquiry]?

PROMPT: Estimate if unsure

- Numeric Range 1-999
- Don't Know

IF Write=1 (customer wrote to DCS/TPS) or 3 (both), ASK Write3**Write3**

When you wrote to [textfill: the DCS/TPS], did they reply or acknowledge that you had written to them?

1. Yes
 2. No
 3. [DO NOT READ OUT: Sometimes]
- Don't know

IF Write3=2 (did not receive reply or acknowledgement), ASK Write4**Write4**

Were you expecting a reply or acknowledgement from [textfill: the DCS/TPS] when you wrote to them?

1. Yes
 2. No
- Don't know

IF Write3=1 (received reply or acknowledgement) OR Write3=3 (sometimes received reply or acknowledgement) OR Write4=1 (did not receive reply or acknowledgement but expected to), ASK Write5**Write5**

Do you feel that the amount of time you have had to wait for a reply or acknowledgement was reasonable?

1. Yes
 2. No
- Don't know

IF Write3=1 OR Write3=3 OR Write4=1 (received or expected a reply or acknowledgment), ASK Write6**Write6**

Did you request a response in a specific format or language, for example in Braille or Welsh?

1. Yes
 2. No
- Don't know

IF Write6=1 (requested specific format or language), ASK Write7

Write7

In what format did you request it?

1. Large print
 2. Braille
 3. On audio tape
 4. Welsh
 5. In another language
 6. Other (please specify)
- Don't know

IF Write7=5 (requested another language), ASK Write8

Write8

What language did you request it in?

OPEN-ENDED

Don't know

IF Write6=1 (requested specific format or language), ASK Write9

Write9

Did the response arrive in the format you requested?

1. Yes
 2. No
 3. (SPONTANEOUS: Hasn't arrived yet)
- Don't know

IF Write=2 OR 3(TPS/DCS wrote to customer) OR Write3=1 (received reply or acknowledgement) or Write3=3 (sometimes received reply or acknowledgement), ASK Write10

Write10

When [textfill: the DCS/TPS] wrote to you, was everything written in plain language that was easy to understand?

1. Yes
 2. No
- Don't know

IF Write10 = NO, ASK Underletter2**Underletter2**

What was difficult to understand?

INTERVIEWER NOTE: PROBE FULLY

OPEN-ENDED

Don't know

FACE-TO-FACE CONTACT**ASK IF ModeContact = HOME VISIT, ASK HomeVisitNum****HomeVisitNum**

You mentioned earlier that you had a home visit during [transaction/enquiry]. Can I just check, how many times did [textfill: the DCS/TPS] visit you at home as part of [transaction/enquiry]?

PROMPT: Estimate if unsure

Numeric Range

Don't Know

ASK IF ModeContact = HOME VISIT, ASK OtherNeeds**OtherNeeds**

Did the person who visited you at home ask if you had any other needs (for example smoke alarms, home security, care needs or mobility aids)?

1. Yes
 2. No
- Don't know

IF OtherNeeds = YES, ASK AnyHelpRec**AnyHelpRec**

And did you receive any help with these other needs after the home visit?

1. Yes
 2. No
- Don't know

If AnyHelpec = YES, ASK HelpDiff

HelpDiff

And what difference has this help made?

OPEN-ENDED
RECORD VERBATIM

IF ModeContact = GOVERNMENT OFFICE, ASK OfficeVisitNum

OfficeVisitNum

(textfill: And/Can I just check,) how many times did you see [textfill: the DCS/TPS] at a government office as part of [transaction/enquiry]?

PROMPT: Estimate if unsure

Numeric Range
Don't Know

ONLINE CONTACT

IF ModeContact = SEARCHED FOR INFORMATION ONLINE, ASK SitesSearched

SitesSearched

You said that you searched online for information about [transaction/enquiry]. When you did this did you look at ... ?

READ OUT. CODE ALL THAT APPLY

1. Government websites such as DirectGov
2. Other non-government websites
3. or are you not sure

IF ModeContact = SEARCHED FOR INFORMATION ONLINE, ASK GetInfo

GetInfo

And did you find the information you needed about [transaction/enquiry]?

1. Yes – all
 2. Yes – some
 3. No
- Don't know

IF GetInfo = 3 (yes-some) OR 4 (no) OR DK, ASK GetInfoMissing**GetInfoMissing**

What information were you unable to find?

PROBE FULLY. OPEN-ENDED

Don't know

IF ModeContact = USED THE INTERNET TO MAKE AN APPLICATION OR UPDATE DETAILS, ASK OnlineTransaction**OnlineTransaction**

You said that as part of [transaction/enquiry] you used the Internet to make an application or update details. Can I just check what it was you did online?

PROMPT TO PRECODE

1. Apply for State Pension
 2. Apply for a State Pension forecast online
 3. Download an application for a State Pension forecast
 4. Get a Pension Credit estimate
 5. Apply for Jobseeker's Allowance
 6. Apply for Housing benefit
 7. Apply for Council Tax benefit
 8. Apply for Disability Living Allowance
 9. Apply for Attendance Allowance
 10. Apply for Carers Allowance
 11. Apply for Incapacity Benefit
 12. Apply for a Disabled Persons Railcard
 13. Check if qualify for tax credits
 14. Apply for Tax Credits
 15. Calculate child maintenance
 16. Download leaflets and forms
 17. Request printed copies of leaflets
 18. Find your pension centre
 19. Claim a war pension
 20. See what benefits entitled to
 21. Appeal against a benefit decision
 22. Other (specify)
- Don't know

ASK ALL

Easecontact

Overall, how easy have you found getting in contact with [textfill: the DCS/TPS] during the course of [transaction/enquiry]?

READ OUT. SINGLE CODED

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
- Don't Know

RESPONSIVENESS/TIMELY RESPONSE

ASK ALL

NextSteps

When you were in touch with [textfill: the DCS/TPS] about [transaction/enquiry], did they tell you what would happen next?

1. Yes
 2. No
 3. [DO NOT READ OUT Sometimes]
 4. [DO NOT READ OUT Doesn't apply]
- Don't Know

ASK ALL

ClearTimings

And did [textfill: the DCS/TPS] give you clear timings on what they would do?

1. Yes
 2. No
 3. [DO NOT READ OUT: Doesn't apply]
- Don't Know

ASK ALL

UpdateProgress

Did [textfill: the DCS/TPS] keep you up-to-date with the progress of [transaction/enquiry], or does that not apply?

1. Yes
 2. No
 3. Not applicable
- Don't Know

ASK ALL

DidDo

And during the course of [transaction/enquiry] did [textfill: the DCS/TPS] do what they said they would?

1. Yes
 2. No
 3. [DO NOT READ OUT: Doesn't apply]
- Don't Know

OUTCOME

ASK ALL

INTERVIEWER READ OUT: I would now like to ask you some questions about the conclusion of [transaction/enquiry].

ASK ALL

Conclusion

Has [transaction/enquiry] been concluded yet?

1. Yes
 2. No
- Don't Know

ASK ALL

Decision

Has [transaction/enquiry] involved (textfill: the DCS/TPS) making a decision based on [your/(NAME FROM SAMPLE)'s] circumstances?

1. Yes
 2. No
- Don't Know

IF Decision = YES, ASK Decision3

Decision3

Do you agree with this decision?

1. Yes
 2. No
- Don't Know

IF Decision3 = YES OR (Conclusion = YES AND Decision = YES), ASK Explaindecision

Explaindecision

Was the decision [textfill: the DCS/TPS] made ...

READ OUT. SINGLE CODED.

1. Very clearly explained
 2. Fairly clearly explained
 3. Not clearly explained
 4. Not explained at all
- Don't Know

ASK ALL

Process

How complicated [are you finding/did you find] the process of [transaction/enquiry]?

READ OUT

1. Very complicated
 2. Fairly complicated
 3. Not very complicated
 4. Not at all complicated
- Don't Know

IF Conclusion = YES , ASK Compexpec

Compexpec

And was this what you expected?

1. Yes
 2. No
 3. [DO NOT READ OUT: No expectations]
- Don't Know

ASK ALL**EnquiryLength**

How long did it take/has it taken for [textfill: the DCS/TPS] to deal with [transaction/enquiry][text fill: so far]?

PROMPT TO PRECODE

1. Within one day/one phonecall
 2. Within one week
 3. One to two weeks
 4. More than two weeks and less than a month
 5. One to three months
 6. Three to six months
 7. More than six months
- Don't Know

ASK ALL**Timesat**

How satisfied are you with the time it has taken for (textfill: the DCS/TPS) to deal with [transaction/enquiry]?

READ OUT

1. Very Satisfied
 2. Fairly satisfied
 3. Neither satisfied or dissatisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
- Don't Know

IF Conclusion = YES**Timexpec1**

Do you feel that this conclusion was reached in a reasonable length of time?

1. Yes
 2. No
- Don't know

IF Conclusion = NO OR DON'T KNOW

Timeexpect

Do you feel this is taking ...

READ OUT

1. A lot less time than expected
 2. A little less time than expected
 3. About as long as expected
 4. A little longer than expected
 5. A lot longer than expected
- Don't Know

ASK ALL

Enquirysat

So thinking about the entire process of [transaction/enquiry], overall how satisfied or dissatisfied are you with the way [textfill: the DCS/TPS] has handled this?

Are you ... ?

READ OUT

1. Very satisfied
 2. Fairly satisfied
 3. Fairly dissatisfied
 4. Very dissatisfied
- Don't know

GENERIC AND COMPLAINTS

ASK ALL

Trust

Q.1 How confident do you feel that you can trust [textfill: the DCS/TPS] ...

- a) to inform you about everything you are entitled to
- b) to follow procedures correctly (i.e. not make mistakes)

1. Very confident
 2. Fairly confident
 3. Not very confident
 4. Not at all confident
 5. [DO NOT READ OUT: Doesn't apply]
- Don't know

ASK ALL**Problem**

Thinking about the last 6 months, have you had any difficulties or problems when dealing with [textfill: the DCS/TPS]?

1. Yes – had problems
 2. No – did not have problems
- Don't Know

If Problem = YES, ASK Whatproblem**Whatproblem**

What difficulties or problems have you had?

OPEN ENDED.

Don't know

If Problem = YES, ASK Resolve**Resolve**

Were these problems resolved?

1. Yes
 2. No
 3. [DO NOT READ OUT: Some have]
- Don't know

If Problem = YES, ASK Complaint**Complaint**

Did you make a formal complaint?

IF NECESSARY: Remember that your answers will be treated as completely confidential.

1. Yes
 2. No
- Don't Know
Refused

If Complaint = YES, ASK Howcomplain

Howcomplain

Did you complain in writing, on the telephone, by email or in person?

CODE ALL THAT APPLY

1. Telephone
 2. Writing
 3. By email
 4. In person
 5. Any other way (specify)
- Don't Know

If Problem =YES and Complaint = NO, ASK Whynotcomplaint

Whynotcomplaint

Why did you not complain?

OPEN-ENDED
PROBE FULLY

IF Complaint = YES, ASK Complaint2

Complaint2

Following your complaint, how long did it take before you received an initial response from [textfill: the DCS/TPS] whether by post, telephone or in person?

IF NECESSARY SAY: by this I mean the initial response to your complaint, not the final response in a series of correspondence about this matter. This initial response may only have been a letter or phone call explaining that it would take longer to look into and reply fully.

1. Immediately/same day
 2. 2-7 days
 3. Longer
 4. Not received any response
- Don't Know

IF Complaint2 = IMMEDIATELY/SAME DAY, 2-7 DAYS OR LONGER, ASK Complaint3

Complaint3

Do you feel that the time period between your complaint and the initial response was reasonable?

1. Yes
 2. No
- Don't Know

IF Complaint = YES, ASK Complaintsat**Complaintsat**

How satisfied were you with the handling of your complaint? Were you ...

READ OUT

1. Very satisfied
 2. Fairly satisfied
 3. Fairly dissatisfied
 4. Very dissatisfied
- Don't Know

IF Complaintsat = 3 OR 4 (fairly or very dissatisfied with the way complaint was handled), ASK Whydissat**Whydissat**

Why were you dissatisfied with the handling of your complaint?

OPEN-ENDED
PROBE FULLY

IF Complaint = YES, ASK Complainfurther**Complainfurther**

Following your complaint, have you taken the matter any further?

IF YES, PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

1. Yes, contacted the office manager
 2. Yes, contacted [textfill: DCS/TPS] Chief Executive
 3. Yes, contacted my MP
 4. Yes, contacted the Ombudsman via my MP
 5. Yes, contacted an Independent Case Examiner
 6. No further action
 7. Other (Please Specify)
- Don't know

IF Complaintsat = 3 OR 4 (fairly or very dissatisfied with the way complaint was handled), ASK Complaintsteps**Complaintsteps**

How satisfied or dissatisfied were you with information you received about steps to take if you were dissatisfied with the outcome of your complaint?

1. Very satisfied
 2. Fairly satisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
 6. [DO NOT READ OUT: I was given no information]
- Don't know

TREATMENT

ASK ALL

Satstatements

This next section focuses on how you feel you have been treated by [the DCS/TPS] staff. When answering I would like you to think about all your dealings with [the DCS/TPS] in the last 6 months. Do you feel ...

READ OUT

The staff were helpful

The staff were polite

They treated me with respect

The staff were knowledgeable

The staff listened to what I had to say

They were sympathetic to my needs

They provided me with correct information

The staff were friendly

The staff treated me fairly

They understood my particular circumstances

The staff told me about any other benefits that I may be entitled to

INTERVIEWER, IF NECESSARY: Please try to give an answer about everyone you have dealt with at [the DCS/TPS] during the last 6 months

1. Yes
 2. No
 3. DO NOT READ OUT: Sometimes
 4. DO NOT READ OUT: Not Applicable
- Don't Know

OVERALL SATISFACTION

ASK ALL

Next I am going to ask you some questions on how you feel about your dealings generally with [TPS/DCS].

ASK ALL**Overallsat**

So thinking about all the services provided by [textfill: TPS/DCS], overall how satisfied or dissatisfied are you with the service?

Are you ...

READ OUT

1. Very satisfied
 2. Fairly satisfied
 3. Fairly dissatisfied
 4. Very dissatisfied
- Don't Know

ASK ALL**Overallexpect**

Overall, would you say that your dealings with [textfill: DCS/TPS] have gone ...

READ OUT. SINGLE CODED.

1. Much better than expected
 2. A little better than expected
 3. About as well as expected
 4. A little worse than expected
 5. or much worse than expected
- Don't Know

ASK ALL**Overallcomfort**

Overall how *comfortable* do you feel dealing with [textfill: DCS/TPS]?

READ OUT.

1. Very comfortable
 2. Fairly comfortable
 4. Not very comfortable
 5. Not at all comfortable
- Don't know

ASK ALL

ImproveAmount

How much improvement, if any, would you say that [TPS/DCS] needs to make to its services?

READ OUT

1. No improvement
 2. A slight improvement
 3. Some improvement
 4. Much improvement
 5. A huge improvement
- Don't Know

ASK ALL

Change

Overall, would you say that the quality of service has got better, worse, or stayed the same since you initially contacted [textfill: the DCS/TPS]?

1. Better
 2. Worse
 3. About the same
 4. [DO NOT READ OUT: I have only contacted [textfill: the DCS/TPS] once]
- Don't know

ASK RANDOM SUBSAMPLE OF 1000

Best

What would you say was the best thing about [textfill: the DCS/TPS]?

OPEN-ENDED. PROBE AND RECORD FULLY.

Don't Know

ASK RANDOM SUBSAMPLE OF 1000 (SAME RESPONDENTS AS ABOVE)

Improve

And how could [textfill: the DCS/TPS] be improved?

OPEN-ENDED. PROBE AND RECORD FULLY.

Don't Know

ASK ALL**Lifesat**

Finally, I would like to ask you a question about your satisfaction with your life. There is no right or wrong answer. I'd like you to give an answer on a scale of nought to 10, where nought is 'not at all satisfied' and 10 is 'completely satisfied'. Overall, how satisfied are you with your life nowadays?

ADD IF NECESSARY: The Government is interested in measuring well-being in order to learn about what matters to people and by how much.

0 – 10

Demographics**ASK ALL**

This is the final section and I'd just like to ask you a few details about yourself for classification purposes.

ASK ALL**Gender**

ASK OR RECORD GENDER

1. Male
2. Female
3. Transgender

ASK ALL**Age**

Can I just check, what was your age last birthday?

Numeric Range
Don't Know
Refused

If Age= DK or Refused, ASK Age2

Age2

In which of these age bands do you fall?

READ OUT

- 16-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-60
- 61-65
- 66-74
- 75-84
- 85+
- Refused

ASK ALL

Ethnicity

To which of these groups do you consider you belong?

READ OUT

- 1. White
- 2. Mixed
- 3. Asian
- 4. Black
- 5. Other (specify)
- Don't Know
- Refused

IF Ethnicity = WHITE, ASK Ethwhite

Ethwhite

PROMPT TO PRECODES

- 1. White – English/Welsh/Scottish/Northern Irish/British
- 2. White – Irish
- 3. White – Gypsy or Irish Traveller
- 4. White – Any other white background (please specify)
- Don't Know
- Refused

IF Ethnicity = MIXED, ASK Ethmix**Ethmix**

PROMPT TO PRECODES

1. Mixed – White and Black Caribbean
2. Mixed – White and Black African
3. Mixed – White and Asian
4. Mixed – Any other mixed background (please specify)

Don't Know

Refused

IF Ethnicity = ASIAN, ASK Ethasian**Ethasian**

PROMPT TO PRECODES

1. Asian or Asian British – Indian
2. Asian or Asian British – Pakistani
3. Asian or Asian British – Bangladeshi
4. Asian or Asian British – Chinese
5. Asian or Asian British – Any other Asian background (please specify)

Don't Know

Refused

IF Ethnicity = BLACK, ASK Ethblack**Ethblack**

PROMPT TO PRECODES

1. Black or Black British – Caribbean
2. Black or Black British – African
3. Arab
4. Black or Black British – Any other Black background (please specify)

Don't know

Refused

IF Ethnicity = OTHER, ASK Ethother

Ethother

1. Other ethnic groups – Chinese
 2. Other ethnic groups – Arab
 3. Other ethnic groups – other (please specify)
- Don't know
Refused

ASK ALL

SecEnglish

Now thinking about language. Is English your first language?

1. Yes
 2. No
- Don't Know
Refused

IF SecEnglish = NO, ASK NotEnglish

NotEnglish

What is your first language?

PROMPT TO PRECODES

1. Arabic
 2. Bengali
 3. Chinese
 4. Gujarati
 5. Polish
 6. Punjabi
 7. Tamil
 8. Urdu
 9. Cantonese
 10. French
 11. Somali
 12. Sylheti
 13. Welsh
 14. Other (specify)
- Don't Know

ASK ALL**MaritalStat**

Are you ... ?

READ OUT

1. Single, that is never married and never registered a same-sex civil partnership
 2. Married and living with husband/wife
 3. In a registered same-sex civil partnership and living with your partner
 4. Separated, but still legally married
 5. Divorced
 6. Widowed
 7. [Do not read out] separated, but still legally in a same-sex civil partnership
 8. [Do not read out] formerly a same-sex civil partner, the civil partnership now legally dissolved
 9. [Do not read out] a surviving civil partner; his/her partner having since died
- Don't Know
Refused

IF MaritalStat <> MARRIED OR CIVIL PARTNERSHIP OR DK OR REF**Livingarrange**

May I just check, are you living with someone in your household as a couple?

1. Yes
2. No
3. [Do not read out] Same-sex couple (but not in a formal registered civil partnership)

ASK ALL**Currentsitu**

Which of these best describes your current situation?

READ OUT

1. Living in your own home
 2. Living with family
 3. Living in sheltered housing
 4. Living in residential care
 5. Living in a nursing home
- Don't Know
Refused

IF Modecontact <> USED THE INTERNET TO MAKE AN APPLICATION OR UPDATE DETAILS, ASK Intdo

Intdo

If you needed to do any of the following in the future would you consider doing them on the internet?

READ OUT. CODE ALL THAT APPLY.

1. To find out if you were eligible or how to claim for a benefit
 2. To apply for a benefit
 3. To change contact details
- None of these
Don't know

IF Intdo=none of these OR don't know OR any of 1-3 not selected, ASK Intwhy

Intwhy

All the services I mentioned are available on the website. Why is it that you would not consider using the internet for [this/these things]?

PROMPT TO PRECODES. CODE ALL THAT APPLY.

1. Unaware of the online availability of service
 2. Unaware that [textfill: TPS/DCS] offers this service at all
 3. I do not need this service
 4. I have physical difficulties which prevent me using computers/the internet
 5. I am unfamiliar with using computers/the internet
 6. The rest of the process cannot be done online
 7. I prefer direct interaction with a person (face-to-face or on the phone)
 8. I prefer not to put personal data online as I don't trust the services
 9. Other (specify)
- Don't know

ASK ALL

Inttype

How comfortable do you feel using the internet ...

- a) For finding basic information
- b) For interacting with other people or organisations
- c) For recording or updating your personal details
- d) For online banking
- e) For other online transactions (for example, booking a holiday, online shopping)

PROMPT TO PRECODES.

1. Never tried this
 2. Perfectly comfortable
 3. Fairly comfortable
 4. Not very comfortable
 5. Not at all comfortable
 6. Do not have access to the internet
 7. Never use the internet
- Don't know

ASK ALL

Econstat

Which of the following best describes your employment status?

READ OUT

1. Retired
2. Employed full-time (30+hours per week)
3. Employed part-time (less than 30 hours a week)
4. Unemployed – waiting to take up a job already obtained
5. Unemployed – looking for work
6. Unemployed – intending to look for work but temporarily sick/injured
7. Permanently unable to work due to long term sickness/illness
8. Self-employed
9. Full time education
10. Not looking for work – looking after family/home
11. Don't Know
12. Refused

ASK ALL

Benefit

Can I just check which of the following benefits, if any, do you receive [if MaritalStat=2/3 or if LivingArr=1/3: either on your own or with your partner]?

READ OUT. MULTICODE

1. Income Support
2. Jobseeker's Allowance
3. Incapacity Benefit
4. Employment and Support Allowance
5. State Pension

6. Winter Fuel Payment
 7. Pension Credit
 8. Carer's Allowance
 9. Attendance Allowance
 10. Disability Living Allowance
 11. Housing Benefit
 12. Tax credits
 13. Child benefit
 14. Council tax benefit
 15. Other (specify)
- None of these
Refused
Don't know

ASK ALL

Illnessdisab

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

1. Yes
 2. No
- Don't know

IF Illnessdisab =YES, ASK Illnesstype

Illnesstype

Do any of these conditions or illnesses affect you in any of the following areas?

READ OUT. CODE ALL THAT APPLY.

1. Vision – for example blindness or partial sight
 2. Hearing – for example deafness or partial hearing
 3. Mobility – for example walking short distances or climbing stairs
 4. Dexterity – for example lifting and carrying objects, using a keyboard
 5. Learning or understanding or concentrating
 6. Memory
 7. Mental health
 8. Stamina or breathing or fatigue
 9. Socially or behaviourally – for example associated with autism, attention deficit disorder or Asperger's syndrome
 10. Anything else (specify)
- Refused

IF Illnessdisab = YES, ASK Dealprob1**Dealprob1**

Does your condition or illness\do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

1. Yes, a little
 2. Yes, a lot
 3. Not at all
- Don't know

IF Illnessdisab = YES, ASK Dealprob2**Dealprob2**

Do these cause any problems or difficulties when dealing with organisations like [textfil: the DCS/TPS]?

1. Yes
 2. No
- Don't know
Refused

IF Dealprob2 = YES, ASK Help**Help**

Have you requested any help from [the DCS/TPS] to deal with these problems or difficulties?

1. Yes
 2. No
- Don't Know

IF Help = YES, ASK Gothelp**Gothelp**

And did you receive help from them?

1. Yes
 2. No
- Don't know

ASK ALL

RELIG

What is your religion, even if you are not currently practising?

CODE ONE ONLY

1. No religion
 2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
 3. Buddhist
 4. Hindu
 5. Jewish
 6. Muslim
 7. Sikh
 8. Any other religion (please describe)
- Don't know
- Refused

ASK ALL

SEXID

I will now read out a list of terms people sometimes use to describe how they think of themselves.

READ LIST TO END WITHOUT PAUSING.

1. Heterosexual or Straight,
2. Gay or Lesbian,
3. Bisexual,
4. Other

As I read the list again please say 'yes' when you hear the option that best describes how you think of yourself. PAUSE BRIEFLY AFTER EACH OPTION DURING SECOND READING.

ASK ALL

LINK

We can learn more about customers of the [textfill: DCS/TPS] by linking administrative records held by the Department for Work and Pensions to your answers from these questions. This information and everything you have told us today will be treated in strict confidence and used for research and statistical purposes only.

Would you be willing for us to add administrative data held by the Department for Work and Pensions to the answers you have given us today?

IF NECESSARY: This will be for analysis purposes only and will NOT affect your dealings, either now or in the future, with any Government department.

1. Yes
2. No
3. Not sure, need further information

IF LINK = 3, ASK LINK2

LINK2

The Department for Work and Pensions holds information about benefits, tax credits and employment. We would like to add this information to your answers from the questions we have just asked you, to ...

- * Create a more accurate picture of people's work history, benefits and needs
- * Help researchers and policymakers to be better informed in their work to improve the services [textfill: TPS/DCS] provides.

We will only do this if you give your permission to link the information we already hold about you to the answers you have given in the survey today

- * The information will only be used for research and statistics.
- * The information will be kept confidential.
- * Names and addresses are never included in the results and no individual can be identified from the research
- * Your personal details will not be passed to anyone else outside the research team and the Department for Work and Pensions.
- * The information will not be used to work out whether anyone is claiming benefits or tax credits they should not be.
- * Any current or future claims for benefits or tax credits will not be affected.

Would you be willing for us to link administrative data held by the Department for Work and Pensions to the answers you have given?

1. Yes
2. No

ASK ALL

RECON

Would you be willing to be recontacted for further studies of this type? This may mean you would be contacted again within the next 12 months.

Please be reassured that the purpose of this re-contact is for research only and that your answers remain confidential. If you agree to us contacting you again we will check records held by DWP before we do so to make sure the information we have about you is correct.

1. Yes
2. No

Thank and close

C.2 Claimants in receipt of unemployment benefits

Introduction

Ask to speak to (CONTACT NAME) and confirm name when speaking to this person. If named person is not able to complete the interview over the phone (e.g. if s/he is deaf or has learning difficulties), try to arrange an alternative method (e.g. interview in non-English language or postal questionnaire).

INTERVIEWER: My name is ... and I'm calling on behalf of the Department for Work and Pensions. TNS-BMRB are conducting some research into people's attitudes towards Jobcentre Plus, which is a part of the Department for Work and Pensions. You should have received a letter about this project. We would like to ask you about your experiences of using Jobcentre Plus and collect some information. The information you give will be used to improve the services offered by Jobcentre Plus.

Your participation in the research is entirely voluntary and will not affect your benefits or dealings with the Department for Work and Pensions. You can withdraw from the research at any time.

Any information you provide will be held in the strictest of confidence and will be handled securely throughout the study in line with the requirements of the Data Protection Act (1998). The information you provide will be used only for research purposes and the research findings will not identify you.

Would you be willing to take part? It should take about 20–25 minutes to complete.

INTERVIEWER: IF NO, BRIEFLY OUTLINE THE PURPOSE AND CONTENT OF THE SURVEY

IF CONDUCTING INTERVIEW WITH PROXY

Qauth

(IF SPEAKING TO PROXY): Can I confirm that you are authorised to respond on behalf of [NAME FROM SAMPLE]?

(IF SPEAKING TO NAMED RESPONDENT): Can I confirm that this person is authorised to respond on your behalf?

1. Yes
2. No

IF Qauth = NO, TERMINATE INTERVIEW.

IF CONDUCTING INTERVIEW WITH PROXY

Qname

Please can I take your name?

RECORD FULL NAME OF PROXY RESPONDENT, INCLUDING TITLE, FIRST NAME AND SURNAME

IF CONDUCTING INTERVIEW WITH PROXY**Qrel**

What is your relationship to (NAME FROM SAMPLE)?

So you are (NAME FROM SAMPLE)'s ...

1. Parent/Guardian
 2. Husband/Wife/Partner
 3. Child
 4. Carer (non relative)
 5. Friend
- Other specify

IF CONDUCTING INTERVIEW WITH PROXY**Qproxwhy**

And why is it that you act on (NAME FROM SAMPLE)'s behalf when dealing with Jobcentre Plus?

PROMPT TO PRECODES. CODE ALL THAT APPLY.

1. s/he cannot speak English well enough
 2. s/he cannot read or write English well enough
 3. s/he has a physical health condition that makes it difficult to communicate
 4. s/he has a mental health condition that makes it difficult to communicate
 5. s/he prefers not to take care of own financial affairs
 6. other (specify)
- Refused

IF CONDUCTING INTERVIEW WITH PROXY**Qageben**

How old is (NAME FROM SAMPLE)?

Numeric Range
Don't Know
Refused

If QAgeben= DK or Refused, ASK Qageben2

Qageben2

In which of these age bands does (NAME FROM SAMPLE) fall?

READ OUT

- 16-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-60
- 61-65
- 66-74
- 75-84
- 85+
- Refused

IF CONDUCTING INTERVIEW WITH PROXY

Qsexben

And is (NAME FROM SAMPLE) ...

- 1. Male or
- 2. Female
- Refused

IF CONDUCTING INTERVIEW WITH PROXY

Please answer the following questions on behalf of (NAME FROM SAMPLE). Any questions referring to “you” should be answered about (NAME FROM SAMPLE)’s experiences.

ASK ALL

Q1

Which, if any, of these benefits have you received in the last 6 months, even if you are not claiming now?

ADD IF NECESSARY: Have you received this benefit in your own right: that is where you are the named recipient?

READ OUT. CODE ALL THAT APPLY

- 1. Jobseeker’s Allowance
- 2. Income Support
- 3. Incapacity Benefit
- 4. Employment and Support Allowance
- None of these

IF Q1 = NONE OF THESE ASK Q1a

Q1a

Have you used Jobcentre Plus' employment services in the last 6 months?

1. Yes
2. No
- Don't know

IF Q1a = No OR 'Don't know' TERMINATE INTERVIEW

IF ANY BENEFIT CODED AT Q1, ask

Q2

And are you receiving ... (READ OUT ALL BENEFITS CODED AT Q1) at present?

1. Yes
2. No
- Don't know

FOR EACH BENEFIT CODED AT Q1

Q2a

[IF STILL RECEIVING:] For how long have you been receiving (BENEFIT AT Q1)? [IF NO LONGER RECEIVING:] For how long did you receive (BENEFIT AT Q1)?

PROMPT TO PRECODES

1. Less than 3 months
2. 3 – up to 6 months
3. 6 – upto 12 months
4. 1 – upto 2 years
5. 2 – upto 3 years
6. 3 – upto 5 years
7. 5 – upto 10 years
8. 10 years or more
- Don't know

FOR EACH BENEFIT CODED NO AT Q2

Q3

When did you stop receiving ... (READ OUT BENEFIT FROM Q2)?

PROMPT TO PRECODES. CODE FOR EACH BENEFIT

1. Less than 1 month ago
 2. 1 – up to 3 months ago
 3. 3 – up to 6 months ago
 4. 6- up to 12 months ago
- Don't know

ASK ALL

I'd now like to ask about your dealings with Jobcentre Plus. Jobcentre Plus is the government agency responsible for helping people into work and supporting those who cannot work by providing them with benefit payments.

In this interview we would like you to think only about your dealings with Jobcentre Plus. Please do not include any dealings you may have had with any other employment service providers, such as Work Programme or Work Choice providers.

ASK ALL

Q4

So, in the past 6 months, have you ...

READ OUT. CODE THE FIRST ON THE LIST THAT APPLIES

1. Started a new claim for a benefit with Jobcentre Plus
2. Asked Jobcentre Plus to reconsider a decision they have made concerning the benefit you are entitled to receive
3. Been told you have to attend a medical assessment to help Jobcentre Plus decide how your health affects your ability to work (you may know this as a 'Work Capability Assessment')
4. Received notification that Jobcentre Plus are reviewing the benefit you have been claiming
5. Enquired about your eligibility for a benefit
6. Reported problems with a benefit you are receiving (for example, delayed or missing payment, or closure of a claim)
7. Had an interview or review meeting with someone at Jobcentre Plus- please do not include your regular visit to the Jobcentre Plus office to sign on
8. Reported a change of circumstances to Jobcentre Plus
9. Discussed jobs or training opportunities with someone at Jobcentre Plus
10. Signed on
11. [DO NOT READ OUT: None of these]

IF Q4=1 [START NEW CLAIM] OR Q4=5 [ENQUIRED ABOUT ELIGIBILITY FOR A BENEFIT], ASK Q4a

Q4a

And which benefit or entitlement were you [applying for/enquiring about]?

1. Jobseeker's Allowance
2. Income Support
3. Incapacity Benefit
4. Employment and Support Allowance
5. Other [specify]
- Don't know
- Refused

THE ABOVE TRANSACTION WILL FORM THE FOCUS OF THE REMAINING INTERVIEW. THE CATI PROGRAM WILL USE SUITABLE TEXT-FILLS IN THE QUESTIONS THAT FOLLOW

IF Q4 = 'NONE OF THESE', ASK Q5

Q5

Have you had any dealings with Jobcentre Plus in the last 6 months, either in person, by telephone, by post or via the internet?

PROMPT TO PRECODES. CODE ALL THAT APPLY

1. No dealings
2. Visited the website
3. Made a complaint
4. Looked for job vacancies
5. Made an appointment (e.g. for an interview or medical/health assessment)
6. Tried to get help – understanding or completing a form
7. Tried to get help – with funding (e.g. for travel to interviews, training, moving into work, or mortgage relief)
8. Tried to get information or an update on progress
9. Requested a form
- Don't know

IF Q5 = 1 THEN TERMINATE INTERVIEW.

IF Q5= 'DON'T KNOW', GO TO EMPLOYMENT SECTION (IF APPLICABLE) OR GENERIC AND COMPLAINTS SECTION

IF Q5= 2 ONLY, GO TO WEB0, COMPLETE 'ONLINE' SECTION, THEN GO TO EMPLOYMENT SECTION (IF APPLICABLE) OR GENERIC AND COMPLAINTS SECTION

IF Q5=3 THEN THIS IS THE TRANSACTION THAT IS FOLLOWED UP

IF Q5=4 OR 5 OR 6 OR 7 OR 8 OR 9, CATI PROGRAM WILL CHOOSE ONE OF THE SELECTED ANSWERS

AT RANDOM TO FOLLOW UP. THE CATI PROGRAM WILL USE SUITABLE TEXT-FILLS IN THE QUESTIONS THAT FOLLOW

ASK ALL WITH A PRIORITY CONTACT

You said you [transaction] sometime in the last 6 months. I'd like to ask you a few questions about that.

EASE OF ACCESS

ASK ALL WITH A PRIORITY CONTACT

EASE1

In which of the following ways have you had contact with Jobcentre Plus about [transaction]?

READ OUT. CODE ALL THAT APPLY.

1. By telephone
 2. Searched for information online
 3. Went online to make an application or update details
 4. By post
 5. In person in your own home
 6. In person at a Jobcentre Plus office
 7. In person on other premises
 8. By email
 9. By text message
 10. Other(specify)
- Don't know

IF EASE1=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7 OR 8 OR 9, ASK EASE2

EASE2

And was this the way/were these the ways in which you wanted to do this?

1. Yes
 2. No
- Don't know

IF EASE2=No, ASK EASE3

EASE3

How would you have preferred to have had contact with Jobcentre Plus [to transaction]?

CODE ALL THAT APPLY.

1. By telephone
 2. Searched for information online
 3. Went online to make an application or update details
 4. By post
 5. In person in your own home
 6. In person at a Jobcentre Plus office
 7. In person on other premises
 8. By email
 9. By text message
 10. Other (specify)
- Don't know

TELEPHONE CONTACT

IF EASE1='By telephone'

I'd like to ask you a few questions about your experiences on the telephone when you [transaction].

IF EASE1='By telephone', ASK TEL1

TEL1

Firstly, did you ...

READ OUT.

1. call Jobcentre Plus,
 2. did they call you,
 3. or both?
- Don't know

IF TEL1=1 OR 3, ASK TEL2

TEL2

Were you able to get through the first time you rang?

1. Yes
 2. No
- Don't know

IF TEL1=1 OR 3, ASK TEL4

TEL4

How many times did you call Jobcentre Plus with regards to [transaction]?

INTERVIEWER: Estimate if unsure

Numeric range 0-999

Don't know

IF TEL1=1 OR 3, ASK TEL2a

TEL2a

[text fill: On average how/How] long did you have to wait for your call(s) to be answered when you phoned Jobcentre Plus [to transaction]? Was it ...

IF NECESSARY: Please think about the amount of time you had to wait on average.

READ OUT.

1. 30 seconds or less
 2. More than 30 seconds but less than a minute
 3. 1 to 5 minutes
 4. Over 5 minutes
 5. It wasn't answered
- Don't know

IF TEL1=1 OR 3, ASK TEL3

TEL3

And was the amount of time you had to wait for your call(s) to be answered reasonable?

IF NECESSARY: Please think generally about all the calls you made.

1. Yes
 2. No
- Don't know

IF TEL1=1 OR 3, ASK TEL5

TEL5

At any point, were you ...

READ OUT. CODE FIRST THAT APPLIES

1. Transferred to someone else
2. Told Jobcentre Plus would call you back

- 3. Told to call someone else
- 4. Told you had to call back another time
- None of these
- Don't know

IF TEL5=3 (told to call someone else), ASK TEL6

TEL6

When you were told to call someone else did they give you a number to dial?

- 1. Yes
- 2. No
- Don't know

IF TEL5=3(told to call someone else), ASK TEL6a

TEL6a

And did you call these people?

- 4. Yes
- 5. No
- 6. No – telephone number incorrect
- Don't know

IF TEL5=2 (told Jobcentre Plus would call you back), ASK TEL7

TEL7

Did they tell you when they would call you back?

- 1. Yes
- 2. No
- Don't know

IF TEL7=1, ASK TEL8

TEL8

And did they call you back when they said they would?

INTERVIEWER: IF CALLED BACK EARLIER ENTER YES

- 1. Yes
- 2. No
- Don't know

IF TEL7=2 OR TEL7=Don't know OR TEL8=2 OR TEL8=Don't know, ASK TEL9

TEL9

Did they call you back at some point?

1. Yes
 2. No
- Don't know

IF TEL6a=1 (called someone else you were given the number for) OR TEL5=1 (transferred to someone else) OR TEL8 = 1 (was called back when they said) OR TEL9 = 1 (was called back at some point), ASK TEL9a

TEL9a

And (textfill: were these people/was the person you were transferred to/when Jobcentre Plus called you back were they) able to help you?

1. Query dealt with
 2. Needed to speak with them/someone else again
- Don't know

IF TEL5=1 (transferred to someone else) OR TEL6a=1 (called someone else you were given the number for) OR TEL8=1 (was called back when they said) OR TEL9=1 (was called back at some point) OR TEL5=4 (called back another time), ASK TEL10

TEL10

When you [textfill: were transferred/called these people/were called back about this/called back another time], did you have to repeat the information you had given to the first person you spoke to?

READ OUT. SINGLE-CODED.

1. Yes – repeated all information
 2. Yes – only basic details such as name or address
 3. No – did not repeat any information
 4. [DO NOT READ OUT: I didn't speak to someone else]
- Don't know

IF EASE1 = ‘By telephone’

TEL11

When you were speaking to Jobcentre Plus on the phone [to transaction] did you feel:

- a. You were given enough time to explain your situation
- b. The call was too scripted
- c. They answered all the questions you had
 - 1. Yes
 - 2. No
 - Don't know

WRITTEN CONTACT

IF EASE1=4 OR EASE1=8

The next questions are about the written contact you had with Jobcentre Plus about [transaction].

POST1

So firstly ...

Did you write to Jobcentre Plus, or did they write to you [about transaction]?

CODE ALL THAT APPLY.

- 1. Customer wrote to Jobcentre Plus
- 2. Customer sent form to Jobcentre Plus
- 3. Customer sent completed questionnaire to Jobcentre Plus
- 4. Jobcentre Plus wrote to customer
- Don't know

IF POST1=2 (customer sent form to Jobcentre Plus), ASK POST2

POST 2

How easy have the forms been to complete? Have they been ...

READ OUT

- 1. Very easy
- 2. Fairly easy
- 3. Fairly difficult
- 4. Very difficult
- 5. [DO NOT READ OUT: It varies]
- Don't know

IF POST1=3 (customer sent questionnaire to Jobcentre Plus), ASK POST2B

POST2B

How easy was the questionnaire to complete? Was it ...

READ OUT

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
- Don't know

IF POST1=2 OR 3 (customer sent form or questionnaire to Jobcentre Plus), ASK POST3

POST3

Did you receive an acknowledgement from Jobcentre Plus after submitting your [form/questionnaire]?

1. Yes
 2. No
 3. [DO NOT READ OUT: Sometimes]
- Don't know

IF POST3=2 (did not receive acknowledgement), ASK POST4

POST4

Were you expecting an acknowledgement from Jobcentre Plus when you submitted your [form/questionnaire]?

1. Yes
 2. No
- Don't know

IF POST1=1 (customer wrote to Jobcentre Plus), and EASE1=4 (contact by post), ASK POST5

POST5

How many times altogether did you write to Jobcentre Plus with regard to [transaction]?

INTERVIEWER: Estimate if unsure

Numeric range 1-999

Don't know

IF POST1=1 (customer wrote to Jobcentre Plus) and EASE1=8 (contact by email), ASK POST5a

POST5a

(textfill: And/Can I just check,) how many times did you e-mail Jobcentre Plus with regard to [transaction]?

PROMPT: Estimate if unsure

Numeric Range 1-999

Don't Know

IF POST1=1 (customer wrote to Jobcentre Plus), ASK POST6

POST6

When you wrote to Jobcentre Plus, did they reply or acknowledge that you had written to them?

1. Yes
 2. No
 3. [DO NOT READ OUT: Sometimes]
- Don't know

IF POST6=2 (did not receive reply or acknowledgement), ASK POST7

POST7

Were you expecting a reply or acknowledgement from Jobcentre Plus when you wrote to them?

1. Yes
 2. No
- Don't know

IF POST3=1 OR 3 OR POST6=1 OR 3 (received reply or acknowledgement) OR POST 4 = 1 (did not receive reply or acknowledgement but expected to), ASK POST8

POST8

Do you feel that the amount of time you have had to wait for a reply or acknowledgement was reasonable?

1. Yes
 2. No
- Don't know

IF POST3=1 OR 3 OR POST6=1 OR 3 (received reply or acknowledgement), ASK POST9

POST9

Did you request a response in a specific format or language, for example in Braille or Welsh?

1. Yes
2. No
- Don't know

IF POST9=1 (requested a specific format/language), ASK POST10

POST10

In what format did you request it?

1. Large print
2. Braille
3. On audio tape
4. Welsh
5. In another language
6. Other (please specify)
- Don't know

IF POST10=5 (requested another language), ASK POST11

POST11

What language did you request it in?

OPEN-ENDED
Don't know

IF POST9=1 (requested a specific format/language), ASK POST12

POST12

Did the response arrive in the format you requested?

1. Yes
2. No
3. (SPONTANEOUS: Hasn't arrived yet)
- Don't know

IF POST1=4 (Jobcentre Plus wrote to customer) OR POST3=1 OR POST6 = 1 (received acknowledgment/reply) OR POST3=3 OR POST6=3 (sometimes received acknowledgment/reply), ASK POST13

POST13

When Jobcentre Plus wrote to you, was everything written in plain language that was easy to understand?

- 1. Yes
- 2. No
- Don't know

IF POST13 = NO, ASK POST14

POST14

What was difficult to understand?

INTERVIEWER NOTE: PROBE FULLY

OPEN-ENDED

Don't know

FACE-TO-FACE CONTACT

IF EASE1=5 OR EASE1=6 OR EASE1= 7

You said you spoke to someone from Jobcentre Plus in person [during an interview or review meeting at Jobcentre Plus/about jobs or training opportunities/to [transaction]] ...

IF Q4<>10 [TRANSACTION IS NOT SIGNING ON] AND [EASE1=5 OR EASE1=6 OR EASE1=7], ASK F2F1

F2F1

How many times altogether did you [meet someone from Jobcentre Plus in person for an interview or review/speak to someone from Jobcentre Plus in person about jobs or training opportunities/ speak to someone from Jobcentre Plus in person to [transaction]]?

INTERVIEWER: Estimate if unsure

- Numeric range 1..999
- Don't know

IF (EASE1=5 OR EASE1=6 OR EASE1=7) AND NOT (Q5 = 5 and this is selected contact), ASK F2F2

F2F2

[IF F2F1>1 OR Q4 =10:] Thinking about [your most recent meeting with someone from Jobcentre Plus/the most recent time you spoke to someone from Jobcentre Plus in person about this], did you have an appointment?

[IF F2F1=1:] Did you have an appointment?

1. Yes
2. No
- Don't know

IF F2F2=1, ASK F2F3

F2F3

Did the meeting happen at the appointed time?

1. Yes
2. No
3. Not applicable – no time was specified
- Don't know

IF F2F3=2, ASK F2F4

F2F4

Why not?

PROMPT TO PRECODES. CODE ALL THAT APPLY

1. I was late
2. Jobcentre Plus was running late/behind schedule
3. Jobcentre Plus didn't have the meeting booked in
4. There was a mix up over the time
5. Other (specify)
- Don't know

IF [EASE1=5 OR EASE1=6 OR EASE1=7] AND NOT (Q5 = 5 and this is selected contact), ASK F2F5

F2F5

Did you ask for any special arrangements to be made, such as for an interpreter or third person to be there?

PROMPT TO PRECODES. CODE ALL THAT APPLY

1. Interpreter
 2. Third person (e.g. carer)
 3. Special arrangements for access
 4. Special arrangements for privacy
 5. Other arrangements (specify)
- None of these
Don't know

IF F2F5<>None of these AND F2F5<>Don't know, ask F2F6

F2F6

And when you spoke to someone from Jobcentre Plus in person, were these arrangements in place?

1. Yes
 2. No
 3. [DO NOT READ OUT: Partly]
- Don't know

ONLINE CONTACT

IF Q5 = 2 ONLY (visited the website)

WEB0

When you visited the website, did you do so to search for information, or to make an application or update application details?

CODE BOTH IF BOTH APPLY

1. Search for information
 2. Make an application or update details
- Don't know

IF EASE1=2 (searched for information online for transaction) OR WEB0 = 1 (searched the website for information), ASK WEB1

WEB1

You said that you searched online for information [to [transaction]]. When you did this did you look at ... ?

READ OUT. CODE ALL THAT APPLY.

1. Government websites such as DirectGov,
2. other non-government websites,
3. or are you not sure

IF WEB1=1(looked at government websites), ASK WEB2

WEB2

[text fill: Thinking about the government websites you visited, how/How] easy was it to find the relevant page(s) on the website so that you could do this?

READ OUT

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
- Don't know

IF EASE1=2 (searched for information online for transaction) OR WEB0 = 1 (searched for information on website), ASK WEB3

WEB3

And did you find the information you needed [about [transaction]]?

1. Yes – all
 2. Yes – some
 3. No
- Don't know

IF WEB3=2 (yes – some) or 3 (no) or DK, ASK WEB4

WEB4

What information were you unable to find?

PROBE FULLY.OPEN ENDED

Don't know

IF EASE1=3 (went online to make an application or update details) OR WEB0 = 2 (make an application or update details), ASK WEB5

WEB5

You said that you went online to make an application [in order to [transaction]]. Can I just check, did you provide information such as your contact details through the website?

1. Yes
 2. No
- Don't know

IF EASE1=3 (went online to make an application or update details) OR WEB0 = 2 (make an application or update details), ASK WEB6

WEB6

Did you get to the end of the online application process?

- 1. Yes
- 2. No
- Don't know

IF EASE1=3 (went online to make an application or update details) OR WEB0 = 2 (make an application or update details), ASK WEB7

WEB7

Did you experience any difficulties using the website while attempting to make the application?

- 1. Yes
- 2. No
- Don't know

IF WEB7 = 1

WEB8

What problems did you experience?

PROMPT TO PRECODE. CODE ALL THAT APPLY.

- 1. Website crashed/the site was unavailable
- 2. Instructions confusing
- 3. Needed to register before using
- 4. Took too long
- 5. Unable to answer all questions
- 6. Other (specify)
- Don't know

NOTE: IF Q5 = 2 ONLY, NOW GO TO EMPLOYMENT SECTION IF APPLICABLE, OR GENERIC/ COMPLAINTS SECTION

ASK ALL WITH A PRIORITY CONTACT

EASE4

Overall, how easy have you found getting in contact with Jobcentre Plus [for interviews or review meetings/to discuss jobs or training opportunities/during the course of [transaction]/[to transaction]]?

READ OUT. SINGLE CODED

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
- Don't know

RESPONSIVENESS/TIMELY RESPONSE

**IF TRANSACTION COULD LEAD TO NEXT STEPS: Q4=1 OR 2 OR 3 OR 4 OR 6 OR 7 OR 8 OR 9, OR IF q5=5 OR 7 OR 8 (and this is selected contact type)
ASK RESP1**

RESP1

When you were in touch with Jobcentre Plus to [transaction], did they tell you what would happen next?

1. Yes
 2. No
 3. [DO NOT READ OUT: Sometimes]
 4. [DO NOT READ OUT: Doesn't apply]
- Don't know

**IF TRANSACTION REQUIRED ACTION FROM JOBCENTRE PLUS: Q4=1 OR Q4=2 OR Q4=3 OR Q4=4 OR Q4=5 OR Q4=6 OR Q4=8 OR Q4=9 OR Q5=7 OR Q5=8 (and this is selected contact type)
ASK RESP2**

RESP2

And did Jobcentre Plus give you clear timings on what they would do?

1. Yes
 2. No
 3. [DO NOT READ OUT: Doesn't apply]
- Don't know

**IF INITIATED A PROCESS: Q4=1 OR Q4=2 OR Q4=6, OR IF Q5=7 (and this is selected contact type)
ASK RESP3**

RESP3

Did Jobcentre Plus keep you up-to-date with the progress of [transaction], or does that not apply?

- 1. Yes
- 2. No
- 3. Not applicable
- Don't know

**IF INITIATED A PROCESS REQUIRING JOBCENTRE PLUS ACTION: Q4=1 OR Q4=2 OR Q4=6 OR Q4=8 OR Q4=9, OR IF Q5=7 OR 8 (and this is selected contact type)
ASK RESP4**

RESP4

And during the course of [transaction], did Jobcentre Plus do what they said they would?

- 1. Yes
- 2. No
- 3. [DO NOT READ OUT: Doesn't apply]
- Don't know

OUTCOME

**IF Q4=3 [WAS NOTIFIED ABOUT ATTENDING A WORK CAPABILITY ASSESSMENT],
ASK OUTCM0**

OUTCM0

Have you now attended a medical assessment with a healthcare professional to establish whether you are fit for work?

IF NECESSARY: This is sometimes known as a 'Work Capability Assessment'

READ OUT

- 1. Yes
- 2. No – but this has been scheduled
- 3. No – this has not been scheduled yet
- 4. [DO NOT READ OUT: No – I don't intend to]
- Don't know

IF Q4=1 OR Q4=2 OR Q4=4 OR OUTCM0=1 [HAS STARTED A CLAIM, INITIATED AN APPEAL, BEEN NOTIFIED ABOUT CHANGE OF BENEFIT, OR UNDERGONE A WORK CAPABILITY ASSESSMENT], ASK OUTCM1

OUTCM1

Has a decision been reached about your [claim/appeal/eligibility for benefits]?

INTERVIEWER: IF A DECISION HAS BEEN REACHED BUT IS CURRENTLY BEING APPEALED, CODE YES

1. Yes
 2. No
- Don't know

IF OUTCM1=1, ASK OUTCM2

OUTCM2

Do you agree with this decision?

1. Yes
 2. No
- Don't know

IF OUTCM1=1, ASK OUTCM3

OUTCM3

Was the decision Jobcentre Plus made ...

READ OUT. SINGLE CODED.

1. Very clearly explained
 2. Fairly clearly explained
 3. Not clearly explained
 4. Not explained at all
- Don't know

IF Q4=5 [ENQUIRED ABOUT ELIGIBILITY], ASK OUTCM4

OUTCM4

Have you now determined whether or not you are eligible for the benefit you were enquiring about?

1. Yes
 2. No
- Don't know

IF Q4=6 [REPORTED PROBLEMS WITH BENEFIT], ASK OUTCM5

OUTCM5

Have the problems with your benefit now been resolved?

- 1. Yes
- 2. No
- Don't know

IF Q5=6 (and this is selected contact type) [SOUGHT HELP WITH FORM], ASK OUTCM6

OUTCM6

Have you now received all the help you needed to complete the form?

- 1. Yes
- 2. No
- Don't know

IF Q5=7 (and this is selected contact type) [SOUGHT HELP WITH FUNDING], ASK OUTCM7

OUTCM7

Have you now received any financial assistance that you were looking for?

IF NECESSARY: financial assistance for travel to interviews, training, moving into work, or mortgage relief

- 1. Yes
- 2. No
- 3. [DO NOT READ OUT: I didn't qualify for assistance]
- Don't know

IF Q4=7 [HAD AN INTERVIEW OR MEETING] OR Q4=9 [DISCUSSED JOBS OR TRAINING OPPORTUNITIES], ASK OUTCM9

OUTCM9

At the end of the [interview or review meeting/discussion], were there any issues that hadn't been addressed, for example any information that you still needed or any questions that hadn't been answered?

- 1. Yes
- 2. No
- Don't know

IF Q5=8 (and this is selected contact type)[TRIED TO GET INFORMATION OR PROGRESS UPDATE], ASK OUTC10

OUTC10

Did the reply you received when you tried to get information or an update on progress deal fully with your query?

1. Yes
2. No
- Don't know

IF OUTCM9=1 OR OUTC10=2, ASK OUTCX

OUTCX

What do you feel was not fully covered or dealt with?

OPEN-ENDED. PROBE AND RECORD FULLY.
Don't know

IF Q4=8 [REPORTED A CHANGE OF CIRCUMSTANCES], ASK OUTC11

OUTC11

After reporting your change of circumstances, did you have any problems with the payment of your [allowance/benefit]?

1. Yes
2. No
3. [Do not read out: Sometimes]
- Don't know

IF Q4=8 [REPORTED A CHANGE OF CIRCUMSTANCES], ASK OUTC12

OUTC12

Since that time, have you had to report your change of circumstances again when you've been in touch with Jobcentre Plus or other government services such as your local council, or the disability and carers service?

1. Yes
2. No
3. [DO NOT READ OUT: I haven't had any other government dealings]
- Don't know

ASK ALL WITH A PRIORITY CONTACT**OUTC13**

How complicated [are you finding/did you find] the process of [transaction]?

1. Very complicated
 2. Fairly complicated
 3. Not very complicated
 4. Not at all complicated
- Don't know

IF TRANSACTION HAS BEEN CONCLUDED: IF OUTCM0=1 OR OUTCM1=1 OR OUTCM4=1 OR OUTCM5=1 OR OUTCM6=1 OR OUTCM7=1 OR OUTCM7=3,, ASK OUTC14

OUTC14

And was this what you expected?

1. Yes
 2. No
 3. [Do not read out: No expectations]
- Don't know

**IF TRANSACTION DID NOT FOCUS ON INTERVIEWS OR DISCUSSIONS – Q4=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 8, OR Q5=5 OR 6 OR 7 OR 8 OR 9 (and this is selected contact type)
ASK OUTC15**

OUTC15

Would you say that you have had to contact Jobcentre Plus with regards to [transaction] ...

READ OUT

1. More often than you had expected
 2. Less than you had expected
 3. or about as often as you had expected?
- Don't know

IF OUTC15=1, ASK OUTC16

OUTC16

Why did you have to contact Jobcentre Plus so many times?
PROMPT TO PRECODES. CODE ALL THAT APPLY,

1. You were following the normal multi-step procedure
2. You weren't able to speak to the right person
3. You didn't receive a reply
4. You were anxious to get an update or receive confirmation
5. Something was unclear or confusing
6. Something was incorrect
7. Something was missing
8. Other (specify)

ASK ALL WITH PRIORITY CONTACT

OUTC17

How satisfied are you with the time it has taken for Jobcentre Plus to deal with [transaction]?

READ OUT

1. Very satisfied
 2. Fairly satisfied
 3. Neither satisfied or dissatisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
- Don't Know

IF TRANSACTION HAS BEEN CONCLUDED: IF OUTCM0=1 OR OUTCM1=1 OR OUTCM4=1 OR OUTCM5=1 OR OUTCM6=1 OR OUTCM7=1 OR OUTCM7=3, ASK OUTCM8

OUTCM8

Do you feel that this [decision/conclusion] was reached in a reasonable length of time?

1. Yes
 2. No
- Don't know

IF TRANSACTION HAS NOT YET CONCLUDED: IF OUTCM0=2 OR 3 OR 4 OR DK, OR IF OUTCM1=2 OR DK, OR IF OUTCM4=2 OR DK, OR IF OUTCM5=2 OR DK, OR IF OUTCM6=2 OR DK, OR IF OUTCM7=2 OR DK, ASK OUTCM8a

OUTC8a

Do you feel this is taking ...

READ OUT

1. A lot less time than expected
2. A little less time than expected

- 3. About as long as expected
- 4. A little longer than expected
- 5. A lot longer than expected
- Don't Know

OUTC18

[IF TRANSACTION HAS BEEN CONCLUDED: IF [Q4=7 OR Q4=8 OR Q4=10] OR IF Q5=8 OR IF OUTCM0=1 OR OUTCM1=1 OR OUTCM4=1 OR OUTCM5=1 OR OUTCM6=1 OR OUTCM7=1 OR OUTCM7=3]

Were you given adequate information about steps you could take if you were dissatisfied with the way Jobcentre Plus handled your enquiry?

[IF TRANSACTION HAS NOT YET BEEN CONCLUDED: IF OUTCM0=2 OR 3 OR 4 OR DK, OR IF OUTCM1=2 OR DK, OR IF OUTCM4=2 OR DK, OR IF OUTCM5=2 OR DK, OR IF OUTCM6=2 OR DK, OR IF OUTCM7=2 OR DK]

Have you been given adequate information about steps you could take if you are dissatisfied with the way Jobcentre Plus is handling your enquiry?

IF NECESSARY: By enquiry I mean the process of [transaction]

- 1. Yes
- 2. No
- 3. [DO NOT READ OUT: I was given no information]
- Don't know

ASK ALL WITH PRIORITY CONTACT

OUTC19

So thinking about the entire process of [transaction], overall how satisfied or dissatisfied are you with the way Jobcentre Plus has handled this?

Are you ... ?
READ OUT

- 1. Very satisfied
- 2. Fairly satisfied
- 3. Fairly dissatisfied
- 4. Very dissatisfied
- Don't know

SEARCHING FOR EMPLOYMENT

IF Q1=1 OR Q1a=1 OR Q4=9 OR Q5=4

Now I'd like you to think specifically about any contact you've had with Jobcentre Plus about finding employment.

Sometimes Jobcentre Plus puts people in touch with other employment service providers. Please do not include any dealings you may have had with these other providers. We are only interested in your dealings with Jobcentre Plus.

So ...

IF Q1=1 OR Q1a=1 OR Q4=9 OR Q5=4, ASK EMPLOY1

EMPLOY1

Has your adviser at Jobcentre Plus tried to identify types of jobs that might be suitable for you?

1. Yes
2. No
- Don't know

IF Q1=1 OR Q1a=1 OR Q4=9 OR OR Q5=4, ASK EMPLOY2

EMPLOY2

Has your adviser ever suggested to you that you should look for different types of work, other than the ones you are interested in?

1. Yes
2. No
- Don't know

IF EMPLOY2=1, ASK EMPLOY3

EMPLOY3

And were the jobs they suggested suitable for you?

1. Yes
2. No
3. [DO NOT READ OUT: Sometimes]
- Don't know

IF Q1=1 OR Q1a=1 OR Q4=9 OR OR Q5=4, ASK EMPLOY4**EMPLOY4**

Has your adviser ever suggested to you other ways of finding work other than through Jobcentre Plus?

1. Yes
2. No
- Don't know

IF EMPLOY4=1, ASK EMPLOY5**EMPLOY5**

And in which of these ways did the adviser suggest you could look for work?

READ OUT. CODE ALL THAT APPLY.

1. Local newspaper
2. Recruitment agency
3. Jobseeker Direct
4. Searching the internet
5. Speaking to friends and family
6. Using the yellow pages
7. Any other methods (specify)
- Don't know

IF Q1=1 OR Q1a=1 OR Q4=9 OR OR Q5=4, ASK EMPLOY6**EMPLOY6**

How satisfied or dissatisfied are you with the service that Jobcentre Plus offers in helping you find employment? Again, please make sure you do not include any services offered by other employment service providers which Jobcentre Plus may have put you in contact with.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
- Don't Know

IF Q1=1 OR Q1a=1 OR Q4=9 OR OR Q5=4, ASK EMPLOY7

EMPLOY7

Have you and your adviser talked about:

- a) the skills you could develop in order to get a job
- b) the skills you already have to get a job
- c) training opportunities

- 1. Yes
- 2. No
- Don't know

IF Q1=1 OR Q1a=1 OR Q4=9 OR OR Q5=4, ASK EMPLOY8

EMPLOY8

Has your adviser offered you any courses, work placements, or one-off expenses which could help improve your chances of finding work?

- 1. Yes
- 2. No
- Don't know

IF EMPLOY8=2, ASK EMPLOY9

EMPLOY9

Is this because you don't need any help or training to improve your skills or for some other reason?
PROMPT TO PRECODES IF NECESSARY. CODE ALL THAT APPLY.

- 1. No need to improve skills
- 2. Training or support not suggested
- 3. No appropriate training courses or opportunities
- 4. Other (specify)
- Don't know

IF Q1=1 OR Q1a=1 OR Q4=9 OR OR Q5=4, ASK EMPLOY10

EMPLOYX

How satisfied or dissatisfied are you with the services and training that you have been directed to by Jobcentre Plus to help you improve your skills?

- 1. Very satisfied
- 2. Fairly satisfied
- 3. Neither satisfied nor dissatisfied

- 4. Fairly dissatisfied
- 5. Very dissatisfied
- Don't Know

GENERIC AND COMPLAINTS

Next, I'm going to ask you a few general questions about Jobcentre Plus. **([IF Q4=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7 OR 8 OR 9 OR 10, OR IF q5=3 or 4 or 5 OR 6 OR 7 OR 8 OR 9:** Please don't think only about your experience of [transaction], but more generally.)

First of all ...

IF EASE1<>6, ASK GENER2

GENER2

Have you visited your local office in the last 6 months?

- 1. Yes
- 2. No
- Don't know

IF GENER2=1 OR EASE1=6, ASK GENER3

GENER3

10. Thinking about your last visit to your local office, I'd now like you to rate some of the conditions at that office. After each one I read out I'd like you to say if you thought it was Excellent, Very Good, Good, Fair or Poor.

First of all can you tell me how good or poor jobcentre Plus was at ...

- a) Displaying relevant information in the office
- b) Providing a pleasant and welcoming environment
- c) Providing appropriate privacy for your needs
- d) Providing a safe environment
- e) Providing help if you need it

READ OUT

- 1. Excellent
- 2. Very good
- 3. Good
- 4. Fair
- 5. Poor
- 6. [DO NOT READ OUT: Not applicable]
- Don't know

ASK ALL

GENER4

Do you feel your access to Jobcentre Plus services is limited in any way?

1. Yes
2. No
- Don't know

IF GENER4=1, ASK GENER5

GENER5

In what way do you feel your access is limited?

PROMPT TO PRE-CODES. CODE ALL THAT APPLY

1. Services do not accommodate my physical requirements
2. Services do not accommodate my mental health needs (e.g. anxiety issues/stress)
3. Literacy related problem
4. I am not computer literate
5. Language related problem (English/Welsh not first language)
6. Cost
7. Distance
8. Other (specify)
- Don't know

ASK ALL

GENER19

How confident do you feel that you can trust Jobcentre Plus ...

- a) to inform you about everything you are entitled to
- b) to follow procedures correctly (i.e. not make mistakes)
- c) [IF Q1=1 OR Q1a=1 OR Q4=10 OR Q5=4] To help you find a job

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. [DO NOT READ OUT: Doesn't apply]
- Don't know

ASK ALL

GENER6

How confident do you feel that the payment you are/were receiving from Jobcentre Plus is/was correct?

READ OUT. SINGLE CODED

1. Very confident
 2. Fairly confident
 3. Not very confident
 4. Not at all confident
 5. [DO NOT READ OUT: I am/was not receiving any payments]
- Don't know

IF GENER6<>5, ASK GENER7

GENER7

Was the way this payment was calculated explained to you ...

READ OUT. SINGLE CODED.

1. Very clearly
 2. Fairly clearly
 3. Not clearly
 4. Not explained at all
- Don't know

ASK ALL

GENER8

In the past 6 months, have you been given any information by Jobcentre Plus that you found to be incorrect or contradictory?

1. Yes
 2. No
- Don't know

IF GENER8=1, ASK GENER9

GENER9

What was the incorrect information concerning?

PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

1. How to apply for benefits
 2. Which benefit to apply for
 3. Other benefits available
 4. How much benefit I was receiving/would receive
 5. When I would receive my benefit
 6. Job vacancies/job finding
 7. Training
 8. Jobcentre Plus programmes
 9. My personal details/circumstances (e.g. whether in work)
 10. Appointments
 11. Other (specify)
- Don't know

IF Q5 <> 3, Ask Problem

Problem

Thinking about the last 6 months, have you had any difficulties or problems when dealing with Jobcentre Plus?

1. Yes – had problems
 2. No – did not have problems
- Don't Know

If Problem = YES, ASK Whatproblem

Whatproblem

What difficulties or problems have you had?

OPEN ENDED.

Don't know

IF Problem = YES, ASK Resolve

Resolve

Were these problems resolved?

1. Yes
 2. No
 3. [DO NOT READ OUT: Some have]
- Don't know

IF Problem = YES, ASK Complaint**Complaint**

Did you make a formal complaint?

IF NECESSARY: Remember that your answers will be treated as completely confidential.

1. Yes
2. No
- Don't Know
- Refused

IF Complaint = YES, ASK Howcomplain**Howcomplain**

Did you complain in writing, on the telephone, by email or in person?

CODE ALL THAT APPLY

1. Telephone
2. Writing
3. By email
4. In person
5. Any other way (specify)
- Don't Know

IF Problem =YES and Complaint = NO, ASK Whynotcomplaint**Whynotcomplaint**

Why did you not complain?

OPEN-ENDED
PROBE FULLY

IF Complaint = YES, ASK Complaint2**Complaint2**

Following your complaint, how long did it take before you received an initial response from Jobcentre Plus whether by post, telephone or in person?

IF NECESSARY SAY: by this I mean the initial response to your complaint, not the final response in a series of correspondence about this matter. This initial response may only have been a letter or phone call explaining that it would take longer to look into and reply fully.

1. Immediately/same day
 2. 2-7 days
 3. Longer
 4. Not received any response
- Don't Know

IF Complaint2 = IMMEDIATELY/SAME DAY, 2-7 DAYS OR LONGER, ASK Complaint3

Complaint3

Do you feel that the time period between your complaint and the initial response was reasonable?

1. Yes
 2. No
- Don't Know

IF Complaint = YES, ASK Complaintsat

Complaintsat

How satisfied were you with the handling of your complaint? Were you ...

READ OUT

1. Very satisfied
 2. Fairly satisfied
 3. Fairly dissatisfied
 4. Very dissatisfied
- Don't Know

IF Complaintsat = 3 or 4 (fairly or very dissatisfied with the way complaint was handled), ASK Whydissat

Whydissat

Why were you dissatisfied with the handling of your complaint?

OPEN-ENDED
PROBE FULLY

IF Complaint = YES OR Q5=3, ASK GENER17

GENER17

Following your complaint, have you taken the matter any further?

IF YES, PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

1. Yes, contacted the office manager
 2. Yes, contacted Jobcentre Plus Chief Executive
 3. Yes, contacted my MP
 4. Yes, contacted the Ombudsman via my MP
 5. Yes, contacted an Independent Case Examiner
 6. No further action
 7. Other (Please Specify)
- Don't know

IF Complaintsat = 3 OR 4 (fairly or very dissatisfied with the way complaint was handled), ASK GENER18

GENER18

How satisfied or dissatisfied were you with information you received about steps to take if you were dissatisfied with the outcome of your complaint?

1. Very satisfied
 2. Fairly satisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
 6. [DO NOT READ OUT: I was given no information]
- Don't know

GUEST MODULE: CHANNELS AND POTENTIAL INTERNET USAGE

ASK ALL

GUEST1

Are you aware that the following services are available for you to use?

- A. A website called 'Jobseeker's Allowance Online' which you can use to apply for Jobseeker's Allowance
- B. A website called 'Benefits adviser service' where you can check which benefits you are eligible for and estimate how much you can claim
- C. The Jobcentre Plus mobile phone app for iPhone or android phones

1. Yes
 2. No
- Don't know

IF GUEST1A=1, ASK GUEST2

GUEST2

In the last 6 months, have you visited 'Jobseeker's Allowance online'?

PROMPT TO PRECODES

1. Yes – visited and used
 2. Yes – visited but did not use
 3. No
- Don't know

IF GUEST1B=1, ASK GUEST3

GUEST3

In the last 6 months have you visited the 'Benefits adviser service'?

PROMPT TO PRECODES

1. Yes – visited and used
 2. Yes – visited but did not use
 3. No
- Don't know

IF GUEST1C=1, ASK GUEST4a

GUEST4a

In the last 6 months, have you used the Jobcentre Plus mobile phone app for iPhone or android phones?

1. Yes
 2. No
- Don't know

IF GUEST2=1 (visited and used Jobseeker's Allowance online), ASK GUEST5

GUEST5

How useful did you find 'Jobseeker's Allowance Online' the last time that you used it?

1. Very useful
 2. Fairly useful
 3. Not very useful
 4. Not at all useful
 5. [DO NOT READ OUT: just visited, did not use]
- Don't know

IF GUEST3=1 (visited and used Benefits Adviser service), ASK GUEST6**GUEST6**

How useful did you find the 'Benefits Adviser service' the last time that you used it?

1. Very useful
 2. Fairly useful
 3. Not very useful
 4. Not at all useful
 5. [DO NOT READ OUT: just visited, did not use]
- Don't know

IF GUEST4a=1, ASK GUEST6a**GUEST6a**

How useful did you find the Jobcentre Plus mobile phone app for iPhone or android phones the last time you used it?

1. Very useful
 2. Fairly useful
 3. Not very useful
 4. Not at all useful
- Don't know

ASK ALL**GUEST7**

Have you used the Directgov website to do any of the following?

READ OUT. CODE ALL THAT APPLY.

1. To check if you are eligible for a benefit
 2. To find out how to claim for a benefit
 3. [mask this if Q4=1 and Ease1=3 or 2] To claim a benefit
 4. To search for jobs
 5. To find your nearest Jobcentre Plus office
 6. To find out how to apply for a loan
 7. Other (specify)
 8. [DO NOT READ OUT] Have not visited Directgov website
- Don't know

IF GUEST7=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7 (ie. Not DK or 8), ASK GUEST8

GUEST8

How easy was it to find the relevant page(s) on the website so that you could do this?

READ OUT

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
- Don't know

IF GUEST7=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7, OR Q5=2 OR EASE1 = 2 OR 3, ASK GUEST9

GUEST9

How useful did you find the relevant page(s) on the DirectGov website, the last time that you visited it?

1. Very useful
 2. Fairly useful
 3. Not very useful
 4. Not at all useful
- Don't know

IF GUEST2=2 (visited but did not use) or GUEST3=2 (visited but did not use) OR Q5=2, ASK GUEST10

GUEST10

If you needed to do any of the following in future would you consider doing them on the internet?

READ OUT. CODE ALL THAT APPLY.

(ANSWERS CORRESPONDING TO ANY ANSWERS SELECTED AT GUEST 7 ARE MASKED OUT)

1. To find out if you were eligible for a benefit
 2. To find out how to claim a benefit
 3. To apply for a benefit
 4. To search for jobs
 5. To find my nearest Jobcentre Plus office
 6. To find out how to apply for a loan (e.g. Social Fund, Crisis or Budgeting Loan)
 7. None of these
- Don't know

IF GUEST10=None of these OR DK OR any of 1-6 not selected, ASK GUEST11

GUEST11

All the services I mentioned are available on the website. Why is it that you would not consider using the internet for [this/these things]?

PROMPT TO PRE CODES. CODE ALL THAT APPLY.

1. Unaware of the online availability of service
 2. Unaware that Jobcentre Plus offers this service at all
 3. I do not need this service
 4. I have physical difficulties which prevent me using computers/the internet
 5. I am unfamiliar with using computers/the internet
 6. The rest of the process cannot be done online
 7. I prefer direct interaction with a person (face-to-face or on the phone)
 8. I prefer not to put personal data online as I don't trust the services
 9. Other (specify)
- Don't know

ASK ALL

GUEST12

Do you have easy access to the internet?

READ OUT AND CODE FIRST THAT APPLIES

Is that ...

1. Access at home
 2. Access from your mobile
 3. Regular access elsewhere
 4. Irregular access elsewhere
 5. No access at all
 6. [DO NOT READ OUT: I never use the internet]
- Don't know

IF GUEST12<>5 AND GUEST12<>6, ASK GUEST13

GUEST13

How comfortable do you feel using the internet ...

- a) For finding basic information
- b) For interacting with other people or organisations
- c) For recording or updating your personal details
- d) For online banking
- e) For other online transactions (for example, booking a holiday, online shopping)

PROMPT TO PRECODES.

1. Never tried this
 2. Perfectly comfortable
 3. Fairly comfortable
 4. Not very comfortable
 5. Not at all comfortable
- Don't know

TREATMENT

ASK ALL

TR1

This next section focuses on how you feel you have been treated by Jobcentre Plus staff. When answering I would like you to think about all your dealings with Jobcentre Plus in the last 6 months.

Do you feel ...

READ OUT

The staff were helpful

The staff were polite

They treated me with respect

The staff were knowledgeable

The staff listened to what I had to say

They were sympathetic to my needs

They provided me with correct information

The staff were friendly

The staff treated me fairly

They understood my particular circumstances

The staff told me about any other benefits that I may be entitled to

INTERVIEWER, IF NECESSARY: Please try to give an answer about everyone you have dealt with at Jobcentre Plus during the last 6 months

1. Yes
 2. No
 3. DO NOT READ OUT: Sometimes
 4. DO NOT READ OUT: Not Applicable
- Don't Know

OVERALL SATISFACTION

ASK ALL WITH PRIORITY CONTACT

OVERAL0a

You said earlier that you had [transaction]. Can I just check, was this the most recent contact you had with Jobcentre Plus?

1. Yes
2. No
- Don't know

IF OVERAL0a=No or DK, ASK OVERAL0b

OVERAL0b

What was the subject of your most recent contact with Jobcentre Plus?

DO NOT READ OUT. SINGLE CODED. PROMPT TO PRE-CODES

1. Signing on
2. Having an interview or review meeting with someone at Jobcentre Plus (not including signing on)
3. Reporting a change of circumstances to Jobcentre Plus
4. Enquiring about your eligibility for a benefit
5. Reporting problems with a benefit you are receiving (for example, delayed or missing payment, or closure of a claim)
6. Other (specify)
- Don't know

ASK ALL

OVERAL1

So thinking about all the services provided by Jobcentre Plus, overall how satisfied or dissatisfied are you with the service?

Are you ... ?

READ OUT

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
- Don't know

ASK ALL

OVERAL2

Overall, would you say that your dealings with Jobcentre Plus have gone ...

READ OUT. SINGLE-CODED

1. Much better than expected
 2. A little better than expected
 3. About as well as expected
 4. A little worse than expected
 5. or much worse than expected
- Don't know

ASK ALL

OVERAL2A

Overall how **comfortable** do you feel dealing with Jobcentre Plus?

READ OUT.

1. Very comfortable
 2. Fairly comfortable
 4. Not very comfortable
 5. Not at all comfortable
- Don't know

ASK ALL

OVERAL3

How much improvement, if any, would you say that Jobcentre Plus needs to make to its services?

READ OUT

1. No improvement
 2. A slight improvement
 3. Some improvement
 4. Much improvement
 5. A huge improvement
- Don't know

ASK ALL

OVERAL5

Overall, would you say that the quality of service has got better, worse, or stayed the same since you initially contacted Jobcentre plus?

1. Better
 2. Worse
 3. About the same
 4. [DO NOT READ OUT: I have only contacted Jobcentre Plus once]
- Don't know

ASK RANDOM SUBSAMPLE OF 1000

OVERAL6

What would you say was the best thing about Jobcentre Plus?

OPEN-ENDED. PROBE AND RECORD FULLY

Don't know

ASK RANDOM SUPSAMPLE OF 1000 (SAME AS ABOVE)

OVERAL4

And how could Jobcentre Plus be improved?

OPEN ENDED. PROBE AND RECORD FULLY.

Don't know

ASK ALL

Lifesat

Finally, I would like to ask you a question about your satisfaction with your life. There is no right or wrong answer. I'd like you to give an answer on a scale of nought to 10, where nought is 'not at all satisfied' and 10 is 'completely satisfied'. Overall, how satisfied are you with your life nowadays?

ADD IF NECESSARY: The Government is interested in measuring well-being in order to learn about what matters to people and by how much.

0-10

Demographics

ASK ALL

This is the final section and I'd just like to ask you a few details about yourself for classification purposes.

ASK ALL

GENDER

ASK OR RECORD GENDER

1. Male
2. Female
3. Transgender

ASK ALL

AGE1

Can I just check, what was your age last birthday?

- Numeric Range
- Don't Know
- Refused

If Age= DK or Refused, ASK AGE

AGE2

In which of these age bands do you fall?

- 16-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-60
- 61-65
- 66-74
- 75-84
- 85+
- Refused

ASK ALL**WORK1**

Are you currently in paid work?

1. Yes
2. No

IF WORK1=1, ASK WORK2**WORK2a**

How many hours do you work a week?

RAW NUMERIC
Don't know

IF WORK2a=Don't know, ASK WORK2b**WORK2b**

Are you working ... ?

1. 16 hours or more per week
2. Or less than 16 hours per week

IF WORK1=1, ASK WORK3**WORK3**

Is this your first job since your recent spell on [benefit received at Q1/benefits]?

1. Yes
2. No

IF WORK3=1, ASK WORK4**WORK4**

How long were you out of work before you started this job?

PROMPT TO PRECODES

1. Less than 1 month
2. 1 – up to 3 months
3. 3 – up to 6 months
4. 6 – up to 12 months
5. 1 year – up to 2 years
6. 2 years – up to 3 years
7. 3 years – up to 5 years

8. 5 years or more

Don't know

IF WORK3=1, ASK WORK5

WORK5

Did you get this job through Jobcentre Plus?

1. Yes

2. No

Don't know

IF WORK1=2, ASK WORK6

WORK6

Which of these is your main activity at present?

READ OUT. IF MORE THAN ONE PROBE FOR MAIN ACTIVITY, ONLY MULTI-CODE IF NECESSARY

1. In training or education (incl at school/college)

2. On a Government scheme (e.g. Work Programme)

3. Unemployed and looking for work/waiting to take up a job

4. Caring for children or other people

5. Temporarily sick or injured – no job to return to

6. Permanently sick or disabled

7. Not working for other reason

Don't know

IF WORK6 = 4

WORK6a

Can I just check. are you caring for ... ?

1. Children

2. other people

3. or both?

ASK ALL**WORKX1**

Is there anyone either living with you or not living with you who is sick, disabled or elderly whom you look after or give special help to, other than in a professional capacity (for example, a sick or disabled (or elderly) relative/husband/wife/child/friend/parent, etc)

CODE ALL THAT APPLY

1. Yes – in this household
 2. Yes – in another household
 3. No
- Don't know

IF WORKX1=1 OR 2, ASK WORKX1a**WORKX1a**

How many hours per week do you spend providing this care? Is it ...

READ OUT

1. 1-19 hours
2. 20-29 hours
3. 30-39 hours
4. 40-49 hours
5. 50 or more hours

IF WORKX1=1 OR 2, ASK WORKX2**WORKX2**

Does the care you provide limit the kind of paid work you can do in terms of your availability to do work or the type of work you can do?

CODE ALL THAT APPLY

1. Yes – availability to work
 2. Yes – types of work can do
 3. No
- Don't know

WORK7

[IF WORK1=1] Thinking about the last job you did before your recent benefit claim, what was the main reason that job came to an end?

[IF WORK1=2] What was the main reason that your last job came to an end?

PROMPT TO PRE CODES

1. Left for another job
 2. Made Redundant
 3. Dismissed/sacked
 4. Left because I did not like it/resigned
 5. Temporary job ended
 6. Work stopped/dried up (e.g. if self-employed)
 7. Took retirement
 8. I got ill/injured and had to leave
 9. Pregnant/left to have baby
 10. Left to look after children
 11. Caring for other person
 12. Moved area
 13. Started college/university course
 14. Have never had a job
 15. Other reason (TYPE IN)
- Don't know

[IF WORK1=1] Thinking about your current job ...

[Q1=1 AND WORK7<>14] Thinking about your most recent job ...

IF [Q1=1 AND WORK7<>14] OR IF WORK1=1, ASK WORK8

WORK8

What does/did the firm/organisation you work(ed) for mainly make or do (at the place where you worked)?

DESCRIBE FULLY – PROBE MANUFACTURING OR PROCESSING OR DISTRIBUTING ETC. AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL ETC.

IF [Q1=1 AND WORK7<>13] OR IF WORK1=1, ASK WORK9

WORK9

What is/was your (main) job?

OPEN_ENDED

IF [Q1=1 AND WORK7<>13] OR IF WORK1=1, ASK WORK10

WORK10

What did you mainly do in your job?

CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB

OPEN-ENDED

ASK ALL

HIGHQUAL

What is the highest level qualification you have completed?

PROMPT TO PRECODE.

1. Degree or above
 2. 2 or more A-levels, NVQ level 3 or equivalent
 3. 1 A-level or equivalent, 5 or more GCSEs grades A*-C or equivalent, or NVQ level 2
 4. GCSE less than 5 grades A*C or equivalent or NVQ level 1
 5. Other (specify)
 6. No qualifications
- Don't know

ASK ALL

DISABLE

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

1. Yes
 2. No
- Don't know

IF HAS HEALTH PROBLEM DISABILITY (DISABLE = YES)

ILLNESSTYPE

Do any of these conditions or illnesses affect you in any of the following areas?

READ OUT. CODE ALL THAT APPLY.

11. Vision – for example blindness or partial sight
12. Hearing – for example deafness or partial hearing
13. Mobility – for example walking short distances or climbing stairs
14. Dexterity – for example lifting and carrying objects, using a keyboard
15. Learning or understanding or concentrating

- 16. Memory
- 17. Mental health
- 18. Stamina or breathing or fatigue
- 19. Socially or behaviourally – for example associated with autism, attention deficit disorder or Asperger’s syndrome
- 20. Anything else (specify)
- Refused

IF HAS HEALTH PROBLEM DISABILITY (DISABLE = YES)

DISABLE2

Does your condition or illness\do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

- 3. Yes, a little
- 4. Yes, a lot
- 2. Not at all
- Don’t know

IF HAS HEARING PROBLEMS (ILLNESSTYPE = 2)

TEXTPHONE

Have you ever used a text phone service to contact Jobcentre Plus?

- 1. Yes
- 2. No
- Don’t know

ASK ALL

ETHNIC

To which of these groups do you consider you belong?

READ OUT

- 1. White
- 2. Mixed
- 3. Asian
- 4. Black
- 5. Other (specify)
- Don’t Know
- Refused

IF ETHNIC = WHITE, ASK ETHWHITE

ETHWHITE

PROMPT TO PRECODES

5. White – English/Welsh/Scottish/Northern Irish/British
6. White – Irish
7. White – Gypsy or Irish Traveller
8. White – Any other white background (please specify)

Don't Know

Refused

IF ETHNIC = MIXED, ASK ETHMIX

ETHMIX

PROMPT TO PRECODES

1. Mixed – White and Black Caribbean
2. Mixed – White and Black African
3. Mixed – White and Asian
4. Mixed – Any other mixed background (please specify)

Don't Know

Refused

IF ETHNIC = ASIAN, ASK ETHASIAN

ETHASIAN

PROMPT TO PRECODES

1. Asian or Asian British – Indian
2. Asian or Asian British – Pakistani
3. Asian or Asian British – Bangladeshi
4. Asian or Asian British – Chinese
5. Asian or Asian British – Any other Asian background (please specify)

Don't Know

Refused

IF ETHNIC = BLACK, ASK ETHBLACK

ETHBLACK

PROMPT TO PRECODES

1. Black or Black British – Caribbean
 2. Black or Black British – African
 3. Arab
 4. Black or Black British – Any other Black background (please specify)
- Don't Know
Refused

IF ETHNIC = OTHER, ASK ETHOTHER

ETHOTHER

PROMPT TO PRECODES

4. Other ethnic groups – Chinese
 5. Other ethnic groups – Arab
 6. Other ethnic groups – other (please specify)
- Don't Know
Refused

ASK ALL

LANG

Now thinking about language. Is English your first language?

1. Yes
 2. No
- Don't know
Refused

IF LANG = NO, ASK NotEnglish

NotEnglish

What is your first language?

PROMPT TO PRECODES

1. Arabic
2. Bengali
3. Chinese
4. Gujarati

5. Polish
6. Punjabi
7. Tamil
8. Urdu
9. Cantonese
10. French
11. Somali
12. Sylheti
13. Welsh
14. Other (specify)
- Don't Know

ASK ALL

MaritalStat

Are you ... ?

READ OUT

1. Single, that is never married and never registered a same-sex civil partnership
2. Married and living with husband/wife
3. In a registered same-sex civil partnership and living with your partner
4. Separated, but still legally married
5. Divorced
6. Widowed
7. [Do not read out] separated, but still legally in a same-sex civil partnership
8. [Do not read out] formerly a same-sex civil partner, the civil partnership now legally dissolved
9. [Do not read out] a surviving civil partner; his/her partner having since died
- Don't Know
- Refused

IF MaritalStat <> MARRIED OR CIVIL PARTNERSHIP OR DK OR REF

Livingarrange

May I just check, are you living with someone in your household as a couple?

4. Yes
5. No
6. [Do not read out] Same-sex couple (but not in a formal registered civil partnership)

ASK ALL

CHILD

Do you have any children of your own currently living with you in your household? Please only include children who live with you AND who you are responsible for.

- 1. Yes
- 2. No
- Refused

IF CHILD=1, ASK CHIAGE

CHIAGE

And how old is your youngest child who is currently living with you?

- Range 0-99
- Refused

ASK ALL

BEN

Which of the following benefits, if any, do you receive, [if **MaritalStat=2/3** or if **LivingArr=1/3**: either on your own or with your partner]?

READ OUT. MULTICODE

- 1. Income Support
- 2. Jobseeker's Allowance
- 3. Incapacity Benefit
- 4. Employment and Support Allowance
- 5. State Pension
- 2. Winter Fuel Payment
- 3. Pension Credit
- 4. Carer's Allowance
- 5. Attendance Allowance
- 6. Disability Living Allowance
- 7. Housing Benefit
- 8. Tax credits
- 10. Child Benefit
- 11. Council Tax Benefit
- 12. Other (specify)
- None of these
- Refused
- Don't know

ASK ALL

RELIG

What is your religion, even if you are not currently practising?

CODE ONE ONLY

1. No religion
 2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
 3. Buddhist
 4. Hindu
 5. Jewish
 6. Muslim
 7. Sikh
 8. Any other religion (please describe)
- Don't know
Refused

ASK ALL

SEXID

I will now read out a list of terms people sometimes use to describe how they think of themselves.

READ LIST TO END WITHOUT PAUSING.

1. Heterosexual or Straight,
2. Gay or Lesbian,
3. Bisexual,
4. Other

As I read the list again please say 'yes' when you hear the option that best describes how you think of yourself. PAUSE BRIEFLY AFTER EACH OPTION DURING SECOND READING.

ASK ALL

LINK

We can learn more about customers of Jobcentre Plus by linking administrative records held by the Department for Work and Pensions to your answers from these questions. This information and everything you have told us today will be treated in strict confidence and used for research and statistical purposes only.

Would you be willing for us to add administrative data held by the Department for Work and Pensions to the answers you have given us today?

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IF NECESSARY: This will be for analysis purposes only and will NOT affect your dealings, either now or in the future, with any Government department.

1. Yes
2. No
3. Not sure, need further information

IF LINK = 3, ASK LINK2

LINK2

The Department for Work and Pensions holds information about benefits,

tax credits and employment. We would like to add this information to your answers from the questions we have just asked you, to ...

- * Create a more accurate picture of people's work history, benefits and needs
- * Help researchers and policymakers to be better informed in their work to improve the services Jobcentre Plus provides.

We will only do this if you give your permission to link the information we already hold about you to the answers you have given in the survey today

- * The information will only be used for research and statistics.
- * The information will be kept confidential.
- * Names and addresses are never included in the results and no individual can be identified from the research
- * Your personal details will not be passed to anyone else outside the research team and the Department for Work and Pensions.
- * The information will not be used to work out whether anyone is claiming benefits or tax credits they should not be.
- * Any current or future claims for benefits or tax credits will not be affected.

Would you be willing for us to link administrative data held by the Department for Work and Pensions to the answers you have given?

1. Yes
2. No

ASK ALL

RECON

Would you be willing to be recontacted for further studies of this type? This may mean you would be contacted again within the next 12 months.

Please be reassured that the purpose of this re-contact is for research only and that your answers remain confidential. If you agree to us contacting you again we will check records held by DWP before we do so to make sure the information we have about you is correct.

1. Yes
2. No

Thank and close

This research presents findings from a telephone survey, carried out between May and July 2012, to explore how people in receipt of unemployment, disability, carer and pension-related benefits perceived and rated their satisfaction of the services offered by the Department for Work and Pensions (DWP).

Prior to 2012, satisfaction with service delivery was assessed using two separate surveys: one amongst customers of Jobcentre Plus and a second amongst customers of the Pensions, Disability and Carers Service. The two bodies ceased to have formal executive agency status in October 2011 and the surveys were amalgamated to reflect this change in DWP's operational structure.

A total of 7,022 people answered questions about a single transaction they had undertaken recently, as well as providing information on their more general experiences and impressions of DWP services and staff, accrued within the six months prior to interview.

If you would like to know more about DWP research, please email:
Socialresearch@dwp.gsi.gov.uk

DWP Department for
Work and Pensions

Published by the
Department for Work and Pensions
March 2013
www.dwp.gov.uk
Research report no. 831
ISBN 978-1-909532-26-7