

## **Customer and Claimant Opinion of Departmental Service Levels**

This indicator is measured using data from the DWP Customer and Claimant Service and Experience Survey to generate a pan-departmental score of overall customer satisfaction with the Department's services

The survey uses data from 14,918 telephone interviews, conducted on a quarterly basis, between July 2014 and May 2015.

The indicator measures, of JSA, ESA, IS, DLA, AA, CA, SP,PC, PIP or UC claimants who had meaningful contact with the department in the three months prior to the fieldwork, and are either fairly or very satisfied with the service they received.

The third pan-departmental score is now available and the Department has achieved an **Overall Customer Satisfaction rating of 82%**.

Further information can be obtained from the DWP Customer and Claimant Opinion Indicator technical annex below.

### **Technical Annex: Customer and Claimant Opinion of Departmental Service Levels Indicator**

This technical annex provides a description of how the Customer and Claimant Opinion of Departmental Service Levels Indicator has been developed. It is intended to provide the reader with an understanding of the limitations inherent in using a combined measure and therefore appropriate data caveats and limits on interpretation.

Initially it describes the sampling approach used for the survey and how that differs between claimants depending on the benefit they are receiving. This includes the differences in how 'contacting claimants' is defined and the implications this has for reporting of the Customer and Claimant Opinion of Service Levels Indicator.

This is followed by a discussion of the survey content, how the questionnaires are consistent, in particular the question used for the Customer and Claimant Opinion Indicator.

The final section outlines how the survey data has been weighted to be representative of the contacting claimant base and changes from the profile of contacting claimants in 2011 and 2012.

## **Sample approach**

The survey took its population as all claimants who had contact with the service in the 3 months prior to each data collection rather than all claimants in receipt of benefits.

The rationale for this was that claimants who had no recent contact would not be able to provide useful information about the current state of the service, if they were able to offer any opinions at all.

The vast majority of JSA and UC, claimants would have had contact with the service in the three months prior to data collection, given the conditions of these benefits to regularly meet with JCP services. Therefore it is practical to draw a representative sample of live claimants and subsequently screen out respondents who report no contact within the previous three months.

For ESA claimants, contact of live claims is less frequent compared to JSA and UC, and depends on the nature of the claim. Therefore the survey sample includes a higher proportion of people who have made a new claim for ESA to ensure a consistent response rate. Only a small minority of ISA, DLA, AA, CA, SP, PC and PIP claimants would have contacted the service in the three months prior to fieldwork. As a result of this it would be an impractical and expensive exercise to screen out respondents.

Instead claimants were identified on databases held by DWP if they had made a claim for a new benefit, had a renewal or if there had been some other change of circumstance that could be identified on the system (bank details, address, marital status etc.).

This means that claimants who have had contact, but their enquiry did not result in a change to their records would not be included.

## **Implications of differences in the sampling approach**

Differences between the sampling approach for the two groups means that for JSA, UC and ESA claimants who have made contact, which has not resulted in an administrative change to their records, would be screened in<sup>1</sup>. This means that interpretation of the Customer and Claimant Opinion of Departmental Service Levels Indicator needs to take into account the differences in what constitutes a 'contacting claimants' for the two groups. This factor did not impact on the construction of the weighting of the Customer and Claimant Opinion of Departmental Service Levels Indicator.

<sup>1</sup> Screening during an interview cannot be 100% effective and it is possible that some claimants were screened in or out erroneously.

## Survey content

For the purpose of the Customer and Claimant Opinion of Departmental Service Levels Indicator, responses to the following question are used:

*So thinking about all the services provided by Jobcentre Plus/the Pension Service/the Disability and Carers Service, overall how satisfied or dissatisfied are you with the service.*

Are you...?

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

The question is administered through one questionnaire for all respondents. Previously a separate questionnaire was administered to respondents in contact with JCP and those in contact with PDCS; however they were worded and measured consistently. In addition the previous questionnaires and the current combined one are similar in design as they:

- Focus the respondent to provide feedback on a specific contact; and
- Place the overall performance measure towards the end of the survey

As a result the questionnaire assesses overall satisfaction, after the respondent has been through the process of retracing their most recent contact.

While key measures are asked of all respondents (e.g. measures relating to the Department for Work and Pensions Customer Charter) and one questionnaire is administered to all respondents, it should be noted that many items will not be asked of all respondents (e.g. job search activities for JSA and ESA (and some IS) claimants).

## Weighting

The survey results have been weighted to be representative of *contacting* DWP claimants rather than the overall benefit recipient population. This means that claimants on benefits for which there is more regular contact with the department are present in larger numbers than those on benefits for which there is less contact but greater numbers (State Pension).

2 Although the survey asks respondents about the service received through these agencies it should be noted that Jobcentre Plus and the Pension Disability and Carers service ceased to have executive agency status in October 2011.

Nevertheless, some respondents may still recognise the agency brands and using these would aid recollection and understanding of questions.

The procedure for arriving at the DWP weight mainly involves calculating the population of contacting claimants for each benefit and then applying a weight to respondents within each benefit according to number of contacting claimants.

The JSA, ESA and UC figures are calculated by taking the total benefit caseloads for these claimants, and then asking a screening question in the survey to arrive at an accurate figure for how many of these are *contacting* claimants. This provides proportions of each benefit caseload that are contacting claimants. This represents an efficient approach as the majority of JSA, ESA and UC claimants have regular contact with JCP, and so only a minimal number of claimants will be screened out as non-contacting claimants.

For IS, DLA, AA, CA, SP, PC and PIP claimants, figures are calculated by taking the total number of claimants of each benefit who show up on DWP databases as having had a change of record over the previous six months, and using this as a proportion of the total caseload of each benefit to calculate provisional numbers of contacting claimants. A further screening question is asked in the survey to ensure all participants who the DWP database suggests have had contact actually did. The proportion of claimants who are screened out is then applied to the earlier figure to arrive at final figures for contacting claimants for these benefits.

These are combined to create a weighting ratio to represent DWP contacting claimants. As stated earlier, there is a slight difference in the way in which contacting claimants are defined between those claiming JSA, ESA or UC, and those claiming IS, DLA, AA, CA, SP, PC or PIP. As such, the latter claimants who contacted DWP but this contact did not result in a change of their record (e.g. to make an enquiry only), would not be included in the survey.

It should be noted that when looking at the population of contacting claimants over time there have been some changes to the nature of contact and the benefits included. For example, UC and PIP are new benefits which were not included in last year's survey.