



Department
for Work &
Pensions



DWP Claimant Service and Experience Survey 2013

October 2014

Research Report No 884

A report of research carried out by TNS-BMRB on behalf of the Department for Work and Pensions

© Crown copyright 2014.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence.

To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This document/publication is also available on our website at:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/research#research-publications>

If you would like to know more about DWP research, please email:
Socialresearch@dwp.gsi.gov.uk

First published 2014.

ISBN 978 1 910219 46 1

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

Summary

The purpose of the 2013 DWP Claimant Service and Experience Survey was to monitor claimant satisfaction with service delivery from the Department of Work and Pensions, and to ensure that the claimant voice was heard when it comes to operational and policy planning. The survey's key objectives were to capture claimants' views and experiences of DWP's service from claimants who used their services in the last six months; to detect variations in the experiences of claimants in receipt of different benefits; and to identify which elements of the service claimants view most favourably, and which they feel need most improvement.

The survey was conducted using Computer Assisted Telephone Interviewing (CATI), with the majority of fieldwork taking place between 10th July and 22nd September 2013. In total 6,252 interviews were completed by telephone and a small number of postal questionnaires.

Contents

Acknowledgements	7
The Authors	8
Executive summary	9
1 Introduction.....	11
1.1 Research objectives	11
1.2 Sample	11
1.3 Questionnaire design	11
1.4 Fieldwork	12
1.5 Interpretation of data and analysis in this report	12
2 Overall performance in 2013	13
2.1 Need for improvement.....	15
2.1.1 Need for improvement within individual benefit groups	16
2.2 Respondents' perceptions of staff	17
2.2.1 Respondents' perceptions of staff within individual benefit groups.....	19
2.3 Drivers of satisfaction and disappointment at DWP level.....	20
2.3.1 Performance factors.....	23
2.3.2 Hygiene factors	24
2.3.3 Delight factors	25
2.3.4 Prevalence of individual factors	25
3 Focus on individual benefit groups	27
3.1 Jobseeker's Allowance	27
3.1.1 Drivers of satisfaction and dissatisfaction for Jobseeker's Allowance	30
3.1.2 Prevalence of individual factors	31
3.2 Employment and Support Allowance.....	33
3.2.1 Drivers of satisfaction and dissatisfaction for Employment and Support Allowance	36
3.3 Income Support.....	38

3.4	Disability Living Allowance	41
3.4.1	Awareness of PIP	44
3.4.2	Drivers of satisfaction and dissatisfaction for Disability Living Allowance	45
3.5	State Pension	48
3.6	Pension Credit.....	50
3.6.1	Drivers of satisfaction and dissatisfaction for State Pension and Pension Credit	52
3.7	Carer’s Allowance.....	55
3.8	Attendance Allowance	57
4	Digital capability.....	59
4.1	Universal jobmatch.....	60
5	Conclusion.....	63
Appendix A	Technical details.....	64
Appendix B	Advance letters	70
Appendix C	Questionnaire.....	72

List of tables

Table 2.1	Perceptions of staff by individual benefits	19
Table 2.2	Percentage point change between 2012 and 2013.....	20
Table A.1	Breakdown of achieved interviews by benefit	67
Table A.2	Response details	68

List of figures

Figure 2.1	Overall satisfaction by general benefit category	14
Figure 2.2	Need for improvement by general benefit category	16
Figure 2.3	Perceptions of staff professionalism amongst all customers.....	17
Figure 2.4	Perceptions of staff treatment amongst all customers	18
Figure 2.5	Drivers of satisfaction and dissatisfaction across all DWP customers	23
Figure 2.6	Proportions affected by factors identified in logistic regression across all DWP contacting claimants.....	26
Figure 3.1	Satisfaction and need for improvement amongst JSA claimants	28
Figure 3.2	Perceptions of staff treatment amongst JSA claimants	29

DWP Claimant Service and Experience Survey 2013

Figure 3.3	Drivers of satisfaction and dissatisfaction amongst JSA claimants	31
Figure 3.4	Prevalence of individual factors amongst JSA claimants	32
Figure 3.5	Satisfaction and need for improvement amongst ESA claimants	34
Figure 3.6	Perception of staff treatment amongst ESA claimants	35
Figure 3.7	Regression model for ESA claimants	36
Figure 3.8	Prevalence of individual factors amongst ESA claimants	38
Figure 3.9	Satisfaction and need for improvement amongst IS claimants	39
Figure 3.10	Perception of staff treatment amongst IS claimants	40
Figure 3.11	Satisfaction and need for improvement amongst DLA claimants	41
Figure 3.12	Perception of staff treatment amongst DLA claimants	43
Figure 3.13	Awareness of PIP	44
Figure 3.14	Factors affecting satisfaction and dissatisfaction amongst DLA claimants	46
Figure 3.15	Prevalence of individual factors amongst DLA claimants	47
Figure 3.16	Satisfaction and need for improvement amongst SP customers	48
Figure 3.17	Perceptions of staff treatment amongst SP customers	49
Figure 3.18	Satisfaction and improvement amongst PC customers	50
Figure 3.19	Perceptions of staff treatment amongst PC customers	51
Figure 3.20	Drivers of satisfaction and dissatisfaction amongst SP and PC customers	52
Figure 3.21	Prevalence of individual factors amongst SP and PC customers	54
Figure 3.22	Satisfaction and improvement amongst CA claimants	55
Figure 3.23	Perception of staff treatment amongst CA claimants	56
Figure 3.24	Satisfaction and need for improvement amongst AA customers	57
Figure 3.25	Perception of staff treatment amongst AA customers	58
Figure 4.1	Level of online access by benefit	59
Figure 4.2	Level of online usage by benefit	60
Figure 4.3	Awareness of Universal Jobmatch	61
Figure 4.4	Recommendation of Universal Jobmatch	62

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, Adam Thompson, Mark Peck, Stephanie Wright, Simon Matty and Gillian Burgess. Finally our thanks go to all of the customers who gave up their time to take part in this study.

The Authors

Nicholas Howat (Director at TNS-BMRB). Nick has a long track record of working on surveys for government departments as well as major social research studies more generally in the UK. Nick was responsible for the overall running of the customer satisfaction survey.

Dr Eleni Romanou (Associate Director at TNS-BMRB). Eleni has worked for the social research division of TNS-BMRB since 2007, where she has conducted ad hoc and annual tracking surveys for a range of central government and third sector clients. Her experience includes customer satisfaction and stakeholder research for DWP, HMRC and the Home Office. Eleni holds an MRS Advanced certificate in Market Research and a PhD from the Faculty of Historical and Social Sciences of University College London. Eleni was responsible for the day to day management of the project, and as such was involved at all stages of the customer satisfaction survey.

Sarah Hingley (Senior Research Executive at TNS-BMRB). Sarah has worked at TNS-BMRB since 2012. Since then, she has worked with a wide range of clients, including the Department for Work and Pensions, the Department for Business Innovation and Skills and the Department for Education. Sarah supported Eleni in the day to day management of the project.

Executive summary

The purpose of the 2013 Claimant Service and Experience Survey was to monitor claimant satisfaction with the Department for Work and Pensions' (DWP) service delivery and to ensure that the claimant voice is heard when it comes to operational and policy planning.

The survey's key objectives were to:

- capture claimants' views and experiences of DWPs' 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;
- detect variations in the views and experiences of claimants in receipt of different benefits or in different demographic groups;
- identify which elements of the service claimants view most favourably, and which they feel need most improvement.

The survey was conducted using Computer Assisted Telephone Interviewing (CATI), with fieldwork taking place between 10 July and 22 September 2013. The 219 respondents who requested a written version of the questionnaire were given until 20 September to return their answers, and 16 valid questionnaires were returned. In total 6,252 interviews were completed by telephone and post.

Key findings from the survey are presented below.

Overall, 81 per cent of customers contacting DWP were satisfied with the service that they received.

- The highest level of satisfaction was amongst Carer's Allowance (CA) and State Pension (SP) customers, with 95 per cent and 94 per cent respectively of each group being satisfied.
- Conversely, the lowest was amongst Jobseeker's Allowance (JSA) claimants, of whom 78 per cent were satisfied.

Claimants felt there was still room for improvement. However, 23 per cent of all contacting customers felt that the service they received from DWP needed no improvement. Across benefit groups, 49 per cent of SP customers felt the service they received needed no improvement, compared with 18 per cent of JSA claimants.

Levels of satisfaction differed by claimant transaction. Customers completing a change of circumstances were the most satisfied amongst the transactions customers completed (88 per cent). In contrast, there was a higher level of dissatisfaction from customers appealing a decision made regarding their benefit: 33 per cent were dissatisfied with the service they received and 50 per cent were dissatisfied with the appeals process more widely.

There remained a high level of positivity in regards to the treatment customers received from staff. Notably, customers were satisfied with how fair staff were (86 per cent); staff politeness (85 per cent); and how respectful and friendly staff were (83 per cent in both).

DWP Claimant Service and Experience Survey 2013

Logistic regression was used to reveal the drivers of satisfaction and dissatisfaction amongst customers. Across all contacting claimants, the factors which delighted claimants (drove satisfaction if present, but did not affect dissatisfaction if not) were:

- a clear explanation of the decision DWP made;
- making information easy to access on Gov.uk.

The most prominent actions which were categorised as performance factors across all contacting claimants (drove satisfaction if present and dissatisfaction if not) were:

- the claimant agreeing with the decision DWP made, for example, in regards to their claim for a new benefit, or their eligibility for a benefit
- an explanation of the payment calculation;
- staff understanding the claimant's circumstances; and
- staff giving the claimant correct information.

Hygiene factors (actions which drove dissatisfaction if absent, but not satisfaction if present) amongst all contacting claimants, were:

- staff being polite;
- DWP doing as they said they would;
- being provided with correct information;
- issues which the claimant has raised being dealt with.

1 Introduction

1.1 Research objectives

The main aim of the 2013 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. The survey represents claimants receiving 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;
- detect variations in the views and experiences of claimants in receipt of different benefits or in different demographic groups;
- identify which elements of the service claimants view most favourably, and which they feel need the most improvement.

1.2 Sample

The sample for the survey was drawn from records of benefit claimants held by DWP. The sample was formed of claimants on unemployment, pensions and disability benefits who had made contact with the DWP between January and March 2013. The sample included claimants on the largest benefits administered by DWP – Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), Income Support (IS), Disability and Living Allowance (DLA), Attendance Allowance (AA), Carer's Allowance (CA), State Pension (SP), and Pension Credit (PC) – as well as subgroups of interest, in sufficient numbers to allow robust analysis. Since some groups were oversampled, 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

The focus of the questionnaire 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

DWP Claimant Service and Experience Survey 2013

general experiences and impressions of DWP services and staff, accrued within the six months prior to interview. Technical details on the questionnaire are discussed in more detail in Appendix A.

The questionnaire was used to measure experiences that were common across all claimants. There were still some differences to reflect variations in service delivery for claimants on different benefits (for example, 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). The questionnaire used routing and modules to take respondents through the process of their transaction, ensuring interviews were understandable and logical from the claimant's perspective.

In order to select the transaction which claimants would respond to the survey, a list of transactions was read out to the respondent and they picked the first that applied to them. The transactions were ordered so that transactions which involved a sequence of steps or contacts and which held greater potential to yield information on multiple aspects of service delivery were higher on the list than more straightforward transactions. 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.

1.4 Fieldwork

All respondents were sent an advance letter two weeks before the start of the fieldwork which explained the purpose of the study, the 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 to participate. All telephone interviews were conducted using Computer Assisted Telephone Interviewing (CATI), with fieldwork taking place between 10 July and 22 September 2013. The 219 respondents who requested a written version of the questionnaire were given until 20 September to return their answers, and 16 valid questionnaires were returned. In total 6,252 interviews were completed by telephone and post. The average length of the telephone interviews was 27 minutes.

1.5 Interpretation of data and analysis in this report

This report presents findings at the DWP level, which includes all contacting claimants, and at the benefit level.

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 .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.

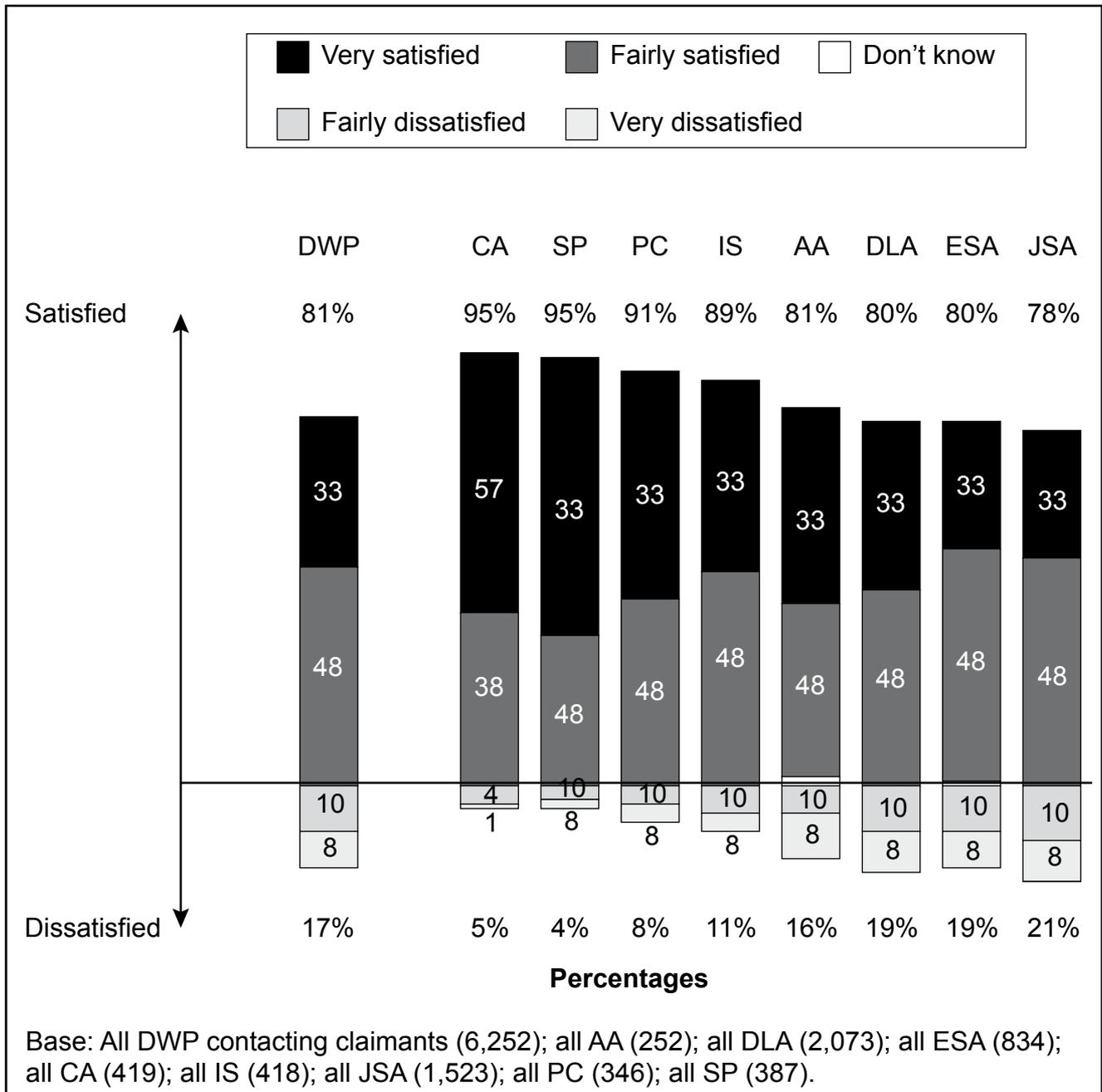
2 Overall performance in 2013

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. A second measure 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.

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 2.3.

Amongst claimants who had recent contact with the service, around four in five (81 per cent) were satisfied with the service, and fewer than one in five said they were dissatisfied (17 per cent). Nearly half of all DWP customers said they were fairly satisfied (48 per cent), and a third said they were very satisfied.

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.

Satisfaction within individual benefit groups

As Figure 2.1 depicts, satisfaction across the eight benefit groups ranged from 95 per cent amongst recipients of Carer’s Allowance (CA) to 78 per cent amongst recipients of Jobseeker’s Allowance (JSA). There is a 34 percentage point difference in the proportions claiming high satisfaction at the two ends of the scale: while a quarter of JSA claimants (28 per cent) describe themselves as ‘very satisfied’, almost two-thirds of State Pension (SP) claimants (61 per cent) say the same.

Compared to 2012 results¹ the largest increase in satisfaction was seen amongst CA claimants, whose level of overall satisfaction with the service they received rose from 87 per cent in 2012 to 95 per cent in 2013. Satisfaction amongst Employment and Support Allowance (ESA) claimants also rose, by five percentage points from 75 per cent in 2012 to 80 per cent in 2013.

Conversely, the biggest increase in dissatisfaction was shown by Attendance Allowance (AA) claimants, with overall dissatisfaction levels rising from seven per cent in 2012 to 16 per cent in 2013, which is a nine percentage point increase. There was also a significant increase in dissatisfaction amongst JSA claimants, with the overall level of dissatisfaction increasing from 16 per cent in 2012 to 21 per cent in 2013. This continues a year-on-year trend of significant increases in dissatisfaction amongst JSA claimants: in 2011, the proportion of JSA claimants who were dissatisfied was 12 per cent.

Other benefits showed no significant changes in levels of satisfaction between 2012 and 2013.

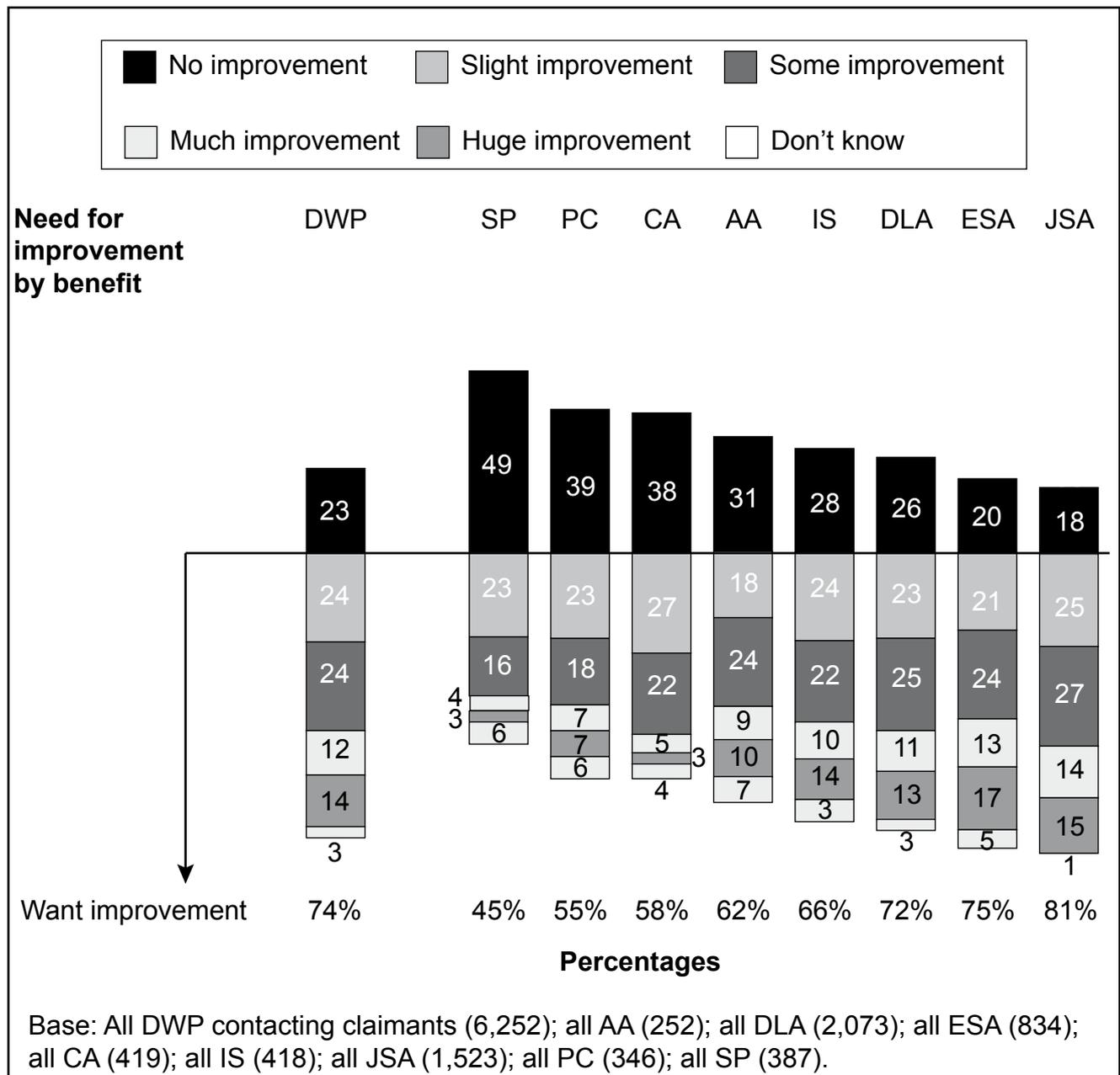
Figure 2.1 shows that claimants who receive unemployment benefits, most notably JSA and ESA, have lower levels of satisfaction than claimants on other benefits. However, identifying exact causes of satisfaction and dissatisfaction is a more complex task. Chapter 3 provides more detail about the factors that drive satisfaction and dissatisfaction amongst claimants and customers on different benefits.

2.1 Need for improvement

Almost three-quarters of all DWP claimants (74 per cent) believed that there was a need for improvement in the service that they received from DWP. However, 24 per cent said that only a slight improvement was needed and 24 per cent said some improvement was needed. This suggests that overall, 48 per cent of customers believe that DWP needs either a slight, or some improvement. Therefore those believing that larger improvements are necessary are around a quarter of all customers (26 per cent).

¹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/207470/rrep831.pdf

Figure 2.2 Need for improvement by general benefit category



As in 2012, claimants who were very satisfied with the service were the most likely to say they believed no improvements were necessary (48 per cent). Similarly, claimants who were very dissatisfied with the service they received were most likely to believe a huge improvement was needed to the service they received (74 per cent).

It is unsurprising that there is some relationship between satisfaction and perception of a need for improvement, given that a good experience leads to the belief that the service is performing well and a bad experience leads to a belief that the service requires improvement.

2.1.1 Need for improvement within individual benefit groups

Figure 2.2 shows the need for improvement within individual benefit groups.

SP customers were the most likely to report that the service needed no improvement, with almost half (49 per cent) saying this compared with 18 per cent of JSA claimants. There are

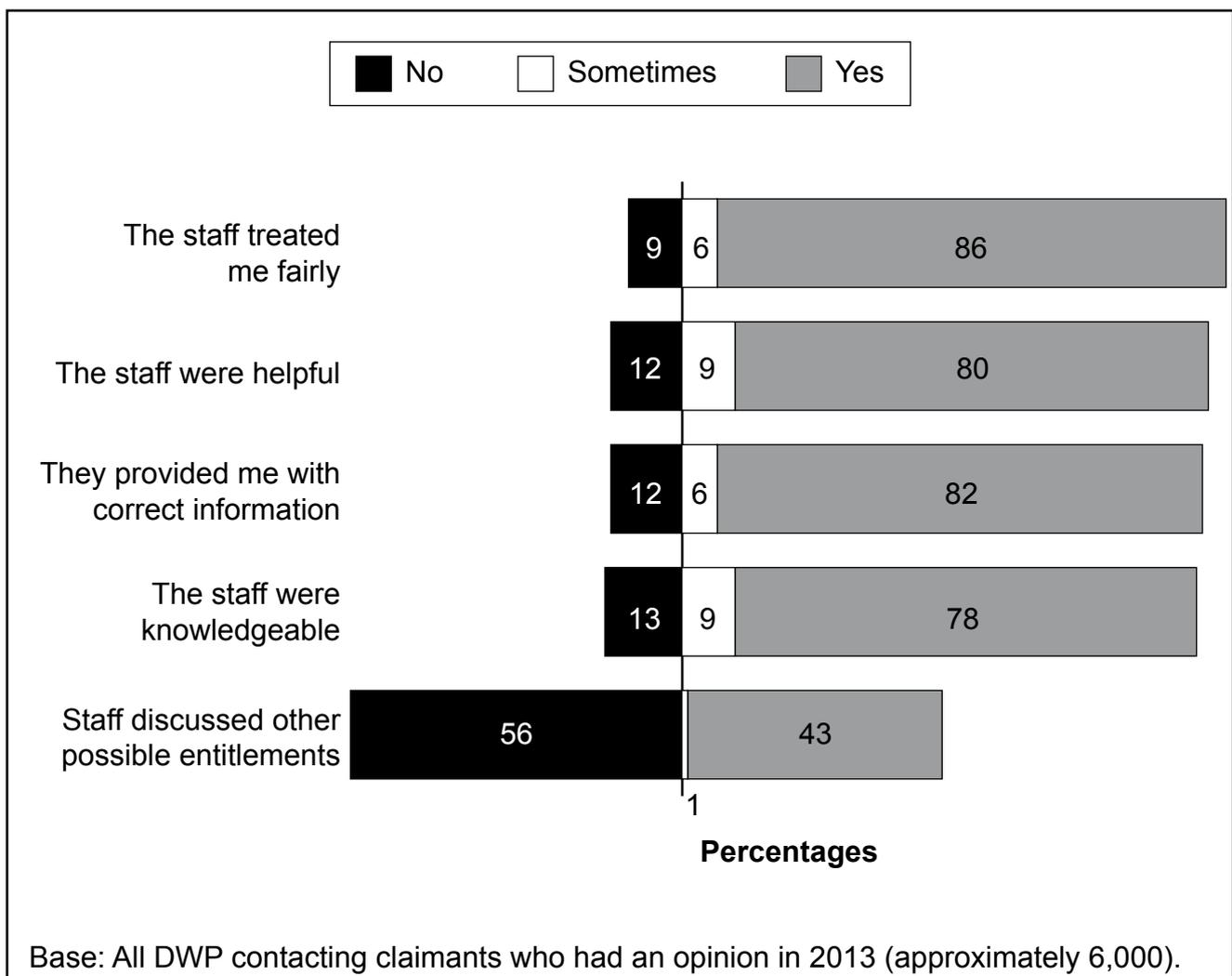
significant differences between non-working-age claimants, compared with those in receipt of unemployment benefits. Around half (45 per cent of SP customers and 55 per cent of Pension Credit (PC) customers) of those receiving retirement benefits want improvement in the service they receive compared with around three-quarters (75 per cent of ESA claimants, 81 per cent of JSA claimants and 66 per cent of Income Support (IS) claimants) of those on working-age benefits.

2.2 Respondents' perceptions of staff

The claimant's experience of the service they receive from staff is an important component of satisfaction, as staff are the public face of the service.

The results which relate to aspects of professionalism are summarised in Figure 2.3. Where claimants felt unable to comment because the statement was not covered by their experience they have been excluded from the base. The question covered all modes of interacting with DWP staff.

Figure 2.3 Perceptions of staff professionalism amongst all customers

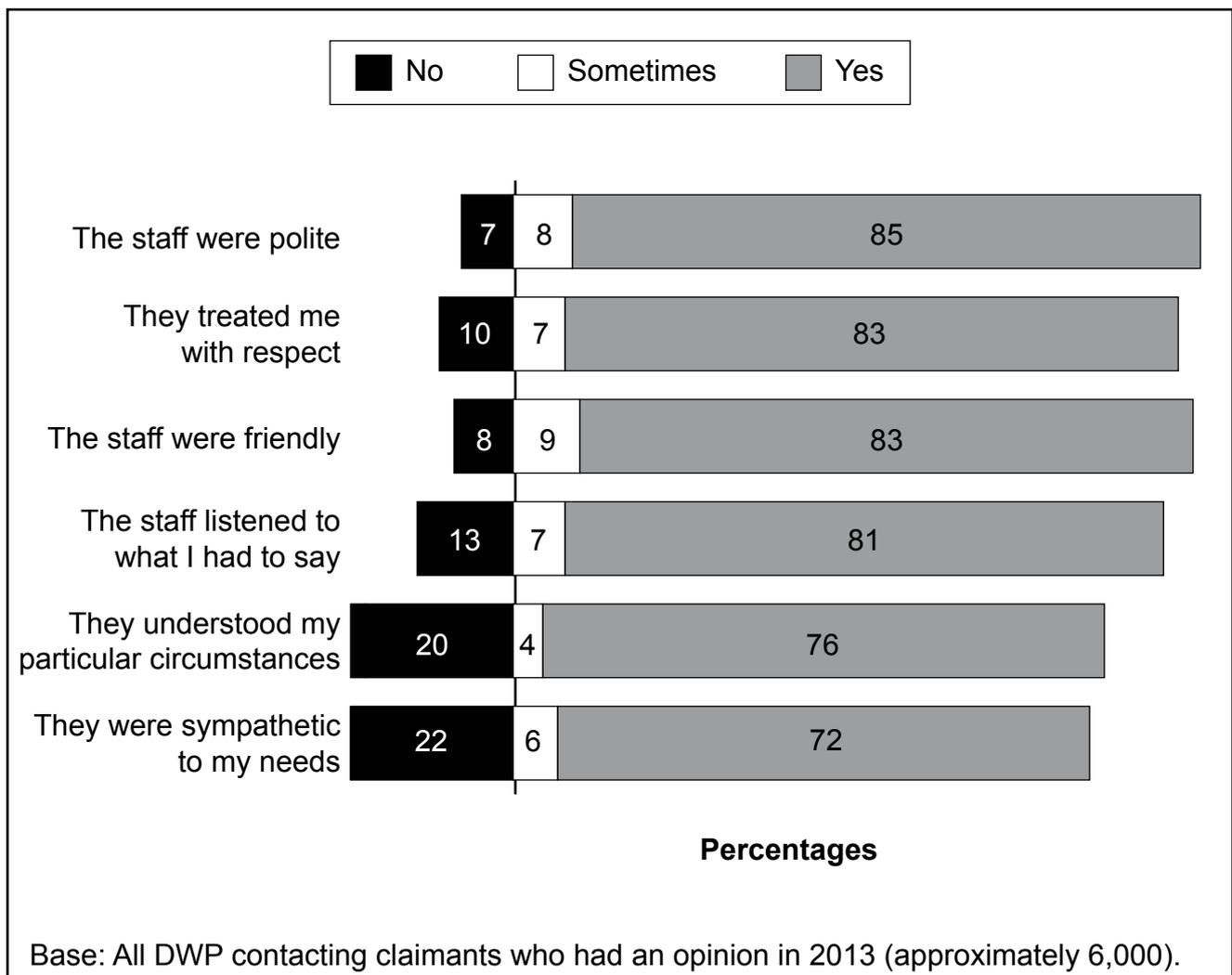


DWP Claimant Service and Experience Survey 2013

Nearly nine in ten said that staff treated them fairly (86 per cent), and four in five felt the staff were helpful. Similar proportions believed that the staff provided the customer with correct information and were knowledgeable (82 per cent and 78 per cent respectively). Whether staff discussed other possible entitlements with customers was felt to be lower – 43 per cent of respondents said staff discussed other entitlements with them and 56 per cent said they had not.

Perceptions of the staff's attitudes and treatment of claimants are summarised in Figure 2.4. Claimants without an opinion have been excluded from the bases.

Figure 2.4 Perceptions of staff treatment amongst all customers



Over four in five respondents said staff were polite (85 per cent); staff treated them with respect (83 per cent); staff were friendly (83 per cent); and staff listened to what they had to say (81 per cent). Similarly, around three-quarters believe that staff understood their particular circumstances (76 per cent) and were sympathetic to the customer's needs (72 per cent).

2.2.1 Respondents' 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. The results are shown in Table 2.1 .

Table 2.1 Perceptions of staff by individual benefits

	DWP	DLA	AA	CA	SP	PC	JSA	IS	ESA
	%	%	%	%	%	%	%	%	%
Helpful	80	85	93	94	96	91	74	84	80
Polite	85	93	96	95	98	98	81	86	86
Treated me with respect	83	91	97	94	94	96	77	82	85
Knowledgeable	78	82	86	91	95	88	73	85	75
Listened to what I had to say	81	86	91	94	96	96	75	88	81
Sympathetic to my needs	72	77	86	88	92	85	67	79	72
Provided me with correct information	82	86	87	95	96	90	79	86	80
Friendly	83	89	96	93	96	96	78	84	84
Treated me fairly	86	89	94	96	98	96	83	87	85
Understood my particular circumstances	76	77	87	90	94	92	73	81	73
Discussed other possible entitlements	43	31	27	48	41	423	43	57	39
<i>Approximate unweighted</i>	<i>6,000</i>	<i>1,900</i>	<i>225</i>	<i>400</i>	<i>350</i>	<i>330</i>	<i>1,500</i>	<i>400</i>	<i>780</i>

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

Customers receiving SP and PC had the highest levels of agreement across all measures of perception of staff, except for discussing other possible entitlements, where two in five said this happened.

JSA claimants had the lowest levels of agreement across the board. Notably, they were less likely to feel that staff were helpful (74 per cent) or knowledgeable (73 per cent), that they were treated with respect (77 per cent) or that they were listened to (75 per cent). However, generally over three-quarters agreed with each statement.

Table 2.2 shows the percentage point difference between scores in 2012 and 2013.

Table 2.2 Percentage point change between 2012 and 2013

	DLA	AA	CA	SP	PC	JSA	IS	ESA
	%	%	%	%	%	%	%	%
Helpful	-	-	+2	+1	-3	-7*	-	+2
Polite	-	-3*	-	-1	-	-4*	-3	-
Treated me with respect	+1	-2	-2	-	-1	-5*	-6*	+3
Knowledgeable	-	-8*	+3	+1	-2	-5*	+2	-1
Listened to what I had to say	-1	-6*	+1	-1	+3	-6*	+2	+1
Sympathetic to my needs	+2	-5*	+5	-	-3	-6*	+2	+5*
Provided me with correct information	+1	-8*	+6*	+2	-3	-4*	+1	+2
Friendly	-	-	+1	-1	+1	-3	-1	-
Treated me fairly	+1	-2	-1	+1	-1	-5*	-3	-
Understood my particular circumstances	+2	-3*	+4	-	-	-5*	-	+3*
Discussed other possible entitlements	+2	-14*	+9*	-1	-5	+2	+12*	+5
<i>Approximate unweighted</i>	<i>1,900</i>	<i>225</i>	<i>400</i>	<i>350</i>	<i>330</i>	<i>1,500</i>	<i>400</i>	<i>780</i>

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

* Indicates significant difference in change between 2012 and 2013.

The views of JSA claimants show the biggest drop between 2012 and 2013. Across nearly all measures, the score has decreased, although not all decreases are significant. There was much stability in the views of Disability Living Allowance (DLA) claimants and SP customers. Other benefit groups showed variations in their views of staff professionalism and the treatment they received.

2.3 Drivers of satisfaction and disappointment at DWP level

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 influence satisfaction after all other contributing factors captured by the survey have been accounted for.

Two logistic regression models were used. The first logistic regression model looked at the factors associated with respondents who were very satisfied with the service; the second regression model looked at the factors associated with respondents who were disappointed with the service (i.e., those who were either dissatisfied or who rated the service as below

expectations). Once the factors which had an effect were identified (called 'drivers'), 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.² The Kano model splits factors into three distinct groups:

- **Performance factors** can decrease satisfaction when absent, but can increase satisfaction when delivered.
- **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.
- **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.

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.

Performance, hygiene 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 positioned only on the left of the central axis, as they can influence disappointment but can never prompt satisfaction even if performed well. Delight factors are shown only on the right of the central axis, as they can influence satisfaction but cannot impact disappointment, even when they are absent or performed poorly. Performance factors appear straddling the central axis, since they can influence 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 impacting claimants' disappointment (if on the left of the axis) or satisfaction (if on the right), than shorter bars. The drivers are ranked according to their strength, with the most important drivers being shown at the top of each bar chart.

In the bar charts presenting the models, the description of each factor has been phrased positively for performance and delight factors, that is, in terms of what is associated with increased satisfaction. Hygiene factors have been phrased negatively, that is, in terms of what is associated with increased **dissatisfaction**.

² 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.

DWP Claimant Service and Experience Survey 2013

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 DWP. This means that even strong drivers (those nearer the top of the bar chart) 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.

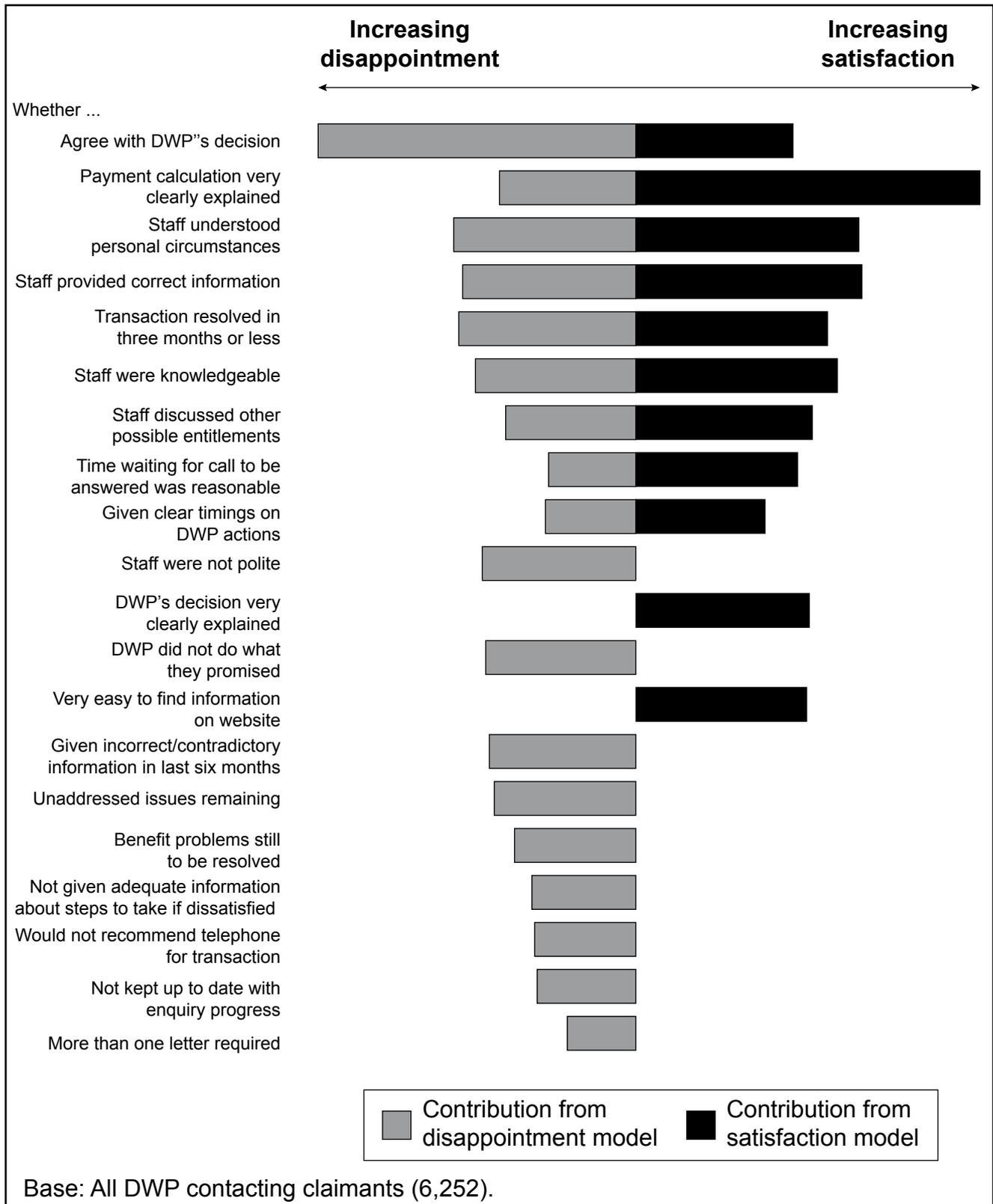
A series of models have been created to look at drivers of satisfaction and disappointment among DWP's claimants overall, as well as for individual benefit groups (where there were sufficient data to perform this analysis)³. This section presents the findings of the logistic regression analysis at DWP level; models for individual benefit groups are discussed in the next chapter.

The overall logistic regression models identified 11 drivers of satisfaction and 18 drivers of disappointment⁴. Figure 3.5 shows these drivers, ranked according to each service element's importance in the models.

³ Models have been created for the following benefit types: JSA, ESA and DLA. Combined models for customers on pension-related benefits (SP and PC) have also been produced.

⁴ The drivers in the **disappointment** model have a Nagelkerke R^2 of 0.59, while the drivers in the **very satisfied** model have a Nagelkerke R^2 of 0.48. 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 2.5 Drivers of satisfaction and dissatisfaction across all DWP customers



2.3.1 Performance factors

Nine service elements appeared in both the satisfaction and disappointment models, indicating that they can influence satisfaction when present, and can have the opposite effect when not present.

DWP Claimant Service and Experience Survey 2013

Multiple elements of staff treatment appeared as performance factors, with staff understanding the claimant's personal circumstances (43 per cent of claimants who felt staff understood their personal circumstances were very satisfied compared to five per cent of those who felt their personal circumstances were not understood); staff providing correct information (41 per cent of those who felt staff provided correct information were very satisfied against three per cent of those who felt staff did not provide correct information); staff being knowledgeable (43 per cent of claimants who felt staff were knowledgeable were very satisfied compared to four per cent of those who felt staff were not knowledgeable) and staff talking to the claimant about other benefits they might be entitled to (51 per cent who were informed of other benefits they were entitled to were very satisfied against 20 per cent who felt staff did not inform them of other benefits there were entitled to) all appearing as performance factors.

Clarity in communication from DWP was also a theme in the performance factors. The claimants being given clear timings by DWP (41 per cent were very satisfied of those who were given clear timings contrasted with 16 per cent of those who were not given clear timings) and the payment calculation being explained 'very clearly' (57 per cent of those who received a very clear explanation were very satisfied compared with 10 per cent of those who felt the explanation was unclear and 10 per cent who did not receive an explanation at all) both appeared in the satisfaction and dissatisfaction models.

Additionally, the process lasting more than three months, with those whose process did last more than three months being negative about their experience (12 per cent of those whose transaction took more than three months were very satisfied against 37 per cent of those whose transaction took less than three months), and the claimant agreeing with the claim decision (37 per cent were very satisfied compared with 11 per cent who did not agree with the decision) were both performance factors.

2.3.2 Hygiene factors

Nine hygiene factors were identified; these are factors which have the potential to increase disappointment if not delivered, but do not influence satisfaction when present.

Two elements of the process DWP undertakes to deal with the claimant's transaction appeared as hygiene factors. Claimants recommending a channel other than telephone was associated with dissatisfaction (13 per cent of claimants who would recommend telephone to complete their transaction were dissatisfied compared with 23 per cent of those who would not recommend telephone) as was having to write more than one letter to DWP (28 per cent of those who wrote to DWP once were dissatisfied compared to 44 per cent of those who wrote more than once).

Clarity in communication regarding the claimant's transaction was also a feature in the hygiene factors. The claimant being given adequate information about the steps they could take if they were dissatisfied was a hygiene factor (31 per cent of those who were not given adequate information were dissatisfied against ten per cent of those who were given adequate information) as was the claimant being kept up to date with the enquiry process (10 per cent of those who were kept up to date said they were dissatisfied compared to 39 per cent of those who were not).

The outcome of the transaction was an element in the hygiene factors even though only a small number of claimants had unresolved outcomes. This indicates that having an unresolved or unaddressed outcome has a very powerful effect on satisfaction. Combined

with the claimant agreeing with DWP's decision appearing in the Kano analysis as a performance factor, this suggests that outcome has an effect on satisfaction. Half (23 respondents) of those who had unaddressed issues were dissatisfied, compared to nine per cent of those whose issues had been addressed. However, these findings should be treated with caution as the base size for respondents who had outstanding issues was small (43 respondents). Similarly, benefit problems not being resolved (23 respondents whose benefit problems had not been resolved were dissatisfied, compared with 17 per cent whose benefit problems had been resolved). Again, these results must be treated with caution as the base size for respondents who had outstanding problems was small (45 respondents). DWP doing what they promised (13 per cent of claimants for whom DWP did everything they said they would were dissatisfied against 56 per cent of those who felt DWP did not do everything they said they would) were hygiene factors.

Other elements in the hygiene factors relate to staff treatment (68 per cent were dissatisfied if staff were not polite compared to 12 per cent of those who felt staff were polite) and being given incorrect/contradictory information in the past six months (47 per cent of claimants who said they had been given incorrect information were dissatisfied compared to 13 per cent who felt they had been given correct information).

2.3.3 Delight factors

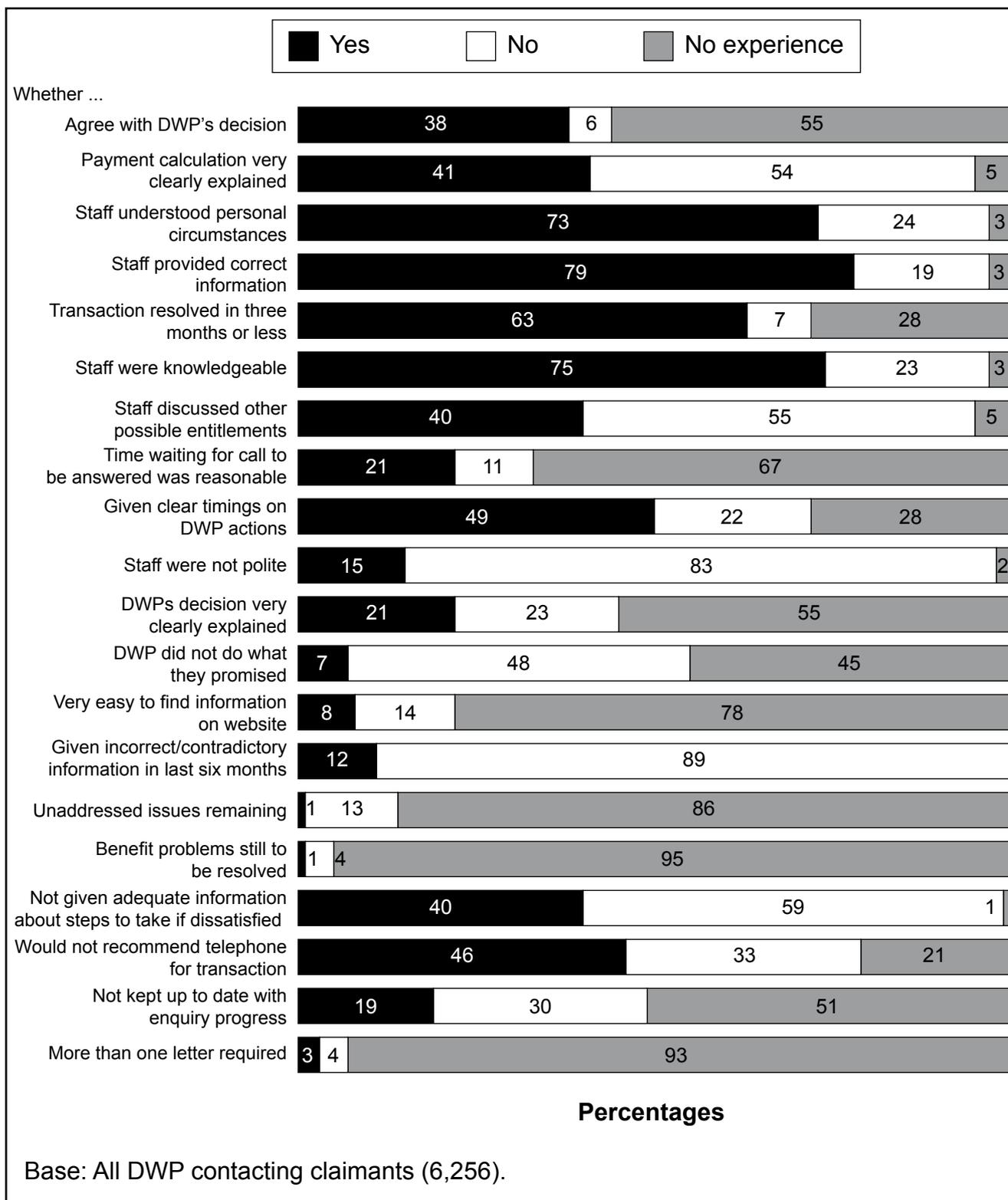
Two factors give DWP scope to delight claimants, as they will influence satisfaction if present, but will not have a negative impact if not delivered:

- Giving a very clear explanation of DWP's decision: over half (52%) of claimants who were given a very clear explanation were also very satisfied overall, compared with nine per cent of those receiving an unclear explanation and six per cent of those who received no explanation at all.
- Making it very easy to find information on the website: nearly half (50%) of claimants finding it very easy to find the relevant pages on the www.gov.uk website were very satisfied, compared with around a fifth (11%) who found it difficult.

2.3.4 Prevalence of individual factors

The experiences classified as performance, hygiene and delight factors do not affect all DWP claimants. 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 DWP. This means that even strong drivers (those nearer the top of the bar chart) 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. The proportions of DWP contacting claimants affected are shown in Figure 3.6. For example, 97 per cent of all DWP contacting claimants felt staff were knowledgeable, therefore 97 per cent was the proportion affected.

Figure 2.6 Proportions affected by factors identified in logistic regression across all DWP contacting claimants



3 Focus on individual benefit groups

This chapter covers many of the same topics as in Chapter 2, but focuses on findings for each of the individual benefit groups. It reports on overall satisfaction, the need for improvement and claimants' perceptions of staff: these are broadly grouped into those relating to professionalism and those relating to treatment of claimants. This chapter also identifies the drivers of satisfaction and disappointment for individual benefit groups (using the same approach as the analysis discussed in the previous chapter). This analysis is presented for Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), Disability Living Allowance (DLA). Combined models for State Pension (SP) and Pension Credit (PC) have also been created⁵.

3.1 Jobseeker's Allowance

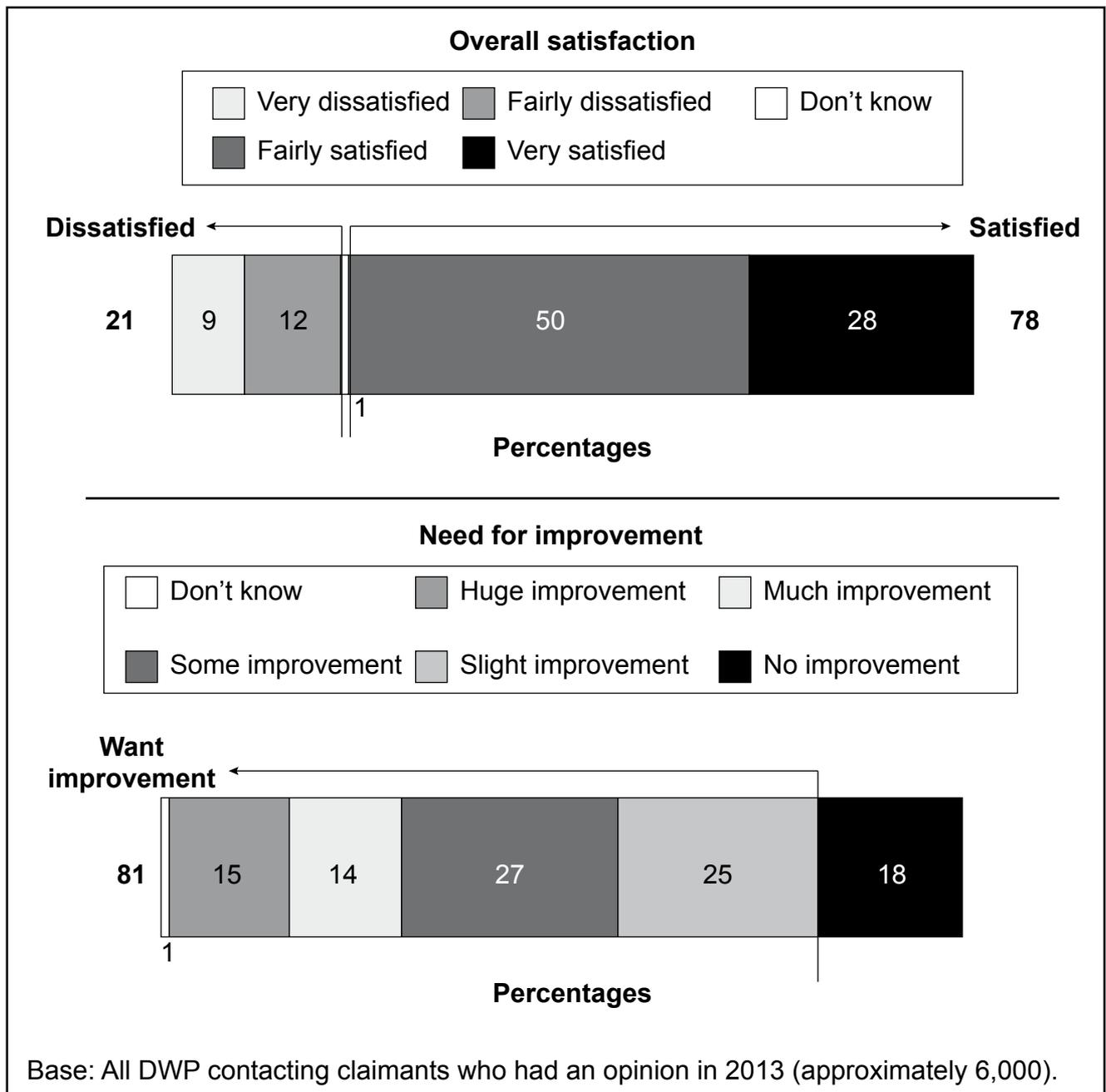
Forty-four per cent of claimants who had had recent contact with the Department for Work and Pensions (DWP) in 2013 were in receipt of JSA. This was the largest individual benefit group and consequently has a high impact on DWP's overall scores. Just under four in five JSA claimants (78 per cent) who had had recent contact with DWP were satisfied with the service overall. Nearly three in ten (28 per cent) were very satisfied. These are the lowest satisfaction ratings of any individual benefit group. The key findings for JSA claimants are:

- around three-quarters (78 per cent) of JSA claimants were satisfied with the service they received;
- around four in five (81 per cent) felt the service needed improvement;
- satisfaction amongst JSA claimants seems to be driven by clarity of communication and accuracy in the information communicated. The Kano analysis revealed correct information being given to the claimant; clear payment calculation; staff being knowledgeable and a clear explanation of the benefit award as being highly valued by JSA claimants.

As shown in Figure 3.1, 81 per cent of JSA claimants called for improvement to the service in 2013. Again, the views of JSA claimants were among the most negative, when compared with other DWP customers.

⁵ The analysis could not be conducted for the remaining benefit groups as base sizes were not large enough.

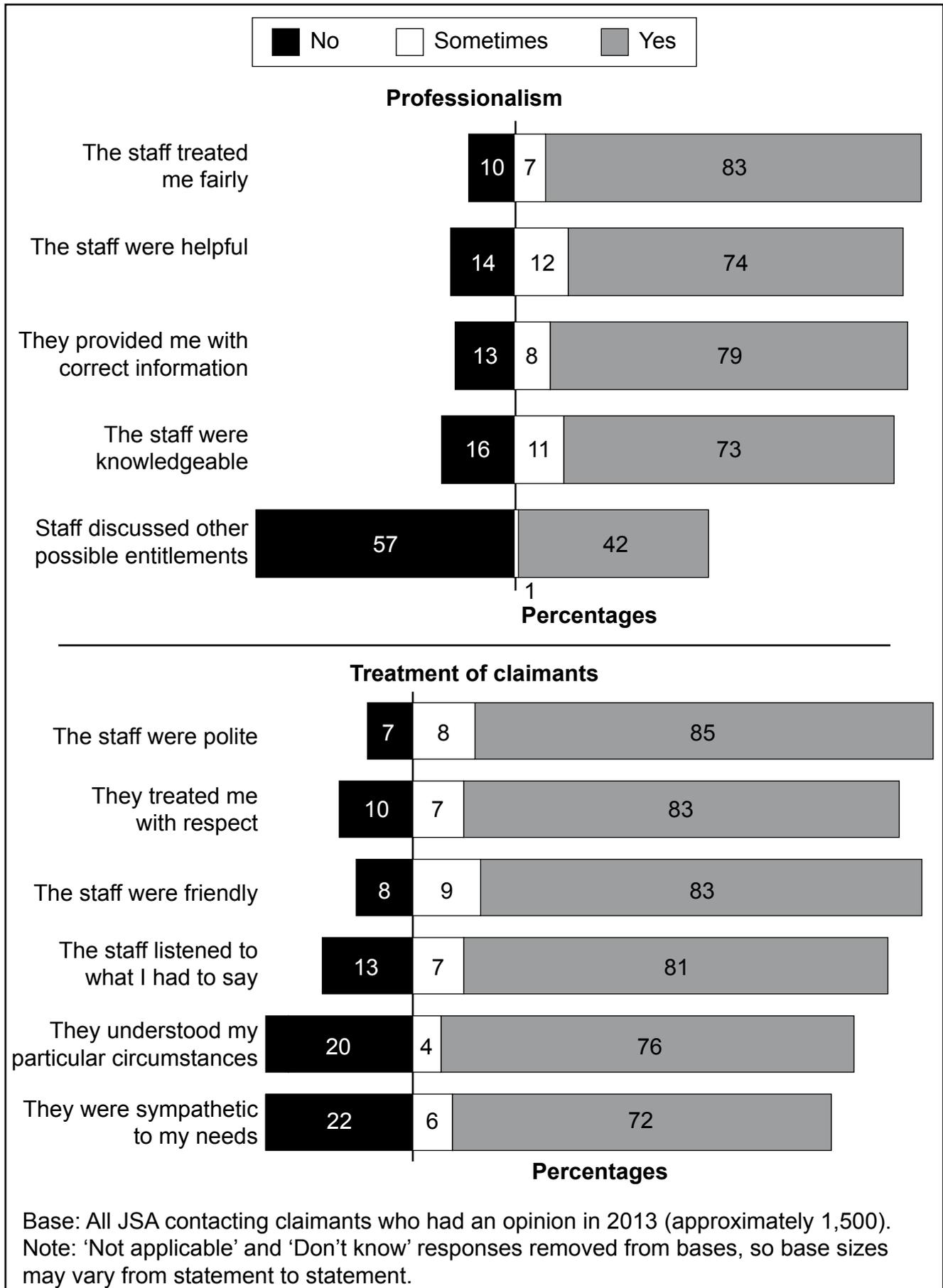
Figure 3.1 Satisfaction and need for improvement amongst JSA claimants



In relation to staff professionalism, recent JSA claimants were most likely to report that staff had treated them fairly (83per cent). Around three-quarters to four-fifths of JSA claimants reported that staff provided them with the correct information (79per cent), were helpful (74per cent) and were knowledgeable (73per cent). Forty-two per cent said that staff discussed other possible entitlements.

Regarding treatment of claimants, around four-fifths reported that staff were polite (81per cent), friendly (78per cent) and treated them with respect (77per cent). JSA claimants were least likely to report that staff were sympathetic to their needs (67per cent). This is shown in Figure 3.2.

Figure 3.2 Perceptions of staff treatment amongst JSA claimants



3.1.1 Drivers of satisfaction and dissatisfaction for Jobseeker's Allowance

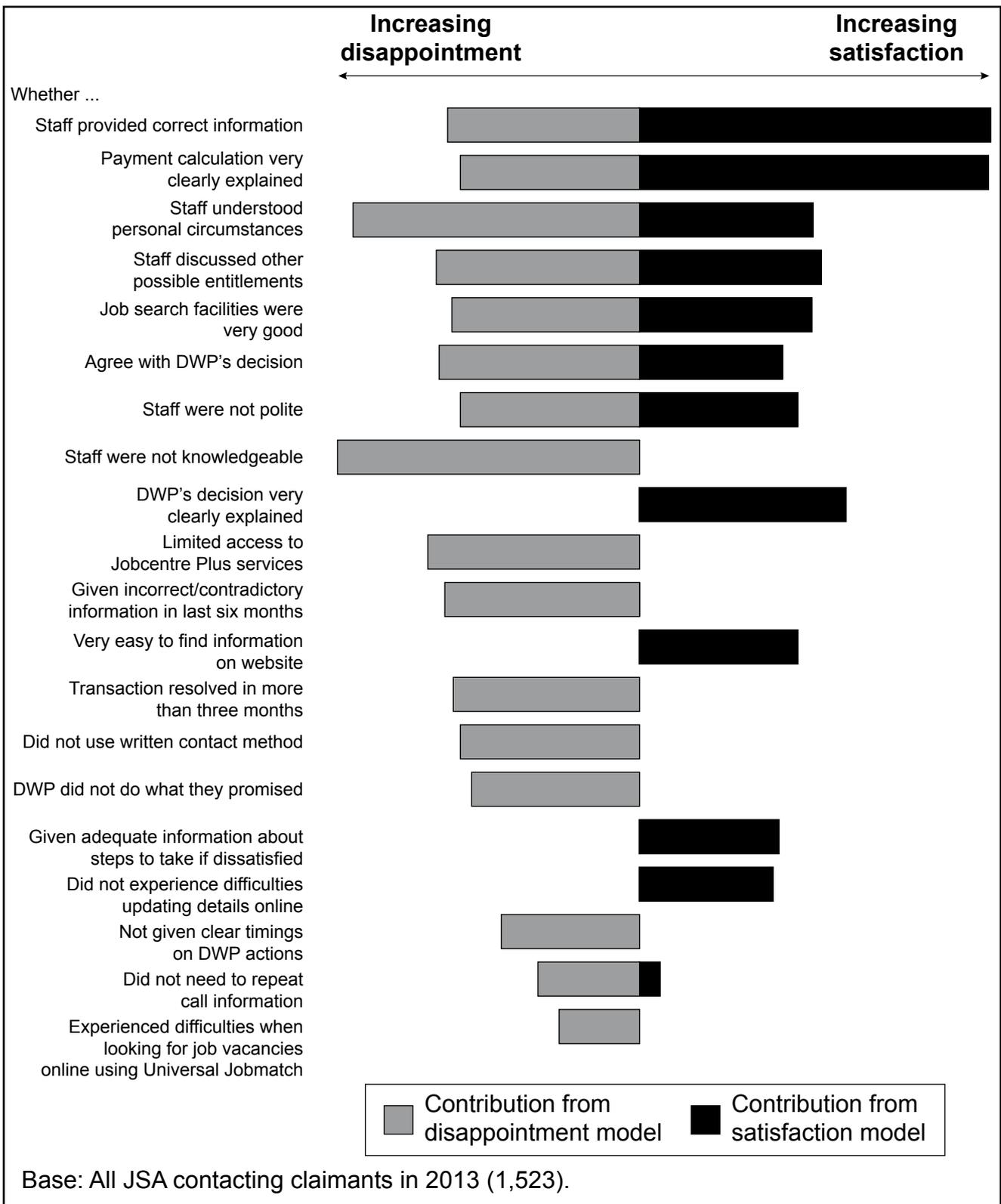
The previous chapter presented the findings of logistic regression analysis for all DWP claimants. Models were also created for individual benefit groups, where there were sufficient data to perform this analysis. This section discusses the logistic regression models for JSA claimants. Further information on the analysis and how it is presented can be found in Section 2.4.

The logistic regression models for JSA identified 12 drivers of satisfaction and 16 drivers of disappointment⁶. Figure 3.3 shows these drivers, ranked according to each service element's importance in the models.

The JSA Kano model presented here is quite similar to the Kano models for ESA, DLA and SP/PC customers. However, being given adequate information about the steps to take if the customer was dissatisfied appears as a delight factor for JSA claimants only. Further, needing to repeat information given in a previous call is a performance factor, which is unique to JSA claimants. Similarly, experiencing difficulties when looking for job vacancies online is a hygiene factor solely for JSA claimants, which could reflect that JSA claimants are more likely than other claimants to search for jobs online.

⁶ The drivers in the **disappointment** model have a Nagelkerke R^2 of 0.6, while the drivers in the **very satisfied** model have a Nagelkerke R^2 of 0.5. 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 Drivers of satisfaction and dissatisfaction amongst JSA claimants



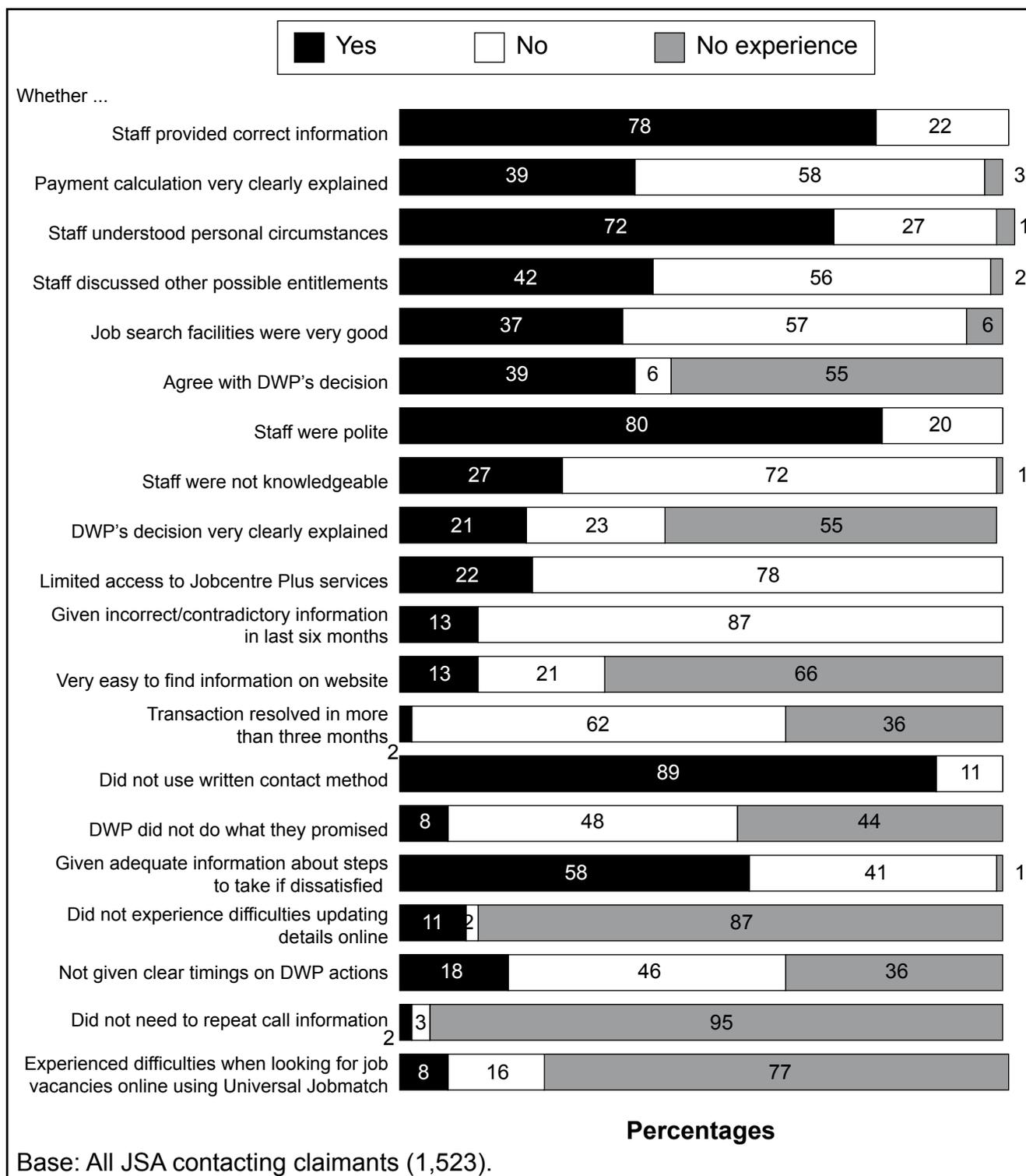
3.1.2 Prevalence of individual factors

Each of the experiences classified as performance, hygiene and delight factors only affect a proportion of JSA claimants. 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

DWP Claimant Service and Experience Survey 2013

only affect the satisfaction of claimants who use the telephone as a contact channel with DWP. This means that even strong drivers (those nearer the top of the bar chart) 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. The proportions affected are shown in Figure 3.4. For example, 97 per cent of contacting JSA claimants were affected by the payment calculation being very clearly explained.

Figure 3.4 Prevalence of individual factors amongst JSA claimants



3.2 Employment and Support Allowance

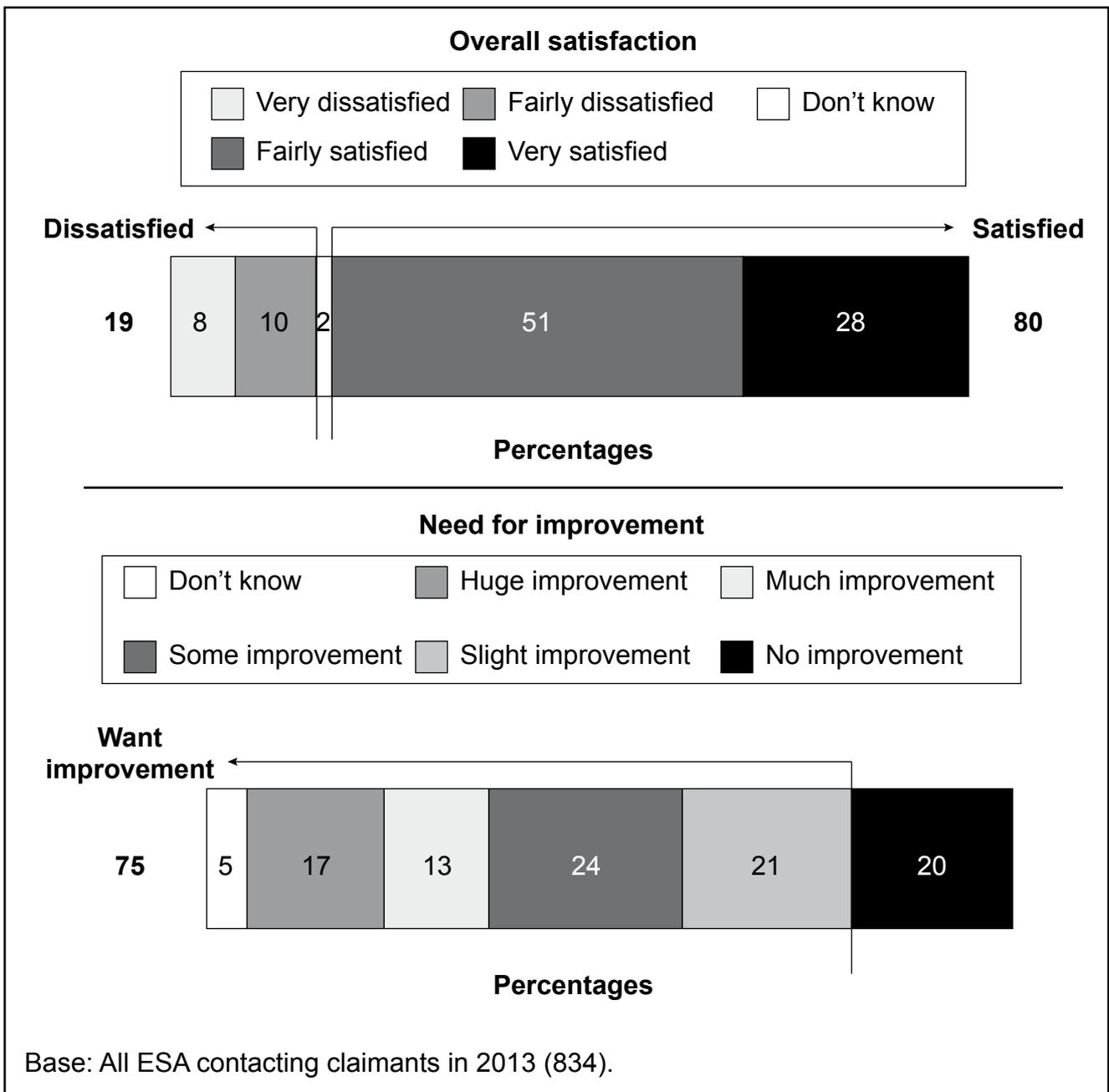
A quarter (25per cent) of claimants who had had recent contact with DWP in 2013 were in receipt of ESA. This was the second largest individual benefit group after JSA. Key findings for ESA claimants are:

- four in five ESA claimants (80 per cent) were satisfied with the service they received;
- satisfaction amongst ESA claimants seemed to be driven by their benefit calculation being very clearly explained; correct information being given to the claimant and their adviser understanding the claimant's personal circumstances.

Four in five ESA claimants (80per cent) were satisfied with the service overall in 2013 and nearly three in ten (28per cent) were very satisfied. Satisfaction among ESA claimants was at the lower end relative to other benefit types, at a similar level to DLA (80per cent), Attendance Allowance (AA) (81per cent) and JSA (78per cent).

Three-quarters (75per cent) of ESA claimants felt that improvement to the service was needed. Relative to other benefit types a similar pattern to overall satisfaction was evident, with ESA claimants tending to be more negative (in common with DLA and JSA claimants). This is shown in Figure 3.5.

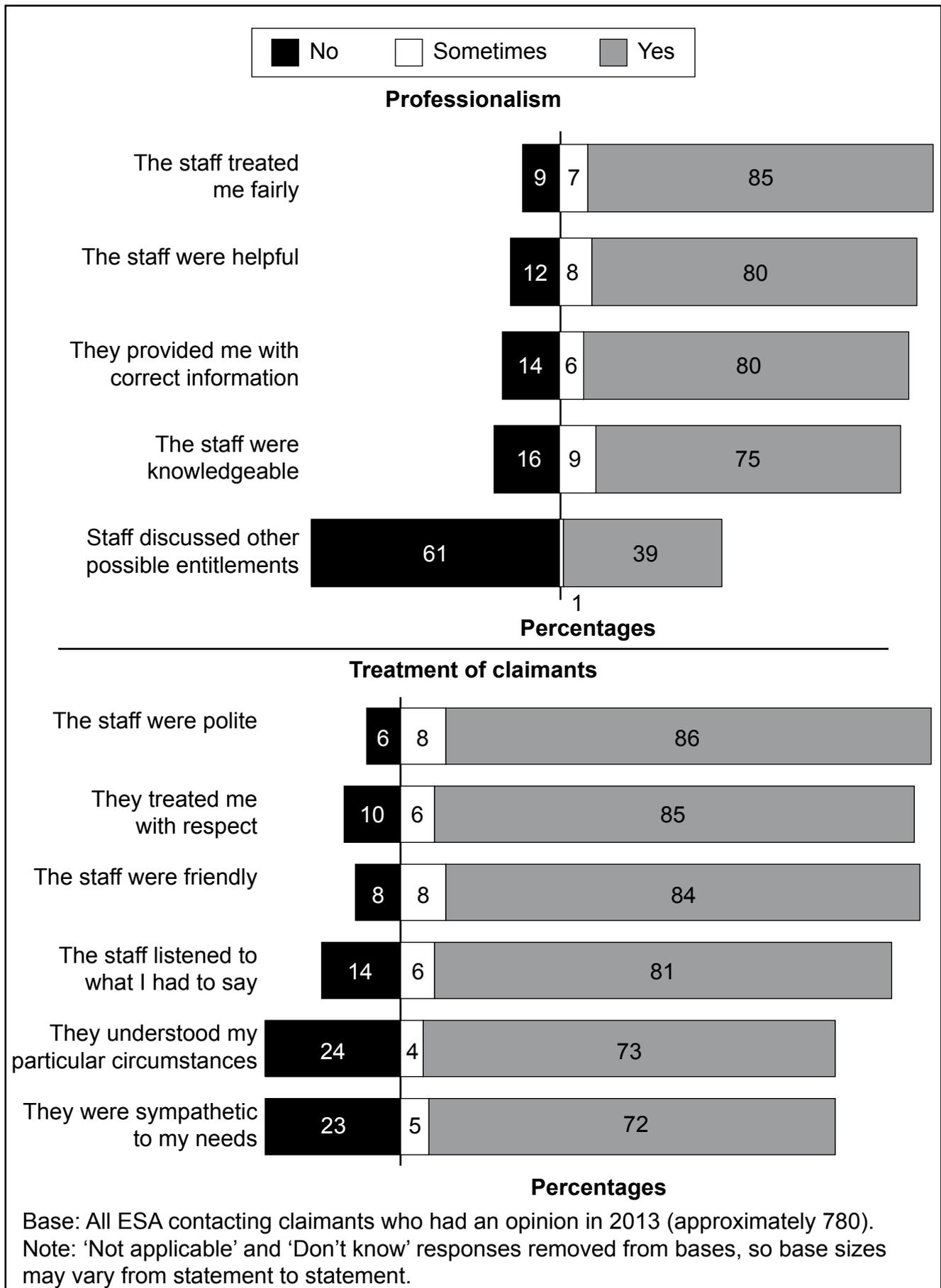
Figure 3.5 Satisfaction and need for improvement amongst ESA claimants



In terms of staff professionalism, ESA claimants were most likely to report that staff treated them fairly (85per cent). Four-fifths reported that staff were helpful and provided them with the correct information (80 per cent for each). Three-quarters (75per cent) found staff knowledgeable. Only 39 per cent said that staff discussed other possible entitlements.

As for staff treatment of claimants, over four-fifths reported that staff were polite (86per cent), treated them with respect (85per cent) and were friendly (84per cent). ESA claimants were least likely to feel that staff understood their particular circumstances (73per cent) or were sympathetic to their needs (72per cent), as seen in Figure 4.6.

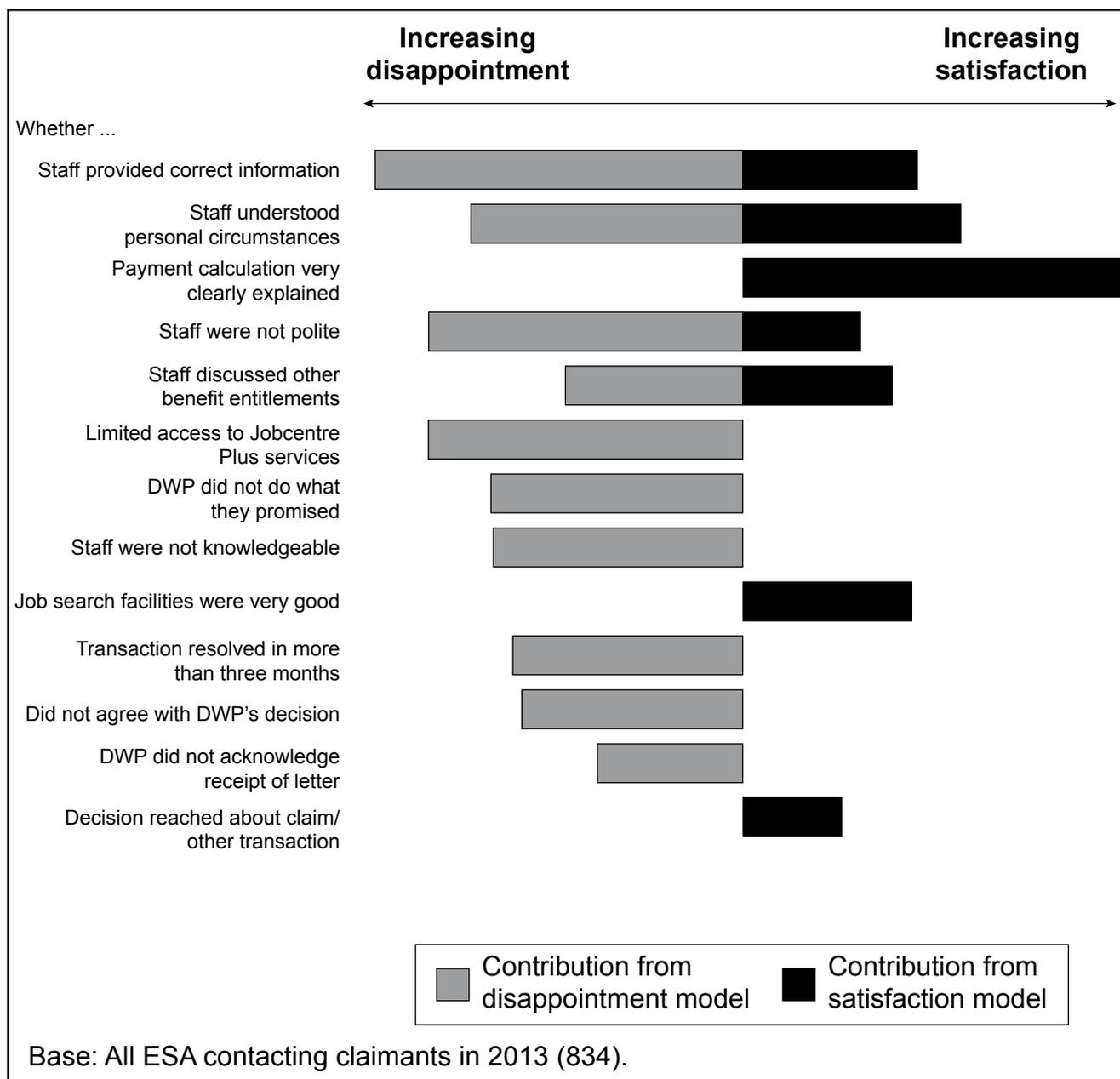
Figure 3.6 Perception of staff treatment amongst ESA claimants



3.2.1 Drivers of satisfaction and dissatisfaction for Employment and Support Allowance

The logistic regression models revealed seven drivers of satisfaction and ten drivers of disappointment for ESA claimants⁷. Figure 3.7 shows these drivers, ranked according to each service element’s importance in the models.

Figure 3.7 Regression model for ESA claimants



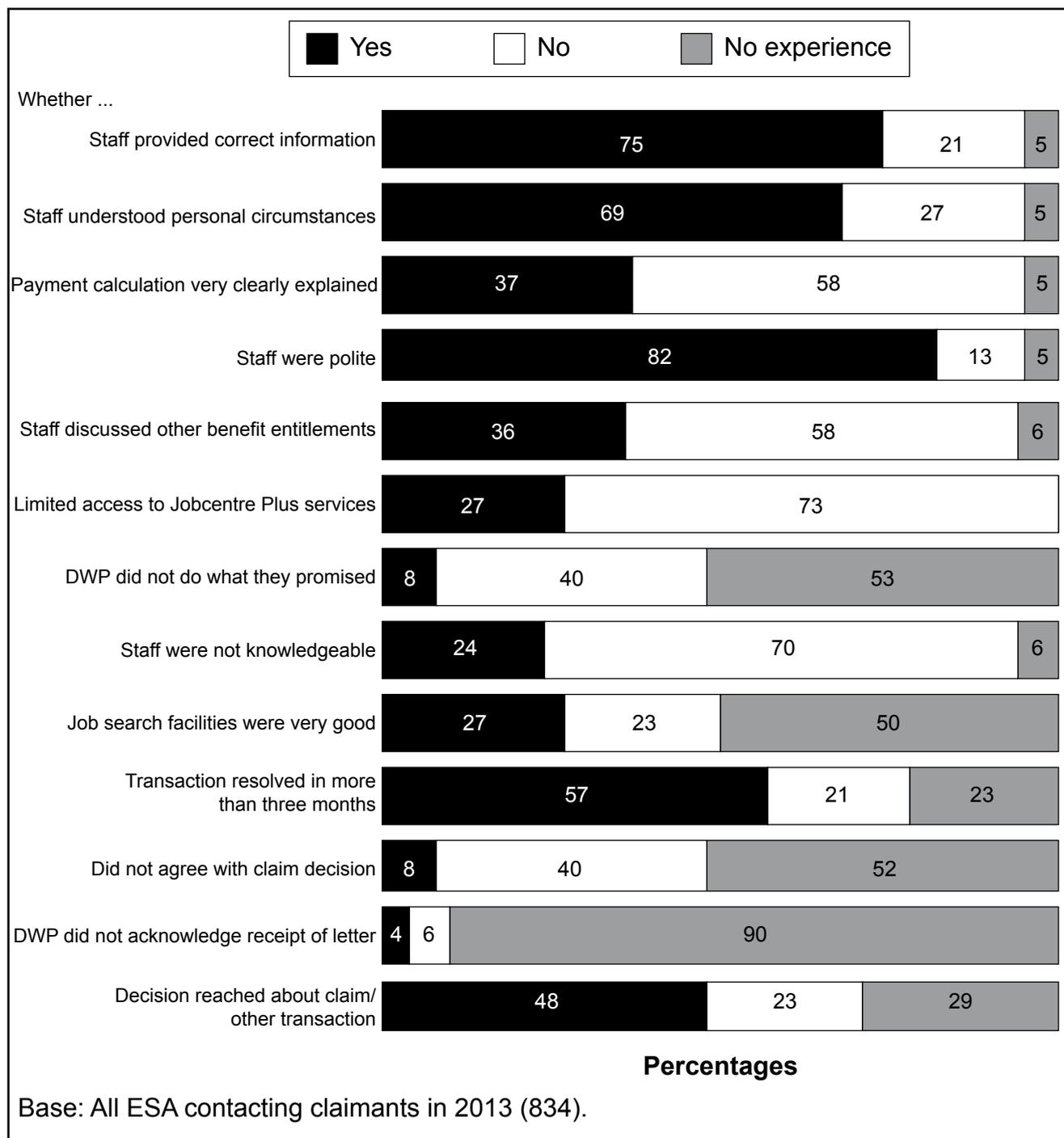
⁷ The drivers in the disappointment model have a Nagelkerke R² of 0.62, while the drivers in the very satisfied model have a Nagelkerke R² of 0.42. The Nagelkerke R² value gives an idea of how well the model fits the data, with a value of 0.0 implying no fit and a value of 1.0 implying a perfect fit. 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.

The majority of performance; delight and hygiene factors present in the ESA Kano model were similar to those in the other Kano models. However, there were three factors which were present only in the ESA Kano model. Staff being knowledgeable and DWP acknowledging receipt of the claimant's form appeared as a hygiene factor only for ESA claimants. A decision being reached about the respondent's claim was a delight factor for ESA recipients.

Prevalence of individual factors

The proportions of ESA claimants affected by each performance, hygiene and delight factor are shown in Figure 3.8. 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 DWP. This means that even strong drivers (those nearer the top of the bar chart) 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. For example, 95 per cent of contacting ESA claimants were affected by staff understanding their personal circumstances.

Figure 3.8 Prevalence of individual factors amongst ESA claimants



3.3 Income Support

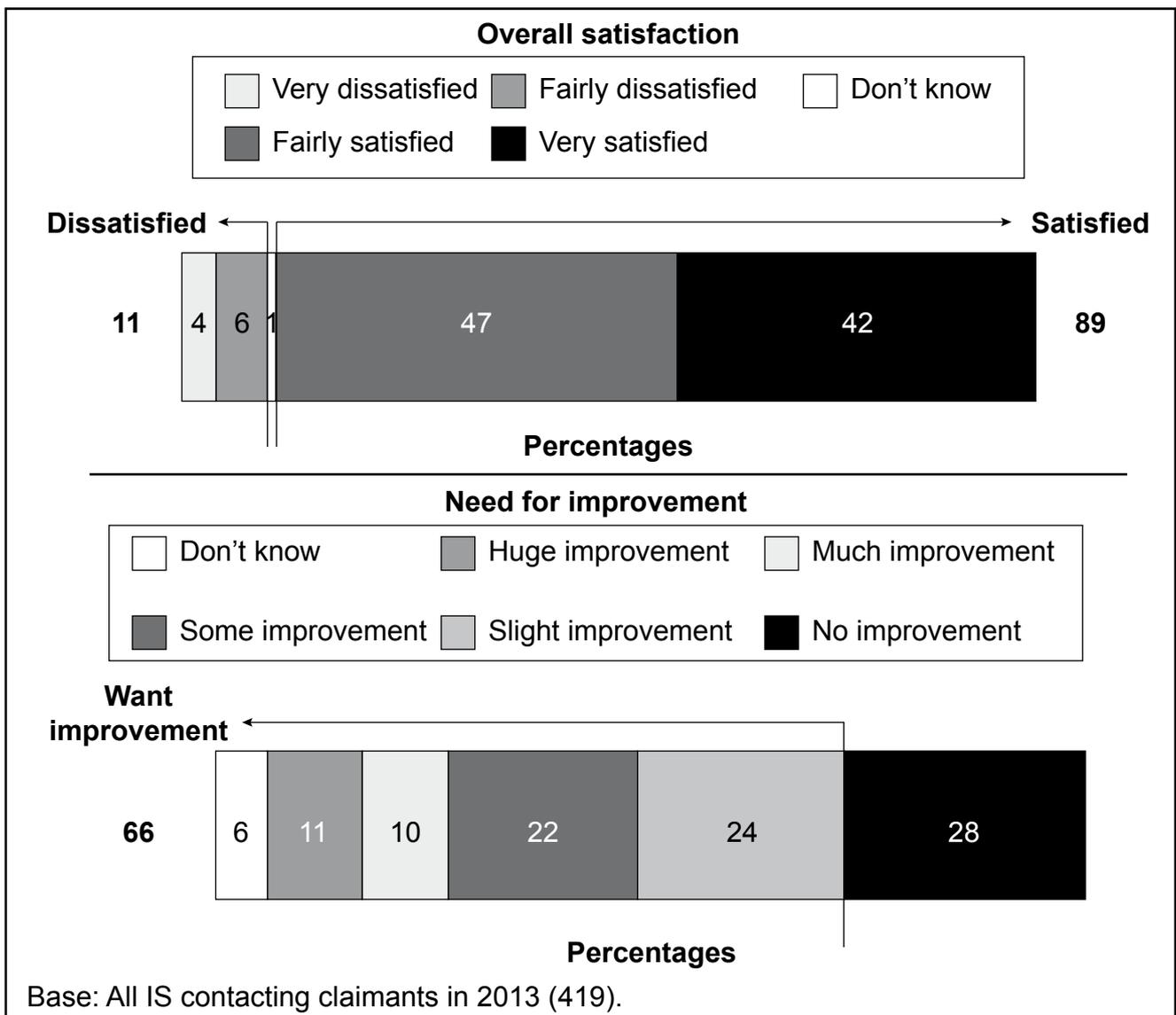
Fifteen per cent of claimants who had had recent contact with DWP in 2013 were in receipt of Income Support (IS). This was the third largest individual benefit group, but the smallest group of claimants on unemployment benefits (with JSA (44per cent) and ESA (25per cent) accounting for many more claimants). Key findings for IS claimants were:

- there were high levels of satisfaction amongst IS claimants (89 per cent);
- two-thirds saw a need for improvement in the service they received (66 per cent).

Nearly nine in ten IS claimants (89per cent) were satisfied with the service overall in 2013 and over two in five (42per cent) were very satisfied. This group were the most satisfied of all claimants in receipt of unemployment benefits (compared with 80 per cent for ESA and 78 per cent for JSA).

Figure 3.9 shows that two-thirds of IS claimants (66per cent) wanted to see improvement in the service. As with overall satisfaction, IS claimants rated the service more positively than other claimants on unemployment benefits (for example, 81 per cent of JSA claimants and 75 per cent of ESA claimants wanted to see improvements).

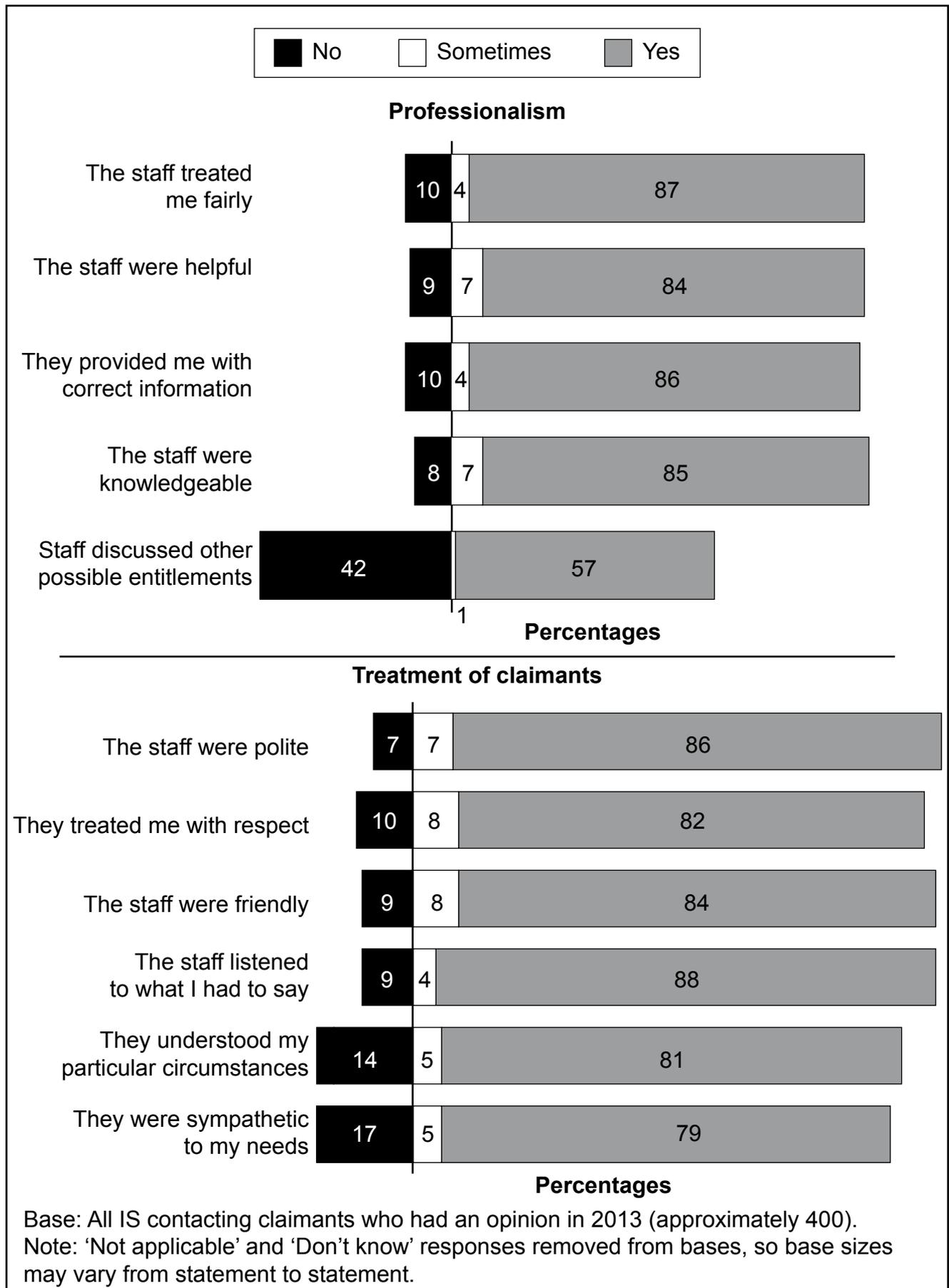
Figure 3.9 Satisfaction and need for improvement amongst IS claimants



IS claimants rated staff well in most areas. Regarding staff professionalism, more than four in five recent IS claimants reported that staff treated them fairly (87per cent), provided them with correct information (86per cent), were knowledgeable (85per cent) and were helpful (84per cent). Fifty-seven per cent reported that staff discussed other possible entitlements.

As in Figure 3.10, in relation to treatment of claimants, IS claimants were most likely to report that staff listened to what they had to say (88per cent) and were polite (86per cent). They were least likely to feel that staff were sympathetic to their needs (79per cent).

Figure 3.10 Perception of staff treatment amongst IS claimants



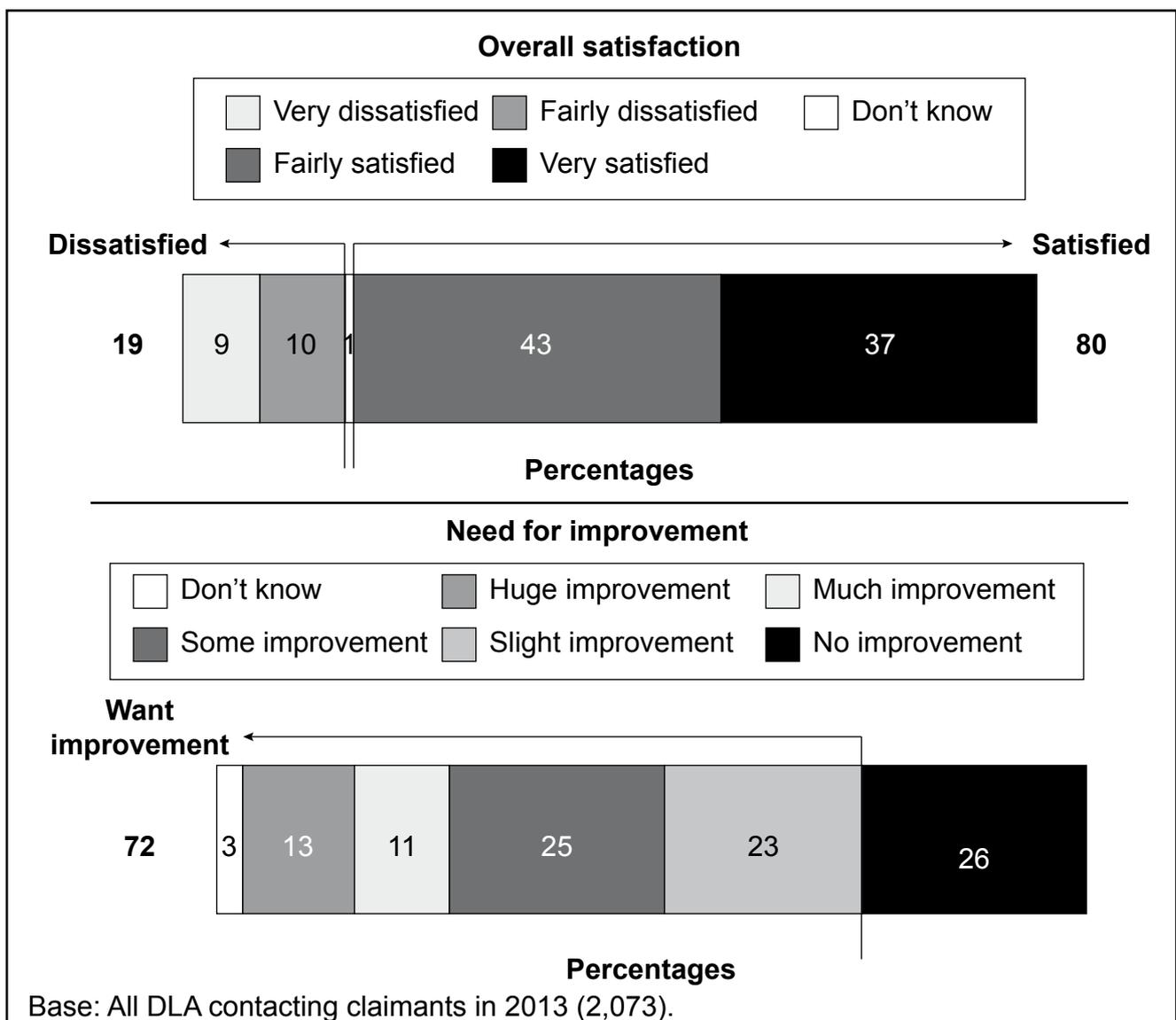
3.4 Disability Living Allowance

Seven per cent of claimants who had had recent contact with DWP in 2013 were in receipt of DLA. Key findings for DLA claimants are:

- four in five (80 per cent) were satisfied with the service they received;
- around seven in ten (72 per cent) want improvement to the service;
- satisfaction amongst DLA claimants seemed to be primarily driven by the claimant agreeing with DWP’s decision regarding their benefit and the payment calculation undertaken to decide the amount of DLA they receive being clearly explained.

Four in five DLA claimants (80per cent) were satisfied with the service overall in 2013 and nearly two in five (37per cent) were very satisfied. Over seven in ten DLA claimants (72per cent) called for an improvement in the service. In common with claimants on JSA and ESA, DLA claimants tended to have more negative perceptions of DWP than other customers. However, there was no significant change in any of the satisfaction measures between 2012 and 2013.

Figure 3.11 Satisfaction and need for improvement amongst DLA claimants

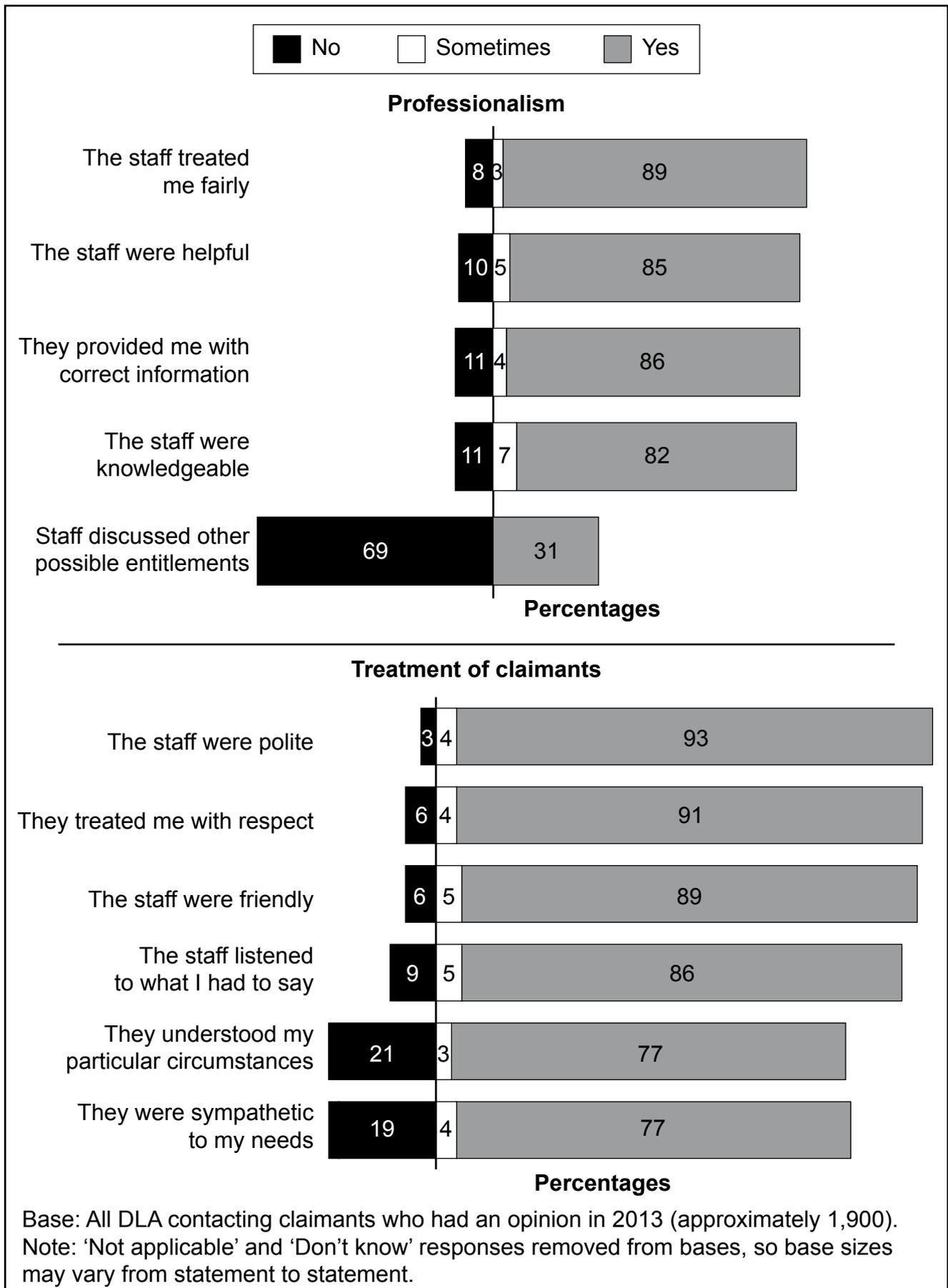


DWP Claimant Service and Experience Survey 2013

Notwithstanding their call for improvement to the service, DLA claimants rated staff positively in most areas relating to professionalism. Nearly nine in ten recent DLA claimants reported that staff treated them fairly (89per cent). Eighty-six per cent said staff provided them with correct information, while 85 per cent found staff helpful and 82 per cent found them knowledgeable. In contrast, only 31 per cent reported that staff discussed other possible entitlements. This is shown in Figure 3.12.

DLA claimants also generally felt well treated by staff. They were most likely to report that staff were polite (93per cent) and treated them with respect (91per cent). They were least likely to feel that staff were sympathetic to their needs and understood their particular circumstances (77per cent for both).

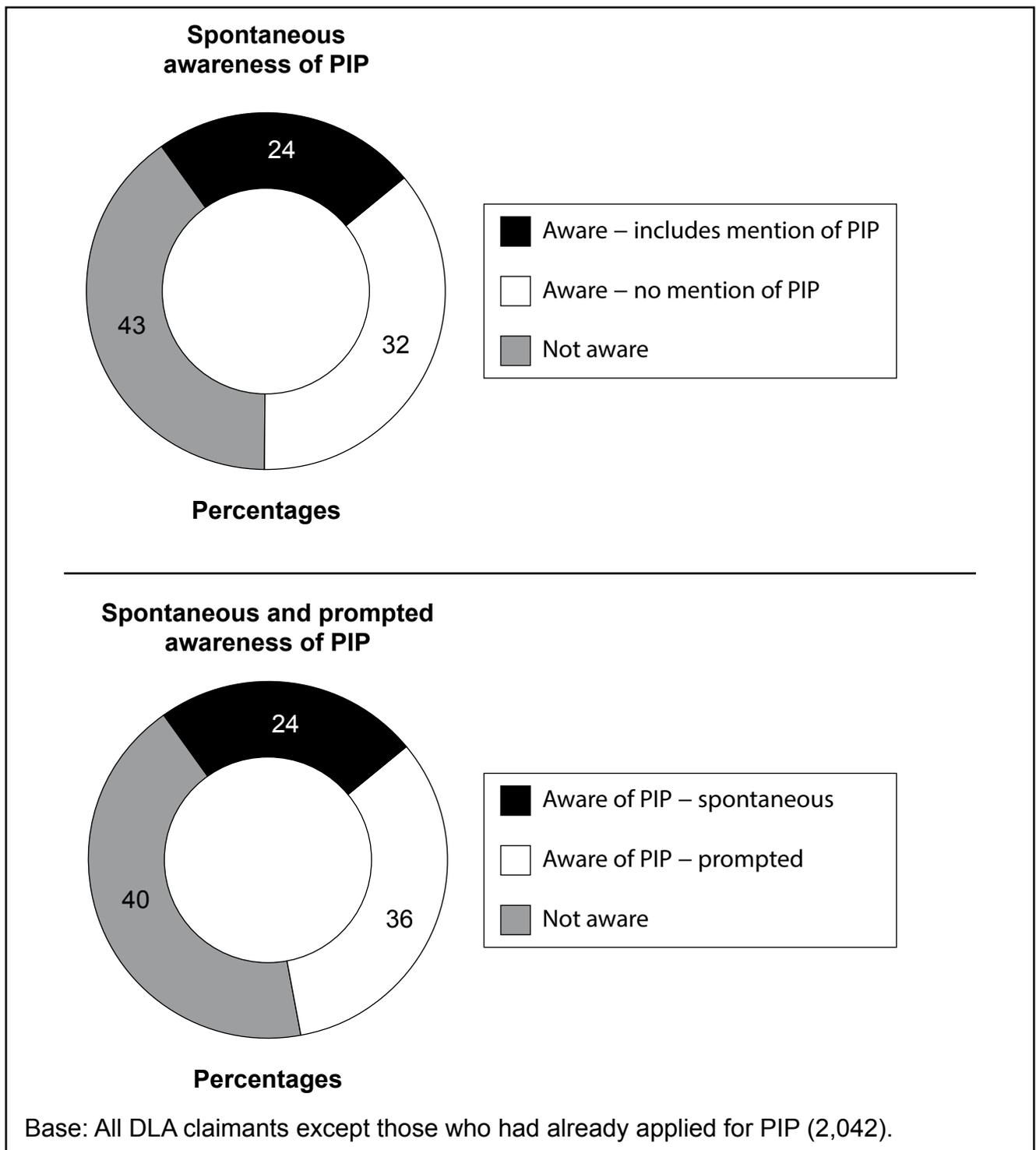
Figure 3.12 Perception of staff treatment amongst DLA claimants



3.4.1 Awareness of PIP

DLA claimants were asked a series of questions about their awareness of changes to the welfare system which would affect them, specifically the introduction of Personal Independence Payment (PIP).

Figure 3.13 Awareness of PIP



A profile of DLA claimants showed that, of those who responded to the survey, 38 per cent had received a lifetime or indefinite award. This proportion is lower than the proportion present in the DLA population, as this is a survey of contacting claimants, rather than representative of the DLA population. Of the 62 per cent who had a fixed award, ten per cent said their award was due to be renewed or ended before October 2013, which would instigate the transition to PIP if the claimant lived within designated areas of the country.

Overall, just under a quarter of DLA claimants named PIP spontaneously when asked about changes to the benefit (24 per cent). A further 32 per cent of DLA claimants were aware of the changes, although they did not use the term Personal Independence Payment specifically. This means that nearly three in five DLA claimants (57 per cent) were spontaneously aware of the changes in some form. A further 36 per cent said they were aware of PIP when prompted. This left two in five (40 per cent) who were not aware of PIP after being prompted. These findings are shown in Figure 3.13.

Of those who had heard of PIP, half (50 per cent) had heard about the introduction of PIP through the media, including television, radio or magazines. Almost a quarter (24 per cent) had heard through the letter sent by DWP between February and April 2013. All DLA claimants were sent their annual letter regarding their DLA claim between February and April 2013, which contained information about the introduction of PIP. When prompted, around a third (37 per cent) of DLA claimants, who had not said they heard of PIP through a letter from DWP, remembered receiving a letter containing information about PIP. Of those who remembered the letter, over nine in ten (92 per cent) said the letter was written in plain language, which was easy to understand.

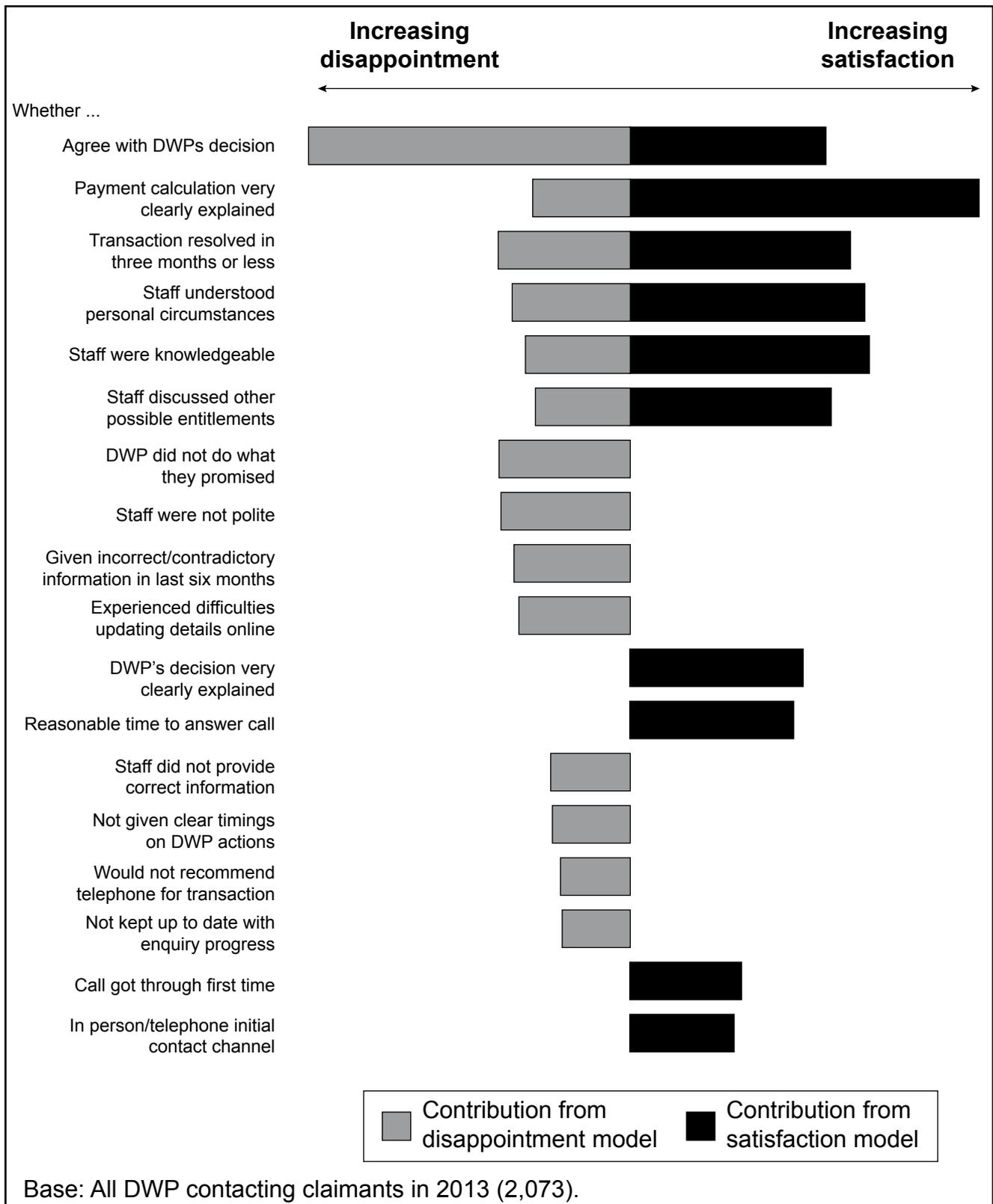
3.4.2 Drivers of satisfaction and dissatisfaction for Disability Living Allowance

There were ten drivers of satisfaction and 14 drivers of disappointment in the logistic regression models for DLA claimants⁸. Figure 3.14 shows these drivers, ranked according to each service element's importance in the models.

Three delight factors are unique to DLA claimants: a reasonable time taken to answer the claimant's call; the call being put through first time the respondent calls; and the initial contact being in person or through telephone. The telephone not being the recommended channel for transaction was a hygiene factor for DLA claimants only. Overall, this suggests that DLA claimants value telephone contact with the Department.

⁸ The drivers in the **disappointment** model have a Nagelkerke R^2 of 0.65, while the drivers in the very satisfied model have a Nagelkerke R^2 of 0.51. 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 3.14 Factors affecting satisfaction and dissatisfaction amongst DLA claimants

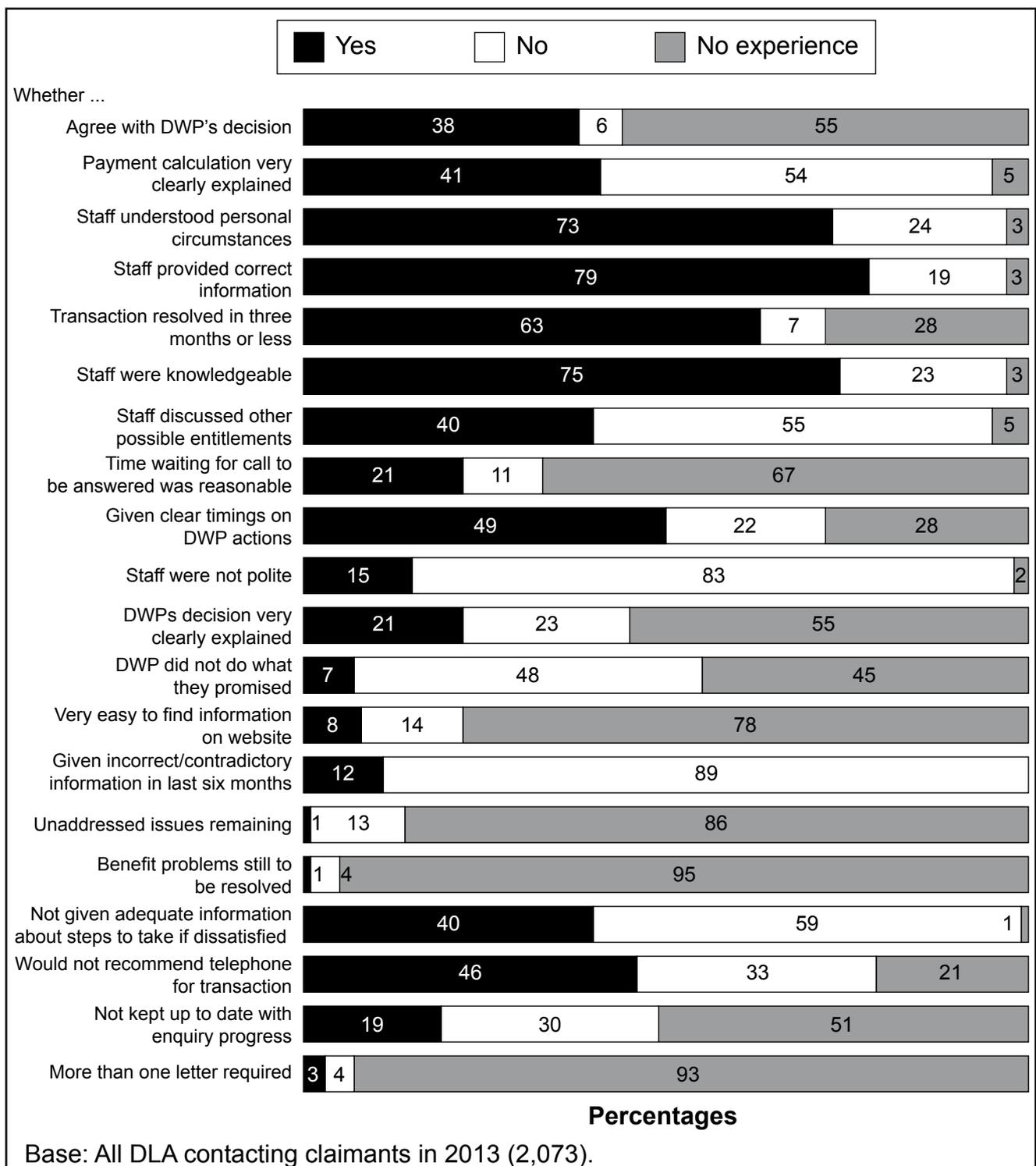


Prevalence of individual factors

The proportions of DLA claimants affected by each hygiene, performance and delight factor are shown in Figure 3.15. 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 DWP. This means that even strong drivers (those nearer the top of the bar chart) 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. For example, 95 per cent of contacting DLA claimants were affected by the payment calculation being very clearly explained.

Figure 3.15 Prevalence of individual factors amongst DLA claimants



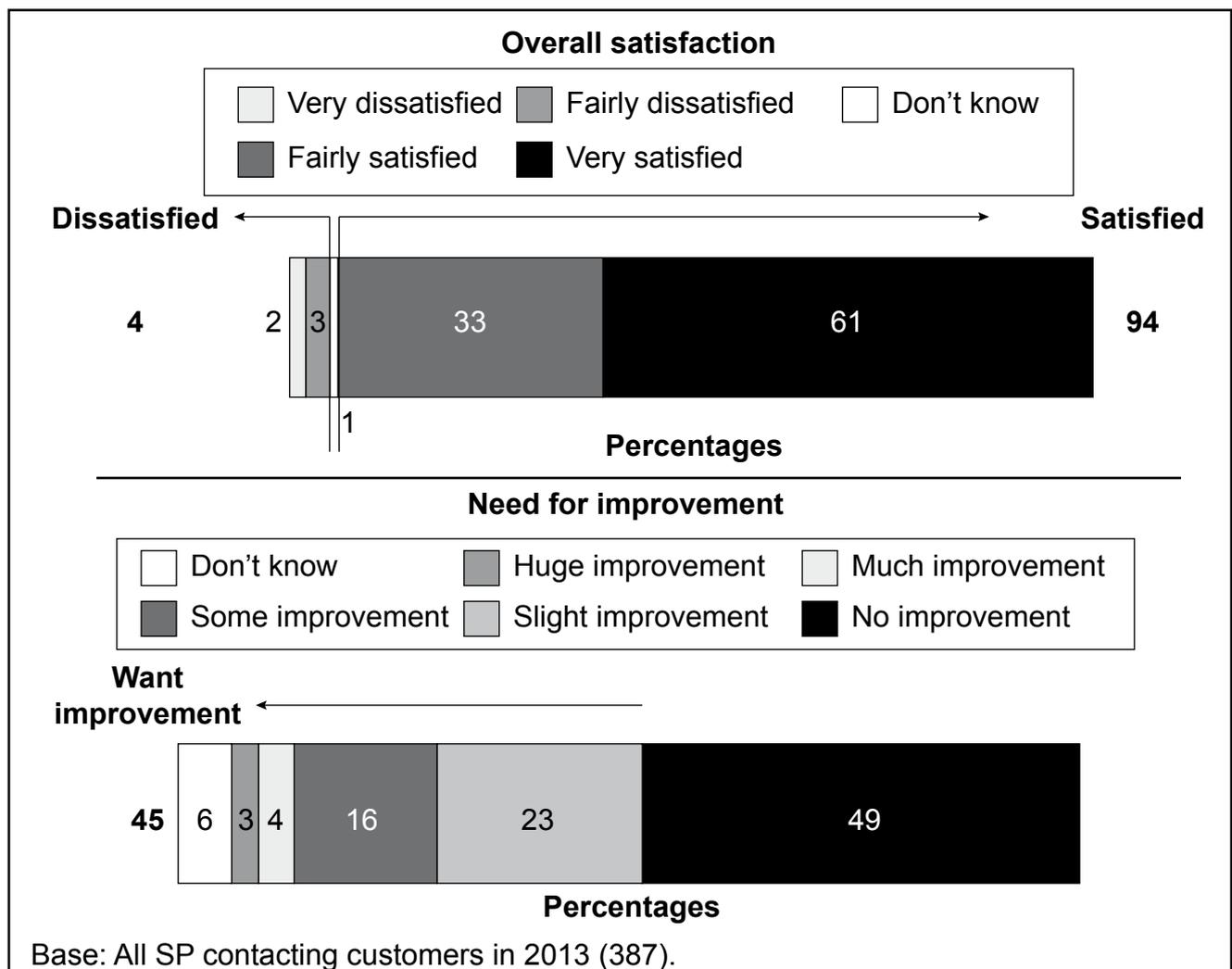
3.5 State Pension

Four per cent of customers who had had recent contact with DWP in 2013 were in receipt of the SP. Key findings for SP customers were:

- 94 per cent of SP customers were satisfied with the service they received;
- only 45 per cent felt improvement was needed, which was lower relative to the levels given amongst other benefit types;
- satisfaction amongst SP and PC customers appears to be driven by the customer being given correct information; the transaction being completed quickly (in three months or less); easy for the customer to find information online; and the payment calculation being clearly explained.

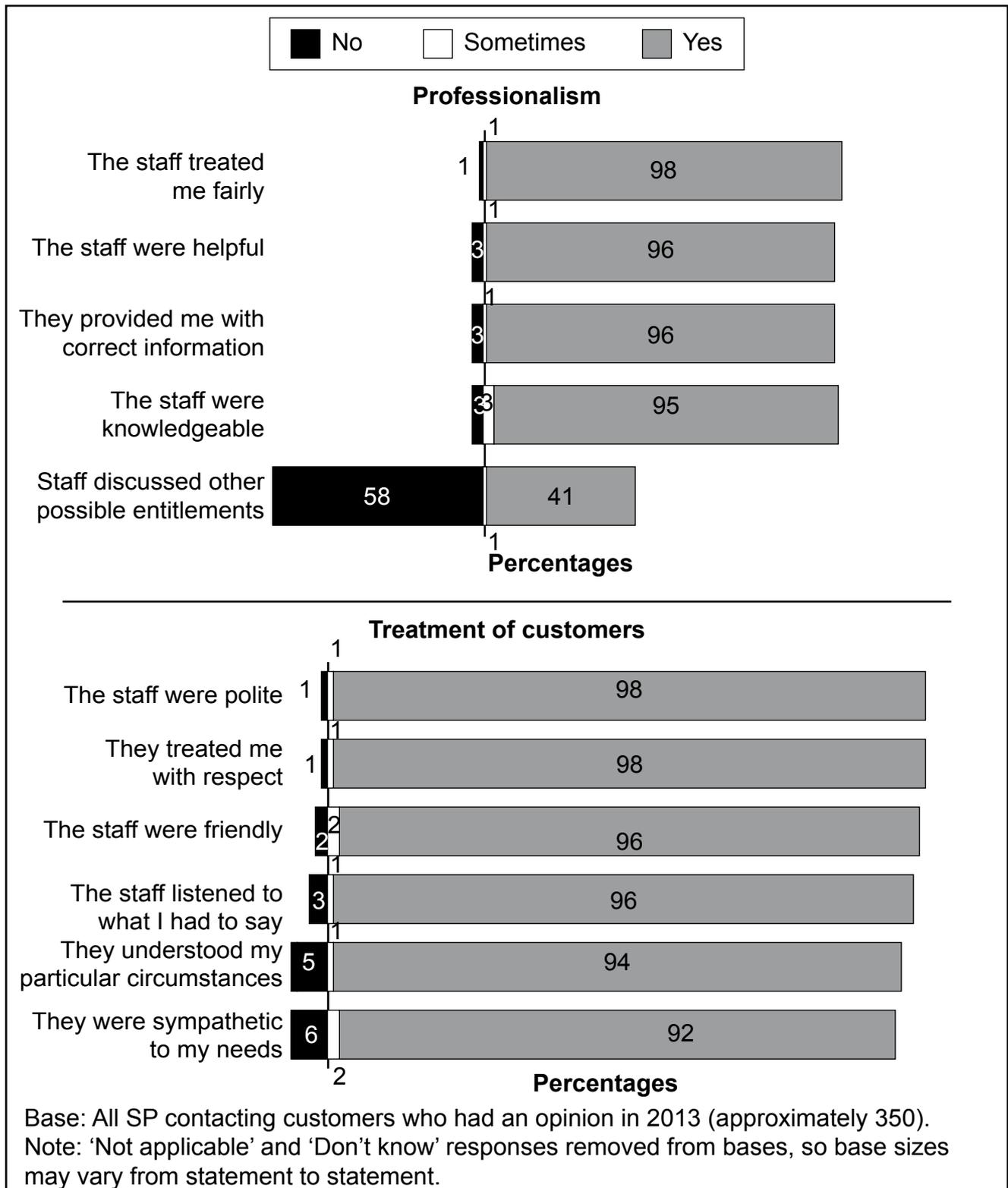
As in Figure 3.16, overall satisfaction with service was almost universal among SP customers at 94 per cent. Over three in five were very satisfied (61per cent). These positive perceptions continued through to the other measures of performance. Almost half of SP customers thought that the service needed no improvement (49per cent). SP customers (together with PC and Carer’s Allowance (CA) customers) had the most positive attitudes towards DWP.

Figure 3.16 Satisfaction and need for improvement amongst SP customers



Consistent with their views of the service overall, SP customers also rated staff very highly. As in Figure 3.17, there was almost universal agreement on virtually all measures (for example, 98 per cent felt staff treated them fairly and the same proportion found staff polite, while 96 per cent found staff helpful). The only exception was that only around two in five SP customers said that staff discussed other possible entitlements (41per cent).

Figure 3.17 Perceptions of staff treatment amongst SP customers



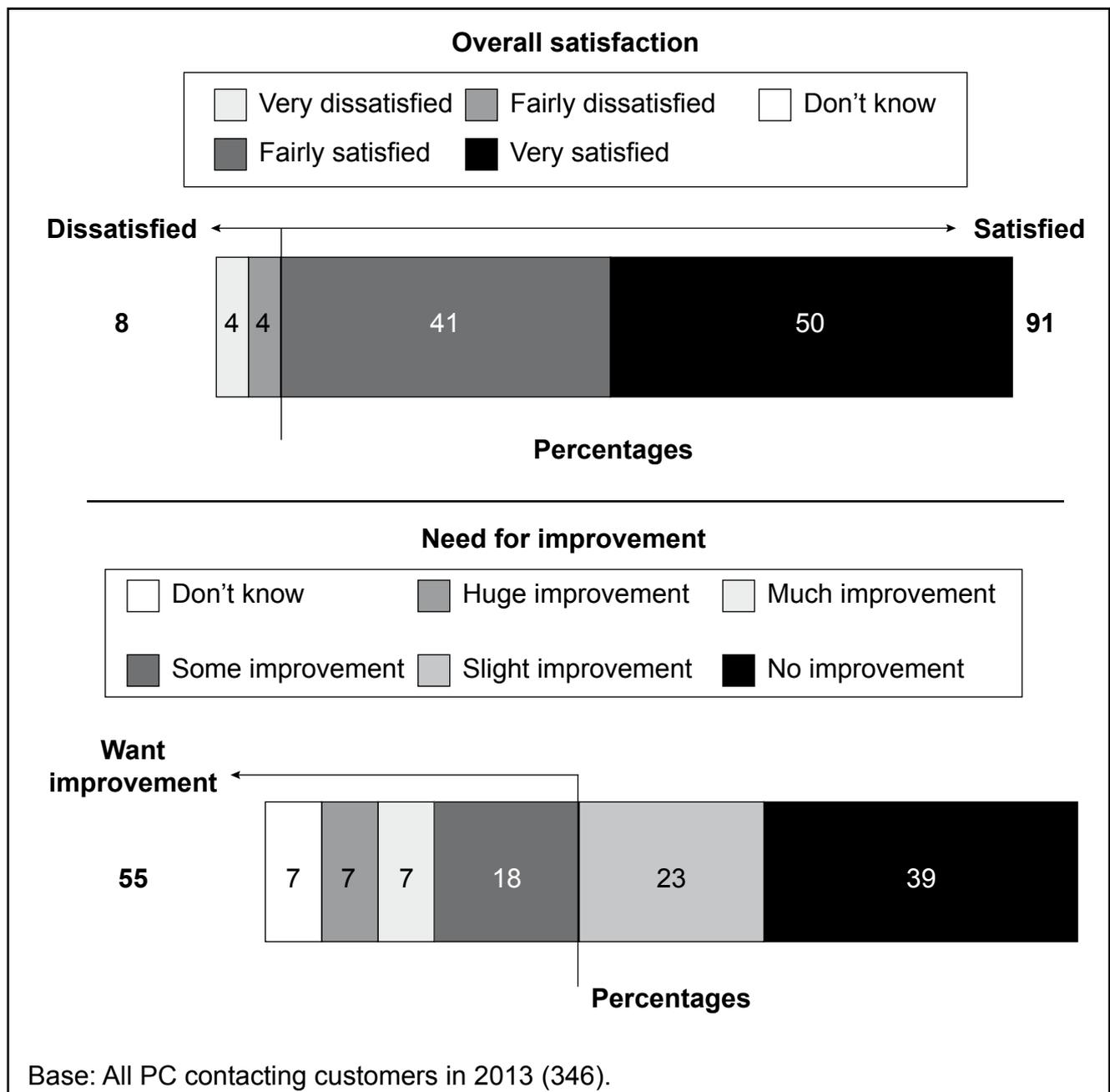
3.6 Pension Credit

Two per cent of claimants who had had recent contact with DWP in 2013 were in receipt of PC. Key findings for PC customers were:

- satisfaction was high amongst PC customers, with 91 per cent reporting that they were satisfied with the service they received;
- 55 per cent reported that they wanted improvement to the service they received, which was low relative to other benefit groups.

Figure 3.18 illustrates that a high proportion of PC customers were satisfied with the service overall (91per cent). Half were very satisfied (50per cent). Around two-fifths of PC customers saw no need for improvement (39per cent).

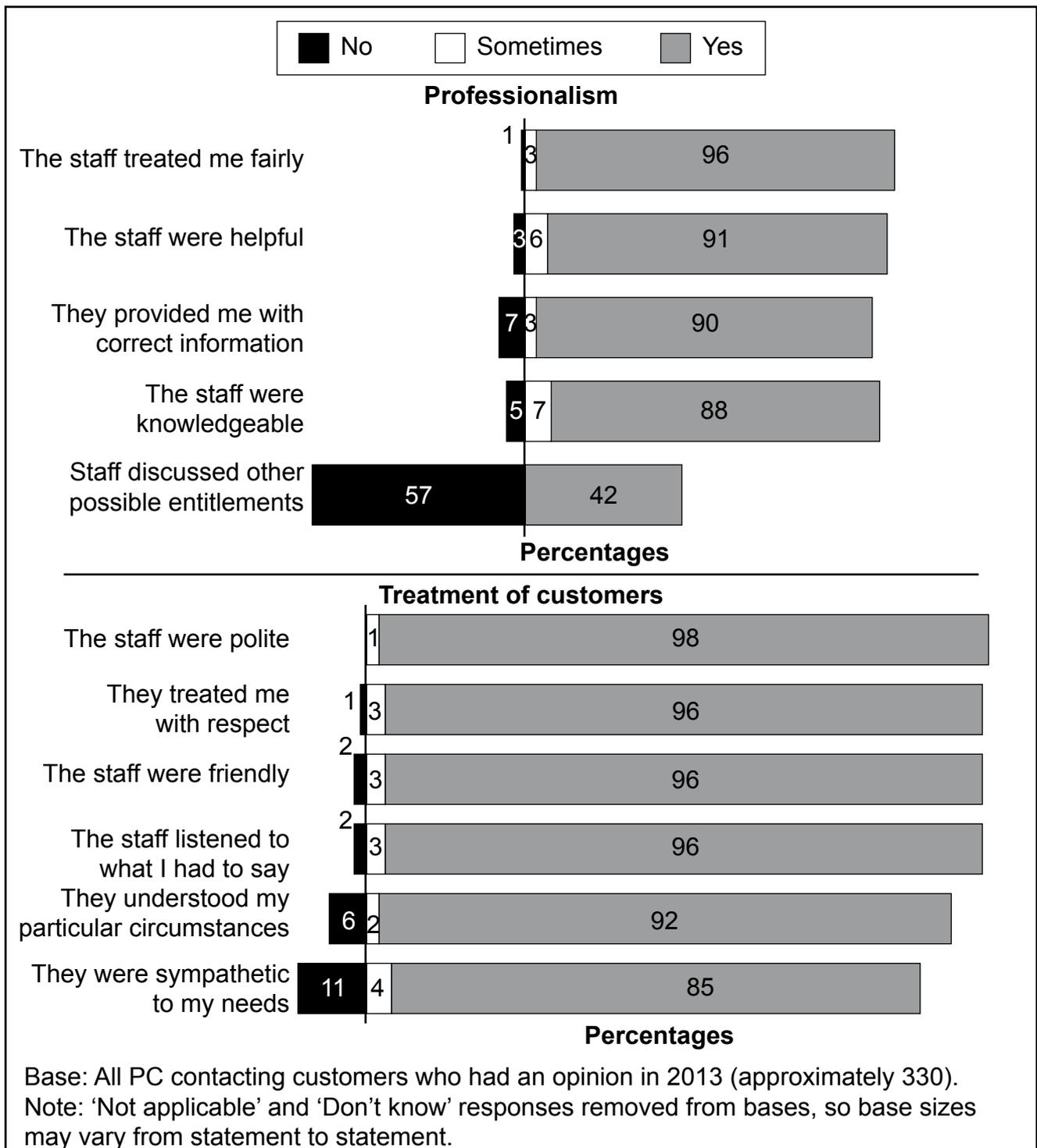
Figure 3.18 Satisfaction and improvement amongst PC customers



There was near universal agreement among PC customers that they were well treated by staff (for example, 98 per cent found staff polite and 96 per cent felt they were treated with respect). A lower proportion (85per cent) felt staff were sympathetic to their needs.

In terms of staff professionalism, around nine in ten PC customers rated staff positively for fairness (96per cent), helpfulness (91per cent), providing the correct information (90per cent) and knowledge (88per cent). A much lower proportion (42per cent) said that staff discussed other possible entitlements. These results can be seen in Figure 3.19.

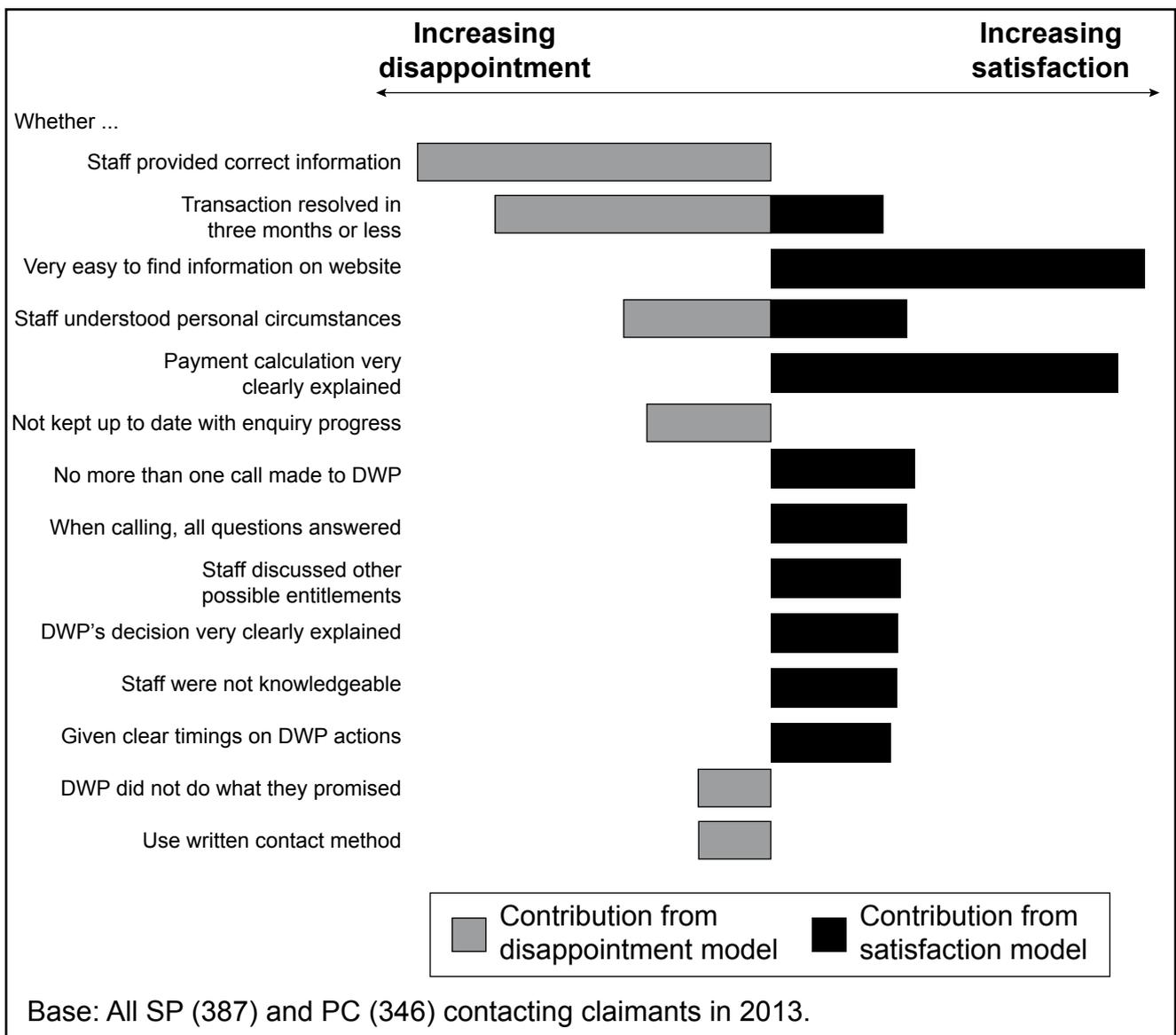
Figure 3.19 Perceptions of staff treatment amongst PC customers



3.6.1 Drivers of satisfaction and dissatisfaction for State Pension and Pension Credit

The logistic regression analysis was conducted for SP and PC customers combined, as base sizes were not sufficient to create models for each benefit type individually. There were ten drivers of satisfaction and six drivers of disappointment for customers on pension-related benefits⁹. Figure 3.20 shows these drivers, ranked according to each service element’s importance in the models.

Figure 3.20 Drivers of satisfaction and dissatisfaction amongst SP and PC customers



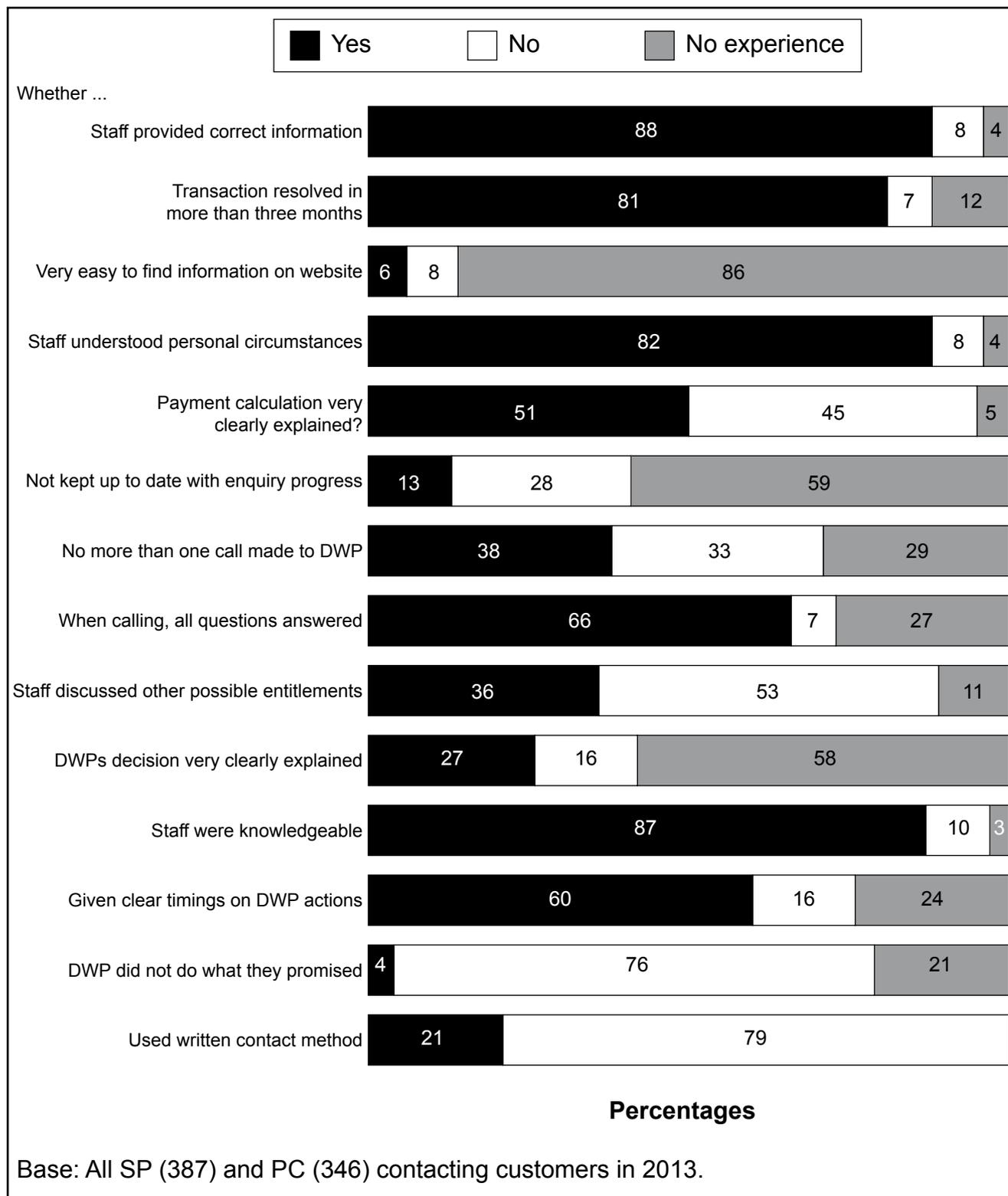
⁹ The drivers in the **disappointment** model have a Nagelkerke R² of 0.61, while the drivers in the **very satisfied** model have a Nagelkerke R² of 0.49. The Nagelkerke R² value gives an idea of how well the model fits the data, with a value of 0.0 implying no fit and a value of 1.0 implying a perfect 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.

Only two factors were unique to the SP/PC Kano model: only one call being required and all questions being answered when the customer called were both delight factors. Aside from these factors, all other factors were present in other Kano models.

Prevalence of individual factors

The proportions of customers on pension-related benefits affected by each performance, hygiene and delight factor are shown in Figure 3.21. 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 DWP. This means that even strong drivers (those nearer the top of the bar chart) 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. For example, 96 per cent of contacting SP and PC customers were affected by staff providing correct information.

Figure 3.21 Prevalence of individual factors amongst SP and PC customers



3.7 Carer’s Allowance

One per cent of claimants who had had recent contact with DWP in 2013 were in receipt of CA. Key findings for CA claimants were:

- CA claimants displayed a high level of satisfaction with the service they received, with 95 per cent reporting they were satisfied;
- 58 per cent reported that they wanted improvement to the service they received.

Overall satisfaction with service was almost universal among CA claimants at 95 per cent. CA claimants had the highest satisfaction scores of all working-age claimants. Almost two in five said the service needed no improvement (38per cent). These can be seen in Figure 3.22.

Figure 3.22 Satisfaction and improvement amongst CA claimants

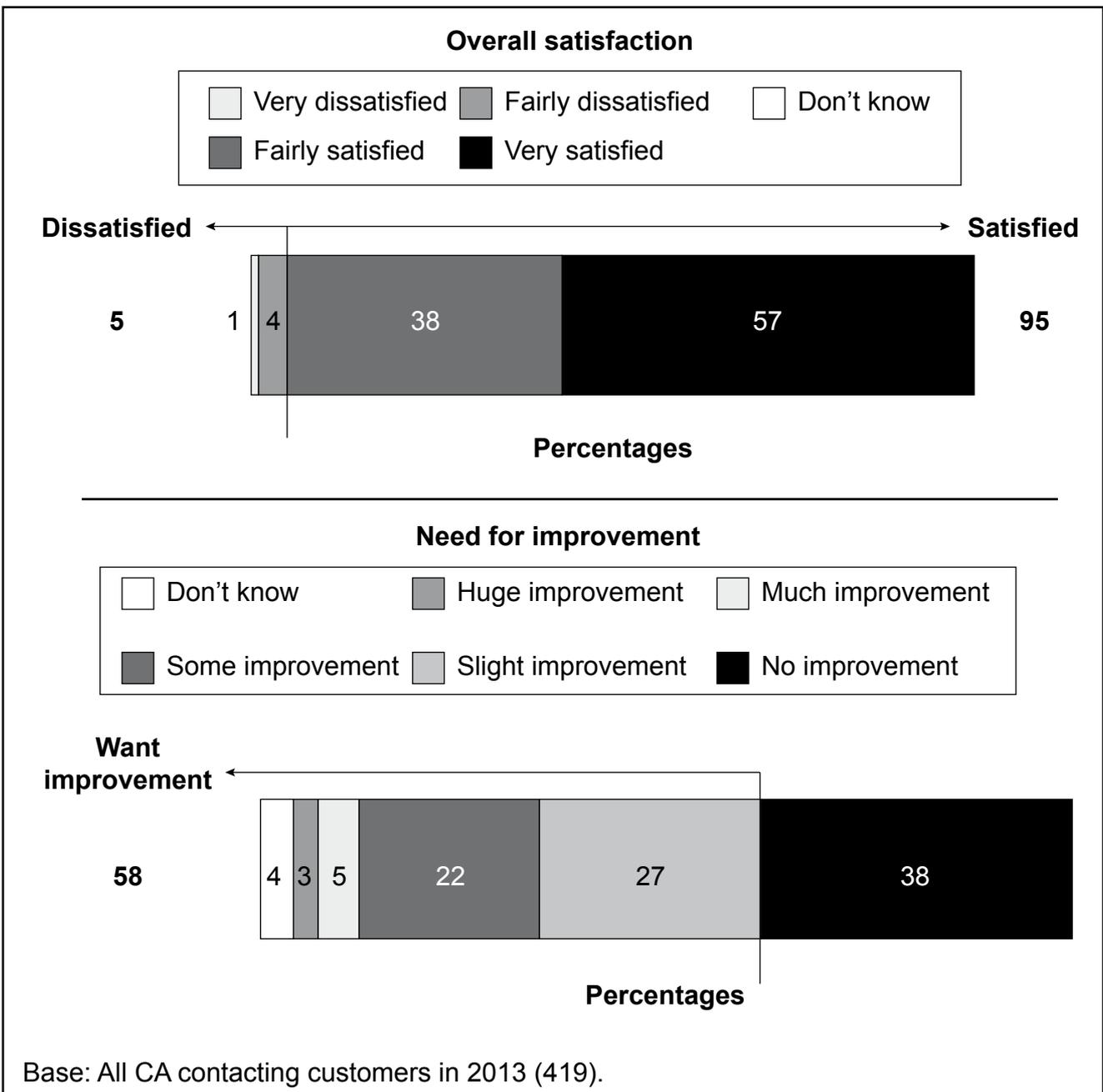
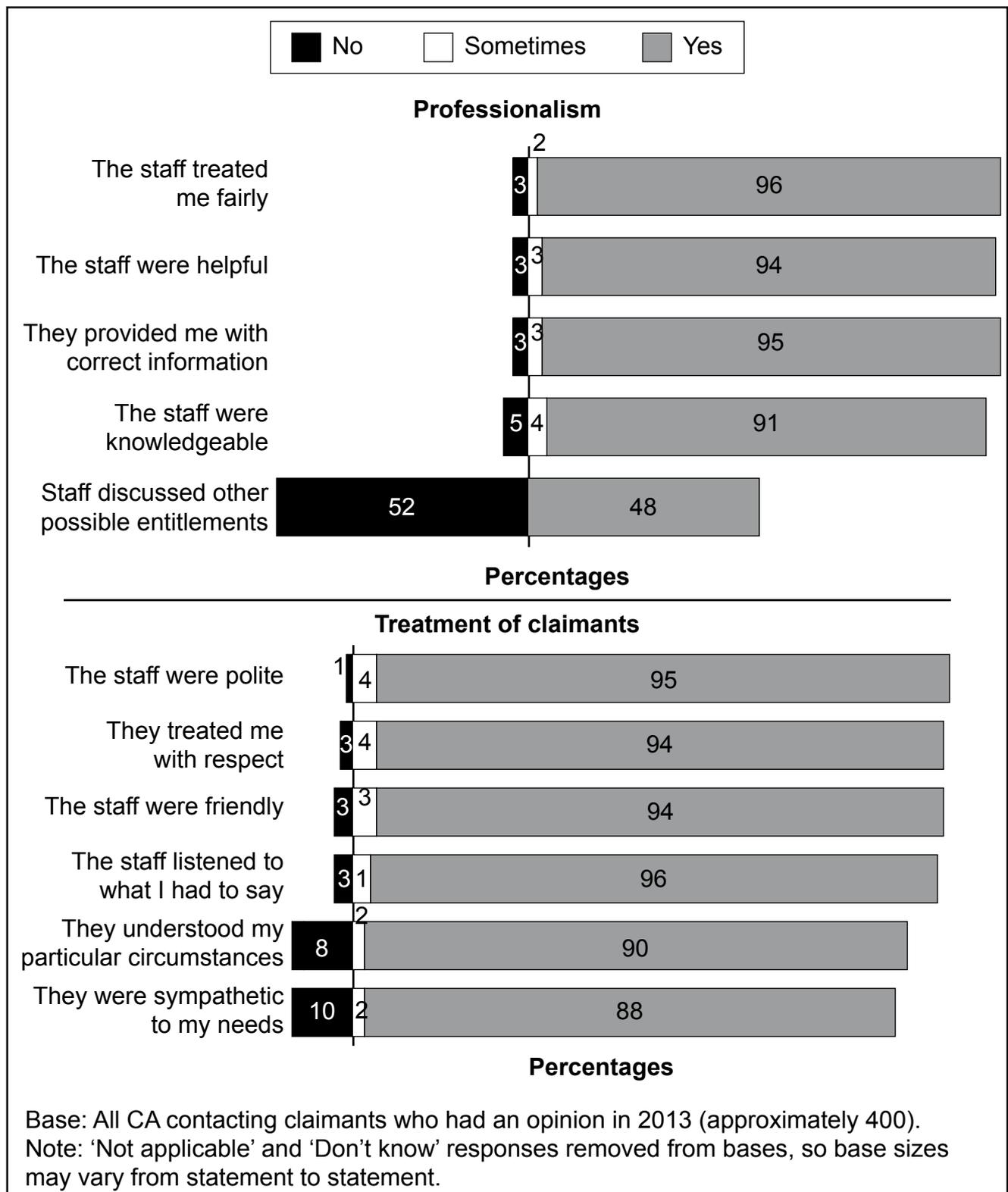


Figure 3.23 shows that CA claimants' perceptions of staff were very positive, with over nine in ten giving a positive rating for most aspects of DWP staff's professionalism and treatment of their customers. For example, 96 per cent reported that staff treated them fairly, 95 per cent found them polite and 94 per cent found staff helpful. A lower proportion (48per cent) said staff discussed other possible entitlements with them.

Figure 3.23 Perception of staff treatment amongst CA claimants



3.8 Attendance Allowance

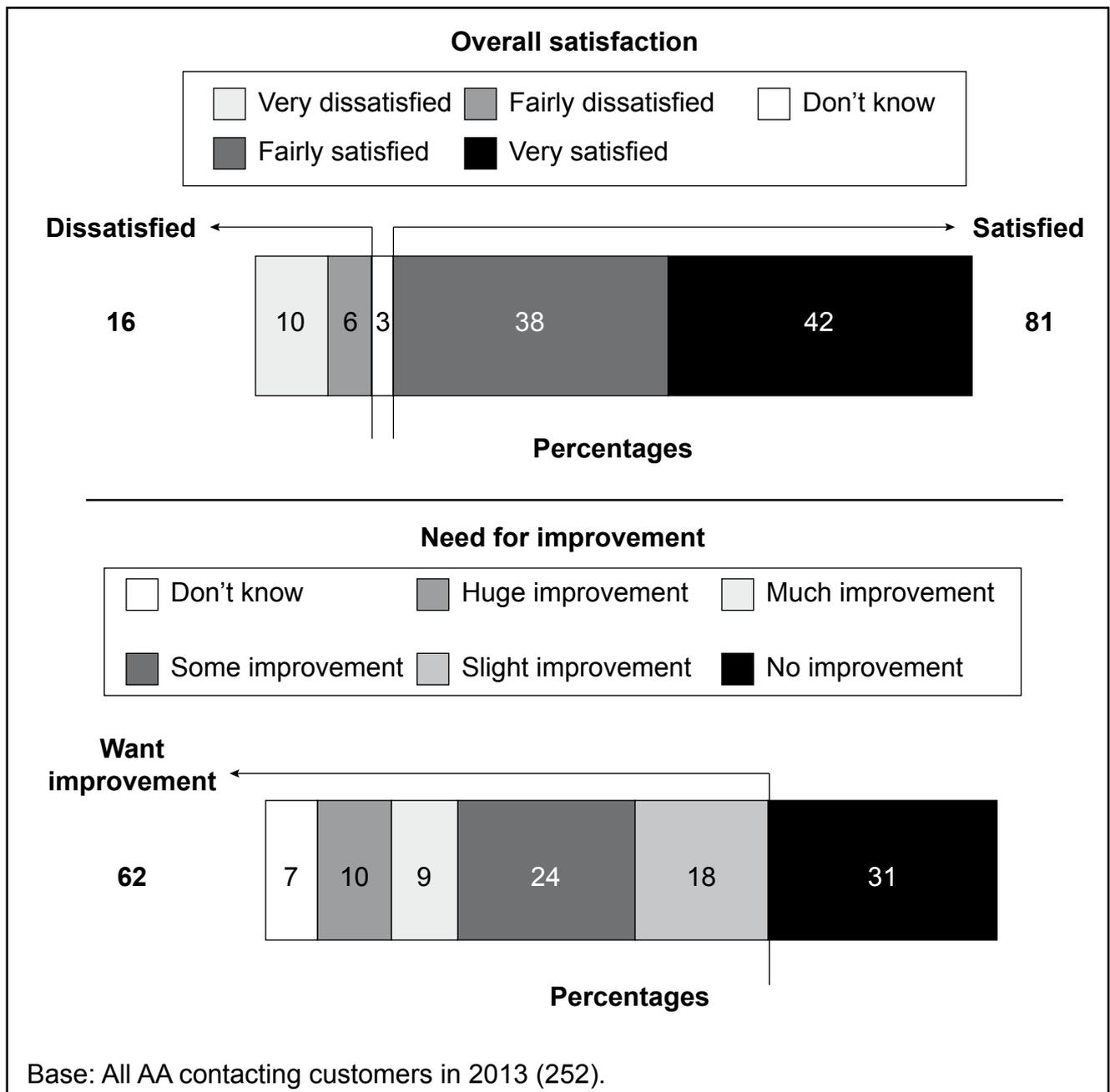
Two per cent of claimants who had had recent contact with DWP in 2013 were in receipt of AA. Key findings for AA customers were:

- 81 per cent were satisfied with the service they received;
- 62 per cent felt they required improvement from the service.

Around four in five AA customers were satisfied with the service overall (81per cent) and around two in five were very satisfied (42per cent). They were the least satisfied of all customers and claimants of retirement age or older, as depicted in Figure 3.24.

Three in five AA customers (62per cent) felt there was a need to improvement in DWP’s service.

Figure 3.24 Satisfaction and need for improvement amongst AA customers

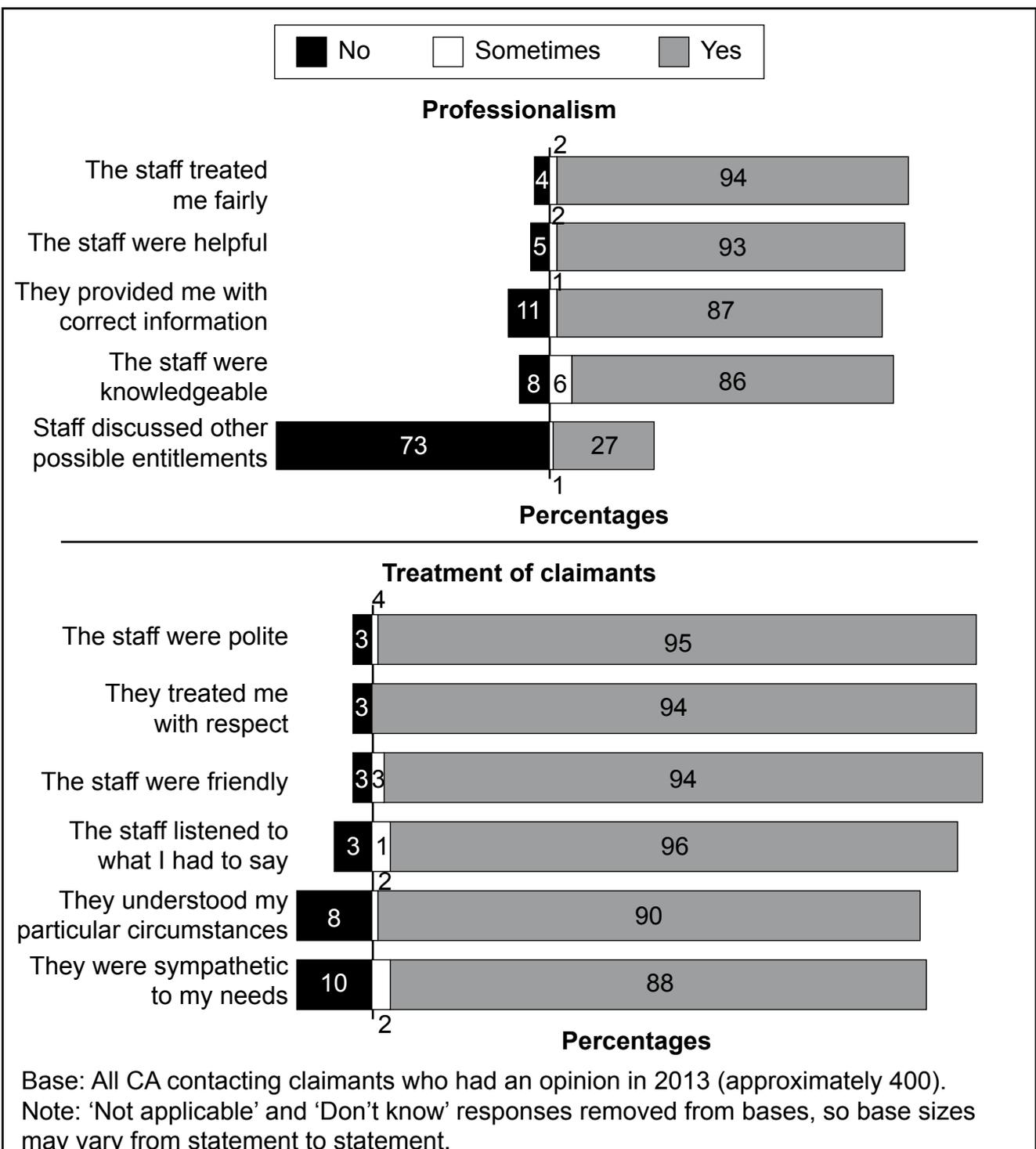


DWP Claimant Service and Experience Survey 2013

AA customers tended to rate staff positively, suggesting that the reasons for dissatisfaction lie elsewhere. Over nine in ten AA customers felt staff were respectful (97per cent), polite (96per cent) and friendly (96per cent). They were less likely to find staff understanding of their particular circumstances (87per cent) and sympathetic to their needs (86per cent).

In terms of professionalism, 94 per cent felt they were treated fairly and 93 per cent found staff helpful. Only around a quarter (27per cent) reported that staff had discussed other possible benefit entitlements. These results are shown in Figure 3.25.

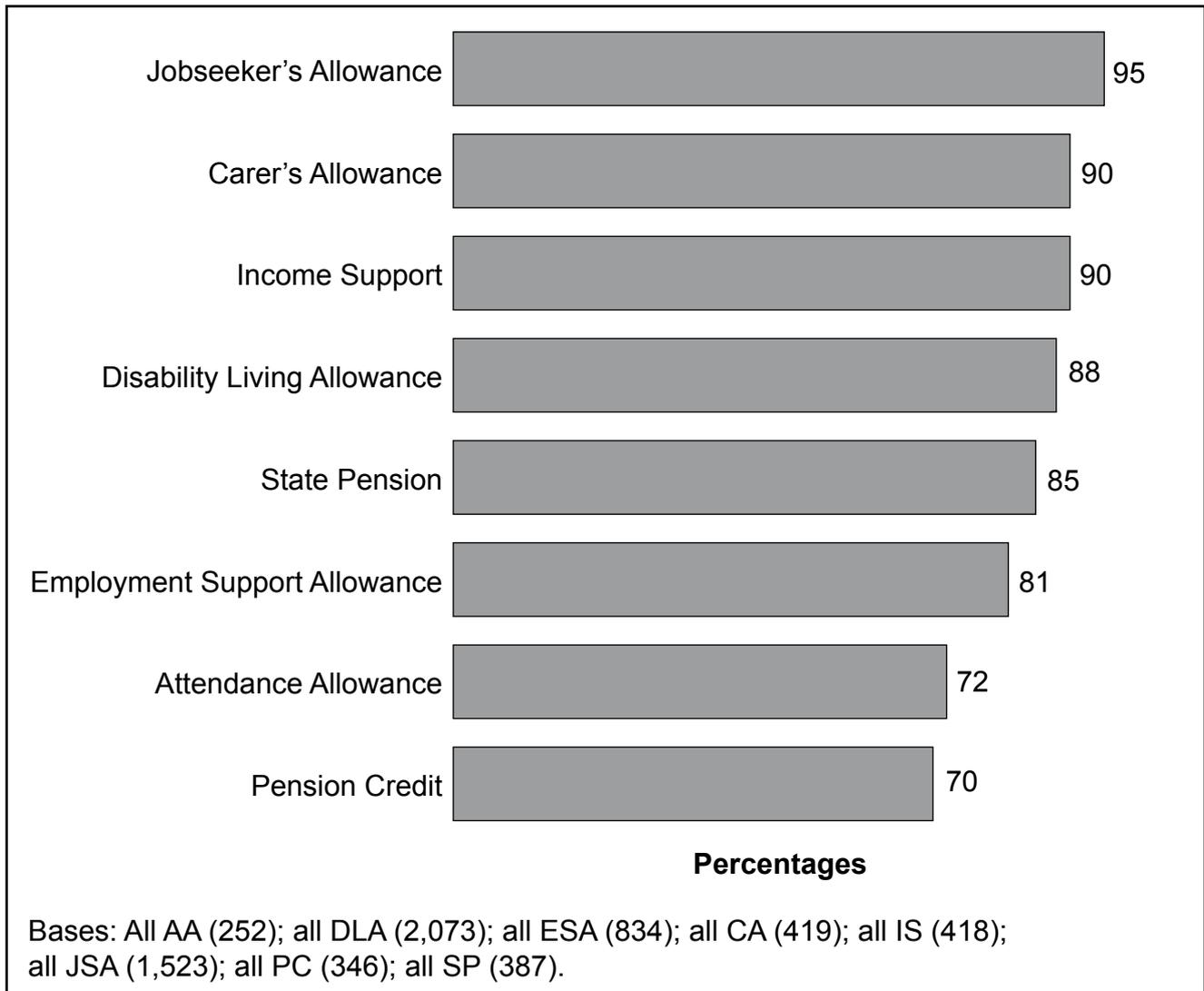
Figure 3.25 Perception of staff treatment amongst AA customers



4 Digital capability

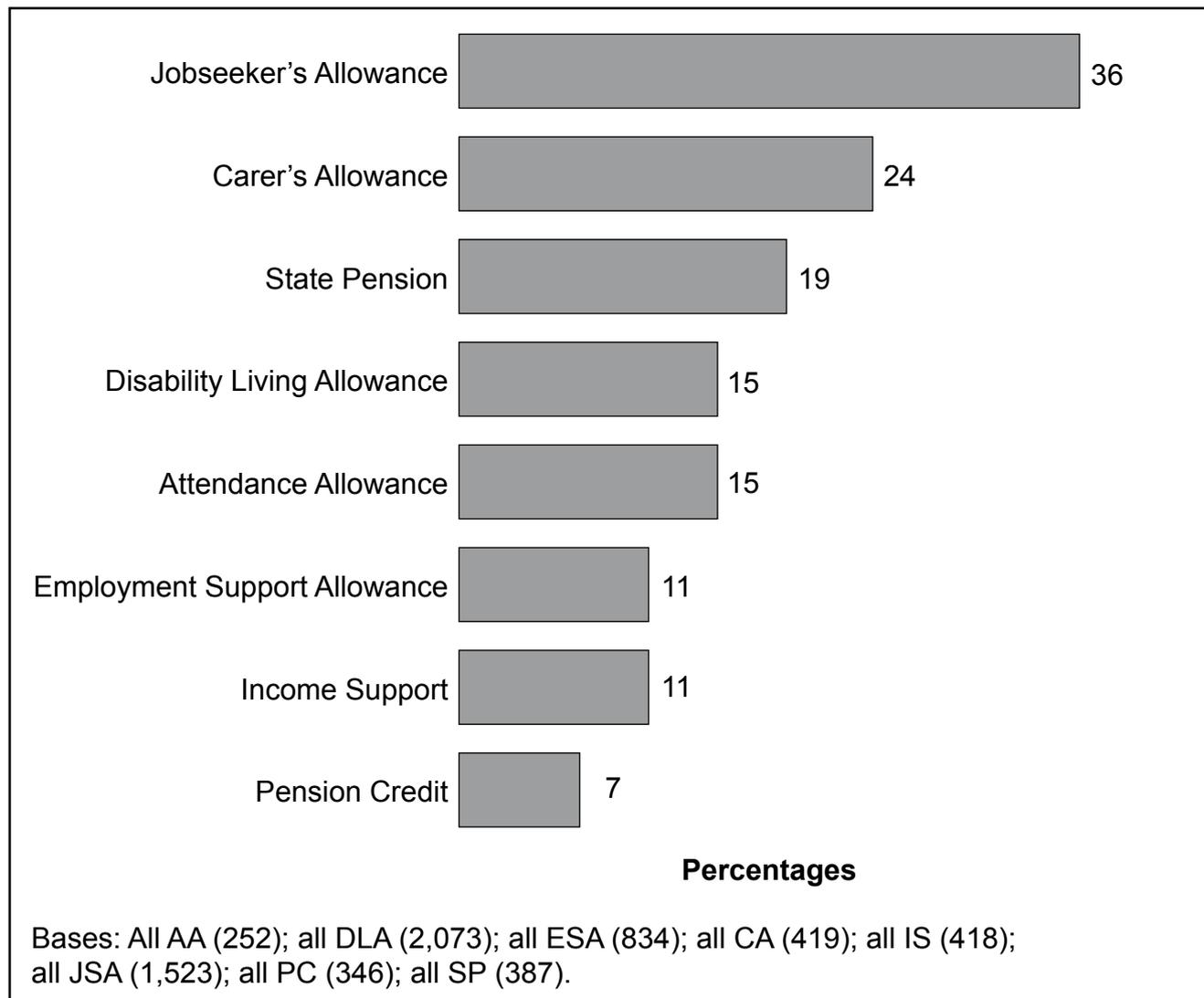
Respondents were asked a series of questions regarding their ease of access to, and use of, the internet. Generally a high proportion of claimants had access to the internet, as shown in Figure 4.1.

Figure 4.1 Level of online access by benefit



Jobseeker's Allowance (JSA) claimants were most likely to have access to the internet, with Pension Credit (PC) customers being the least likely. However, levels of online usage as part of the claimant's transaction differed between benefit groups, with JSA claimants the most likely to use online services. These differences may, in part, be due to whether the claimant's transaction can be completed using online services, in addition to whether they can or would like to complete their transaction online. The level of online usage as part of the respondent's transaction by benefit is shown in Figure 4.2.

Figure 4.2 Level of online usage by benefit



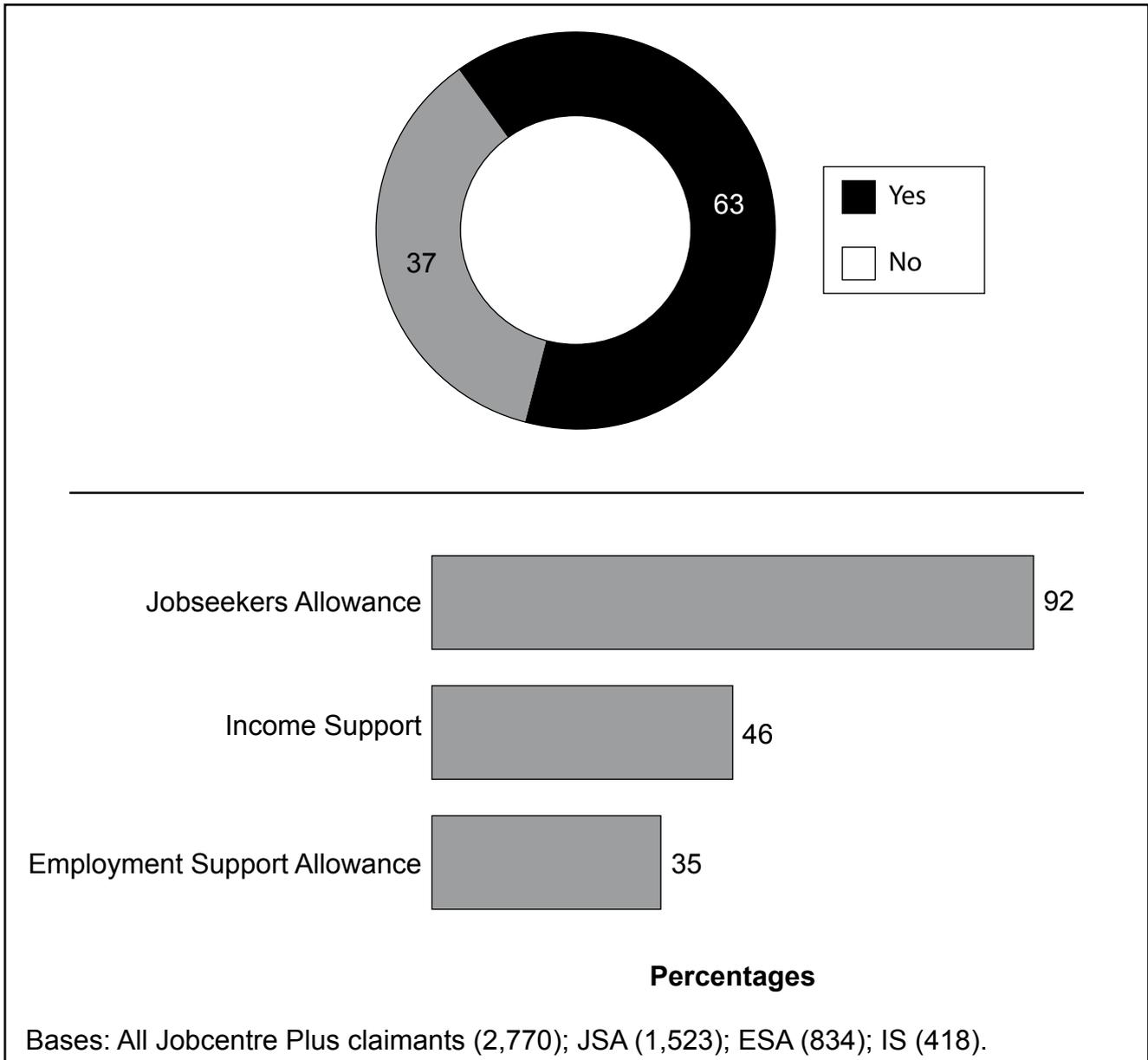
JSA claimants remain the most likely to use online channels as part of their transaction, however, the overall level of take up compared to the proportion of access available is significantly lower. When making a new claim for JSA, at the time of fieldwork 78 per cent of new claims reportedly went online as part of their transaction, with 58 per cent saying that they went online as the first point of contact when making their new claim for JSA.

4.1 Universal jobmatch

JSA, Income Support (IS) and Employment and Support Allowance (ESA) claimants were asked questions around their usage of Universal Jobmatch, the Gov.uk online service which hosts job vacancies.

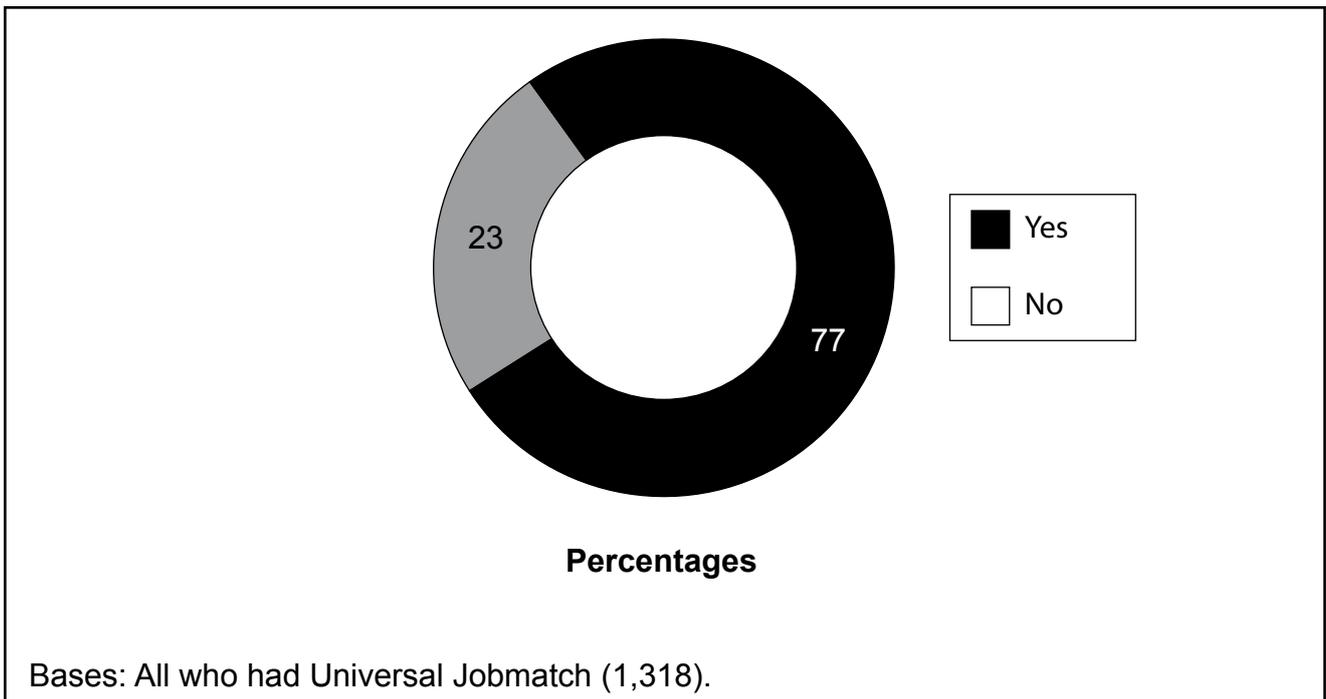
Six in ten JSA, ESA and IS claimants were aware of the Universal Jobmatch website, with JSA claimants being the most likely to be aware of the service (92 per cent, compared with 46 per cent of IS claimants and 35 per cent of ESA recipients), as displayed in Figure 4.3.

Figure 4.3 Awareness of Universal Jobmatch



Overall experience of the Universal Jobmatch service is positive, with seven in ten of those who had used the service saying they did not experience any problems setting up their account (69 per cent). Furthermore, around three-quarters (77 per cent) of those who had used Universal Jobmatch would recommend it.

Figure 4.4 Recommendation of Universal Jobmatch



5 Conclusion

The 2013 Department for Work and Pensions (DWP) Claimant Service and Experience Survey revealed high levels of satisfaction amongst claimants who had contacted DWP in the six months prior to interview (a period spanning from early to mid-2013). 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 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 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. Analysis was only possible across four different claimant groups (Jobseeker's Allowance (JSA); Employment and Support Allowance (ESA); Disability Living Allowance (DLA) and State Pension/Pension Credit (SP/PC)). There were six factors that were common to all four models: the payment calculation being 'very clearly' explained, the process lasting less than three months, staff understanding the claimant's circumstances, staff telling the claimant of other benefits they might be entitled to, DWP doing what they promised and staff providing clear information. The prominence of each factor varied between the four models, and whether the factor appeared as a performance; hygiene or delight factor also varied between the four. Equally, there were some factors that were unique to each model, which suggests that different groups of claimants require different responses by the Department.

Appendix A

Technical details

Between July and September 2013, TNS BMRB conducted a telephone survey amongst 6,236 people, and a postal survey with 16 people, who were either personally in receipt of benefits administered through 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, 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 meant that information collected during the survey in regards to DWP's services, and the opinions given by respondents were informed by recent personal experience.

Continuing from the 2012 Claimant Experience survey, a representative proportion of contacting claimants from DWP's broader claimant base¹⁰ formed the sample for the 2013 survey. This ensures that the Claimant Experience survey continues to survey a wide range of the overall claimant population.

A.1 Questionnaire design

One questionnaire was used to survey all respondents for the 2013 Claimant Experience survey. Previously, in the 2012 survey, two questionnaires had been used: one for claimants receiving unemployment benefits, and another for claimants receiving disability, carer or pension-related benefits. The 2013 questionnaire harmonised the two separate questionnaires into one questionnaire. During this process, a whole scale review was conducted of both questionnaires. To begin the process of combining the two questionnaires, the 2012 questionnaires were reviewed and similar or identical questions were identified. Questions common to both questionnaires in both location and wording were dealt with as a group of questions, and a decision was made as to whether they should remain in the same position or be moved. The decision to move a group of questions was a result of the Department's priorities shifting. For example, the group of questions about online contact was brought to the front of the transaction questions, because online contact is a departmental priority. Once these decisions had been made, the layout of the 2013 questionnaire largely retained an identical layout to the two separate 2012 questionnaires as far as possible. Routing was used to ensure that claimants were still asked relevant questions and the flow was suited to their experiences of DWP services. Finally, individual questions were evaluated, and some removed where it was felt they did not contribute to analysis and a small number of new questions added.

¹⁰ 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.

Additionally, an extra module on welfare reforms was added for claimants currently receiving DLA. This section asked DLA claimants about their awareness of the introduction of Personal Independence Payment (PIP). Cognitive testing was conducted with 15 respondents between April and May 2013 to ensure the questions asked in this module were relevant and effective.

The questionnaire remained 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 Carer's 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 period¹¹ 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

¹¹ January to March 2013.

designated three month period.¹² 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.

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. It was also important to allow the survey to be used as a benchmark to measure future changes to the welfare system such as the introduction of Universal Credit. To this end a specific group of JSA claimants were identified who would be similar to the first Universal Credit recipients – these were people who had been claiming for less than a year and identified as being single. This results in the creation of six 'benefit types':

- ESA – claimants;
- ESA – migrated from Incapacity Benefit (IB);
- JSA – migrated from IB;
- JSA – claimants for less than a year and single;
- JSA – other;
- IS.

The sample was disproportionately selected across the six groups, so that some groups accounted for a larger percentage of the sample population than the true population. Oversampling in this way made it possible to conduct sufficient interviews with each of the six groups to allow robust analysis of the data.

In total there were six strata and 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, carer's 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).

¹² 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.

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). 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 10 July and 23 September 2013. In total 6,236 interviews were carried out using Computer Assisted Telephone Interviewing (CATI). 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 30 September. Questionnaires were mailed to 219 respondents, and 16 valid returns were made before the deadline.

A.4 Response break-down

The survey generated 6,252 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
Attendance Allowance	252
Disability and Living Allowance	2,073
Employment and Support Allowance	834
Carer's Allowance	419
Income Support	418
Jobseeker's Allowance	1,523
Pension Credit	346
State Pension	387

The **fieldwork response rate was 44 per cent**. This is calculated based on the productivity of 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 (26 per cent)** calculates the response rate as being the number of interviews by the number of cases issued.

DWP Claimant Service and Experience Survey 2013

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

Table A.2 Response details

Sample sent advance letters	31,847
Office opt-out before fieldwork	1,403
Held in reserve	5,957
Sample issued to telephone unit	24,487
Invalid sample data	7,793
Invalid telephone number (e.g. incorrect and business numbers)	4,680
Unknown at number	1,177
No contact after 30+ calls	1,936
Ineligible	3,985
No recent contact with DWP	3,931
Customer died	54
Valid sample (in scope of fieldwork)	6,457
Refusals	
(including proxy refusals and unreturned postal questionnaires)	3,664
Abandoned interview	433
Unavailable during fieldwork	57
Unresolved	2,303
Completed postal questionnaires	16
Telephone interviews	6,236
Total interviews (telephone and postal)	6,252

A.5 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 $1/\text{probability of selection}^{13}$.

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.

¹³ 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 oversampling PC claims.

The non-response weights were calibrated to the 'agency' level¹⁴ so that they matched the population on gender, benefit, age and region¹⁵. For claimants on unemployment benefits the weights also matched the population profile on distribution across the six 'benefit types' and length of 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.6 Multivariate analysis

The production of the Kano models described in Chapter 2 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). 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. Certain variables were excluded from the models when they were highly correlated with other variables.

¹⁴ 'Agency' refers to the former DWP executive agencies: the Pension Service, Disability and Carer's Service, and Jobcentre Plus.

¹⁵ 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.

Appendix B

Advance letters

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



TNS BMRB



Department
for Work &
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

Dear <Title Name Surname >

Your ref: 114682/<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 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 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 15th July. You can contact TNS-BMRB on a freephone number: 0800 051 0886. Alternatively, you can write to: Eleni Romanou, Freepost RLTY-JCKX-BCLR, TNS BMRB, 6 More London Place, London SE1 2QY.

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

Claimants in receipt of unemployment benefits



TNS BMRB



Department
for Work &
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-bmrb.co.uk

Dear <Title Name Surname >

Your ref: 114682/<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 15th July. You can contact TNS-BMRB on a freephone number: 0800 051 0886. Alternatively, you can write to: Eleni Romanou, Freepost RLTY-JCKX-BCLR, TNS BMRB, 6 More London Place, London SE1 2QY.

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

Appendix C

Questionnaire

INTRODUCTION

Filter: **ASK ALL**

Name: **Intro**

Ask to speak to [NAMED CONTACT] and confirm name when speaking to this person.

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 [textfill: Jobcentre Plus/The Pensions Service/the Disability and Carer's service] 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 these services and collect some information. The information you give will be used to improve the services offered by [textfill: Jobcentre Plus/the Pensions Service/the Disability and Carer's service].

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 25 minutes to complete.

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

Filter: **ASK ALL**

Name: **Proxy**

INTERVIEWER: ARE YOU INTERVIEWING THE BENEFIT RECIPIENT DIRECTLY, OR WILL THIS BE A PROXY INTERVIEW?

1. Interview with benefit recipient ([claimant])
2. Proxy interview

Filter: **IF Proxy** = Proxy interview

(this is an interview with a proxy)

Name: **Qconfirm**

Can I confirm that you deal with [textfill: Jobcentre Plus/the Pensions Service/the Disability and Carer's service] on behalf of [claimant]?

1. Yes
2. No

Filter: **Qconfirm** = No

(does not deal with DWP on claimant's behalf)

In that case, can I talk to [claimant] or the person who deals with [textfill: Jobcentre Plus/The Pensions Service/Disability and Carer's Service] on [claimant's] behalf?

Return to outcomes screen

Filter:

Qconfirm = Yes

(confirmed that deals with DWP on claimant's behalf)

Name: **Qauth**

Can I confirm that you are authorised to respond on behalf of [claimant]?

1. Yes
2. No

IF Qauth = NO, TERMINATE INTERVIEW.

Filter: **IF Proxy** = Proxy interview

(this is an interview with a proxy)

Name: **Qrel**

What is your relationship to [claimant]?

So you are [claimant]'s...

PROMPT TO PRECODES IF NECESSARY. CODE ALL THAT APPLY.

1. Parent/Guardian
2. Husband/Wife/Partner
3. Child

DWP Claimant Service and Experience Survey 2013

4. Carer (non relative)

5. Friend

6. Other specify

Refused

Filter: **IF Proxy =** Proxy interview

(this is an interview with a proxy)

Name: **Qproxwhy**

And why is it that you act on [claimant]'s behalf when dealing with [textfill: Jobcentre Plus/the Pensions Service/the Disability and Carer's service]?

PROMPT TO PRECODES IF NECESSARY. CODE ALL THAT APPLY.

S/he is a child

S/he cannot speak English well enough

S/he cannot read or write English well enough

S/he has a physical health condition that makes it difficult to communicate

S/he has a mental health condition that makes it difficult to communicate

S/he prefers not to take care of own financial affairs

Other (specify)

Refused

Suitable textfills are used throughout the script for interviews with proxies

Filter: IF xquot2=JSA/ESA/IS (sample groups JSA, ESA, IS)

Name: **Qa**

Can I check: our records show that you are claiming [textfill: JSA/ESA/IS/IB], is this correct?

Yes

No

Don't know

Filter: **IF Qa =** No (is not claiming benefit recorded in sample)

Name: **Qb**

When did you stop receiving [textfill: JSA/ESA/IS]?

PROMPT TO PRECODES.

Have never received this benefit

Less than 1 month ago

1 – up to 3 months ago

3 – up to 6 months ago

6- up to 12 months ago

More than 12 months ago

Don't know

Filter: **IF Qa = Don't know or Qb = Have never received this benefit or Qb = 6-12 months ago or Qb = More than 12 months ago or Qb = DK**

(has not claimed benefit recorded in sample within last 6 months)

Name: **Qc**

Have you received any of the following benefits in the last 6 months, even if you are not claiming now?

Please only say yes to the benefit you received most recently in your own right: that is say, 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
5. None of these

Filter: **IF Qc = None of these**

(has not claimed any unemployment benefit within last 6 months)

Name: **Q1a**

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

Yes

No

Don't know

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

DWP Claimant Service and Experience Survey 2013

Filter: IF **stype1= DCSS or stype1=Both**

(sample groups DCS or Both)

Name: **SampDCS**

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

Yes

No

Don't Know

Filter: IF **stype1= TPS or stype1=Both**

(sample groups TPS or Both)

Name: **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?

IF NECESSARY: Your contact may have been about State Pension, Pension Credit, Winter Fuel Allowance, War Disablement Pension or War Widows Pension

Yes

No

Don't Know

Filter: IF **SampDCS=Yes AND SampTPS = Yes**

(has had contact with both TPS and DCS in last six months)

Name: **Sampboth**

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

READ OUT

Disability/carer's-related benefits

Or State Pension and related benefits

(DO NOT READ OUT: The same)

Don't Know

Filter: **IF Sampboth** = The same or DK

(has had equal contact with both TPS and DCS in last six months)

Name: **Sampsame**

Have you had contact most recently about...

READ OUT

Disability/carer's-related benefits

Or State Pension and related benefits

Don't Know

If SampDCS<>Yes and SampTPS <> Yes, TERMINATE INTERVIEW

Filter: **IF AGENCY** = the Pensions Service

(TPS claimant)

Name: **IntroTPS**

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.

I'd like to ask about your dealings with The Pensions Service.

Filter: **IF AGENCY** = the Disability and Carer's Service

(DCS claimant)

Name: **IntroDCS**

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

I'd like to ask about your dealings with The Disability and Carer's Service.

Filter: **IF AGENCY** = Jobcentre Plus

(JCP Claimant)

Name: **IntroJCP**

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 providers.

DWP Claimant Service and Experience Survey 2013

Filter: **IF AGENCY =** Jobcentre Plus

(JCP Claimant)

Name: **HierJCP**

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

READ OUT. CODE THE FIRST ON THE LIST THAT APPLIES

Started a new claim for an unemployment benefit

Asked Jobcentre Plus to reconsider a decision they have made concerning the benefit you are entitled to receive

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')

Received notification that Jobcentre Plus are reviewing the benefit you have been claiming

Enquired about your eligibility for Jobseeker's Allowance, Employment and Support Allowance or Income Support

Reported problems with a benefit you are receiving (for example, delayed or missing payment, or closure of a claim)

Had an interview or review meeting with someone at Jobcentre Plus- please do not include regular visits to the Jobcentre Plus office to sign on

Reported a change of circumstances to Jobcentre Plus

Discussed jobs or training opportunities with someone at Jobcentre Plus

Signed on

[DO NOT READ OUT: None of these]

Filter:

AGENCY = the Disability and Carer's Service **OR AGENCY =** the Pensions Service

(DCS or TPS claimant)

Name: **HierPDCS**

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

READ OUT. CODE THE FIRST ON THE LIST THAT APPLIES

Started a new claim for a [textfill: disability or carer related/pension-related] benefit

Asked [textfill AGENCY] to reconsider a decision they have made concerning the benefit you are entitled to receive

Enquired about your/eligibility for [textfill: Disability Living Allowance, Attendance Allowance or Carer's Allowance/State Pension or Pension Credit]

[IF AGENCY=the Pension's Service:] Enquired about the amount of State Pension or

Pension Credit you are entitled to

Reported problems with a benefit you are receiving (for example, delayed or missing payment, or closure of a claim)

Reported a change of circumstances to [textfill: AGENCY]

[DO NOT READ OUT: None of these]

Filter:

(transaction=made a claim)

Name: **Q4aa**

Which benefit were you applying for?

Disability benefits

[IF DCS] Disability Living Allowance (DLA)

[IF DCS] Personal Independence Payment (PIP)

[IF DCS] Attendance Allowance

[IF DCS] Industrial Injuries Disablement Benefit (or Constant Attendance Allowance CAA)

[IF DCS] Severe Disablement Allowance (SDA)

[IF DCS] Statutory Sick Pay (SSP)

Carer benefits

[IF DCS] Carer's Allowance (formally Invalid care allowance)

[IF DCS] Guardian's Allowance

Unemployment benefits

[IF JCP] Jobseeker's Allowance (JSA)

[IF JCP] Employment and Support Allowance (ESA)

[IF JCP] Income Support

[IF JCP] Incapacity Benefit

Pension-related benefits

[IF TPS] State Pension

[IF TPS] Second state pension (SERPS)

[IF TPS] War Disablement Pension or War Widows Pension

DWP Claimant Service and Experience Survey 2013

[IF TPS] Pension Credit

Don't Know

Refused

Filter:

IF Q4aa = Personal Independence Payment (PIP)

(transaction=made a claim for PIP)

Name: **HPDCS2**

And, still thinking about the last 6 months, have you also ...

READ OUT. CODE THE FIRST ON THE LIST THAT APPLIES

Asked [textfill AGENCY] to reconsider a decision they have made concerning the benefit you are entitled to receive

Enquired about your/eligibility for [textfill: Disability Living Allowance, Attendance Allowance or Carer's Allowance/State Pension or Pension Credit]

[IF AGENCY=the Pension's Service:] Enquired about the amount of State Pension or Pension Credit you are entitled to

Reported problems with a benefit you are receiving (for example, delayed or missing payment, or closure of a claim)

Reported a change of circumstances to [textfill: AGENCY]

[DO NOT READ OUT: None of these]

Filter:

(transaction=enquired about eligibility/enquired amount entitled to)

Name: **Q4ab**

Which benefit or entitlement were you enquiring about?

Disability Living Allowance (DLA)

Attendance Allowance

Carer's Allowance (formally Invalid care allowance)

Jobseeker's Allowance (JSA)

Employment and Support Allowance (ESA)

Income Support

State Pension

Pension Credit

Don't Know

Refused

If AGENCY=the Disability and Carer's Service, mask options 4-8

If AGENCY=the Pensions Service, mask options 1-6

If AGENCY=Jobcentre Plus, mask options 1-3 and 7-8

Filter:

(transaction=reported change of circumstances)

Name: **Q4b**

Were you contacting about...?

READ OUT

[if AGENCY = Jobcentre Plus] Finding a job

Changing address

Changing bank details

Changing other contact details

Or was it about some other change of personal circumstances or change in condition

Don't Know

Filter:

IF Q4b = Or was it about some other change of personal circumstances or change in condition

(reported a different type of change of circumstances)

Name: **Q4c**

Was it about...?

READ OUT

Notification of death

Notification of change in getting around

Notification of change in care needs

Notification about change in disability

Notification of divorce/marriage

DWP Claimant Service and Experience Survey 2013

Moving into or out of hospital

Moving into or out of a residential institution

Or something else (specify)

Don't Know

Filter:

AGENCY = the Disability and Carer's Service **OR AGENCY** = the Pensions Service **AND**
(**Q4c** = notification of change in getting around **OR Q4c** = notification of change in care needs **OR Q4c** = notification about change in disability)

(DCS or TPS claimant who report a change in getting around, change in care needs or change in disability)

Name: **Q4d**

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

DO NOT PROMPT. CODE ALL THAT APPLY.

Knew already

From family or friends

From a carer

Through the www.gov.uk website

Through other benefit advice agencies

Through the Benefit Enquiry Line (BEL)

From a Department for Work and Pensions publicity leaflet

Through staff from the Disability Carer's Service

Through staff from The Pension Service

Through a local service visit

Through Jobcentre plus

Through the Child Support Agency (CSA)

From Her Majesty's Revenue and Customs (Inland Revenue)

Through a local authority

From a social worker

Through home help

From a doctor or a nurse

The NHS

Through Citizens Advice Bureau (CAB)

Through a disability group or organisation (e.g. RNIB, RNID)

Through an age-related or community group or organisation (e.g. age concern, help the aged)

Other (specify)

Don't know

Filter:

HierJCP = [DO NOT READ OUT: None of these] **OR HierPDCS** = [DO NOT READ OUT: None of these] OR HPDCS2 = [DO NOT READ OUT: None of these]

(has done none of the transactions in the hierarchical lists)

Name: **Q5**

Have you had any dealings with [textfill: AGENCY] in the last 6 months, either in person, by telephone, by post or via the internet?

PROMPT TO PRECODES. CODE ALL THAT APPLY

No dealings

Visited the website www.gov.uk

Made a complaint

[IF AGENCY = Jobcentre Plus] Looked for job vacancies

[IF AGENCY = Jobcentre Plus] Made an appointment (e.g. for an interview or medical/health assessment)

Tried to get help – understanding or completing a form

[IF AGENCY = Jobcentre Plus] Tried to get help – with funding (e.g. for travel to interviews, training, moving into work, or mortgage relief)

Tried to get information or an update on progress

Requested a form

Enquired about your eligibility for another benefit

Don't know

IF Q5 = No dealings or Don't know THEN TERMINATE INTERVIEW

Filter:

(transaction is not visiting the website)

Name: **ACCESS**

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

DWP Claimant Service and Experience Survey 2013

EASE OF ACCESS

Filter:

(transaction=notification of WCA/notification of benefit review)

Name: **EASEa**

When Jobcentre Plus **first** informed you about [textfill: the need to attend a medical assessment/the review of your benefit], was this by telephone, post, or some other way?

READ OUT. CODE ONE ONLY.

By telephone

By post

In person

By email

By text message

Other(specify)

Don't know

Filter:

(transaction=notification of WCA/notification of benefit review)

Name: **EASEb**

Would you have preferred to be informed in some other way?

Yes

No

Don't know

Filter:

IF EASEb = Yes

(would have preferred to be informed some other way)

Name: **EASEc**

In which way would you prefer to have been notified?

READ OUT. CODE ONE ONLY.

By telephone

By post
In person
By email
By text message
Other(specify)
Don't know

Filter:

(transaction=made a claim/appealed a decision/enquired about eligibility/reported problem with benefit/reported change of circumstances/enquired amount entitled to/made a complaint/looked for job vacancies/made an appointment/tried to get help with form/tried to get help with funding/tried to get information or progress update/requested form)

Name: **EASEd**

When you **first** began the process of [textfill: transaction], did you do this in person, by telephone, post, online or some other way?

READ OUT. CODE ONE ONLY.

By telephone
Online
By post
In person
By email
By text message
Other(specify)
Don't know

Filter:

IF EASEd = In person
(first made contact in person)

Name: **WhyF2F**

Why did you decide to do this in person rather than some other way?

DO NOT READ OUT. CODE ALL THAT APPLY.

I was already at the jobcentre for another reason

DWP Claimant Service and Experience Survey 2013

I didn't know it could be done in any other ways

Prefer face to face – it's faster

Prefer face to face – it's more reliable

Prefer face to face – I can explain myself fully

Prefer face to face – it's cheaper

Wanted to avoid – telephone costs

Wanted to avoid – postal costs

Wanted to avoid – waiting on the phone

Wanted to avoid – being passed around from person to person

Wanted to avoid – using a computer

No/limited access to telephone

No/limited access to computer or internet

Limited literacy/writing skills

Limited computing skills

Other (specify)

Don't Know

Filter:

IF **EASEd** = In person **AND AGENCY** = Jobcentre Plus

(JCP claimant who first made contact in person)

Name: **F2fAlt1**

When you first made contact about this in person, were you told you should try to do it some other way, for example by phone or post or over the internet, instead?

Yes

No

Don't know

Filter:

IF **F2FAIt1** = Yes

(was told to try another mode of contact after first making contact in person)

Name: **F2fAlt2**

And did this feel like a helpful suggestion?

Yes

No

Don't know

Filter:

(transaction is not signed on/not visited the website/not looked for job vacancies)

Name: **First**

How easy did you find it to first get in contact with [textfill: AGENCY] with regards to [textfill: transaction]?

Very easy

Fairly easy

Fairly difficult

Very difficult

[DO NOT READ OUT: I never got in contact]

Don't Know

Filter:

(transaction is not signed on/not visited the website/not looked for job vacancies/not had an interview/not discussed jobs)

Name: **EASEe**

After that, did you initiate any more contact with [textfill: AGENCY] with regards to [textfill: transaction]?

Yes

No

Don't know

Filter:

EASEe = Yes

(initiated additional contact)

Name: **EASEf**

Was that additional contact...

DWP Claimant Service and Experience Survey 2013

READ OUT. CODE ALL THAT APPLY.

By telephone

By post

In person

By email

By text message

Other(specify)

Don't know

Filter:

EASEd <> Online (initial contact not online) AND

(transaction=made a claim/appealed a decision/notification of WCA/notification of benefit review/enquired about eligibility/reported problem with benefit/reported change of circumstances/enquired amount entitled to/made a complaint/looked for job vacancies/made an appointment/tried to get help with form/tried to get help with funding/tried to get information or progress update/requested form)

Name: **EASEg**

At any stage, did you go online in order to [textfill: transaction]? This could be to search for information, fill in a form, update your personal details or search for jobs.

Yes

No

Don't know

Filter:

EASEd <> Online (initial contact not online) AND EASEg <> Yes (additional contact not online) AND

(transaction= enquired about eligibility/enquired amount entitled to/reported change of circumstances/looked for job vacancies/made a claim for JSA)

Name: **EASEh**

It is possible to [textfill: transaction] on the internet using the www.gov.uk website. May I ask why you did not use the website to do this?

PROMPT TO PRECODES. CODE ALL THAT APPLY.

I had a poor experience of using the website in the past

Unaware – of website

Unaware – that this service available on website

No access – to the internet

No access – to a computer

Computer/internet usage – limited knowledge

Computer/internet usage – limited access

Computer/internet usage – limited due to physical/mental condition

I prefer direct interaction with a person (face-to-face or on the phone)

I prefer not to put personal data online

Other (specify)

Don't know

Filter:

EASEh = I had a poor experience of using the website in the past

(did not go online because of poor prior experience with website)

Name: **EASEi**

You said you had a poor experience of using the website previously. What happened on that occasion?

PROBE FULLY. OPEN ENDED.

Don't know

ONLINE CONTACT

Filter:

EASEd = Online **OR** **EASEg** = Yes (made contact online) AND

(transaction is not visited the website)

Name: **IntroWeb**

You mentioned using the internet at some point during the process of [textfill: transaction].

DWP Claimant Service and Experience Survey 2013

Filter:

EASEd = Online OR EASEg = Yes (made contact online) AND

(transaction is not visited the website)

Name: **Web0a**

When you went online in order to [textfill: transaction], did you visit...

READ OUT. CODE ALL THAT APPLY.

1. The government website www.gov.uk? This includes the site Jobseeker's Allowance Online, the Benefits Adviser Service, and Universal Jobmatch
2. Other non-government websites

Don't know

Filter:

WEB0a = The government website www.gov.uk? This includes the site Jobseeker's Allowance Online, the Benefits Adviser Service, and Universal Jobmatch (visited gov.uk) OR

(transaction = visited the website)

Name: **Web0b**

When you visited the website gov.uk, which of the following were you trying to do?

READ OUT. CODE ALL THAT APPLY

1. Search for information
2. Make an application
3. Update your details
4. Get a State Pension estimate (Pensions statement)
5. Calculate how much Pension Credit you are entitled to
6. Get a benefits estimate
7. Find job vacancies
8. Place a CV on to Universal Jobmatch
9. Something else (specify)

Don't know

Filter:

WEB0b <> DK (attempted anything on the list in Web0b) AND

WEB0a = The government website www.gov.uk? This includes the site Jobseeker's Allowance Online, the Benefits Adviser Service, and Universal Jobmatch (visited gov.uk) OR (transaction = visited the website)

Name: **Web2**

How easy was it to find the relevant page(s) on gov.uk so that you could do this?

READ OUT

Very easy

Fairly easy

Fairly difficult

Very difficult

Don't know

Filter:

Web0b = Search for information

(searched for information on gov.uk)

Name: **Web3**

And did you find the information you needed?

PROMPT TO PRECODES

1. Yes – all

2. Yes – some

3. No

Don't know

Filter:

Web3 = Yes – some **OR Web3** = No **OR Web3** = DK

(did not find all information sought on gov.uk)

Name: **Web4**

What information were you unable to find?

PROBE FULLY.OPEN ENDED

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Web3 = Yes – some OR Web3 = No OR Web3 = DK

(did not find all information sought on gov.uk)

Name: **Web4a**

Did you then get in touch with [textfill AGENCY] – either by phone, by post, in person, or some other way – so they could give you the rest of the information you needed?

PROMPT TO PRECODES. CODE ALL THAT APPLY

No more contact

Yes – by telephone

Yes – by post

Yes – in person

Yes – by email

Yes – another way (specify)

Don't know

Filter:

Web0b = Make an application

(tried to make an online application on gov.uk)

Name: **Web5**

You said that you tried to make an application online

[transaction is not visited the website:] during the process of [textfill: transaction].

Can I just check, did you provide personal information such as contact details through the website?

1. Yes

2. No

Don't know

Filter:

Web0b = Make an application

(tried to make an online application on gov.uk)

Name: **Web6**

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

1. Yes

2. No

Don't know

Filter:

Web0b = Make an application

(tried to make an online application on gov.uk)

Name: **Web7**

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

1. Yes

2. No

Don't know

Filter:

Web7 = Yes

(experienced difficulties trying to make an online application on gov.uk)

Name: **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. Did not receive confirmation of submitting application

7. Did not receive an appointment for an interview

DWP Claimant Service and Experience Survey 2013

8. Other (specify)

Don't know

Filter:

Web0b = Update your details

(tried to update details on gov.uk)

Name: **Web9**

You said that you tried to update your details online. Did you experience any difficulties with this?

1. Yes

2. No

Don't know

Filter:

Web9 = Yes

(experienced difficulties trying to update details on gov.uk)

Name: **Web10**

What difficulties did you experience?

PROMPT TO PRECODE. CODE ALL THAT APPLY.

1. Website crashed/the site was unavailable

2. Could not find my personal records

3. Could not log in to account

4. Took too long

5. Unable to answer all questions

6. Other (specify)

Don't know

Filter:

Web0b = Get a State Pension estimate (Pensions statement) **OR Web0b** = Calculate how much Pension Credit you are entitled to

(tried to get a State Pension estimate or calculate how much Pension Credit entitled to on gov.uk)

Name: **Web11**

Did you experience any difficulties with the [textfill: State Pension Calculator/Pension Credit Calculator] website?

1. Yes

2. No

Don't know

Filter:

Web11 = Yes

(experienced difficulties trying to get a State Pension estimate or calculate how much Pension Credit entitled to on gov.uk)

Name: **Web12**

What difficulties did you experience?

PROMPT TO PRECODE. CODE ALL THAT APPLY.

Did not get a clear answer

Website crashed/the site was unavailable

Calculator timed out

Lost the information I entered

Unable to answer all questions

No information offered for people in my circumstances

Other (specify)

Don't know

Filter:

Web0b = Get a benefits estimate

(tried to get a benefits estimate on gov.uk)

Name: **Web13**

Did you experience any problems or frustration when trying to get an online estimate of the amount of benefit you are entitled to?

1. Yes

2. No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Web13 = Yes

(experienced difficulties trying to get a benefits estimate on gov.uk)

Name: **Web14**

What difficulties did you experience?

PROMPT TO PRECODE. CODE ALL THAT APPLY.

Did not get a clear answer

Website crashed/the site was unavailable

Calculator timed out

Lost the information I entered

No information offered for people in my circumstances

Too many questions

Took too long

Unable to answer all questions

Other (specify)

Don't know

Filter:

Web0b = Place your CV on to Universal Jobmatch

(tried to place CV on Universal Jobmatch)

Name: **Web15**

You mentioned that you tried to place a CV onto the Universal Jobmatch website. Did you experience any difficulties when trying to do this?

Yes

No

Don't know

Filter:

Web15 = Yes

(experienced difficulties trying to place CV on Universal Jobmatch)

Name: **Web16**

What difficulties did you experience?

PROMPT TO PRECODE. CODE ALL THAT APPLY

Website crashed/the site was unavailable

Could not find the CV file to upload

Could not upload/attach this type of file

Uploading took too long

After uploading – formatting was ruined

After uploading – could not find the CV

Other (specify)

Don't know

Filter:

Web7 = Yes OR Web9 = Yes OR Web11 = Yes OR Web13 = Yes OR Web15 = Yes

(Experienced difficulties on gov.uk: trying to make an online application/trying to update details/trying to get a State Pension estimate or calculate how much Pension Credit entitled to/trying to get a benefits estimate/trying to place CV on Universal Jobmatch)

Name: **Web17**

After experiencing difficulties with the website, did you get in touch with [textfill: AGENCY] – either by phone, by post, in person, or some other way – in order to [IF Web7 = Yes:] complete your application?

[IF Web9 = Yes:] successfully update your details?

[IF Web11 = Yes:] calculate your State Pension or Pension Credit?

[IF Web13 = Yes:] get a benefit estimate?

[IF Web15 = Yes:] get help with uploading a CV?

PROMPT TO PRECODES. CODE ALL THAT APPLY

No more contact

Yes – by telephone

Yes – by post

Yes – in person

DWP Claimant Service and Experience Survey 2013

Yes – by email

Yes – another way (specify)

Don't know

Filter:

Web0b = Find job vacancies

(tried to find job vacancies on gov.uk)

Name: **Web18**

When you were looking for job vacancies online using Universal Jobmatch, did you experience any problems or frustration?

1. Yes

2. No

Don't know

Filter:

Web18 = Yes

(experienced difficulties trying to find job vacancies on gov.uk)

Name: **Web19**

What problems did you experience?

PROMPT TO PRECODE. CODE ALL THAT APPLY

Website crashed/the site was unavailable

Could not create an account

Could not log in to my account

Problems uploading CV

No suitable jobs listed – in my local area

No suitable jobs listed – in my field

No suitable jobs listed – for someone with my experience/qualifications

No suitable jobs listed – which paid enough

No suitable jobs listed – with enough hours

Search identified unsuitable jobs

Other (specify)

Don't know

Filter:

Web0b = Find job vacancies

(tried to find job vacancies on gov.uk)

Name: **Web20**

Did you apply for any jobs which you found through Universal Jobmatch?

Yes

No

Don't know

TELEPHONE CONTACT

Filter:

EASEa = by telephone **OR EASEd** = by telephone **OR EASEf** =by telephone

(had contact by telephone)

Name: **IntroTel**

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

Filter:

EASEa = by telephone **OR EASEd** = by telephone **OR EASEf** =by telephone

(had contact by telephone)

Name: **QTel1**

Firstly, did you...

READ OUT

call [textfill AGENCY],

did they call you,

or both?

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Tel1= did they call you **OR Tel1 =** or both

(received call from DWP)

Name: **Telrec**

You said that at some point during the process of [textfill: transaction], [textfill: AGENCY] contacted you by telephone. How many times overall did they call you?

INTERVIEWER: Estimate if unsure

Numeric range 0-999

Don't know

Filter:

AGENCY = the Disability and Carer's Service **OR AGENCY =** the Pensions Service **AND (Tel1=** call [textfill AGENCY] **OR Tel1 =** or both)

(DCS or TPS claimant who placed call to DWP)

Name: **Telsource**

Now please think back to when you called [textfill AGENCY]. Where did you get the telephone number from?

READ OUT

A letter

A phone book

www.gov.uk website

Elsewhere on the internet

Directory enquiries

Another organisation

Other

Don't know

Filter:

Tel1= call [textfill AGENCY] **OR Tel1 =** or both

(placed call to DWP)

Name: **Tel2**

[IF AGENCY = Jobcentre Plus]: Now please think back to when you called the jobcentre.

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

Yes

No

Don't know

Filter:

Tel1= call [textfill AGENCY] **OR Tel1 =** or both

(placed call to DWP)

Name: **Tel4**

How many times did you call [textfill: AGENCY] with regards to [textfill: transaction]?

INTERVIEWER: Estimate if unsure

Numeric range 0-999

Don't know

Filter:

Tel1= call [textfill AGENCY] **OR Tel1 =** or both

(placed call to DWP)

Name: **Telresp**

And how many times was the phone actually answered?

Numeric range 0-999

Don't know

Filter:

Tel1= call [textfill AGENCY] **OR**

Tel1 = or both

(placed call to DWP)

DWP Claimant Service and Experience Survey 2013

Name: **Telsingl**

Were you expecting the entire process to be completed with a single phonecall?

Yes

No

Don't know

Filter:

Tel1= call [textfill AGENCY] **OR Tel1 =** or both

(placed call to DWP)

Name: **Tel2a**

[IF Tel4>1: On average]

How long did you have to wait for your call(s) to be answered when you phoned [textfill: AGENCY] to [textfill: transaction]?

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

Was it...

READ OUT.

30 seconds or less

More than 30 seconds but less than a minute

Between 1 and 5 minutes

Over 5 but below 10 minutes

Over 10 minutes

[DO NOT READ OUT: It wasn't answered]

Don't know

Filter:

Tel1= call [textfill AGENCY] **OR Tel1 =** or both

(placed call to DWP)

Name: **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.

Yes

No

Don't know

Filter:

Tel1= call [textfill AGENCY] **OR Tel1 =** or both

(placed call to DWP)

Name: **Teltrans**

When you called [textfill: AGENCY] with regards to [textfill: transaction], was the first person you spoke to over the phone able to help you?

Yes

No

Don't Know

Filter:

Teltrans= No

(first person spoke to on phone was unable to help)

Name: **Tel5**

When the first person you spoke to was not able to help you were you then...

READ OUT. CODE FIRST THAT APPLIES

Transferred to someone else

Told [textfill: AGENCY] would call you back

Told to call someone else

Told you had to call back another time

None of these

Don't know

Filter:

Tel5= told to call someone else

(told to call someone else)

Name: **Tel6**

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

Yes

No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Tel5= told to call someone else

(told to call someone else)

Name: **Tel6a**

And did you call these people?

Yes

No

No – telephone number incorrect

Don't know

Filter:

Tel5= told [textfill: AGENCY] would call you back

(told DWP would call back)

Name: **Tel7**

Did they tell you when they would call you back?

Yes

No

Don't know

Filter:

Tel7= Yes

(told when DWP would call back)

Name: **Tel8**

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

INTERVIEWER: IF CALLED BACK EARLIER ENTER YES

Yes

No

Don't know

Filter:

Tel8= No

(not called back at specified time)

Name: **Tel8a**

When they failed to call you back when they said they would, did you call them instead?

Yes

No

Don't know

Filter:

Tel8a= Yes

(called DWP again when not called back at specified time)

Name: **Tel8b**

How long did you wait before calling them back? Was it...

READ OUT

On the same day as they said they would call

1 day later

2-3 days later

Longer than that

Don't know

Filter:

Tel7= No OR Tel7= Don't know OR Tel8= No OR Tel8= Don't know

(not told when DWP would call back/not called back at specified time)

Name: **Tel9**

Did they call you back at some point?

Yes

No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Tel6a= Yes OR Tel5= Transferred to someone else OR Tel8= Yes OR

Tel9= Yes

(told to call someone else and called them/transferred to someone else/called back at specified time/called back at some point)

Name: **Tel9a**

[IF Tel6a = Yes:] And were these people able to help you?

[IF Tel5 = Transferred to someone else:] And was the person you were transferred to able to help you?

[If Tel8 = Yes OR Tel9 = Yes:] And when [textfill: AGENCY] called you back were they able to help you?

DO NOT READ OUT.

Query dealt with

Needed to speak with them/someone else again

Don't know

Filter:

Tel6a= Yes OR Tel5= Transferred to someone else OR Tel8= Yes OR

Tel9= Yes OR Tel5= Told you had to call back another time

(told to call someone else and called them/transferred to someone else/called back at specified time/called back at some point/told to call back another time)

Name: **Tel10**

[IF Tel6a = Yes:] When you called these people

[IF Tel5 = Transferred to someone else:] When you were transferred

[If Tel8 = Yes OR Tel9 = Yes:] When they called you back

[If Tel5 = Told you had to call back another time:] When 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.

Yes – repeated all information

Yes – only basic details such as name or address

No – did not repeat any information

[DO NOT READ OUT: I didn't speak to someone else]

Don't know

Filter:

EASEa = by telephone **OR EASEd** = by telephone **OR EASEf** =by telephone

(had contact by telephone)

Name: **Qtel11**

When you were speaking to [textfill: AGENCY] on the phone to [textfill: transaction] did you feel:

You were given enough time to explain your situation

The call was too scripted

They answered all the questions you had

Yes

No

Don't know

FORMS

Filter:

(DCS or TPS claimant and transaction is not visited the website/not tried to get help with form/not requested a form) OR

ESA claimant and transaction = made a claim for ESA)

Name: **IntForm**

The next few questions are about any forms you may have completed, either over the phone or on paper.

Filter:

(DCS or TPS claimant and transaction is not visited the website/not tried to get help with form/not requested a form) OR

ESA claimant and transaction = made a claim for ESA)

Name: **Forms**

Did you have to complete any forms at all as part of [textfill: transaction]? This could be done over the phone or on paper.

Yes

No

Don't Know

DWP Claimant Service and Experience Survey 2013

Filter:

Forms= Yes

(completed form as part of transaction)

Name: **EasyForm**

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

READ OUT

Very easy

Fairly easy

Fairly difficult

Very difficult

[DO NOT READ OUT: It varies]

Don't Know

Filter:

Forms= Yes

(completed form as part of transaction)

Name: **FormHelp**

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

PROMPT TO PRE-CODE

Yes

No – did not ask for any

No – did not need any

Don't Know

Filter:

FormHelp= Yes

(received help when completing form)

Name: **WhoHelp**

Who gave you help?

PROMPT TO PRE-CODES. CODE ALL THAT APPLY.

Family or friends

A carer

Disability and Carer's Service (DCS)

The Pensions Service (TPS)

Jobcentre Plus

Benefit Enquiry Line (BEL)

Local authority

Social worker

Home help

Doctor or a nurse

The NHS or a hospital

Citizens Advice Bureau (CAB)

Disability group or organisation (e.g. RNIB, RNID)

Carer's group or organisation

Age-related group or organisation (e.g. Age concern, help the aged)

Other (specify)

Don't know

WRITTEN CONTACT

DWP Claimant Service and Experience Survey 2013

Filter:

EASEa = by post **OR EASEa** =by email **OR EASEa** = by text message **OR**

EASEd = by post **OR EASEd** =by email **OR EASEd** = by text message **OR**

EASEf = by post **OR EASEf** =by email **OR EASEf** = by text message

(had contact by post, by email or by text message)

Name: **IntWrite**

The next questions are about the written contact you had with [textfill: AGENCY] when you [textfill: transaction].

Filter:

EASEa = by post **OR EASEa** =by email **OR EASEa** = by text message **OR**

EASEd = by post **OR EASEd** =by email **OR EASEd** = by text message **OR**

EASEf = by post **OR EASEf** =by email **OR EASEf** = by text message

(had contact by post, by email or by text message)

Name: **Post1**

So firstly...

During the process of [textfill: transaction], did you write to [textfill: AGENCY], or did they write to you?

DO NOT READ OUT. CODE ALL THAT APPLY.

Customer wrote to [textfill: AGENCY]

[IF FORMS <> yes] Customer sent form to [textfill: AGENCY]

[textfill: AGENCY] wrote to customer

Don't know

Filter:

Post1= Customer sent form to [textfill: AGENCY] **AND**

(transaction is not started a new claim for ESA)

Name: **Post2**

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

READ OUT

Very easy

Fairly easy

Fairly difficult

Very difficult

[DO NOT READ OUT: It varies]

Don't know

Filter:

Post1= Customer sent form to [textfill: AGENCY]

(sent form to DWP)

Name: **Post3**

Did you receive an acknowledgement from [textfill: AGENCY] after submitting your form?

Yes

No

[DO NOT READ OUT: Sometimes]

Don't know

Filter:

Post3= No

(did not receive acknowledgement after sending form to DWP)

Name: Post4

Were you expecting an acknowledgement from [textfill: AGENCY] when you submitted your form?

Yes

No

Don't know

Filter:

Post1= Customer wrote to [textfill: AGENCY] **AND (EASEa = by post OR EASEd = by post OR EASEf = by post)**

(wrote to DWP by post)

Name: **Post5**

How many times altogether did you write to [textfill: AGENCY] with regard to [textfill: transaction]?

DWP Claimant Service and Experience Survey 2013

INTERVIEWER: Estimate if unsure

Numeric range 1-999

Don't know

Filter:

Post1= Customer wrote to [textfill: AGENCY] **AND (EASEa = by email OR EASEd = by email OR EASEf = by email)**

(wrote to DWP by email)

Name: **Post5a**

And, can I just check, how many times did you e-mail [textfill: AGENCY] with regards to [textfill: transaction]?

INTERVIEWER: Estimate if unsure

Numeric Range 1-999

Don't Know

Filter:

Post1= Customer wrote to [textfill: AGENCY]

(wrote to DWP)

Name: **Post6**

When you wrote to [textfill: AGENCY], did they reply or acknowledge that you had written to them?

Yes

No

[DO NOT READ OUT: Sometimes]

Don't know

Filter:

Post6= No

(did not receive acknowledgement after writing to DWP)

Name: **Post7**

Were you expecting a reply or acknowledgement from [textfill: AGENCY] when you wrote to them?

DWP Claimant Service and Experience Survey 2013

Yes

No

Don't know

Filter:

Post3= Yes OR Post3 = Sometimes OR Post6 = Yes OR Post6 = Sometimes OR Post4 = Yes

(received or expected acknowledgment after sending form or writing to DWP)

Name: **Post8**

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

Yes

No

Don't know

Filter:

Post1 = [textfill: AGENCY] wrote to customer OR Post3= Yes OR Post3 = Sometimes OR Post6 = Yes OR Post6 = Sometimes AND (EASEa = by post OR EASEa =by email OR EASEd = by post OR EASEd =by email OR EASEf = by post OR EASEf =by email)

(received contact from DWP or received acknowledgment after sending form or writing to DWP by post or email)

Name: **Post13**

When [textfill: AGENCY] wrote to you, was everything written in plain language that was easy to understand?

Yes

No

Don't know

Filter:

Post13= No

(written contact received was not written in plain language or easy to understand)

Name: **Post14**

What was difficult to understand?

PROBE FULLY. OPEN ENDED.

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Post1 = [textfill: AGENCY] wrote to customer **OR Post3** = Yes **OR Post3** = Sometimes **OR Post6** = Yes **OR Post6** = Sometimes **AND (EASEa** = by text message **OR EASEd** = by text message **OR EASEf** = by text message)

(received contact from DWP or received acknowledgment after submitting form or writing to DWP by text message)

Name: **Post15**

And were the text messages you received easy to understand?

Yes

No

Don't know

FACE-TO-FACE CONTACT

Filter:

EASEa = in person **OR EASEd** = in person **OR EASEf** = in person

(had contact in person or transaction = had an interview/discussed jobs)

Name: **IntroF2F**

[transaction = had an interview:] You said you spoke to someone from Jobcentre Plus in person during an interview or review meeting.

[transaction = discussed jobs:] You said you spoke to someone from Jobcentre Plus in person about jobs or training opportunities.

[else:] You mentioned earlier that you spoke to someone in person during the process of [textfill: transaction].

Filter:

EASEa = in person **OR EASEd** = in person **OR EASEf** = in person (had contact in person and transaction not signed on)

Name: **F2Ftype**

Can I check, was this...

READ OUT. CODE ALL THAT APPLY.

At home

[IF AGENCY = Jobcentre Plus] At Jobcentre Plus

[IF AGENCY = the Disability and Carer's Service OR AGENCY = the Pensions Service] At a government office

Don't know

Filter:

F2FType= at home

Name: **Homenum**

Can I just check, how many times did [textfill: AGENCY] visit you at home?

PROMPT: Estimate if unsure

Numeric Range

Don't Know

Filter:

F2FType= at home **AND(AGENCY = the Disability and Carer's Service OR**

AGENCY = the Pensions Service)

(TPS or DCS claimant who had contact in person at home)

Name: **HomeOth**

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)?

Yes

No

Don't know

Filter:

HomeOth= Yes

(asked whether had other needs during home visit)

Name: **AnyHelp**

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

Yes

No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

AnyHelp= Yes

(received help with other needs after home visit)

Name: **HelpDiff**

And what difference has this help made?

PROBE FULLY. OPEN ENDED.

Don't know

Filter:

AGENCY = Jobcentre Plus **AND F2Ftype =** At home

(JCP claimant who had contact in person at home)

Name: **HomeWhy**

[IF HomeNum=1:] Why did this meeting

[IF HomeNum>1:] Why did these meetings

happen at home rather than at a Jobcentre Plus office?

PROMPT TO PRECODES IF NECESSARY. CODE ALL THAT APPLY.

Not able to attend jobcentre – due to illness/disability

Not able to attend jobcentre – due to childcare commitments

They came to my home to check up on my living arrangements

Other (specify)

Don't know

Filter:

F2FType= at a government office

(had contact in person at a government office)

Name: **Offnum**

And, can I just check, how many times did you see [textfill: AGENCY] at a government office with regards to [textfill: transaction]?

PROMPT: Estimate if unsure

Numeric Range

Don't Know

DWP Claimant Service and Experience Survey 2013

Filter:

F2Ftype= at Jobcentre Plus (had contact in person at Jobcentre Plus) OR (transaction = signed on)

Name: **F2F1**

How many times altogether did you...

[transaction = had an interview:] meet someone from Jobcentre Plus in person for an interview or review?

[transaction = signed on:] go to the Jobcentre to sign on?

[transaction = discussed jobs:] speak to someone from Jobcentre Plus in person about jobs or training opportunities?

[else:] speak to someone at a Jobcentre Plus office in person to [textfill: transaction]?

INTERVIEWER: Estimate if unsure

Numeric range 1. .999

Don't know

Filter:

(F2Ftype = At a Jobcentre Plus office OR F2Ftype =At a government office (had contact in person at a Jobcentre Plus office or a government office) AND (transaction is not made an appointment) OR (transaction = signed on)

Name: **F2F2**

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

[IF OFFNUM = 1] Did you have an appointment?

[IF OFFNUM > 1] Thinking about your most recent meeting at a government office about this, did you have an appointment?

[IF F2F1>1 AND transaction= had an interview:] Thinking about your most recent meeting with someone from Jobcentre Plus, did you have an appointment?

[IF F2F1>1 AND transaction = signed on:] Thinking about the most recent time you signed on, did you have an appointment?

[IF F2F1>1 AND transaction is not had an interview/not signed on:] Thinking about the most recent time you spoke to someone from Jobcentre Plus in person about this, did you have an appointment?

Yes

No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

F2F2= Yes

(had an appointment)

Name: **F2F3**

Did the meeting happen at the appointed time?

Yes

No

Not applicable – no time was specified

Don't know

Filter:

F2F3= No

(meeting did not happen at appointed time)

Name: **F2F4**

Why not?

PROMPT TO PRECODES. CODE ALL THAT APPLY

I was late

They were running late/behind schedule

They didn't have the meeting booked in

There was a mix up over the time

Other (specify)

Don't know

OVERALL CONTACT DURING TRANSACTION

Filter:

(transaction is not visited the website)

Name: **Contact**

Now please think about all the contact you had with [textfill: AGENCY] with regards to [textfill: transaction].

Filter:

AGENCY = Jobcentre Plus (JCP Claimant) AND

(transaction is not visited the website)

Name: **F2F5**

At any stage, did you ask for any special arrangements to be made for a meeting between you and someone at the Jobcentre? Special arrangements might include interpreters or the presence of a third person.

PROMPT TO PRECODES. CODE ALL THAT APPLY

Interpreter

Third person (e.g. carer)

Special arrangements for access

Special arrangements for privacy

Other arrangements (specify)

None of these

Don't know

Filter:

F2F5 <> None of these AND F2F5 <> Don't know

(asked for special arrangements)

Name: **F2F5a**

Was the Jobcentre willing to provide this?

Yes

No

[DO NOT READ OUT: Partly]

Don't know

Filter:

F2F5 <> None of these AND F2F5 <> Don't know AND (EASEa = in person OR EASEd = in person OR EASEf = in person)

(had contact in person and asked for special arrangements)

Name: **F2F6**

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

DWP Claimant Service and Experience Survey 2013

in place?

Yes

No

[DO NOT READ OUT: Partly]

Don't know

Filter:

(transaction is not visited the website)

Name: **Post9**

At any stage did you request a response from [textfill: AGENCY] in a specific format or language, for example in Braille or Welsh?

Yes

No

Don't know

Filter:

Post9 = Yes

(requested a response in a specific format or language)

Name: **Post10**

In what format did you request it?

CODE ALL THAT APPLY

Large print

Braille

On audio tape

Welsh

In another language

Other (please specify)

Don't know

Filter:

Post10= In another language

(requested a response in another language)

Name: Post11

What language did you request it in?

OPEN-ENDED

Don't know

Filter:

Post9 = Yes

(requested a response in a specific format or language)

Name: Post12

Did the response arrive in the format you requested?

Yes

No

(SPONTANEOUS: Hasn't arrived yet)

Don't know

Filter:

(transaction is not visited the website)

Name: **Ease4**

Overall, how easy have you found getting in contact with [textfill: AGENCY]...

[transaction = had an interview:] for interviews or review meetings?

[transaction = discussed jobs:] to discuss jobs or training opportunities?

[else:] during the entire process of [textfill: transaction]?

READ OUT. SINGLE CODED

1. Very easy

2. Fairly easy

3. Fairly difficult

4. Very difficult

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

(transaction is not visited the website/not signed on/not had an interview/not discussed jobs)

Name: **Ease5**

If a family member or friend was trying to [textfill: transaction], how would you recommend that they do this? Would it be...

READ OUT. SINGLE CODED.

IF RESPONDENT WANTS TO GIVE MULTIPLE ANSWERS, PLEASE RECORD AS 'OTHER'.

By telephone

By post

In person

Online

By email

Or some other way (specify)

Don't know

RESPONSIVENESS/TIMELY RESPONSE

Filter:

(transaction=made a claim/appealed a decision/notification of WCA/notification of benefit review/reported problem with benefit/had an interview/reported change of circumstances/discussed jobs/enquired amount entitled to/made a complaint/made an appointment/tried to get help with funding/tried to get information or progress update/requested form)

Name: **Resp1**

When you were in touch with [textfill: AGENCY] to [textfill: TRANSACTION], did they tell you what would happen next?

Yes

No

[DO NOT READ OUT: Sometimes]

[DO NOT READ OUT: Doesn't apply]

Don't know

Filter:

(transaction=made a claim/appealed a decision/notification of WCA/notification of benefit review/reported problem with benefit/reported change of circumstances/made a complaint/tried to get help with funding/tried to get information or progress update/requested form)

Name: **Resp2**

And did [textfill: AGENCY] give you clear timings on what they would do?

Yes

No

[DO NOT READ OUT: Doesn't apply]

Don't know

Filter:

(transaction=made a claim/appealed a decision/notification of WCA/reported problem with benefit/had an interview/reported change of circumstances/made a complaint/tried to get help with funding)

Name: **Resp3**

Did [textfill: AGENCY] keep you up to date with the progress of...

[transaction= made a claim:] your claim?

[transaction = appealed a decision :] your appeal?

[transaction = notification of WCA:] the review of your benefit?

[transaction = reported problem with benefit:] the problem you reported?

[transaction = made a complaint:] your complaint?

[transaction = tried to get help with funding:] your request for funding or does that not apply?

Yes

No

[DO NOT READ OUT: Doesn't apply]

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

(transaction=made a claim/appealed a decision/notification of WCA/notification of benefit review/reported problem with benefit/reported change of circumstances/discussed jobs/made a complaint/tried to get help with funding/requested form)

Name: **Chase1**

At any stage did you get in touch with [textfill: AGENCY] to get a progress update?

Yes

No

[DO NOT READ OUT: Doesn't apply]

Don't know

Filter:

CHASE1 = Yes

Name: **Chase2**

Did you make contact...

READ OUT. CODE ALL THAT APPLY.

By telephone

By post

In person

By email

By text message

Other(specify)

Don't know

Filter:

(transaction=made a claim/appealed a decision/reported problem with benefit/reported change of circumstances/made a complaint/tried to get help with funding/tried to get information or progress update/requested form)

Name: **Resp4**

And during the course of [textfill: transaction], did [textfill: AGENCY] do what they said they would?

Yes

No

[DO NOT READ OUT: Doesn't apply]

Don't know

OUTCOME

Filter:

(transaction = notification of WCA)

Name: **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. SINGLE CODED.

Yes

No – but this has been scheduled

No – this has not been scheduled yet

[DO NOT READ OUT: No – I don't intend to]

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

OUTCM0 = Yes (attended WCA) OR

(transaction=made a claim/appealed a decision/notification of benefit review/enquired amount entitled to/made a complaint)

Name: **Outcm1**

Has a decision been reached about...

[transaction = made a claim:] your claim?

[transaction = appealed a decision:] the appeal?

[transaction = enquired amount entitled to:] the amount of State Pension or Pension Credit you are entitled to?

[transaction = notification of benefit review OR OUTCM0 = Yes:] your eligibility for benefits?

[transaction = made a complaint:] the complaint?

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

Yes

No

Don't know

Filter:

OUTCM1 = Yes

(decision has been reached)

Name: **Outcm2**

Do you agree with this decision?

Yes

No

Don't know

Filter:

OUTCM1 = Yes

(decision has been reached)

Name: **Outcm3**

Was the decision [textfill: AGENCY] made...

READ OUT. SINGLE CODED.

Very clearly explained

Fairly clearly explained

Not clearly explained

Not explained at all

Don't know

Filter:

OUTCM2 = No (does not agree with decision) AND

OUTCM0 = Yes (attended WCA) OR

(transaction = made a claim/notification of benefit review/enquired amount entitled to)

Name: **FreqApp**

People in your situation sometimes make an appeal. How common do you think this is?
Would you say it is...

READ OUT. SINGLE CODED.

Extremely common, everyone does it

Or that only people with a strong chance of winning would consider appealing?

Don't know

Filter:

OUTCM2 = No (does not agree with decision) AND

OUTCM0 = Yes (attended WCA) OR

(transaction = made a claim/notification of benefit review/enquired amount entitled to)

Name: **IfApp1**

Have you personally made an appeal?

Yes

No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

IfApp1 = No OR IfApp1 = DK

(did not personally make an appeal)

Name: **IfApp2**

Are you thinking of making an appeal?

PROMPT TO PRECODES. SINGLE CODED.

Definitely will appeal

Likely to appeal

Unlikely to appeal

Definitely won't appeal

Don't know

Filter:

IfApp1 = Yes OR IfApp2 = Definitely will appeal OR IfApp2 = Likely to appeal (personally made an appeal or is definitely/likely to appeal) OR

(transaction = appealed a decision)

Name: **AdvApp1**

[transaction = appealed a decision OR IfApp1 = Yes:] Before you made the appeal...

Did anyone either inside or outside [textfill: AGENCY] advise you to make an appeal?

Yes

No

Don't know

Filter:

AdvApp1= Yes

(was advised to make an appeal)

Name: **AdvApp2**

Who advised you to do this?

PROMPT TO PRECODES IF NECESSARY. CODE ALL THAT APPLY.

Jobcentre Plus personal adviser

Other staff at Jobcentre Plus

Staff from the Disability and Carer's service

Staff from the Pensions Service

Citizens Advice Bureau

A legal advice line (e.g. Legal Aid, Community Legal Advice)

Solicitor

Family/friends

Other (specify)

Don't know

Filter:

(transaction = enquired about eligibility)

Name: **Outcm4**

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

Yes

No

Don't know

Filter:

(transaction = reported problem with benefit)

Name: **Outcm5**

Have the problems with your benefit now been resolved?

Yes

No

Don't know

Filter:

(transaction = tried to get help with funding)

Name: **Outcm6**

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

Yes

No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

(transaction = tried to get help with funding)

Name: **Outcm7**

Have you now received the financial assistance you were looking for?

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

Yes

No

[DO NOT READ OUT: I didn't qualify for assistance]

Don't know

Filter:

(transaction = had an interview/discussed jobs)

Name: **Outcm9**

[transaction = had an interview:] At the end of the interview or review meeting...

[transaction = discussed jobs:] At the end of the discussion you had about jobs or training opportunities...

... 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?

Yes

No

Don't know

Filter:

(transaction= tried to get information or an update on progress)

Name: **Outcm10**

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

Yes

No

Don't know

Filter:

OUTCM10= No OR OUTCM9 = Yes

(reply to information or update request did not deal fully with query OR some issues not addressed by end of interview or discussion)

Name: **Outcx**

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

OPEN-ENDED. PROBE AND RECORD FULLY.

Don't know

Filter:

RESPBEN <> State Pension (sample group is not State Pension) AND

(transaction = reported change of circumstances)

Name: **AfterCOC**

Did reporting a change of circumstances lead to the closure of your claim for [textfill: benefit in sample]?

Yes

No

Don't know

Filter:

AfterCOC = Yes

(reporting change of circumstances led to claim closure)

Name: **Close**

After reporting the change in circumstances, how long was it before the claim was closed and you received final payment?

PROMPT TO PRECODES IF NECESSARY. CODE THE FIRST THAT APPLIES.

Same day

Day after

Within a week

1-2 weeks later

2-3 weeks later

4 weeks or more

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

AfterCOC = No OR AfterCOC = DK

(reporting change of circumstances did not lead to claim closure)

Name: **Outc11**

After reporting the change of circumstances, did you have any problems with the payment of [textfill: benefit in sample]?

Yes

No

[Do not read out: Sometimes]

Don't know

Filter:

AfterCOC = No OR AfterCOC = DK

(reporting change of circumstances did not lead to claim closure)

Name: **Outc12**

Since that time, have you had to report the change of circumstances again when you've been in touch with [textfill: AGENCY] or other government services such as your local council?

Yes

No

[DO NOT READ OUT: I haven't had any other government dealings]

Don't know

Based on answers to questions Outcm0 – Outc12, textfills are used for past or present in the following questions.

Filter:

(transaction is not visiting the website)

Name: **Outc13**

How complicated did you find the process of [textfill: transaction]?

PROMPT TO PRECODES. SINGLE CODED.

1. Very complicated

2. Fairly complicated

3. Not very complicated

4. Not at all complicated

Don't know

132

Filter:

(transaction is not visiting the website)

Name: **Outc14**

And was this what you expected?

Yes

No

[Do not read out: No expectations]

Don't know

Filter:

(transaction is not visiting the website/not looked for job vacancies/not signed on/not made an appointment/not had an interview/not discussed jobs)

Name: **Lengthxp**

How long were you expecting the whole process to take?

PROMPT TO PRECODE

One day/one phonecall

A week

One to two weeks

More than two weeks and less than a month

One to three months

Three to six months

More than six months

Don't Know

Filter:

(transaction is not visiting the website/not looked for job vacancies/not signed on/not made an appointment/not had an interview/not discussed jobs)

Name: **Length**

And how long did it actually take [textfill: AGENCY] to deal with this?

IF NECESSARY: By 'this' I mean the process of [textfill: transaction].

PROMPT TO PRECODE

One day/one phonecall

DWP Claimant Service and Experience Survey 2013

A week

One to two weeks

More than two weeks and less than a month

One to three months

Three to six months

More than six months

Don't Know

Filter:

(transaction is not visiting the website/not looked for job vacancies/not signed on/not made an appointment/not had an interview/not discussed jobs)

Name: **Outc17**

How satisfied are you with the time it has taken [textfill: AGENCY] to deal with this?

IF NECESSARY: By 'this' I mean the process of [textfill: transaction].

READ OUT. SINGLE CODED.

Very satisfied

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't Know

Filter:

OUTCM0 = Yes OR OUTCM1 = Yes OR OUTCM4 = Yes OR OUTCM5 = Yes OR

OUTCM6 = Yes OR OUTCM7 = Yes OR OUTCM7 = [DO NOT READ OUT: I didn't qualify for assistance]

(transaction has concluded: attended WCA/decision reached on claim or appeal or amount entitled to or eligibility or complaint/has now determined whether eligible for benefit/problems with benefit now resolved/has now received help completing form/has now received financial assistance/has now discovered did not qualify for financial assistance)

Name: **Outcm8**

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

Yes

No

Don't know

Filter:

**OUTCM0 = No/DK OR OUTCM1 = No/DK OR OUTCM4 = No/DK OR OUTCM5 = No/DK
OR OUTCM6 = No/DK OR OUTCM7 = No OR OUTCM7 = DK**

(transaction is ongoing: not attended WCA/decision not been reached on claim or appeal or amount entitled to or eligibility or complaint/had not yet determined whether eligible for benefit/problems with benefit not yet resolved/has not yet received help completing form/has not yet received financial assistance)

Name: **Outc8a**

Do you feel this is taking...

READ OUT

A lot less time than expected

A little less time than expected

About as long as expected

A little longer than expected

A lot longer than expected

Don't Know

Filter:

(transaction is not visited the website)

Name: **Outc15**

Would you say that you have had to contact [textfill: AGENCY] with regards to [textfill: transaction]

READ OUT

More often than you had expected

Less than you had expected

or about as often as you had expected?

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

OUTC15 = More often than you had expected

(has had more contact than expected regarding transaction)

Name: **Outc16**

Why did you have to contact [textfill: AGENCY] so many times?

PROMPT TO PRECODES. CODE ALL THAT APPLY.

You were following the normal multi-step procedure

You weren't able to speak to the right person

You didn't receive a reply

You were anxious to get an update or receive confirmation

Something was unclear or confusing

Something was incorrect

Something was missing

Other (specify)

Don't know

Filter:

(transaction is not visited the website)

Name: **Outc18**

Were you given adequate information about steps you could take if you were dissatisfied with the way [textfill: AGENCY] handled this?

IF NECESSARY: By 'this' I mean the process of [textfill: transaction].

1. Yes

2. No

3. [DO NOT READ OUT: I was given no information]

Don't know

Filter:

(transaction is not visited the website)

Name: **Outc19**

So thinking about the entire process of [textfill: transaction], overall how satisfied or dissatisfied are you with the way [textfill: AGENCY] 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

Filter:

RESPBEN= JSA/ESA/IS OR Q1a = Yes AND Proxy = Interview with benefit recipient

(this is an interview with a claimant – not proxy – in sample group JSA, ESA or IS, or who has used JCP's employment services in last 6 months)

Name: **IntroEmp**

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...

Filter:

RESBEN = JSA/ESA/IS OR Q1a = Yes AND Proxy = Interview with benefit recipient

(this is an interview with a claimant – not proxy – in sample group JSA, ESA or IS, or who has used JCP's employment services in last 6 months)

Name: **Employ6**

How satisfied or dissatisfied are you with the service that Jobcentre Plus offers in helping you find employment?

READ OUT. SINGLE CODED.

DWP Claimant Service and Experience Survey 2013

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

Don't Know

GENERIC AND COMPLAINTS

Filter:

ASK ALL

Name: **IntroGen**

Next, I'm going to ask you a few general questions about [textfill: AGENCY].

[transaction is not visited the website:] Please don't think only about your experience of [textfill: transaction], but more generally.

First of all.....

Filter:

AGENCY = Jobcentre Plus AND NOT (EASEa = in person OR EASEd = in person OR EASEf = in person) (JCP claimant who did not have contact in person) AND

(transaction is not had an interview/is not discussed jobs)

Name: **Gener2**

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

Yes

No

Don't know

Filter:

AGENCY = Jobcentre Plus AND Proxy = Interview with benefit recipient AND

(EASEa = in person OR EASEd = in person OR EASEf = in OR Gener2 = Yes)

(JCP claimant who had contact in person or has visited local office in last 6 months) OR

(transaction = had an interview/discussed jobs)

Name: **Gener3**

Thinking about your last visit to your local office, please can you tell me how good or poor Jobcentre Plus was at...

Providing facilities to search for jobs, such as a room with a computer you can use

READ OUT.

Excellent

Very good

Good

Fair

Poor

[DO NOT READ OUT: Not applicable]

Don't know

Filter:

AGENCY = Jobcentre Plus

(JCP Claimant)

Name: **Gener4**

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

Yes

No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Gener4 = Yes

(feels access to JCP services is limited)

Name: **Gener5**

In what way do you feel your access is limited?

PROMPT TO PRE-CODES. CODE ALL THAT APPLY

Services do not accommodate my physical requirements

Services do not accommodate my mental health needs (e.g. anxiety issues/stress)

Literacy related problem

I am not computer literate

Language related problem (English/Welsh not first language)

Cost

Distance

Other (specify)

Don't know

Filter:

ASK ALL

Name: **Gener19**

How confident do you feel that you can trust [textfill: AGENCY]...

a) to inform you about everything you are entitled to

b) to follow procedures correctly (i.e. not make mistakes)

c) [Proxy = Interview with benefit recipient AND (RESBEN = JSA/ESA/IS/IB OR Q1a = Yes OR transaction = discussed jobs looked for job vacancies:] To help you find a job

READ OUT. SINGLE CODED

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

Filter:

ASK ALL

Name: **Gener6**

How confident do you feel that the payment that you are or were receiving from [textfill: AGENCY] is correct?

READ OUT. SINGLE CODED

Very confident

Fairly confident

Not very confident

Not at all confident

[DO NOT READ OUT: I am/was not receiving any payments]

Don't know

Filter:

Gener6 <> [DO NOT READ OUT: I am/was not receiving any payments]

(received or is receiving payments from DWP)

Name: **Gener7**

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

READ OUT. SINGLE CODED.

Very clearly

Fairly clearly

Not clearly

Not explained at all

Don't know

Filter:

ASK ALL

Name: **Gener8**

In the past 6 months, have you been given any information by [textfill: AGENCY] that you found to be incorrect or contradictory?

1. Yes

2. No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Gener8 = Yes

(has been given incorrect or contradictory information in last 6 months)

Name: **Gener9**

What was the incorrect information concerning?

PROMPT TO PRECODES IF NECESSARY & 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

Filter:

(transaction is not made a complaint)

Name: **Problem**

[transaction is not visited the website:] Leaving aside anything that may have happened during the process of [textfill: transaction]...

Have you had any difficulties or problems when dealing with [textfill: AGENCY] in the last 6 months?

Yes – had problems

No – did not have problems

Don't Know

Filter:

Problem = Yes

(has had difficulties or problems dealing with DWP in last 6 months)

Name: **WProblem**

What difficulties or problems have you had?

OPEN ENDED.

Don't know

Filter:

Problem = Yes

(has had difficulties or problems dealing with DWP in last 6 months)

Name: **Resolve**

Were these problems resolved?

Yes

No

[DO NOT READ OUT: Some have]

Don't know

Filter:

Problem = Yes

(has had difficulties or problems dealing with DWP in last 6 months)

Name: **Complaint**

Did you make a formal complaint?

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

Yes

No

Don't Know

Refused

DWP Claimant Service and Experience Survey 2013

Filter:

Complaint = Yes

(made a formal complaint)

Name: **HowComp**

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

CODE ALL THAT APPLY

Telephone

Writing

By email

In person

Any other way (specify)

Don't Know

Filter:

Problem = Yes AND Complaint <> Yes

(has had difficulties or problems dealing with DWP in last 6 months but did not make a formal complaint)

Name: **YNotComp**

Why did you not complain?

OPEN-ENDED

PROBE FULLY

Filter:

Complaint = Yes

(made a formal complaint)

Name: **Comp2**

Following your complaint, how long did it take before you received an initial response from [textfill: AGENCY] 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.

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

Filter:

Complaint = Yes

(made a formal complaint)

Name: **Comp2**

Following your complaint, how long did it take before you received an initial response from [textfill: AGENCY] 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.

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

Filter:

Comp2 <> Not received any response

(received an initial response to complaint)

Name: **Comp3**

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

Yes
No
Don't Know

DWP Claimant Service and Experience Survey 2013

Filter:

Comp3 = No

(felt that time period between complaint and initial response was not reasonable)

Name: **Comp4**

How long did you think it would take before you received a response?

OPEN ENDED

Don't know

Filter:

Complaint = Yes

(made a formal complaint)

Name: **Comp5**

Did you get in touch with [textfill: AGENCY] to chase up the progress of your complaint?

Yes

No

Don't know

Filter:

Complaint = Yes

(made a formal complaint)

Name: **CompSat**

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

READ OUT.

Very satisfied

Fairly satisfied

Fairly dissatisfied

Very dissatisfied

Don't Know

Filter:

CompSat = Fairly dissatisfied OR CompSat = Very dissatisfied
(fairly or very dissatisfied with handling of complaint)

Name: **YDissat**

Why were you dissatisfied with the handling of your complaint?

OPEN-ENDED.PROBE FULLY.

Don't know

Filter:

Complaint = Yes (made a formal complaint)

Name: **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 [textfill: AGENCY] 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

Filter:

CompSat = Fairly dissatisfied OR CompSat = Very dissatisfied
(fairly or very dissatisfied with handling of complaint)

Name: **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

DWP Claimant Service and Experience Survey 2013

6. [DO NOT READ OUT: I was given no information]

Don't know

GUEST MODULE:

CHANNELS AND POTENTIAL INTERNET USAGE

Filter:

AGENCY = Jobcentre Plus

(JCP Claimant)

Name: **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 Jobseekers 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

D. The 'Universal Jobmatch' website which you can use to find vacancies online

Yes

No

Don't know

If RESPBEN = JSA and Web0b= Make an application, mask response A

If Web0b = Get a benefits estimate, mask response B

If Web0b = Find job vacancies OR Web0b = Place a CV on to Universal Jobmatch, mask response D

Filter:

Guest1(a) = Yes

(aware of Jobseeker's Allowance Online')

Name: **Guest2**

In the last 6 months, have you visited 'Jobseeker's Allowance online'?

PROMPT TO PRECODES

Yes – visited and used

Yes – visited but did not use

No

Don't know

Filter:

Guest1(b) = Yes

(aware of Benefits adviser service)

Name: **Guest3**

In the last 6 months have you visited the 'Benefits adviser service'?

PROMPT TO PRECODES

Yes – visited and used

Yes – visited but did not use

No

Don't know

Filter:

Guest1(c) = Yes

(aware of Jobcentre Plus mobile phone app for iPhone or android phones)

Name: **Guest4**

In the last 6 months, have you used the Jobcentre Plus mobile phone app for iPhone or android phones?

Yes

No

Don't know

Filter:

Guest1(d) = Yes

(aware of Universal Jobmatch)

Name: **Guest5**

In the last 6 months, have you visited the Universal Jobmatch website?

PROMPT TO PRECODES

Yes – visited and used

Yes – visited but did not use

No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Guest5= Yes – visited and used **OR Guest5=** Yes – visited but did not use **OR**

Web0b = Find job vacancies **OR Web0b =** Place a CV on to Universal Jobmatch

(has visited Universal Jobmatch, either to use or not use, or tried to find job vacancies on gov.uk as part of transaction, or tried to place CV on Universal Jobmatch as part of transaction)

Name: **Guest5a**

[Web0b = Find job vacancies OR Web0b = Place a CV on to Universal Jobmatch:] You told us earlier that you had used Universal Jobmatch.

How did you hear about Universal Jobmatch?

DO NOT READ OUT. CODE ALL THAT APPLY.

Through adviser

Through Jobcentre Plus

Recommended/mentioned by friends and family

Heard about it in the media – TV, radio, newspaper

Came across the website

Other (specify)

Don't know

Filter:

Guest5= Yes – visited and used **OR Guest5=** Yes – visited but did not use **OR**

Web0b = Find job vacancies **OR Web0b =** Place a CV on to Universal Jobmatch

(has visited Universal Jobmatch, either to use or not use, or tried to find job vacancies on gov.uk as part of transaction, or tried to place CV on Universal Jobmatch as part of transaction)

Name: **Guest5b**

Did your adviser tell you that you had to use Universal Jobmatch whilst claiming benefit?

Yes

No

Don't know

Filter:

Guest5= Yes – visited and used **OR Web0b =** Find job vacancies **OR**

Web0b = Place a CV on to Universal Jobmatch

(has visited Universal Jobmatch, either to use or not use, or tried to place CV on Universal Jobmatch as part of transaction)

Name: **Guest5c**

When you first tried to use Universal Jobmatch did you experience any problems setting up an account?

Yes

No

Don't know

Filter:

Guest5= Yes – visited and used **OR Web0b =** Find job vacancies **OR**

Web0b = Place a CV on to Universal Jobmatch

(has visited Universal Jobmatch, either to use or not use, or tried to place CV on Universal Jobmatch as part of transaction)

Name: **Guest5d**

Would you recommend Universal Jobmatch as an effective way of identifying job vacancies?

Yes

No

Don't know

Filter:

Guest2= Yes – visited and used

(visited and used Jobseeker's Allowance Online)

Name: **Guest6**

How useful did you find 'Jobseeker's Allowance Online' the last time that you used it?

READ OUT. SINGLE CODED.

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

DWP Claimant Service and Experience Survey 2013

Filter:

Guest3= Yes – visited and used

(visited and used Benefits adviser service)

Name: **Guest7**

How useful did you find the 'Benefits Adviser service' the last time that you used it?

READ OUT. SINGLE CODED.

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

Filter:

Guest4= Yes

(used Jobcentre Plus mobile phone app for iPhone or android phones)

Name: **Guest8**

How useful did you find the Jobcentre Plus mobile phone app for iPhone or android phones the last time you used it?

READ OUT. SINGLE CODED.

1. Very useful
2. Fairly useful
3. Not very useful
4. Not at all useful

Don't know

Filter:

AGENCY = Jobcentre Plus

(JCP Claimant)

Name: **Guest9**

Have you ever used the website www.gov.uk to do any of the following?

READ OUT. CODE ALL THAT APPLY.

1. To check if you or someone you know is eligible for a benefit
2. To find out how to claim for a benefit
3. To apply for a benefit
4. To search for jobs
5. To upload your CV
6. To find your nearest Jobcentre Plus office.
7. To find out how to apply for a loan
8. Other (specify)
9. [DO NOT READ OUT] Have not visited www.gov.uk

Don't know

If transaction = enquired about eligibility AND (EASEd = Online OR EASEg = Yes), mask response (1)

If transaction = made a claim AND (EASEd = Online OR EASEg = Yes), mask response (3)

If Web0b = Find job vacancies, mask response (4)

If Web0b = Place a CV on to Universal Jobmatch, mask response (5)

Filter:

Guest9 <> [DO NOT READ OUT] Have not visited www.gov.uk

(has visited www.gov.uk)

Name: **Guest10**

How easy was it to find the relevant page(s) on the website so that you could do this?

READ OUT. SINGLE CODED.

Very easy

Fairly easy

Fairly difficult

Very difficult

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

Guest9 <> [DO NOT READ OUT] Have not visited www.gov.uk

(has visited www.gov.uk)

Name: **Guest11**

And how useful did you find the relevant page(s) on www.gov.uk, the last time that you visited the site?

READ OUT. SINGLE CODED.

1. Very useful
2. Fairly useful
3. Not very useful
4. Not at all useful

Don't know

Filter:

AGENCY = Jobcentre Plus

(JCP Claimant)

Name: **JIntDo**

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.

To find out if you were eligible for a benefit

To find out how to claim a benefit

To apply for a benefit

To search for jobs

To find my nearest Jobcentre Plus office

To find out how to apply for a loan (e.g. Social Fund, Crisis or Budgeting Loan)

None of these

Don't know

Filter:

NOT

(JIntDo =To find out if you were eligible for a benefit AND

JIntDo =To find out how to claim a benefit AND

JIntDo =To apply for a benefit AND

JIntDo =To search for jobs AND

JIntDo =To find my nearest Jobcentre Plus office AND

JIntDo =To find out how to apply for a loan (e.g. Social Fund, Crisis or Budgeting Loan))

(would not consider doing all transactions listed in JIntDo online in the future)

Name: **JIntWhy**

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.

Unaware of the online availability of service

Unaware that Jobcentre Plus offers this service at all

I do not need this service

I have physical difficulties which prevent me using computers/the internet

I am unfamiliar with using computers/the internet

The rest of the process cannot be done online

I prefer direct interaction with a person (face-to-face or on the phone)

I prefer not to put personal data online as I don't trust the services

Other (specify)

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

AGENCY = Jobcentre Plus

(JCP claimant)

Name: **JIntnet**

Do you have easy access to the internet?

READ OUT AND CODE ALL THAT APPLY

Is that...

Access at home

Access from your mobile

Access from a tablet or Kindle

Access on devices at a Jobcentre Plus office

Regular access elsewhere

Irregular access elsewhere

No access at all

[DO NOT READ OUT: I never use the internet]

Don't know

Filter:

JIntnet = No access at all

(has no internet access at all)

Name: **JYNoInt**

You mentioned not having access to the internet. Why is this?

PROMPT TO PRECODES. CODE ALL THAT APPLY

It is too expensive

Too far to travel to somewhere with a computer (e.g. library, relative)

I ask a friend or relative to go online for me

I don't have the skills to use it

I'm worried about putting my details online

Other (specify)

Don't know

6. Some other reason

Filter:

JIntnet <> No access at all **AND JIntnet** <>[DO NOT READ OUT: I never use the internet]
(has internet access and uses the internet)

Name: **JIntType**

How comfortable do you feel using the internet...

For finding basic information

For interacting with other people or organisations

For recording or updating your personal details

For online banking

For other online transactions (for example, booking a holiday, online shopping)

PROMPT TO PRECODES.

Never tried this

Perfectly comfortable

Fairly comfortable

Not very comfortable

Not at all comfortable

Don't know

TREATMENT

Filter:

ASK ALL

Name: **Staff**

This next question focuses on how you feel you have been treated by staff at [textfill: AGENCY]. When answering I would like you to think about all your dealings with [textfill: AGENCY] 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

DWP Claimant Service and Experience Survey 2013

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 [textfill: AGENCY] during the last 6 months

Yes

No

DO NOT READ OUT: Sometimes

DO NOT READ OUT: Not Applicable

Don't Know

OVERALL SATISFACTION

Filter:

ASK ALL

Name: **Overall0a**

You said earlier that you had contact with [textfill: AGENCY] when you [textfill: transaction]. Can I just check, was this the most recent contact you had with [textfill: AGENCY]?

Yes

No

Don't know

Filter:

Overall0a <> Yes AND AGENCY = Jobcentre Plus

(JCP claimant whose most recent contact was something other than selected transaction)

Name: **Overall0b**

What was the subject of your most recent contact with Jobcentre Plus?

DO NOT READ OUT. SINGLE CODED. PROMPT TO PRE-CODES

Signing on

DWP Claimant Service and Experience Survey 2013

Having an interview or review meeting with someone at Jobcentre Plus (not including signing on)

Reporting a change of circumstances to Jobcentre Plus

Enquiring about your eligibility for a benefit

Reporting problems with a benefit you are receiving (for example, delayed or missing payment, or closure of a claim)

Other (specify)

Don't know

Filter:

Overall0a <> Yes AND (AGENCY = the Pensions Service OR AGENCY = the Disability and Carer's Service)

(DCS or TPS claimant whose most recent contact was something other than selected transaction)

Name: **Overall0c**

What was the subject of your most recent contact with [textfill: AGENCY]?

DO NOT READ OUT. SINGLE CODED. PROMPT TO PRE-CODES

Claiming State Pension

Reporting a change of circumstances

Enquiring about your eligibility for a benefit

Enquiring about your eligibility for State Pension or Pension Credit

Reporting problems with a benefit you are receiving

Other (specify)

Don't know

Filter:

ASK ALL

Name: **Overall1**

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

Are you...?

READ OUT. SINGLE-CODED

1. Very satisfied

DWP Claimant Service and Experience Survey 2013

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

Filter:

ASK ALL

Name: **Overall2**

Overall, would you say that your dealings with [textfill: AGENCY] 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

Filter:

ASK ALL

Name: **Overall3**

How much improvement, if any, would you say that [textfill: AGENCY] needs to make to its services?

READ OUT. SINGLE-CODED

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

Filter:

ASK RANDOM SUBSAMPLE OF 500

Name: **Best**

What would you say was the best thing about [textfill: AGENCY]?

OPEN-ENDED. PROBE AND RECORD FULLY

Don't know

Filter:

ASK RANDOM SUBSAMPLE OF 500 (same as above)

Name: **Improve**

And how could [textfill: AGENCY] be improved?

OPEN-ENDED. PROBE AND RECORD FULLY.

Don't know

Filter:

ASK RANDOM SUBSAMPLE OF 500 (same as above)

Name: **LifeSat**

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.

NUMERIC (range 0-10)

Don't know

ATTITUDES AND AWARENESS OF WELFARE CHANGE

DWP Claimant Service and Experience Survey 2013

Filter:

RESPBEN = DLA

(sample group DLA)

Name: **DLAapp**

Now please think back to when you applied for Disability Living Allowance and the Disability and Carer's Service made a decision about whether you should qualify for this benefit. When they made their decision, do you believe they took into account...

READ OUT

ALL the ways in which your condition impacts on your day-to-day life

Only SOME of the ways in which your condition impacts on your day-to-day life

Or are you not sure how the application was assessed?

Refused

Filter:

RESPBEN = DLA

(sample group DLA)

Name: **DLAtype**

Do you receive an indefinite or lifetime Disability and Living Allowance award?

Yes

No

Don't know

Filter:

DLAtype <> Yes

(does not receive an indefinite or lifetime DLA award)

Name: **DLArenew**

Is the Disability and Living Allowance award that you are currently receiving due to end or be reviewed before the 7th of October this year?

Yes

No

Don't know

Filter:

RESPBEN = DLA AND Q4a <> Personal Independence Payment (PIP)

(sample group DLA and did not make PIP claim)

Name: **SponPIP**

Are you aware of the introduction of a new benefit that will take the place of Disability Living Allowance?

IF YES, PROBE: Do you happen to know the name of this new benefit?

DO NOT READ OUT. SINGLE CODED.

Yes – includes mention of Personal Independence Payments (PIP)

Yes – no specific mention of Personal Independence Payments (PIP)

No

Don't know

Filter:

RESPBEN = DLA AND Q4a <> Personal Independence Payment (PIP)

(sample group DLA and did not make PIP claim)

Name: **IntroPIP**

[IF SponPIP=Yes – includes mention of Personal Independence Payments (PIP) OR SponPIP= Yes – no specific mention of Personal Independence Payments (PIP):] As you may know...

The government is introducing a new benefit called Personal Independence Payment which will gradually replace Disability Living Allowance for disabled people aged 16-64.

Filter:

SponPIP = Yes – no specific mention of Personal Independence Payments (PIP) OR SponPIP = No OR SponPIP = Don't know

(has unprompted awareness of new benefit but unable to name it, or has no unprompted awareness of PIP)

Name: **PromPIP**

Before today had you heard about the introduction of the Personal Independence Payment?

Yes

No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

SponPIP = Yes – includes mention of Personal Independence Payments (PIP) **OR PromPIP**
= Yes

(is aware of PIP: unprompted or prompted awareness)

Name: **SourcPIP**

Where did you hear about the introduction of the Personal Independence Payment or PIP?

DO NOT READ OUT. CODE ALL THAT APPLY.

DWP: letter received in February/March/April 2013

DWP: other postal/email correspondence

DWP: publicity leaflet

DWP: website (www.gov.uk website)

Disability Carer's Service

Jobcentre Plus

Benefit Enquiry Line

NHS

Media (press, TV, radio, magazines, websites, tweets)

Non-governmental organisations other than the media (in person, from leaflets or magazines, websites, tweets)

Blogs or online discussion groups

Tweets by celebrities or politicians

Family or friends

Carer

Social worker

Doctor or nurse

Other (specify)

Don't know

Filter:

SponPIP = Yes – includes mention of Personal Independence Payments (PIP) OR PromPIP = Yes

(is aware of PIP: unprompted or prompted awareness)

Name: **PIPweb1**

Since you first heard about Personal Independence Payments, have you tried to find out more information about this from the government website www.gov.uk?

Yes

No

Don't know

Filter:

PIPweb1 = Yes

(tried to find out more about PIP from gov.uk)

Name: **PIPweb2**

Did the website answer all of your queries?

Yes

No

Don't know

Filter:

PIPweb2 = No

(gov.uk did not contain answers to all queries about PIP)

Name: **PIPweb3**

What information were you not able to find?

OPEN-ENDED. PROBE AND RECORD FULLY

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

SourcPIP <> DWP: letter received in February/March/April 2013

(did not mention DLA uprating letter sent in spring 2013 as source of awareness about PIP)

Name: **Letter**

Do you recall receiving a letter earlier this year from the Department for Work and Pensions containing information about PIP?

Yes

No

Don't know

Filter:

SourcPIP = DWP: letter received in February/March/April 2013 **OR Letter** = Yes

(mentioned DLA uprating letter sent in spring 2013 as source of awareness about PIP, or remembered receiving letter from DWP earlier in the year about PIP)

Name: **LetterCI**

[IF SourcPIP = DWP: letter received in February/March/April 2013:] You mentioned receiving a letter earlier this year from the Department for Work and Pensions containing information about PIP.

Was the language in this letter written in plain language that was easy to understand?

Yes

No

Don't know

Filter:

SponPIP = Yes – includes mention of Personal Independence Payments (PIP) **OR PromPIP** = Yes

(is aware of PIP: unprompted or prompted awareness)

Name: **PIPenq1**

[IF PIPWeb1 = Yes:] Apart from searching for information online...

Have you made any enquiries about Personal Independence Payments or asked for advice or information from the Disability and Carer's Service?

Yes

No

Don't know

Filter:

PIPenq1 = Yes

(enquired about PIP or asked for advice or information from DCS)

Name: **PIPchan**

Did you make these enquiries...

READ OUT. CODE ALL THAT APPLY.

By telephone

By post

In person

By email

By text message

Other(specify)

Don't know

Filter:

PIPchan = by telephone OR PIPchan = in person

(made enquiries about PIP or asked for advice or information from DCS by telephone/in person)

Name: **PIPenq2**

When you spoke to someone from the Disability and Carer's Service about Personal Independence Payments, were they able to answer all your questions?

Yes

No

[DO NOT READ OUT: Did not manage to speak to someone]

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

PIPchan = by post OR PIPchan = by email OR PIPchan = by text message

(made enquiries about PIP or asked for advice or information from DCS by post/by email/by text message)

Name: **PIPenq3**

Did their response to your written enquiries about Personal Independence Payments deal fully with your queries?

Yes

No

[DO NOT READ OUT: Did not receive a response]

Don't know

Filter:

PIPenq2 = No OR PIPenq3 = No

(DCS did not deal fully with queries about PIP)

Name: **PIPenq4**

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

PROBE AND RECORD FULLY. OPEN-ENDED

Don't know

Filter:

PIPenq1 = Yes

(enquired about PIP or asked for advice or information from DCS)

Name: **PIPenq5**

At any stage were you told you could find the answers to your questions about Personal Independence Payments by looking at the website gov.uk?

Yes

No

Don't know

Filter:

SponPIP = Yes – includes mention of Personal Independence Payments (PIP) OR PromPIP = Yes

(is aware of PIP: unprompted or prompted awareness)

Name: **PIPsupp**

Have you contacted any organisations such as charities to ask questions or seek information or advice regarding PIP?

Yes

No

Don't know

Demographics

Filter:

ASK ALL

Name: **IntroDEM**

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

Filter:

ASK ALL

Name: **Gender**

ASK OR RECORD GENDER

1. Male

2. Female

Filter:

ASK ALL

Name: **Age**

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

Numeric Range

Don't Know

Refused

DWP Claimant Service and Experience Survey 2013

Filter:

Age = Don't know OR Age = Refused

(does not know or refused to give age)

Name: **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

Filter:

ASK ALL

Name: **Age**

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

Numeric Range

Don't Know

Refused

Filter:

AGENCY = Jobcentre Plus

(JCP Claimant)

Name: **Work1**

Are you currently in paid work?

1. Yes

2. No

Don't Know

Refused

Filter:

Work1 = Yes

(is currently in paid work)

Name: **Work2**

How many hours do you work a week?

Numeric (Range 1-90)

Don't Know

Refused

Filter:

Work2 = Don't know OR Work2 = Refused

(does not know or refused to give hours or work per week)

Name: **Work3**

Are you working.....?

1. 16 hours or more per week

2. Or less than 16 hours per week

Don't know

Refused

DWP Claimant Service and Experience Survey 2013

Filter:

Work1 = Yes

(is currently in paid work)

Name: **Work5**

Did you find this job through...

READ OUT. CODE ALL THAT APPLY.

Universal Jobmatch

A jobpoints machine in a jobcentre

A recommendation from your adviser

Or did you find it without help from Jobcentre Plus?

Don't know

Refused

Filter:

Work1 = No OR Work1 = DK

(is currently not in paid work or is not sure)

Name: **Work6**

Which of these is your main activity at transaction?

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

Refused

Filter:

Work6 = Caring for children or other people

(is currently caring for children or other people)

Name: **Work7**

Can I just check. are you caring for....?

1. Children,
2. other people
3. or both?

Don't know

Refused

Filter:

AGENCY = Jobcentre Plus

(JCP Claimant)

Name: **Care1**

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?

IF NECESSARY: For example, a sick, 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

Refused

Filter:

Care1 = Yes – in this household **OR Care1** = Yes – in another household

(provides care for someone in their household or another household)

Name: **Care2**

How many hours per week do you spend providing this care? Is it...

READ OUT

DWP Claimant Service and Experience Survey 2013

1. 1-19 hours
2. 20-29 hours
3. 30-39 hours
4. 40-49 hours
3. 50 or more hours

Don't know

Refused

Filter:

Care1 = Yes – in this household **OR Care1** = Yes – in another household

(provides care for someone in their household or another household)

Name: **Care3**

Does the care you provide limit the kind of paid work you can do? This might be 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

Refused

Filter:

AGENCY = Jobcentre Plus

(JCP Claimant)

Name: **Highqual**

What is the highest level qualification you have completed?

PROMPT TO PRECODES.

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

Refused

Filter:

ASK ALL

Name: **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

Refused

Filter:

Disable = Yes

(has a physical or mental health condition or illness lasting or expected to last 12 months or more)

Name: **Disable1**

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

READ OUT. CODE ALL THAT APPLY.

Vision – for example blindness or partial sight

Hearing – for example deafness or partial hearing

Mobility – for example walking short distances or climbing stairs

Dexterity – for example lifting and carrying objects, using a keyboard

Learning or understanding or concentrating

Memory

Mental health

Stamina or breathing or fatigue

Socially or behaviourally – for example associated with autism, attention deficit disorder or Asperger's syndrome

Anything else (specify)

Don't know

Refused

DWP Claimant Service and Experience Survey 2013

Filter:

Disable = Yes

(has a physical or mental health condition or illness lasting or expected to last 12 months or more)

Name: **Disable2**

Do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

PROMPT TO PRECODES

Yes, a little

Yes, a lot

Not at all

Don't know

Refused

Filter:

Disable = Yes

(has a physical or mental health condition or illness lasting or expected to last 12 months or more)

Name: **DealProb**

Do these cause any problems or difficulties when dealing with organisations like [textfill:AGENCY]?

Yes

No

Don't know

Refused

Filter:

AGENCY= Jobcentre Plus **AND Disable1=** Hearing – for example deafness or partial hearing

(JCP claimant with a condition or illness affecting hearing)

Name: **TextPhon**

Have you ever used a text phone service to contact Jobcentre Plus?

1. Yes

2. No

Don't know

176

Filter:

Disable = Yes AND AGENCY<> Jobcentre Plus

(DCS or TPS claimant with a physical or mental health condition or illness lasting or expected to last 12 months or more)

Name: **QHelp**

Have you requested any help from [textfill: AGENCY] to deal with these problems or difficulties?

Yes

No

Don't Know

Refused

Filter:

Help = Yes

(requested help from DWP to deal with problems or difficulties related to physical or mental health condition or illness lasting or expected to last 12 months or more)

Name: **GotHelp**

And did you receive help from them?

Yes

No

Don't know

Refused

Filter:

RESPBEN = DLA AND Proxy = Interview with named respondent

(this is an interview with a claimant – not proxy – in sample group DLA)

Name: **Mobility**

May I check, do you use a mobility vehicle?

Yes

No

Don't know

Refused

DWP Claimant Service and Experience Survey 2013

Filter:

RESPBEN = DLA AND Proxy = Interview with named respondent

(this is an interview with a claimant – not proxy – in sample group DLA)

Name: **BluBadge**

Do you have a blue badge?

Yes

No

Don't know

Refused

Filter:

RESPBEN = DLA AND Proxy = Interview with named respondent

(this is an interview with a claimant – not proxy – in sample group DLA)

Name: **Carer**

And do you have a carer? This would be someone who supports you with any daily needs associated with your condition or disability.

Yes

No

Don't know

Refused

Filter:

Carer = Yes

(has a carer)

Name: **Carer2**

Does your carer claim Carer's Allowance?

Yes

No

Don't know

Refused

Filter:

ASK ALL

Name: **Ethnic**

To which of these groups do you consider you belong?

READ OUT

White

Mixed

Asian

Black

Other

Don't Know

Refused

Filter:

Ethnic = White

(belongs to White ethnic group)

Name: **EthWhite**

PROMPT TO PRECODES

White – English/Welsh/Scottish/Northern Irish/British

White – Irish

White – Gypsy or Irish Traveller

White – Any other white background (please specify)

Don't Know

Refused

Filter:

Ethnic = Mixed

(belongs to Mixed ethnic group)

Name: **EthMix**

PROMPT TO PRECODES

Mixed – White and Black Caribbean

DWP Claimant Service and Experience Survey 2013

Mixed – White and Black African

Mixed – White and Asian

Mixed – Any other mixed background (please specify)

Don't Know

Refused

Filter:

Ethnic = Asian

(belongs to Asian ethnic group)

Name: **EthAsian**

PROMPT TO PRECODES

Asian or Asian British – Indian

Asian or Asian British – Pakistani

Asian or Asian British – Bangladeshi

Asian or Asian British – Chinese

Asian or Asian British – Any other Asian background (please specify)

Don't Know

Refused

Filter:

Ethnic = Black

(belongs to Black ethnic group)

Name: **EthBlack**

PROMPT TO PRECODES

Black or Black British – Caribbean

Black or Black British – African

Black or Black British – Any other Black background (please specify)

Don't Know

Refused

Filter:

Ethnic = Other

(belongs to Other ethnic group)

Name: **EthOther**

PROMPT TO PRECODES

Other ethnic groups – Arab

Other ethnic groups – other (please specify)

Don't Know

Refused

Filter:

ASK ALL

Name: **Lang**

Now thinking about language. Is English your first language?

1. Yes

2. No

Don't know

Refused

Filter:

Lang = No

(English is not first language)

Name: **Lang2**

What is your first language?

PROMPT TO PRECODES

Arabic

Bengali

Chinese

Gujarati

Polish

Punjabi

DWP Claimant Service and Experience Survey 2013

Tamil

Urdu

Cantonese

French

Somali

Sylheti

Welsh

Other (specify)

Don't Know

Refused

Filter:

ASK ALL

Name: **Marital**

Are you.....?

READ OUT

Single, that is never married and never registered a same-sex civil partnership

Married and living with husband/wife

In a registered same-sex civil partnership and living with your partner

Separated, but still legally married

Divorced

Widowed

[Do not read out] separated, but still legally in a same-sex civil partnership

[Do not read out] formerly a same-sex civil partner, the civil partnership now legally dissolved

[Do not read out] a surviving civil partner; his/her partner having since died

Don't Know

Refused

Filter:

Marital = Single, that is never married and never registered a same-sex civil partnership **OR**

Marital = Separated, but still legally married **OR**

Marital = Divorced **OR**

Marital = Widowed **OR**

Marital = [Do not read out] separated, but still legally in a same-sex civil partnership **OR**

Marital =[Do not read out] formerly a same-sex civil partner, the civil partnership now legally dissolved **OR**

Marital =[Do not read out] a surviving civil partner; his/her partner having since died

(is single, separated but still legally married or in same sex civil partnership, divorced or has dissolved same-sex civil partnership, widowed or survived a same-sex civil partner)

Name: **Couple**

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

Yes

No

[Do not read out] Same-sex couple but not in a formal registered civil partnership

Don't Know

Refused

Filter:

Proxy = Interview with named respondent ([NAME FROM SAMPLE]) **AND**

(**AGENCY** = the Pension Service **OR** **AGENCY** = the Disability and Carer's Service)

(this is an interview with a DCS or TPS claimant – not proxy)

Name: **Tenure1**

Which of these best describes your current situation?

READ OUT

Living in your own home

Living with family

Living in sheltered housing

Living in residential care

Living in a nursing home

Don't Know

Refused

DWP Claimant Service and Experience Survey 2013

Filter:

Tenure1 = Living in your own home **OR Proxy** = Proxy interview **OR**

AGENCY = Jobcentre Plus

(this is an interview with a proxy living in own home or with JCP claimant)

Name: **Tenure2**

Which of these ways do you occupy your current accommodation?

READ OUT. SINGLE CODE ONLY

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Pay part rent and part mortgage (shared ownership)
4. Rent it from the Council
5. Rent it from a Housing Association
6. Rent from Registered Social Landlord
7. Rent it from a private landlord
8. Live here rent free (including in a relative's/friend's property; excluding squatting)
9. Squatting
10. Other (specify)

Don't know

Refused

Filter:

AGENCY = Jobcentre Plus

(JCP Claimant)

Name: **Child**

Can I check, do you have any children currently living with you in your household? Please only include children for whom YOU are the parent or guardian.

1. Yes

2. No

Don't know

Refused

Filter:

Child = Yes

(has own child in household)

Name: **ChildAge**

And how old is your youngest child who is currently living with you?

Range 0-99

Refused

Filter:

AGENCY <> Jobcentre Plus

(DCS or TPS claimant)

Name: PIntDo

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.

To check if you or someone you know is eligible for a benefit

To find out how to claim for a benefit

To apply for a benefit

To change contact details

None of these

Don't know

If transaction = enquired about eligibility AND (EASEd = Online OR EASEg = Yes), mask response (1)

If transaction = made a claim AND (EASEd = Online OR EASEg = Yes), mask response (3)

Filter:

NOT

(PIntDo = To check if you or someone you know is eligible for a benefit AND

PIntDo = To find out how to claim for a benefit AND

PIntDo = To apply for a benefit AND

PIntDo = To change contact details)

(would not consider doing all transactions listed in PIntDo online in the future)

DWP Claimant Service and Experience Survey 2013

Name: **PIntWhy**

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.

Unaware of the online availability of service

Unaware that [textfill: TPS/DCS] offers this service at all

I do not need this service

I have physical difficulties which prevent me using computers/the internet

I am unfamiliar with using computers/the internet

The rest of the process cannot be done online

I prefer direct interaction with a person (face-to-face or on the phone)

I prefer not to put personal data online as I don't trust the services

Other (specify)

Don't know

Filter:

AGENCY <> Jobcentre Plus

(DCS or TPS claimant)

Name: **PIntnet**

Do you have easy access to the internet?

READ OUT AND CODE ALL THAT APPLY

Is that...

Access at home

Access from your mobile

Access from a tablet or Kindle

[IF Jobcentre Plus customer] Access on devices at a Jobcentre Plus office

Regular access elsewhere

Irregular access elsewhere

No access at all

[DO NOT READ OUT: I never use the internet]

Don't know

Filter:

PIntnet = No access at all

(has no internet access at all)

Name: **PYNolnt**

You mentioned not having access to the internet. Why is this?

PROMPT TO PRECODES. CODE ALL THAT APPLY

It is too expensive

Too far to travel to somewhere with a computer (e.g. library, relative)

I ask a friend or relative to go online for me

I don't have the skills to use it

I'm worried about putting my details online

Other (specify)

Don't know

Filter:

PIntnet <> No access at all OR PIntnet <>[DO NOT READ OUT: I never use the internet]

(has internet access and uses the internet)

Name: **PIntType**

How comfortable do you feel using the internet...

For finding basic information

For interacting with other people or organisations

For recording or updating your personal details

For online banking

For other online transactions (for example, booking a holiday, online shopping)

PROMPT TO PRECODES.

Never tried this

Perfectly comfortable

Fairly comfortable

Not very comfortable

Not at all comfortable

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

AGENCY <> Jobcentre Plus

(DCS or TPS claimant)

Name: **EconStat**

Which of the following best describes your employment status?

READ OUT

Retired

Employed full-time (30+hours per week)

Employed part-time (less than 30 hours a week)

Unemployed – waiting to take up a job already obtained

Unemployed – looking for work

Unemployed – intending to look for work but temporarily sick/injured

Permanently unable to work due to long term sickness/illness

Self-employed

Full time education

Not looking for work – looking after family/home

Don't Know

Refused

Filter:

ASK ALL

Name: **Ben1**

Do you currently receive Housing Benefit?

1. Yes

2. No

Don't know

Refused

Filter:

Ben1 = Yes

(currently receives Housing Benefit)

Name: **RentNew**

Is your housing benefit paid directly to your household, or directly to your landlord?

SINGLE CODE ONLY

1. Directly to household

2. Directly to landlord

Don't know

Refused

Filter:

RESPBEN = ESA AND Proxy = Interview with named respondent

(this is an interview with a claimant – not proxy – in sample group ESA)

Name: **Ben2a**

And do you currently receive Disability and Living Allowance?

1. Yes

2. No

Don't know

Filter:

RESPBEN = DLA AND Proxy = Interview with named respondent

(this is an interview with a claimant – not proxy – in sample group DLA)

Name: **Ben2b**

And do you currently receive Employment and Support Allowance?

1. Yes

2. No

Don't know

DWP Claimant Service and Experience Survey 2013

Filter:

ASK ALL

Name: **Ben3**

[IF Marital = Married and living with husband/wife OR Marital = In a registered same-sex civil partnership and living with your partner OR Couple=Yes OR Couple = [Do not read out] Same-sex couple but not in a formal registered civil partnership:] Do you or your partner receive any of the following benefits?

[Everyone else:] Do you receive any of the following benefits?

READ OUT. CODE ALL THAT APPLY.

Income Support

Jobseeker's Allowance

Employment and Support Allowance

Incapacity Benefit

State Pension

Pension Credit

Winter Fuel Payment

Disability Living Allowance

Carer's Allowance

Attendance Allowance

Tax credits

Child Benefit

Council Tax Benefit

Social care payments

Other (specify)

None of these

Refused

Don't know

*If **Proxy** = Interview with named respondent ([NAME FROM SAMPLE]), mask benefit in list which corresponds with RESPBEN*

Filter:

ASK ALL

Name: **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.

Filter:

ASK ALL

Name: **Relig**

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

PROMPT TO PRECODES IF NECESSARY. 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

DWP Claimant Service and Experience Survey 2013

Filter:

ASK ALL

Name: Link1

We can learn more about customers of [textfill: AGENCY] 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

Filter:

Link1 = Not sure, need further information

(not sure whether to agree to data linkage)

Name: **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: AGENCY] 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

Filter:

ASK ALL

Name: **Link3**

To help improve public services it would also be useful to add other information held by other Government Departments or government agencies to your answers in this survey. Would it be ok for DWP to add information held by other Government Departments or government agencies to your data?

IF NECESSARY – As before, all information will be used for research and statistical purposes only. Your personal details will, of course, be kept completely confidential

1. Yes
2. No

Filter:

ASK ALL

Name: **Recon1**

Would you be willing to be re-contacted 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