

The DWP Claimant Service and Experience Survey (CSES) is an on-going cross-sectional study with quarterly bursts of interviewing. The survey is designed to monitor customers' satisfaction with the service offered by DWP and enable customer views to be fed into operational and policy development. The data in this report is based on 15,626 telephone interviews conducted between 10 July 2015 and 5 May 2016.

The sample consists of customers who had made contact with DWP in a three month window shortly before the start of each quarter's fieldwork. The survey focuses on ten key benefits: Attendance Allowance; Carer's Allowance; Pension Credit; State Pension; Disability Living Allowance; Personal Independence Payment; Employment and Support Allowance; Income Support; Jobseeker's Allowance; and Universal Credit. Where appropriate, the report highlights which of the four elements of DWP's Customer Charter ('Ease of access', 'Getting it right', 'Keeping you informed' and 'Right treatment') the data relate to.

This research was commissioned by the Department for Work and Pensions and conducted by Kantar Public UK. Our thanks go to all those who gave up their time to take part in this study.

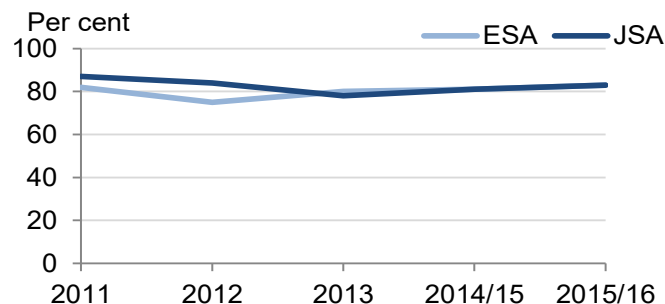
## Main stories

### Overall satisfaction is up

↑ 84%

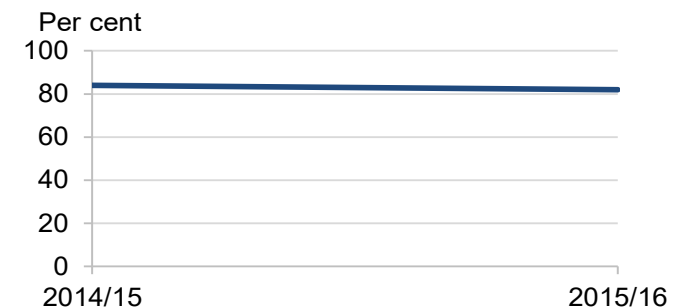
Across all benefits the proportion of satisfied customers increased from 82 per cent in 2014/15 to 84 per cent in 2015/16

### Satisfaction with Employment Support Allowance and Jobseeker's Allowance continue to improve



Both benefits showed increases on 2014/15, recovering from lows in 2012 and 2013. It is not clear what is driving this increase as individual measures of service delivery remain stable.

### Satisfaction with Universal Credit Live Service remained stable



While the performance of UC Live remained stable by most metrics, there are signs in the report (see pages 11, 18 & 23) of declines in some measures, particularly relating to interactions with staff by telephone

## At a glance – satisfaction has increased

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## Abbreviations used throughout

AA	Attendance Allowance
CA	Carer's Allowance
CSES	DWP Claimant Service and Experience Survey
DLA	Disability Living Allowance
ESA	Employment and Support Allowance
JSA	Jobseeker's Allowance
IS	Income Support
PC	Pension Credit
PIP	Personal Independence Payment
SP	State Pension
UC	Universal Credit

## What you need to know

The DWP Claimant Service and Experience Survey (CSES) provides data which allow DWP to better understand how the satisfaction of its customers changes over time for each of the key benefits. As well as collecting an overall measure of satisfaction, the survey also quantifies DWP's performance on a broad range of other measures, including customers' experiences with DWP staff and the effectiveness and nature of DWP's communication. By monitoring these (and other) measures, DWP will continue its work to ensure the effective delivery of benefits and to improve its service where possible.

A summary of the survey's methodology is provided in the **methodology document** available alongside this publication. **Data tabulations which present additional 2015/16 survey data** are also available. Reports containing data from earlier years of the survey are also available in the public domain.

When reading the report, bear in mind the fact that **customers' satisfaction levels are likely to be impacted by the nature of the benefit they are claiming**. As such, it is more informative to look at trends over time for each benefit rather than making in-year comparisons between benefits.

Please also note that there was a methodological change to the way that Attendance Allowance, Disability Living Allowance and Personal Independence Payment customers were sampled in 2015/16 which means that for these benefits results for 2015/16 are not directly comparable with previous years (further details are provided in the methodology document accompanying this report).

Percentages in charts do not always add to 100 per cent due to rounding and/or allowing survey participants to give more than a single response at some questions. All commentary in the report focuses on differences that are **statistically significant** at a 95 per cent confidence level.

## Key changes to benefits over the research period

The roll-out of Universal Credit Live Service continued throughout the research period – this involved a gradual transfer in the benefit eligibility of a subset of jobseekers from Jobseeker's Allowance to Universal Credit.

Only those Universal Credit customers in Live Service were included in the CSES sample. The phased transfer of recipients from Disability Living Allowance to the Personal Independence Payment also gained pace, with the timetable for some areas brought forward from the original plans. A new flat-rate State Pension was introduced for people reaching pension age from 6 April 2016.

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**Feedback is welcome**

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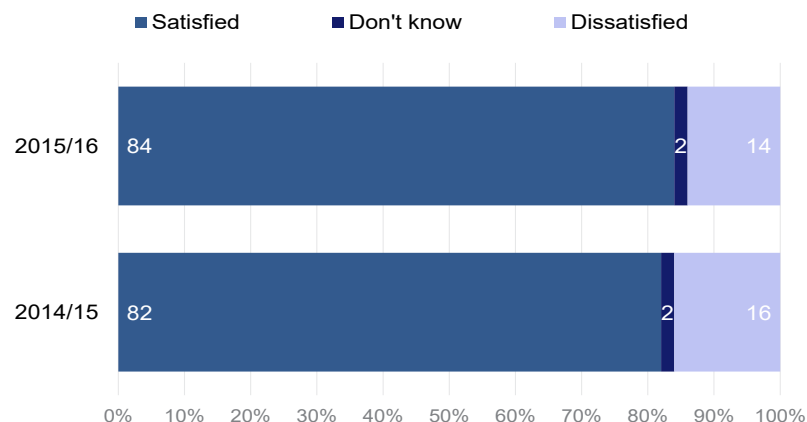
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# Overall satisfaction with service provided

## Overall satisfaction amongst all recent DWP customers increased slightly

### Overall satisfaction amongst the total population of DWP customers



Base: All DWP contacting customers in 2015/16 (15,626); 2014/15 (14,917)

Amongst the total population of DWP customers, there was an improvement in overall satisfaction levels. During 2015/16 84 per cent of customers reported being satisfied with the services provided by DWP— an increase from 82 per cent in 2014/15.

The improvement in overall satisfaction was driven by an increase in the proportion of customers reporting that they were 'very satisfied', which rose from 35 per cent in 2014/15 to 38 per cent in 2015/16.

In parallel, the proportion reporting that they were 'very dissatisfied' fell from eight per cent in 2014/15 to six per cent in 2015/16.

See **Table 1.1** for full 2015/16 data.

## Points to consider

Overall satisfaction is driven by a range of complex, interrelated factors. We periodically conduct multivariate analysis of which factors drive satisfaction and last reported on results in the 2013 CSES report.<sup>1</sup> As these drivers tend to remain stable in the short to medium term we do not repeat this analysis every year.

Trend data for overall satisfaction amongst all DWP customers may be affected by changes in the number of customers claiming each benefit rather than changes in the satisfaction of customers of each benefit per se. Customers of different benefits tend to have different levels of satisfaction - that being the case, as the number of people claiming different benefits changes over time, so the overall satisfaction measure will also tend to change. As such, with a view to minimising any such effects, the report focuses only on the two most recent years when reporting data relating to the entire population of DWP customers.

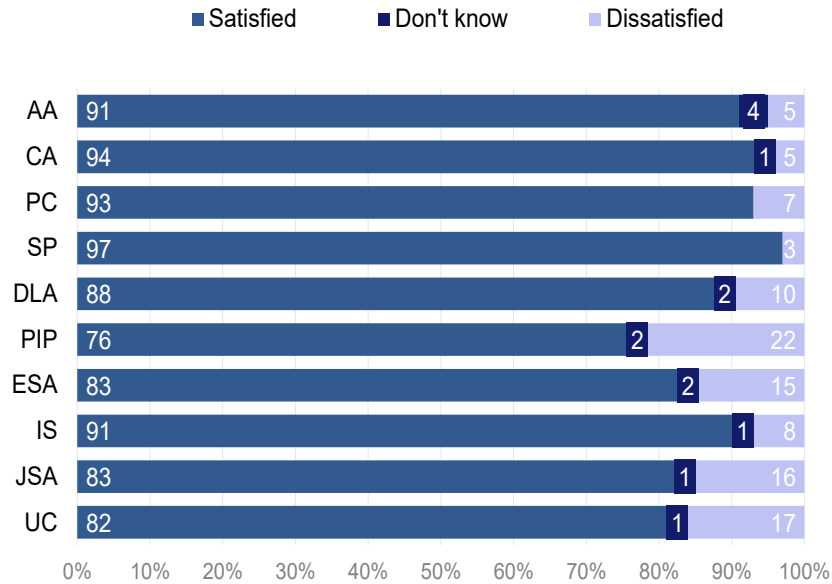
As well as collecting satisfaction at an overall level, the survey also collects data on customers' satisfaction with specific transactions such as 'making a claim', 'reporting a change in circumstances' and 'appealing a decision' (along with a number of other transactions) covering the remaining aspects of the DWP Customer Charter. These are not covered in this report, but the data are presented in the accompanying data tabulations.

<sup>1</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/364302/rrep884-research-report-dwp-claimant-survey-2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/364302/rrep884-research-report-dwp-claimant-survey-2013.pdf)

# Overall satisfaction with service provided by benefit

The majority of customers of all ten benefits reported that they were satisfied.

Overall satisfaction amongst customers of each key benefit



Base: All DWP contacting customers of AA (450); CA (448); PC (452); SP (451); DLA (452); PIP (801); ESA (5,602); IS (447); JSA (5,610); UC (913)

The majority of contacting customers of all ten benefits in 2015/16 reported that they were satisfied with the service that they had received from DWP, ranging from around three quarters (76 per cent) of Personal Independence Payment customers to 97 per cent of State Pension customers.

The proportion of contacting customers that were 'very dissatisfied' with the service that they had received was relatively low for all benefits, though around one in ten of Personal Independence Payment customers (12 per cent) and Universal Credit customers (eight per cent) fell into this category.

The circumstances of the customers of each benefit differ dramatically – for example PIP claims are typically complex and usually involve a face-to-face assessment of functional capacity with a third party provider, whilst Jobseeker's Allowance customers will have direct contact with DWP staff when they sign their claimant commitment at the Jobcentre. As such, these data should not be viewed as an absolute measure of the success with which each benefit is being administered. This being the case, the following sections focus on each benefit individually and monitor how satisfaction has changed over time, which gives a clearer reflection of where progress is (or is not) being made and where, specifically, any issues in service delivery potentially lie.

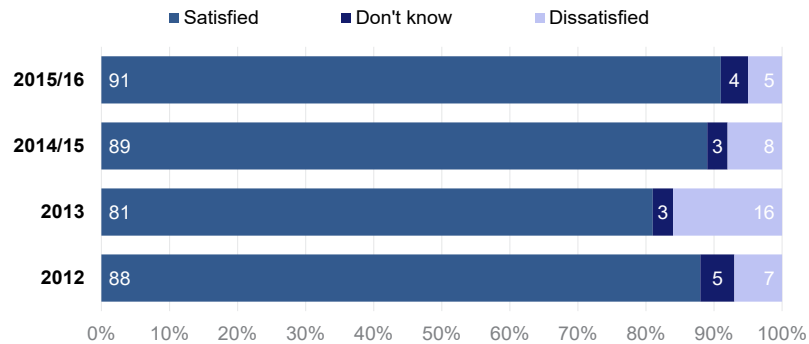
It should also be borne in mind that different types of transactions relating to a given benefit often result in different levels of reported satisfaction. For example transactions which involve appealing a benefits decision will typically result in a lower satisfaction score than transactions in which a customer is starting a new claim. Further detail on this topic can be found in Table 1.2.

See **Tables 1.1 and 1.2** for full 2015/16 data.

# Overall satisfaction for pension-related benefits (1 of 2)

## Satisfaction amongst Attendance Allowance customers remained stable

### Attendance Allowance overall satisfaction over time



Base: All AA contacting customers in 2015/16 (450); 2014/15 (462); 2013 (252); 2012 (468)

Overall satisfaction levels for each of the four pension-related benefits covered in the survey (Attendance Allowance, Carer's Allowance, Pension Credit and State Pension) remained stable between 2014/15 and 2015/16. More than nine in ten customers of each pension-related benefit reported that they were satisfied to some extent with the service they received.

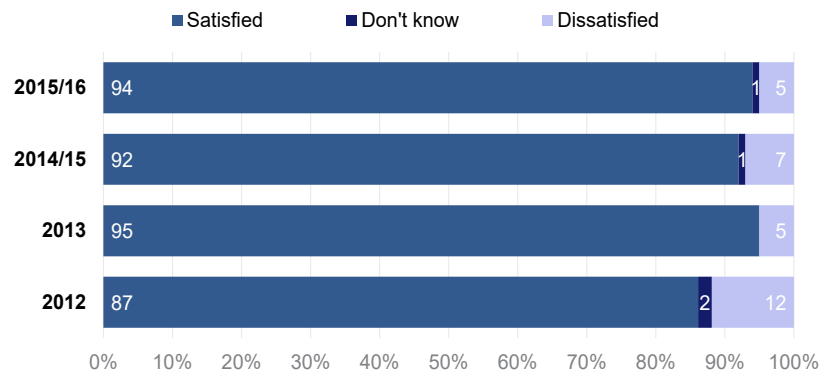
Looking specifically at Attendance Allowance customers, around nine in ten (91 per cent) reported that they were satisfied to some extent with the service they received while six in ten (61 per cent) said that they were 'very satisfied'.

These satisfaction levels for Attendance Allowance are in line with those recorded in 2012 and 2014/15 and remain stronger than those seen in 2013.

See **Table 1.1** for full 2015/16 data.

## Carer's Allowance satisfaction levels also remained stable

### Carer's Allowance overall satisfaction over time



Base: All CA contacting customers in 2015/16 (448); 2014/15 (461); 2013 (419); 2012 (227)

In 2015/16, the large majority of Carer's Allowance customers reported that they were satisfied with the service they received to some extent (94 per cent). This was in line with the levels seen in 2014/15 and 2013, and remains higher than the satisfaction level recorded in 2012.

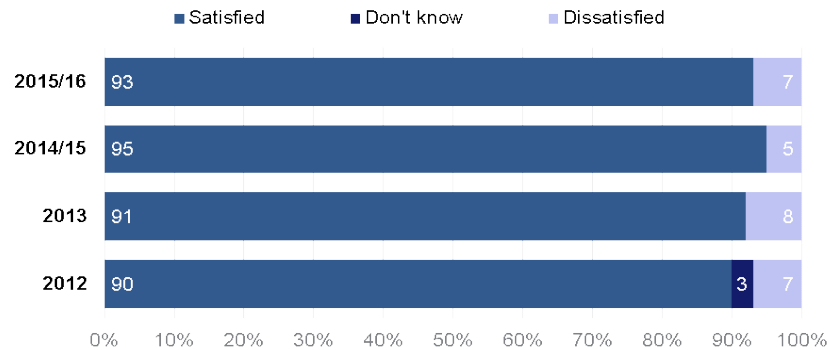
In line with recent years, around six in ten Carer's Allowance customers (58 per cent) reported that they were 'very satisfied'.

See **Table 1.1** for full 2015/16 data.

# Overall satisfaction for pension-related benefits (2 of 2)

## Satisfaction amongst Pension Credit customers showed no change

### Pension Credit overall satisfaction over time



Base: All PC contacting customers in 2015/16 (452); 2014/15 (435); 2013 (346); 2012 (657)

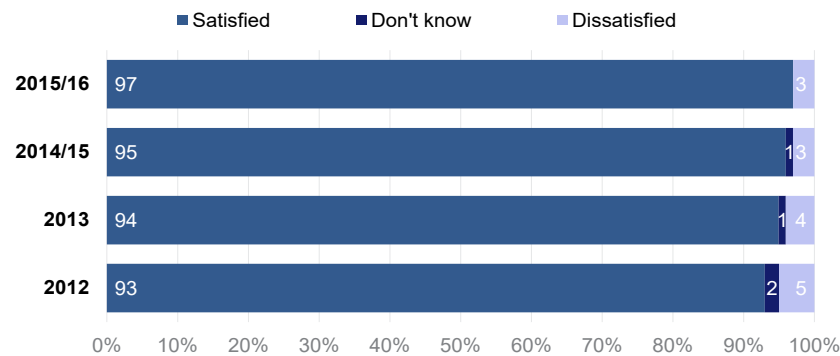
Overall satisfaction amongst Pension Credit customers remained stable from previous years with 93 per cent of customers reporting they were satisfied in 2015/16.

The proportion of Pension Credit customers who were 'very satisfied' in 2015/16 was higher than that recorded in 2013 (56 per cent and 50 per cent respectively).

See **Table 1.1** for full 2015/16 data.

## Satisfaction amongst State Pension customers remained stable

### State Pension overall satisfaction over time



Base: All SP contacting customers in 2015/16 (451); 2014/15 (450); 2013 (386); 2012 (1244)

Two thirds of State Pension customers in 2015/16 (66 per cent) reported that they were 'very satisfied' with the service they received, while almost all (97 per cent) reported that they were satisfied to some extent. These figures were in line with those recorded in 2014/15.

The proportion of State Pension customers reporting that they were 'very satisfied' remained higher in 2015/16 (66 per cent) than in 2012 (56 per cent).

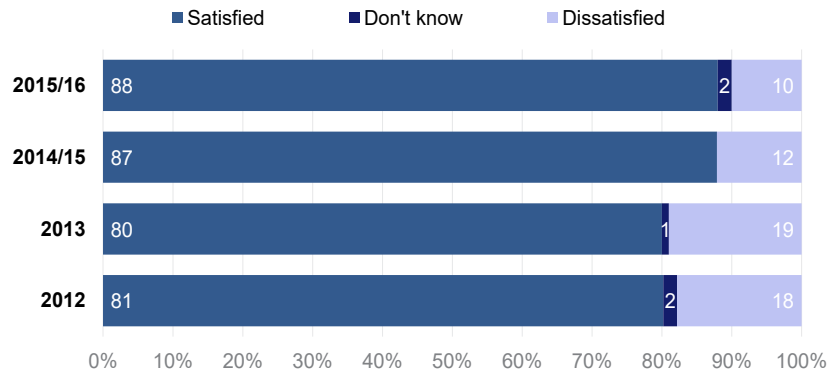
The introduction of the new State Pension for people who reach State Pension age from 6 April 2016 was implemented within the window of the final quarterly wave of interviewing in the 2015/16 dataset. Currently this affects only a single cohort of new pension customers and is likely to have had a minimal effect on overall results. However, the new State Pension may become a more significant factor over time.

See **Table 1.1** for full 2015/16 data.

# Overall satisfaction for disability-related benefits

## Disability Living Allowance satisfaction remains at the higher levels recorded in 2014/15

### Disability Living Allowance overall satisfaction over time



Base: All DLA contacting customers in 2015/16 (452); 2014/15 (226); 2013 (2,073); 2012 (1,394)

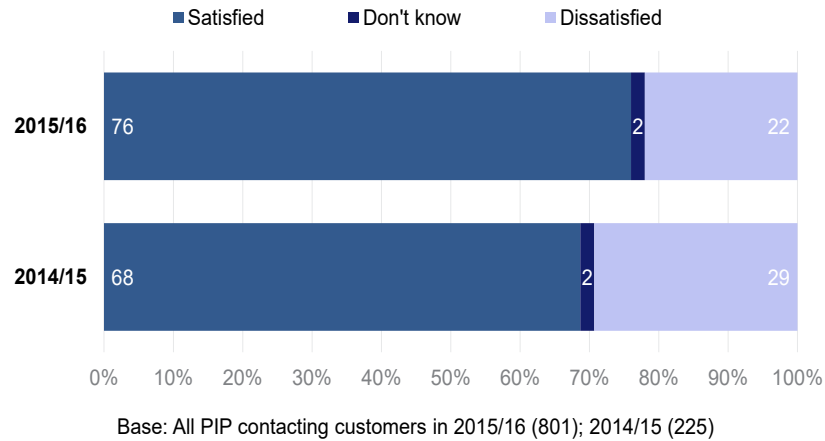
Between 2014/15 and 2015/16, DWP was in the process of transferring customers of the Disability Living Allowance to the Personal Independence Payment. Over time, reflecting the initial focus on transferring working age Disability Living Allowance customers with fixed awards to the Personal Independence Payment, the sample of Disability Living Allowance customers has become more focused on those with indefinite awards.

In spite of this change in profile, overall satisfaction amongst Disability Living Allowance customers in 2015/16 remained in line with that recorded in 2014/15 and higher than previous surveys in 2012 and 2013. Around nine in ten (88 per cent) Disability Living Allowance customers reported that they were satisfied with the service they received while half (50 per cent) reported that they were 'very satisfied'

See **Table 1.1** for full 2015/16 data.

## Overall satisfaction for the Personal Independence Payment increased, driven by a rise in 'very satisfied'. The proportion of 'very dissatisfied' customers decreased

### Personal Independence Payment overall satisfaction over time



As the Personal Independence Payment has become more established and its customer base increased, there has been an increase in overall satisfaction from 68 per cent in 2014/15 to 76 per cent in 2015/16. This increase is driven by an increase in the proportion of customers reporting that they were 'very satisfied' which rose from 25 per cent in 2014/15 to 35 per cent in 2015/16.

The proportion of Personal Independence Payment customers who were 'very dissatisfied' fell from 19 per cent to 12 per cent over the same period. This is likely to be partly explained by the inclusion in the 2014/15 sample of PIP customers who had a new claim disallowed who have not been sampled for the study since 2015/16. This brings PIP sampling into line with sampling practises for other benefits in the survey.

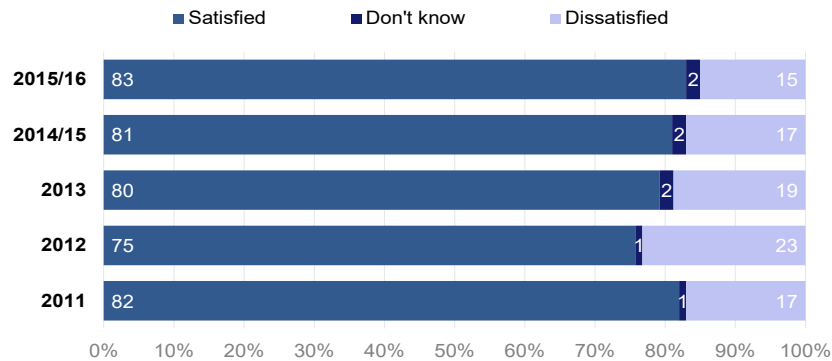
See **Table 1.1** for full 2015/16 data.



# Overall satisfaction for employment-related benefits (1 of 2)

## Satisfaction with the Employment and Support Allowance increased slightly

### Employment and Support Allowance overall satisfaction over time



Base: All ESA contacting customers in 2015/16 (5,602); 2014/15 (5,600); 2013 (834); 2012 (844); 2011 (615)

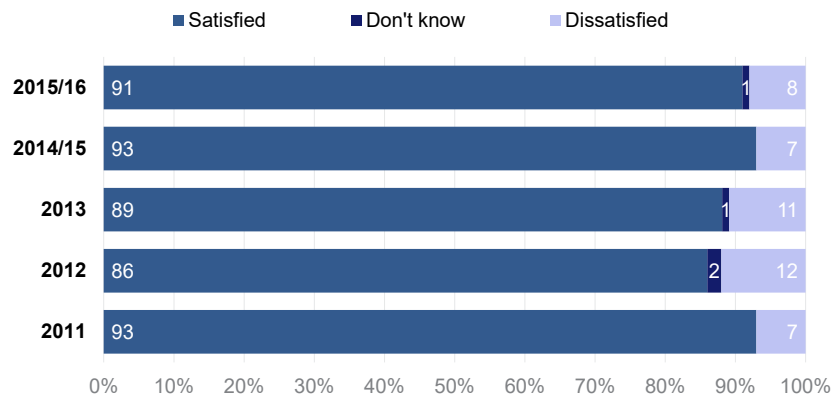
There was a small increase in the proportion of Employment and Support Allowance customers reporting that they were satisfied with the service they received, from 81 per cent in 2013 to 83 per cent in 2015/16. While the proportion of customers reporting that they were 'fairly satisfied' remained stable (48 per cent in both 2014/15 and 2015/16), the proportion of customers reporting to be 'very satisfied' increased (from 33 per cent in 2014/15 to 36 per cent in 2015/16).

The proportion of satisfied Employment and Support Allowance customers was relatively consistent across Jobcentre Plus regions, ranging from 80 per cent in London and Home to 87 per cent in the Central region.

See **Table 1.1** for full 2015/16 data.

## Satisfaction with Income Support remained stable

### Income Support overall satisfaction over time



Base: All IS contacting customers in 2015/16 (447); 2014/15 (449); 2013 (419); 2012 (792); 2011 (642)

Satisfaction levels amongst Income Support customers remained stable in 2015/16, with nine in ten (91 per cent) reporting that they were satisfied with the service they received and half (48 per cent) saying that they were 'very satisfied'.

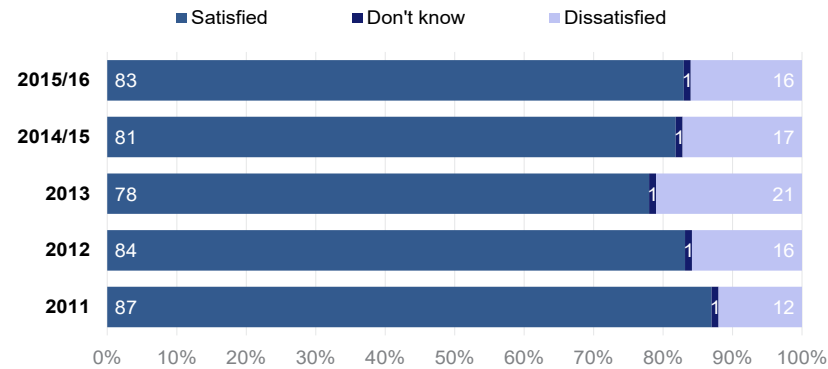
The proportion of dissatisfied Income Support customers remained lower in 2015/16 than in 2012 (eight per cent and 12 per cent respectively).

See **Table 1.1** for full 2015/16 data.

# Overall satisfaction for employment-related benefits (2 of 2)

## Jobseeker's Allowance satisfaction has continued to recover

### Jobseeker's Allowance overall satisfaction over time



Base: All JSA contacting customers in 2015/16 (5,610); 2014/15 (5,604); 2013 (1,523); 2012 (1,303); 2011 (910)

Satisfaction amongst Jobseeker's Allowance customers continued to improve in 2015/16. Overall, 83 per cent of Jobseeker's Allowance customers were satisfied with the service they received in 2015/16, an increase from 81 per cent in 2014/15.

This marks a return to the satisfaction levels recorded in 2012 (84 per cent), though customers in 2015/16 remained less satisfied than those in 2011 (83 per cent and 87 per cent respectively).

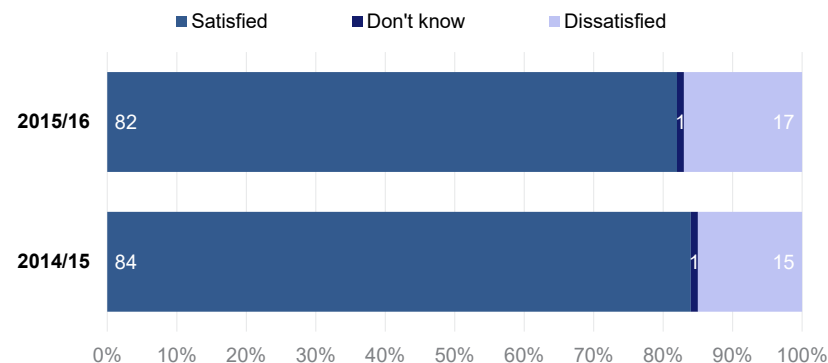
The proportion of satisfied Jobseeker's Allowance customers was relatively consistent across Jobcentre Plus regions, ranging from 80 per cent in London and Home to 87 per cent in Wales.

It is worth noting that the profile of Jobseeker's Allowance customers has gradually been changing as Universal Credit is rolled out more widely and now includes fewer single customers than was previously the case.

See **Table 1.1** for full 2015/16 data.

## Universal Credit satisfaction remains stable as it is rolled out more widely

### Universal Credit Live Service overall satisfaction over time



Base: All UC contacting customers in 2015/16 (913); 2014/15 (1,005)

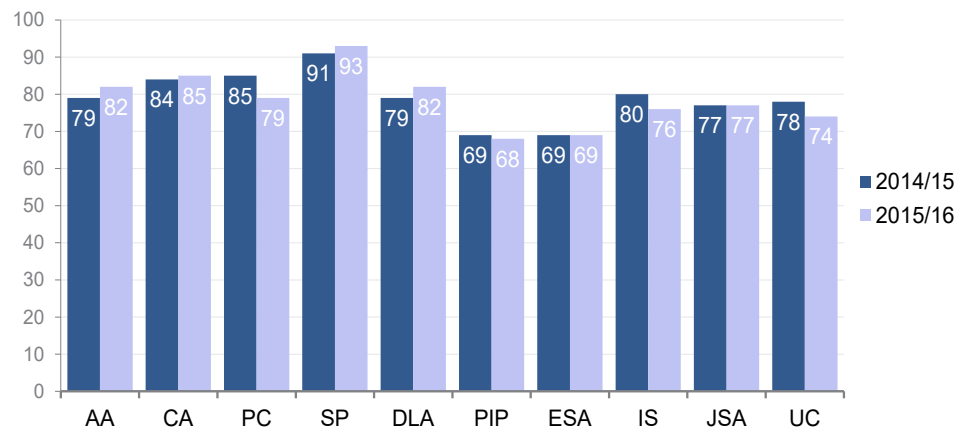
Overall satisfaction amongst Universal Credit customers has remained essentially stable in spite of the expansion of the benefit to new locations. Around eight in ten (82 per cent) Universal Credit customers reported that they were satisfied with the service they received, while around a third (36 per cent) were 'very satisfied'.

See **Table 1.1** for full 2015/16 data.

## Ease of getting in touch during transaction (Charter element - Ease of access)

### The majority of customers reported that it was easy to get in touch in 2015/16

#### Customers rating ease of getting in touch as 'very' or 'fairly' easy



Base: Customers rating ease of making contact in 2014/15 / 2015/16 for AA (374/392); CA (447/450); PC (395/417); SP (454/438); DLA (275/409); PIP (225/728); ESA (5,178/5,090); IS (535/532); JSA (5,614/5,477); UC (973/920)

The majority of customers of all benefits reported that they found it easy overall to get in touch with DWP during their selected transaction.

Amongst pension-related benefits the proportion reporting that it was easy to get in touch remained stable between 2014/15 and 2015/16 for Attendance Allowance, Carer's Allowance and State Pension customers. However, there was a decline for Pension Credit, where the proportion of customers saying it was easy to get in touch fell from 85 per cent to 79 per cent. The proportion reporting finding it 'very difficult' to get in touch for Pension Credit increased from three per cent in 2014/15 to seven per cent in 2015/16.

Ease of contact for disability-related benefits (Disability Living Allowance and Personal Independence Payment) remained stable.

As Universal Credit continues to expand, a smaller proportion of customers reported that it was easy to get in touch, falling from 78 per cent in 2014/15 to 74 per cent in 2015/16 (while the proportion saying that it was 'very easy' fell from 38 per cent to 33 per cent).

All other employment-related benefits (Employment and Support Allowance, Income Support and Jobseeker's Allowance) remained stable.

See **Table 2.4** for full 2015/16 data.

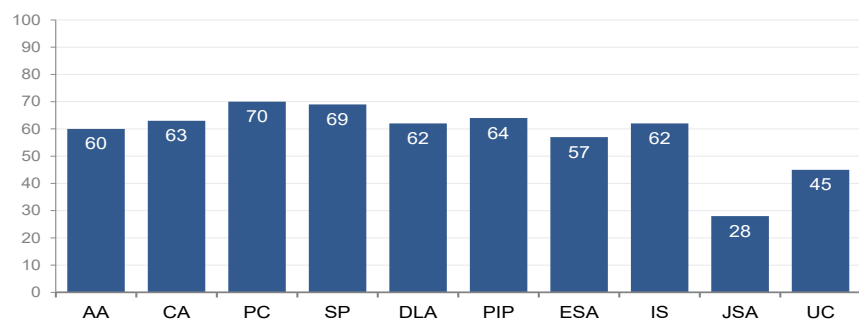
### A focus on specific transactions

A number of measures in the questionnaire focused on a specific transaction – chosen from a set list of possible transactions by the customer - rather than the totality of a customer's interactions with DWP. Where customers had been involved in more than a single transaction over the past three months, the survey selected less common or more complex transactions rather than more routine interactions.

## Channels used during transaction (interpersonal contact)

### Telephone was the main means of contact for all benefits apart from Jobseeker's Allowance and Universal Credit

#### Customers who had telephone contact during transaction in 2015/16



Base: All DWP contacting customers of AA (411); CA (486); PC (429); SP (474); DLA (436); PIP (818); ESA (5,412); IS (560); JSA (5,637); UC (963)

Customers were asked which types of contact they had with DWP in relation to the transaction selected as the focus of the interview. It should be noted that relatively complex transactions were prioritised and these data are not therefore representative of *all* transactions<sup>2</sup>.

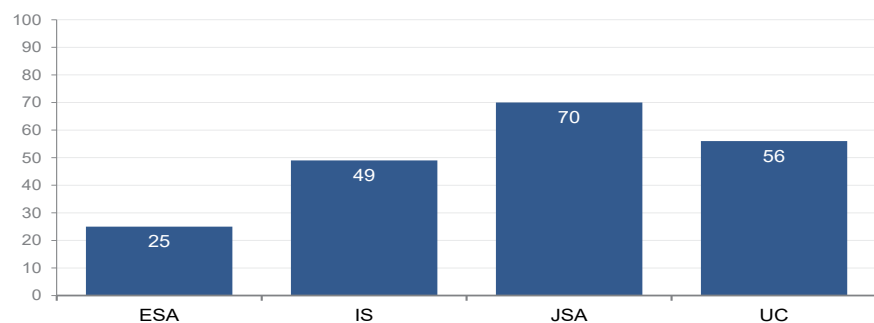
Overall, telephone was the most commonly used means of communication for all benefits with the exception of Jobseeker's Allowance and Universal Credit.

Only around three in ten (28 per cent) Jobseeker's Allowance transactions involved telephone contact, compared to 70 per cent of Pension Credit transactions and 69 per cent of State Pension transactions.

See **Table 2.1** for full 2015/16 data.

## Face-to-face contact was most common among Jobseeker's Allowance customers

#### Customers who had face-to-face contact with someone from DWP during transaction in 2015/16



Base: All DWP contacting customers of AA (411); CA (486); PC (429); SP (474); DLA (436); ESA (5,412); IS (560); JSA (5,637); UC (963)

Jobseeker's Allowance saw the highest incidence of face-to-face contact, with 70 per cent of the selected transactions involving in-person interactions with DWP staff. This is likely to be a consequence of DWP's requirement that every Jobseeker's Allowance claimant attends the Jobcentre at least once a fortnight to sign on. More than half (56 per cent) of the selected Universal Credit transactions involved face-to-face contact and there was a broadly similar level amongst Income Support transactions (49 per cent).

Face-to-face contact with DWP staff is not normally expected for disability-related or pension-related benefits, as they are neither expected nor encouraged to attend the Jobcentre as a condition of their claim. Therefore, we do not report on face-to-face contact for these benefits.

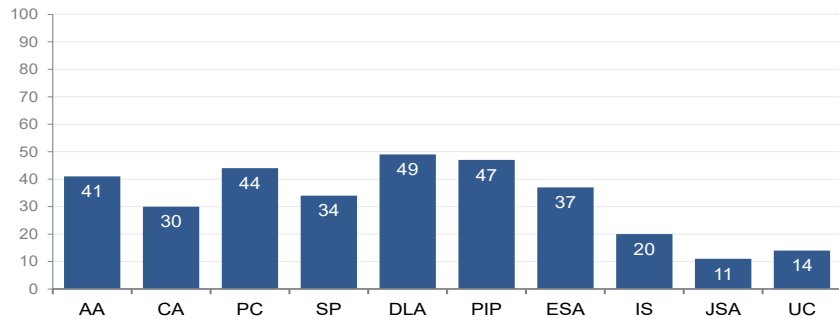
See **Table 2.1** for full 2015/16 data.

<sup>2</sup> When selecting which transaction to discuss in the interview more complex transactions which involved a sequence of steps or contacts and which held greater potential to yield information on multiple aspects of service delivery were given higher priority than more straightforward transactions.

# Channels used during transaction (mail and e-mail)

## The use of postal mail remained widespread, but less common for Jobseeker’s Allowance and Universal Credit transactions

### Customers who received or sent a letter during transaction in 2015/16



Base: All DWP contacting customers of AA (411); CA (486); PC (429); SP (474); DLA (436); PIP (818); ESA (5,412); IS (560); JSA (5,637); UC (963)

With the exception of the Employment and Support Allowance, employment related transactions were less likely to involve communication by letter than disability-related or pension-related transactions.

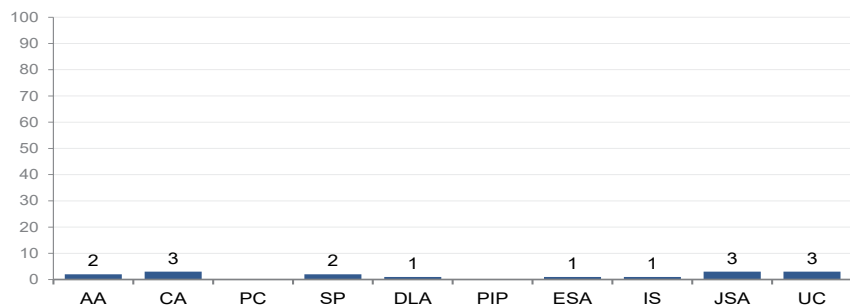
Only 11 per cent of the selected Jobseeker’s Allowance transactions and 14 per cent of the Universal Credit transactions involved a postal element.

Disability-related transactions were the most likely to involve communication via letter (49 per cent for the Disability Living Allowance and 47 per cent for the Personal Independence Plan).

See **Table 2.1** for full 2015/16 data.

## Email communication was least used regardless of the benefit type

### Customers who received or sent an email during transaction in 2015/16



Base: All DWP contacting customers of AA (411); CA (486); PC (429); SP (474); DLA (436); PIP (818); ESA (5,412); IS (560); JSA (5,637); UC (963)

There was minimal usage of email communication for all of the different benefit types.

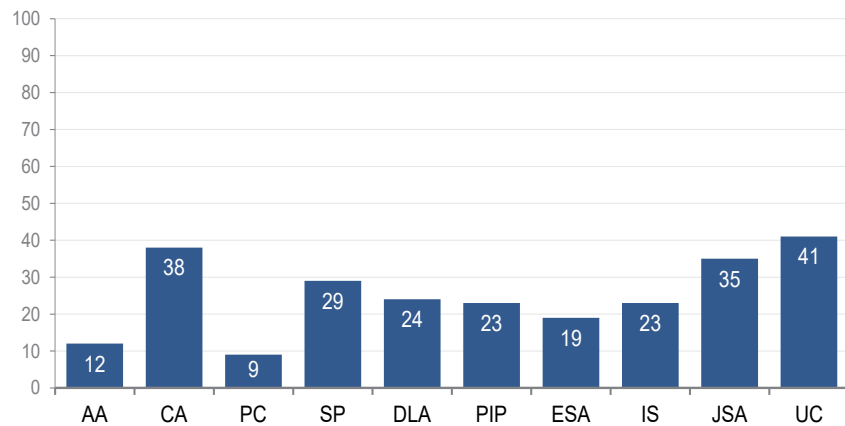
Across all benefits, the incidence of email usage was only three per cent or lower. As such, it appears that benefits remain much more strongly focused on postal rather than email communication (at least for the more complex transactions which were prioritised during the interview).

See **Table 2.1** for full 2015/16 data.

## Channels used during transaction (technology enabled channels)

### Gov.uk was used in more than a third of the selected Carer's Allowance, Jobseeker's Allowance and Universal Credit transactions

#### Customers who visited gov.uk during transaction in 2015/16



Base: All DWP contacting customers of AA (411); CA (486); PC (429); SP (474); DLA (436); PIP (818); ESA (5,412); IS (560); JSA (5,637); UC (963)

Jobseeker's Allowance and Universal Credit Live customers must apply online for their benefit unless they are specifically exempt from doing so. For Carer's Allowance, DWP offers a fully functional digital service both for making a claim and reporting changes – though this can also be done the phone. Similarly, State Pension customers have the option to apply online. Customers can also search for information about all benefits on gov.uk or use DWP's job search portal, Universal Jobmatch.

The usage of gov.uk was relatively widespread amongst customers of Universal Credit (41 per cent), Carer's Allowance (38 per cent) and Jobseeker's Allowance (35 per cent). This is likely to reflect the communication channels that these claimant groups are encouraged or required to use for certain transactions, as well as levels of internet access and proficiency among these claimant groups.

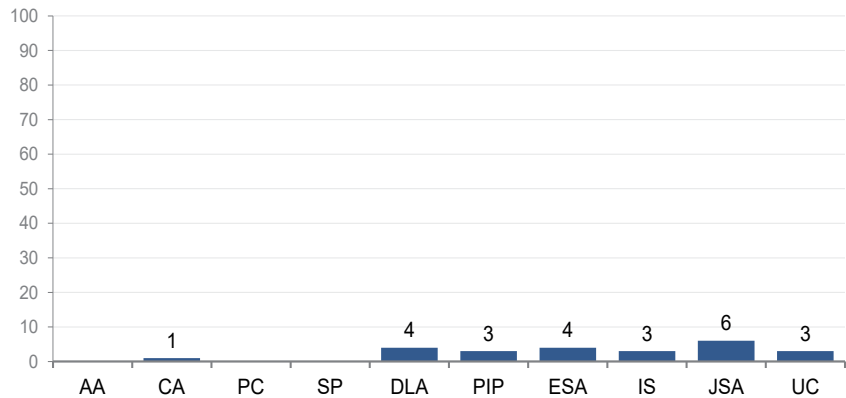
Customers of Pension Credit were the least likely to have visited gov.uk as part of their selected transaction (nine per cent). Attendance Allowance customers were also relatively infrequent users of gov.uk (12 per cent).

While digital exclusion is an issue to bear in mind (see following page), there does appear to be a gap between the proportion of respondents prepared to use the internet for key transactions and the proportion that currently engage with gov.uk.

See **Table 2.1** for full 2015/16 data.

## Very few of the selected transactions involved text messages

### Customers who received a text message during transaction in 2015/16



Base: All DWP contacting customers of AA (411); CA (486); PC (429); SP (474); DLA (436); PIP (818); ESA (5,412); IS (560); JSA (5,637); UC (963)

DWP contacts some customers by text message. For all benefits, the usage of text messages as part of the selected transaction was low.

Text-messaging was most widespread amongst Jobseeker's Allowance transactions (six per cent).

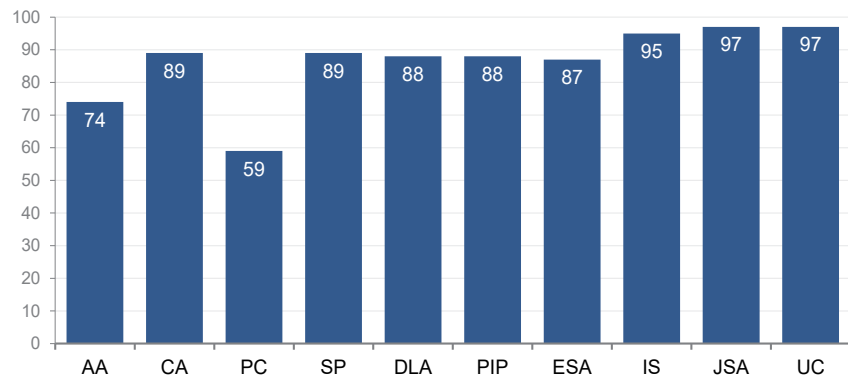
Fewer than one per cent of Attendance Allowance, Pension Credit and State Pension customers reported that text messages had played a part in their selected transaction.

See **Table 2.1** for full 2015/16 data.

# Digital services in 2015/16

## Digital exclusion remains an issue to consider, particularly for certain benefit groups

Whether customers have internet access



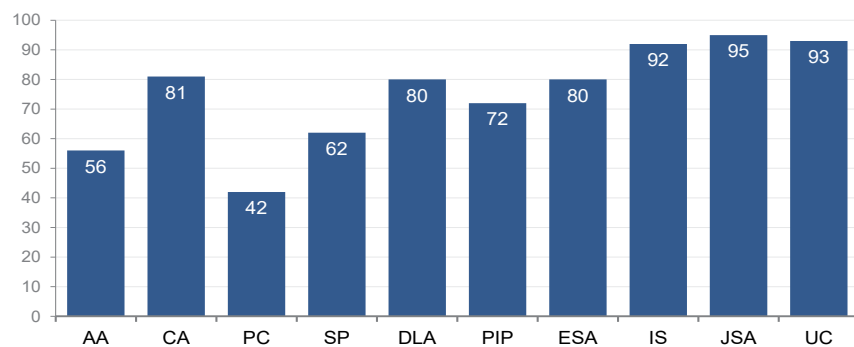
Base (Modularised): All DWP contacting customers of: AA (176); CA (251); PC (217); SP (260); DLA (190); PIP (420); ESA (885); IS (235); JSA (971); UC (601)

Customers of each benefit were asked whether they had internet access. While internet penetration rates were relatively high for the majority of customer groups, only three quarters (74 per cent) of Attendance Allowance customers and around six in ten (59 per cent) Pension Credit customers in 2015/16 had access. As such, digital exclusion remains an issue to bear in mind in the provision of services.

See **Table 7.1** for full 2015/16 data.

## Many employment-related customers consider undertaking key tasks online, but some are less willing

Whether customers would consider using the internet for at least one task relating to benefits



Base (Modularised): All DWP contacting customers of: AA (136); CA (104); PC (105); SP (95); DLA (138); PIP (196); ESA (471); IS (122); JSA (454); UC (175)

Customers were also asked whether they would consider conducting key tasks relating to their benefits via the internet. The charted data shows the proportion of customers of each benefit willing to consider doing **at least one** of the prompted tasks online. More detailed data, which looks at responses to each of the tasks individually, is included in the accompanying data tabulations – these include: finding out whether eligible for a benefit; finding out how to claim a benefit; applying for a benefit; searching for jobs; finding out how to apply for a loan; and updating personal details.

For several of the employment-related benefits (Income Support, Jobseeker's Allowance and Universal Credit), there was a strong correlation between the proportion of customers with internet access (see chart above) and the proportion willing to conduct key tasks online. However, this did not apply universally. There was a gap of more than 15 percentage points between the proportion of customers with internet access and the proportion willing to conduct a task online for Attendance Allowance, Pension Credit, State Pension and Personal Independence Payment.

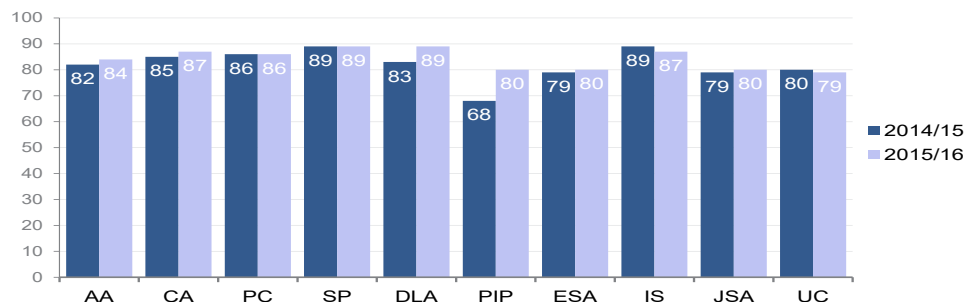
See **Table 7.7** for full 2015/16 data.



## Clarity of communication (Charter element – Getting it right)

### Clear explanations of Personal Independence Payment and Disability Living Allowance payment calculations in 2015/16

#### Customers saying explanation of payment calculations was 'very' or 'fairly' clear



Base: Customers of each benefit in 2014/15 / 2015/16: AA (379/404); CA (465/471); PC (398/426); SP (487/468); DLA (284/431); PIP (246/766); ESA (5,426/5,264); IS (547/553); JSA (5,687/5,449); UC (999/911)

The proportion of Personal Independence Payment customers saying that their payment calculations were explained clearly (either 'very' or 'fairly') increased substantially, from 68 per cent in 2014/15 to 80 per cent in 2015/16. Over the same period, the proportion of Personal Independence Payment customers reporting that this had 'not been explained at all' fell from 17 per cent to seven per cent.

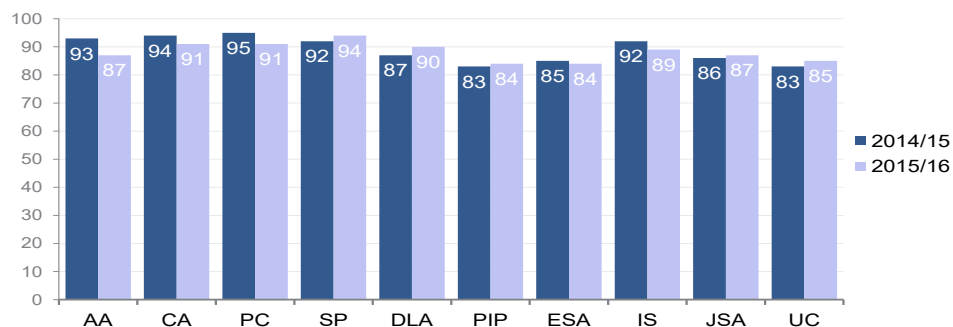
There was also an improvement in the proportion of Disability Living Allowance customers reporting that there had been clear explanation of their payment calculations, from 83 per cent in 2014/15 to 89 per cent in 2015/16.

All other benefits remained stable, with between eight and nine in ten customers reporting that their payment calculations had been explained very or fairly clearly.

See **Table 3.1** for full 2015/16 data.

### Explanations of decisions about Attendance Allowance and Pension Credit were seen as less clear in 2015/16

#### Customers saying explanation of decisions about benefits was 'very' or 'fairly' clear



Base: Customers who received a decision about their benefit in 2014/15 / 2015/16: AA (264/220); CA (302/254); PC (227/233); SP (335/285); DLA (206/272); PIP (117/441); ESA (2,914/3,131); IS (396/348); JSA (2,914/2,140); UC (315/411)

Those customers who had received a decision from DWP about their benefit were asked whether the decision had been explained clearly.

Amongst pension-related benefits, there was a decline in the proportion saying the decision had been explained 'very' or 'fairly' clearly, with falls for both Attendance Allowance (from 93 per cent in 2014/15 to 87 per cent in 2015/16) and Pension Credit (from 95 per cent to 91 per cent). Carer's Allowance and State Pension did, however, remain stable.

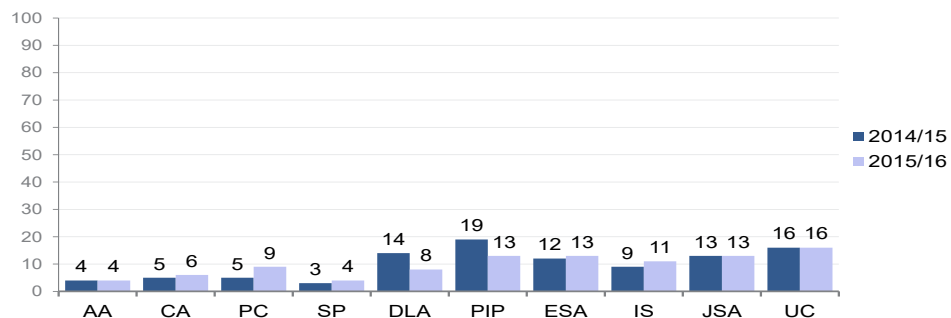
All disability-related (Disability Living Allowance and Personal Independence Payment) and employment-related (Employment and Support Allowance, Income Support, Jobseeker's Allowance and Universal Credit) benefits remained stable in terms of their clarity in explaining decisions.

See **Table 3.2** for full 2015/16 data.

# Providing the correct information about transaction (Charter element – Getting it right)

## Disability-related benefits saw a decline in incorrect or contradictory information

### Customers saying they were given any incorrect or contradictory information



Base: Customers of each benefit in 2014/15 / 2015/16: AA (379/411); CA (465/486); PC (398/429); SP (487/474); DLA (284/436); PIP (246/818); ESA (5,426/5,412); IS (547/560); JSA (5,687/5,637); UC (999/963)

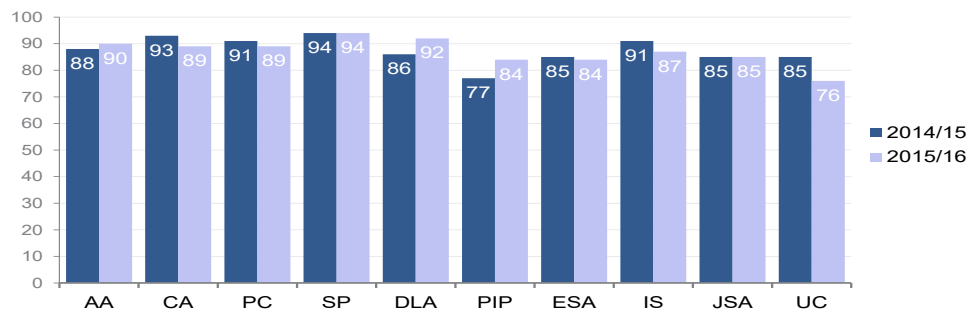
There was a decrease in the proportion of disability-related customers who reported that they had been given incorrect or contradictory information. For Disability Living Allowance this fell from 14 per cent in 2014/15 to eight per cent in 2015/16. For Personal Independence Payment there was an improvement from 19 per cent in 2014/15 to 13 per cent in 2015/16.

All pension-related and employment-related benefits remained stable, with the incidence of perceived errors ranging from four per cent amongst Attendance Allowance customers to 16 per cent for Universal Credit customers in 2015/16.

See **Table 3.3** for full 2015/16 data.

## The proportion of Universal Credit customers who considered they were given correct information declined in 2015/6

### Whether staff on calls made to DWP provided correct information



Base: Customers making calls to DWP in 2014/15 / 2015/16 : AA (122/178); CA (216/223); PC (291/240); SP (297/300); DLA (111/195); PIP (123/407); ESA (2,767/2,569); IS (334/287); JSA (941/992); UC (285/290)

Those customers who made telephone calls to DWP were asked whether the person they spoke to gave them correct information. Results were generally stable, though there was a decline in the proportion of Universal Credit customers saying that they had been given correct information over the telephone, from 85 per cent in 2014/15 to 76 per cent in 2015/16.

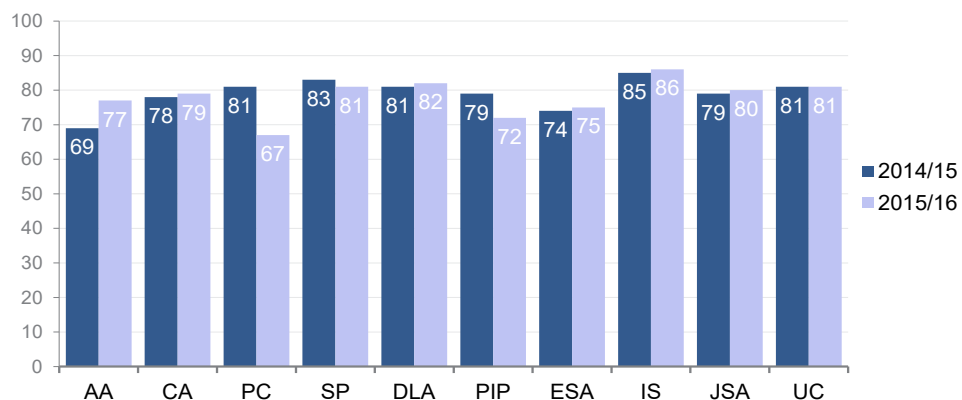
Customers who encountered staff in person were also asked whether they provided correct information. Here Universal Credit's performance was stable, with 89 per cent of customers in both 2014/15 and 2015/16 reporting that they had been given correct information in person by staff at the Jobcentre.

See **Tables 3.4 and 3.5** for full 2015/16 data.

## Communication on next steps (Charter element – Keeping you informed)

### Communication on next steps improved for Attendance Allowance, but Pension Credit and Personal Independence Payment performed less well

#### Whether told what would happen next in transaction



Base: Customers whose transactions involved multiple stages in 2014/15 / 2015/16 : AA (347/348); CA (412/413); PC (353/382); SP (407/402); DLA (259/384); PIP (197/668); ESA (4,805/4,747); IS (528/515); JSA (4,706/4,372); UC (904/837)

Those customers whose transaction involved multiple stages were asked whether they were told what would happen next.

There were mixed results amongst pension-related benefits. For Attendance Allowance, the proportion of customers reporting being told what would happen next increased from 69 per cent in 2014/15 to 77 per cent in 2015/16. However, there was a decrease amongst Pension Credit customers (from 81 per cent to 67 per cent).

In contrast to its positive performance elsewhere, there was a decline in the proportion of Personal Independence Payment customers reporting that they had been informed what would happen next in their transaction (from 79 per cent in 2014/15 to 72 per cent in 2015/16).

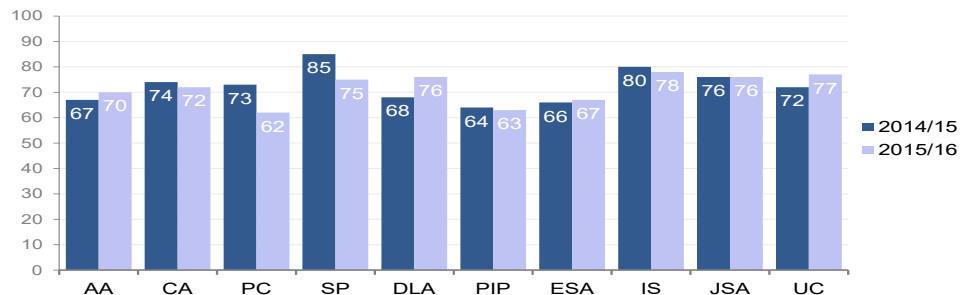
Employment-related benefits (Employment and Support Allowance, Income Support, Jobseeker's Allowance and Universal Credit) remained stable in this regard.

See **Table 4.1** for full 2015/16 data.

# Keeping customers informed on progress and timings (Charter element – Keeping you informed)

## Disability Living Allowance customers were more likely to feel they had been given clear timings

### Whether was given clear timings about transaction



Base: Customers whose transaction required action from DWP in 2014/15 / 2015/16: AA (340/344); CA (416/400); PC (350/370); SP (366/369); DLA (262/388); PIP (200/662); ESA (4,305/4,277); IS (468/422); JSA (3,218/3,088); UC (520/610)

Customers whose transaction required action from DWP were asked whether they had been given clear timings around what DWP would do.

Amongst pension-related benefits, there was a decrease in performance in this respect for Pension Credit (falling from 73 per cent in 2014/15 to 62 per cent in 2015/16) and State Pension (85 per cent to 75 per cent). Attendance Allowance and Carer's Allowance remained stable.

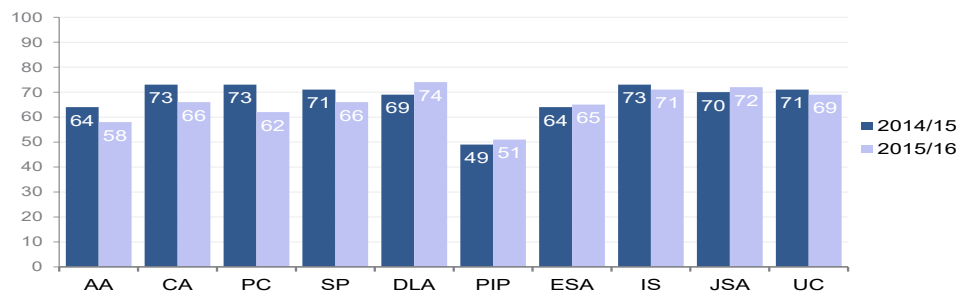
Amongst disability-related benefits, Personal Independence Payment remained stable, while Disability Living Allowance saw an increase from 68 per cent to 76 per cent.

Employment-related benefits (Employment and Support Allowance, Income Support, Jobseeker's Allowance and Universal Credit) did not see any statistically significant changes in terms of the communication of clear timings.

See **Table 4.2** for full 2015/16 data.

## Pension-related benefits performed less well in terms of keeping customers up to date with progress

### Whether was kept up to date with progress during transaction



Base: Customers whose transaction involved a process in 2014/15 / 2015/16: AA (288/279); CA (359/340); PC (259/212); SP (307/297); DLA (200/308); PIP (156/467); ESA (3,685/3,639); IS (464/454); JSA (3,933/3,546); UC (740/710)

Those customers whose transaction with DWP involved some sort of process (as opposed to a one-off action) were asked whether they were kept up to date with progress throughout the transaction.

Results for pension-related benefits were less positive in 2015/16 than in 2014/15, with declines for Carer's Allowance and Pension Credit (the apparent decreases for Attendance Allowance and State Pension were not, however, statistically significant).

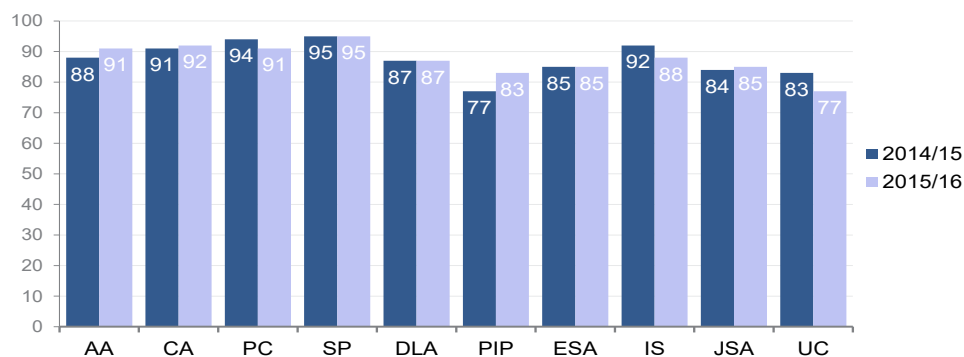
Performance in terms of keeping customers up to date with progress remained stable for all disability-related (Disability Living Allowance and Personal Independence Payment) and employment-related (Employment and Support Allowance, Income Support, Jobseeker's Allowance and Universal Credit) benefits.

See **Table 4.3** for full 2015/16 data.

## Staff Knowledge (Charter element – Getting it right)

### The perceived knowledge level of staff remained stable for most benefits

#### Whether staff on calls made to DWP were knowledgeable



Base: Customers making calls to DWP in 2014/15 / 2015/16 : AA (119/182); CA (217/227); PC (292/242); SP (301/302); DLA (111/199); PIP (127/404); ESA (2,764/2,578); IS (334/287); JSA (943/995); UC (285/290)

There were no statistically significant changes in the proportion of customers reporting that DWP staff they spoke to were knowledgeable. It should, however, be noted that the base size for this question was relatively low for some benefits (meaning that relatively large changes would be needed in order to register as 'significant').

Staff were generally seen as being knowledgeable, particularly by those customers of the State Pension who had made contact by telephone (95 per cent).

Overall, slightly more than three quarters (77 per cent) of Universal Credit customers making contact by telephone reported that the staff they spoke to were knowledgeable.

See **Table 3.9** for full 2015/16 data.

### There was a small increase in the proportion of Jobseeker's Allowance customers who believed Jobcentre staff to be knowledgeable

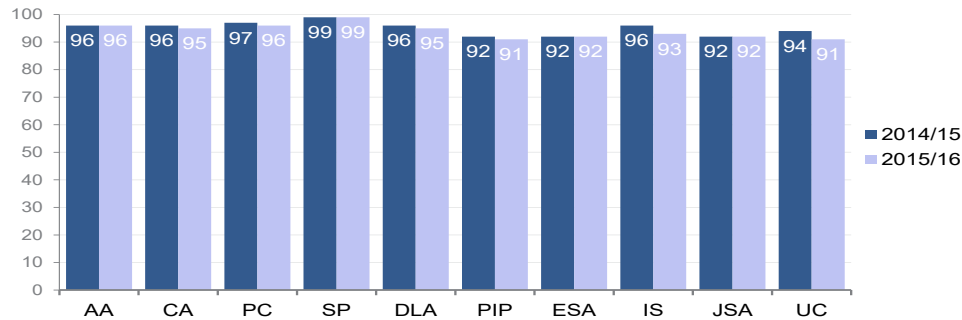
There was a small increase in the proportion of Jobseeker's Allowance customers reporting that staff that they interacted with at the Jobcentre were knowledgeable (rising from 84 per cent in 2014/15 to 86 per cent in 2015/16). For the other employment-related benefits, the proportion of customers viewing Jobcentre staff as knowledgeable remained essentially stable in 2015/16 (86 per cent for Universal Credit, 95 per cent for Income Support and 85 per cent for Employment and Support Allowance).

See **Table 3.8** for full 2015/16 data.

# Politeness of staff (Charter element – Right treatment)

## The large majority of customers continued to report that telephone staff were polite

### Whether staff on calls made to DWP were polite



Base: Customers who made a call to DWP in 2014/15 / 2015/16: AA (123/186); CA (219/229); PC (295/245); SP (303/304); DLA (113/200); PIP (127/409); ESA (2,787/2,588); IS (334/288); JSA (955/1,004); UC (289/291)

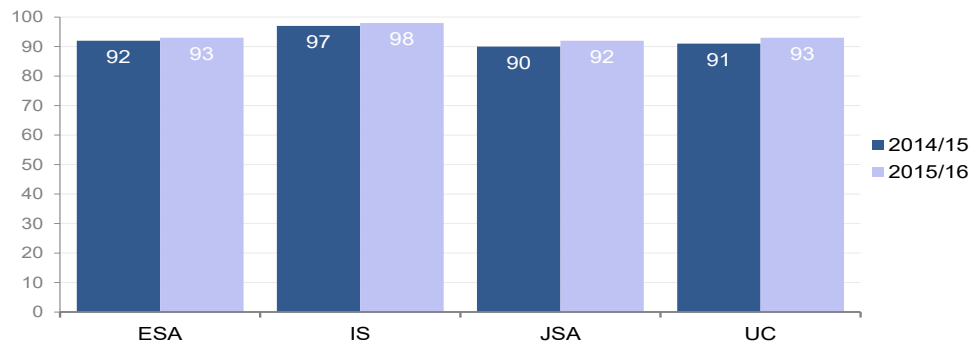
The perceived politeness of staff on calls to DWP remained essentially stable for all benefits in 2015/16.

For all ten of the benefits, more than nine in ten customers reported that DWP staff they dealt with by telephone were polite.

See **Table 5.4** for full 2015/16 data.

## Jobcentre staff were also widely seen as being polite, with a slight improvement for Jobseeker’s Allowance

### Whether staff encountered in person were polite



Base: Customers with face to face interactions in 2014/15 / 2015/16: ESA (1,012/1,206); IS (197/264); JSA (3,230/3,780); UC (585/519)

Among customers receiving employment-related benefits, who might be expected to have face-to-face contact at the Jobcentre, there was a small improvement in the proportion of Jobseeker’s Allowance customers reporting that Jobcentre staff they encountered in person were polite, from 90 per cent in 2014/15 to 92 per cent in 2015/16.

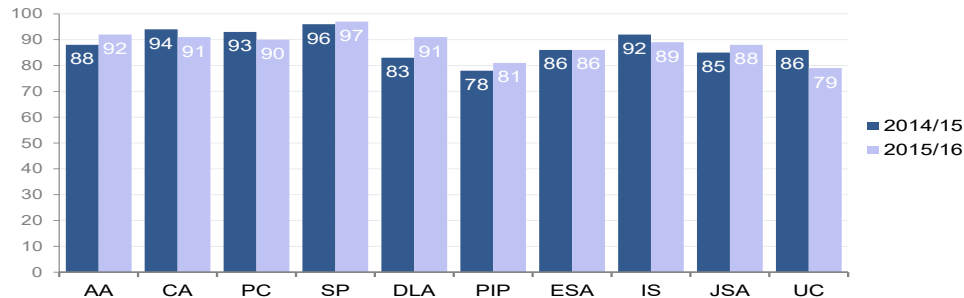
More than nine in ten Employment and Support Allowance, Income Support and Universal Credit customers also reported that Jobcentre staff were polite in person. There was no significant change in this respect between 2014/15 and 2015/16.

See **Table 5.1** for full 2015/16 data.

# Helpfulness of staff (Charter element – Right treatment)

## Universal Credit customers were less likely to see telephone staff as helpful in 2015/16

### Whether staff on calls made to DWP were helpful



Base: Customers who made a call to DWP in 2014/15 / 2015/16: AA (123/186); CA (219/229); PC (295/245); SP (302/304); DLA (112/198); PIP (127/408); ESA (2,785/2,588); IS (334/288); JSA (954/1,000); UC (289/291)

Customers who contacted DWP by phone regarding their benefits were also asked whether the member(s) of staff they spoke to were helpful.

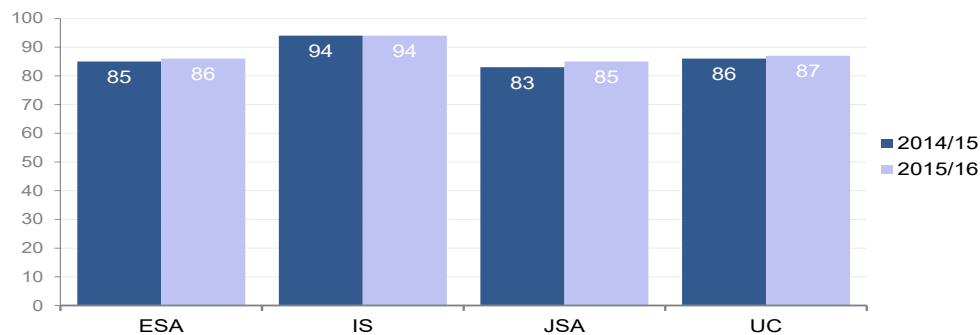
Universal Credit customers were less likely to view telephone staff as helpful in 2015/16 (79 per cent) compared to 2014/15 (86 per cent).

More than eight in ten customers of each of the other benefits reported that the telephone staff they spoke to were helpful. There were no statistically significant changes for these other benefits.

See **Table 5.5** for full 2015/16 data.

## Jobseeker's Allowance customers were more positive about the helpfulness of Jobcentre staff in 2015/16

### Whether Jobcentre staff encountered in person were helpful



Base: Customers with face to face interactions in 2014/15 / 2015/16: ESA (1,010/1,206); IS (197/265); JSA (3,219/3,768); UC (584/515)

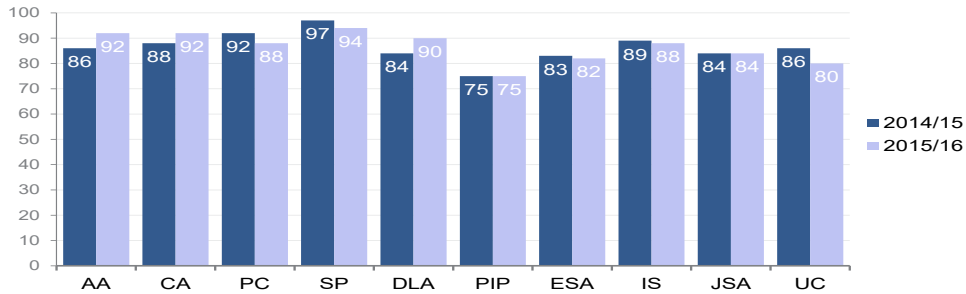
Among customers on employment-related benefits, where face-to-face contact can routinely occur, the proportion of customers viewing Jobcentre staff they met in person as helpful remained stable for Employment and Support Allowance, Income Support and Universal Credit. There was, however, an increase for Jobseeker's Allowance, from 83 per cent in 2014/15 to 85 per cent in 2015/16.

See **Table 5.2** for full 2015/16 data.

# Whether staff understood particular circumstances of customer (Charter element – Right treatment)

## No changes in the perception that staff on telephone calls understood customers' circumstances

### Whether staff on calls made to DWP understood customers' particular circumstances



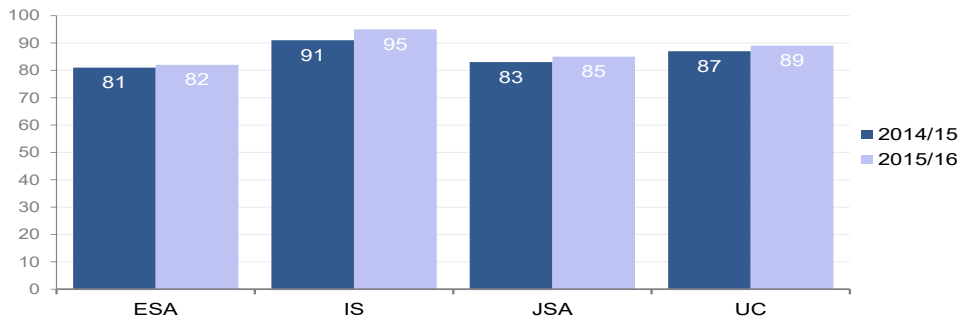
Base: Customers who made a call to DWP in 2014/15 / 2015/16: AA (120/185); CA (218/226); PC (293/242); SP (300/302); DLA (108/195); PIP (125/407); ESA (2,770/2,582); IS (334/287); JSA (945/1,001); UC (289/290)

Customers' perceptions of whether DWP staff they dealt with via telephone understood their particular circumstances remained essentially stable for all benefits with the highest levels reported by State Pension customers (94 per cent). Three quarters of Personal Independence Payment customers in 2015/16 reported that DWP staff understood their circumstances.

See **Table 5.6** for full 2015/16 data.

## Income Support and Jobseeker's Allowance customers were more positive about Jobcentre staff members' understanding of their circumstances

### Whether Jobcentre staff encountered in person understood customers' particular circumstances



Base: Customers with face to face interactions in 2014/15 / 2015/16: ESA (1,001/1,203); IS (197/265); JSA (3,209/3,759); UC (581/518)

Among customers receiving employment-related benefits who might have face-to-face contact, staff dealing with Income Support customers and Jobseeker's Allowance customers were more likely to be seen as understanding their customers' personal circumstances. In 2015/16 the proportion of Income Support customers reporting that DWP staff understood their circumstances rose to 95 per cent from 91 per cent in 2014/15, while the proportion among Jobseeker's Allowance customers increased from 83 per cent in 2014/15 to 85 per cent.

Universal Credit and Employment and Support Allowance remained stable in this respect.

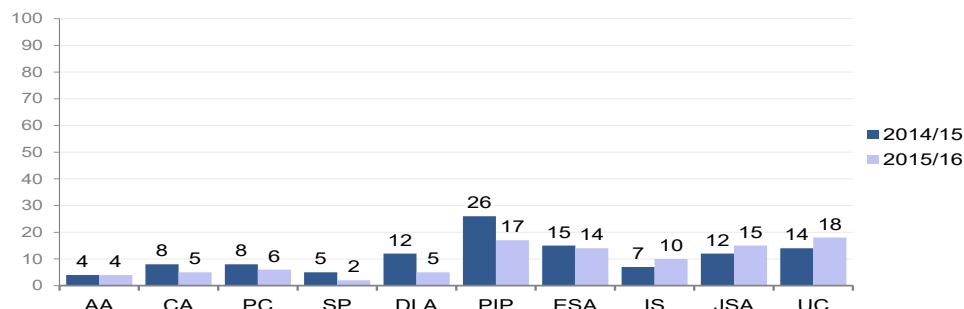
See **Table 5.3** for full 2015/16 data.



# Resolving difficulties (Charter element – Right treatment)

## The incidence of reported difficulties in dealing with DWP decreased for disability-related benefits

### Whether had any difficulties or problems when dealing with DWP



Base: All DWP contacting customers in 2014/15 / 2015/16 : AA (379/411); CA (465/485); PC (398/428); SP (487/474); DLA (284/436); PIP (246/818); ESA (5,420/5,405); IS (547/561); JSA (5,686/5,633); UC (999/962)

Disability-related benefits performed strongly in terms of customers reporting difficulties. There was a pronounced decrease in the proportion of Personal Independence Payment customers reporting that they had difficulties or problems when dealing with DWP (17 per cent in 2015/16 compared to 26 per cent in 2014/15). Disability Living Allowance also saw a large fall in reported issues, from 12 per cent to five per cent over the same period.

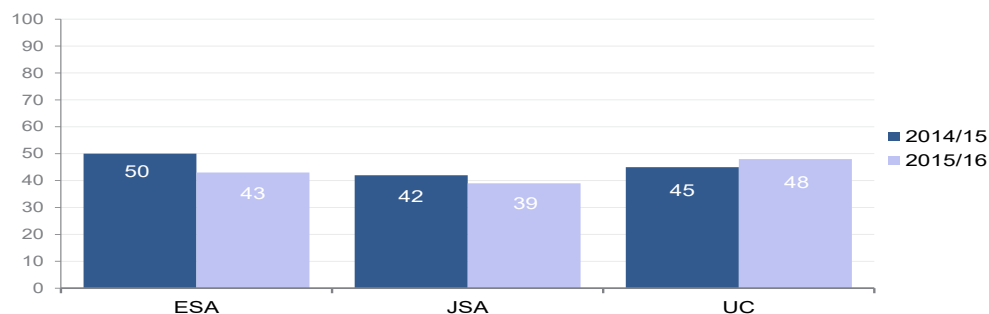
The proportion of State Pension customers reporting difficulties or problems also decreased, from five per cent in 2014/15 to two per cent in 2015/16.

However, Universal Credit saw an increase in the proportion of customers experiencing difficulties or problems (18 per cent in 2015/16 compared to 14 per cent in 2014/15). Jobseeker's Allowance also saw more reported issues (15 per cent of customers in 2015/16 compared to 12 per cent in 2014/15).

See **Table 5.10** for full 2015/16 data.

## Employment and Support Allowance customers were less likely to report that their issues had been resolved in 2015/16

### Whether difficulties were resolved



Base: All with difficulties or problems in 2014/15 / 2015/16: ESA (775/758); JSA (653/810); UC (137/170)

Employment and Support Allowance customers who reported experiencing issues were less likely to have had those issues resolved by the time they were interviewed for the survey (43 per cent in 2015/16 compared to 50 per cent in 2014/15).

Amongst the other benefits with base sizes large enough to allow reporting (Jobseeker's Allowance and Universal Credit), this remained stable between the survey years.

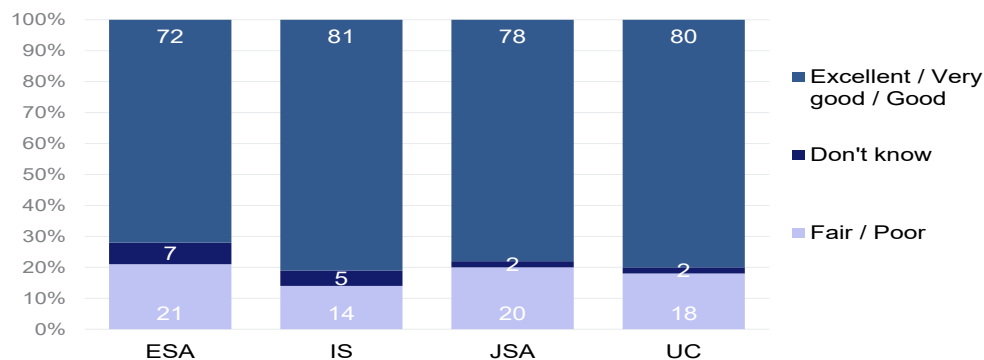
As some issues will inevitably take time to resolve and the sample focused on customers who had recently contacted DWP, it should be borne in mind that not all issues could realistically expect to have been resolved at the time of the interview.

See **Table 5.11** for full 2015/16 data.

# Jobcentre Plus perspectives

## Customers were generally positive about job search facilities at Jobcentre Plus

### Rating of Jobcentre Plus facilities for searching for jobs



Base: All interacting face to face on relevant processes and for whom the question was applicable: ESA (1,712); IS (317); JSA (4,579); UC (447)

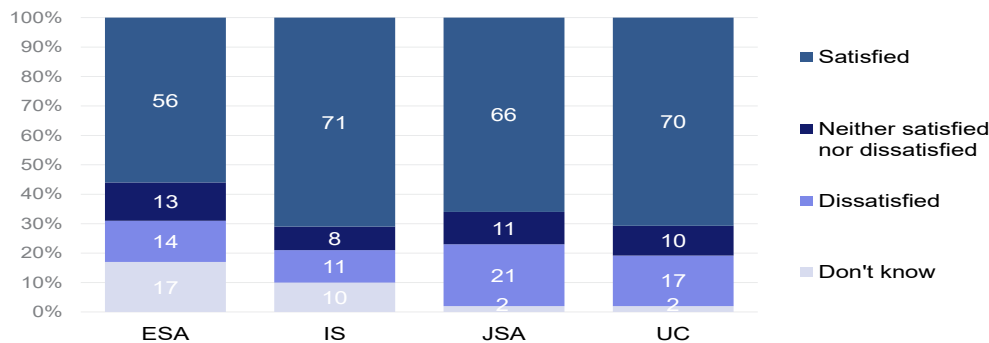
Customers engaging in relevant face to face activities such as benefits reviews and discussions of job training opportunities were asked for their opinion of the facilities provided by Jobcentre Plus to help them with their job search. The majority of employment-related benefits customers gave a positive response, ranging from 72 per cent amongst Employment and Support Allowance Customers to 81 per cent amongst Income Support Customers.

Around one in ten customers of the other employment related benefits reported that facilities were poor with 12 per cent for Employment and Support Allowance customers and 12 per cent for Jobseeker's Allowance customers.

See **Table 6.1** for full 2015/16 data.

## Around a fifth of Jobseeker's Allowance and Universal Credit customers were dissatisfied with the JCP service

### Overall satisfaction with JCP service in terms of helping customer to find employment



Base: All interacting face to face on relevant processes for ESA (2,395); IS (395); JSA (5,174); UC (811)

The overall rating of the service that Jobcentre Plus offers in terms of helping customers to find employment was also generally positive.

However, around one in five Jobseeker's Allowance customers (21 per cent) and Universal Credit customers (17 per cent) reported that they were dissatisfied with the service. The equivalent proportions for Income Support and Employment and Support Allowance customers were 11 per cent and 14 per cent respectively.

A relatively high proportion of Employment and Support Allowance customers gave neutral responses (13 per cent reported that they were 'neither satisfied no dissatisfied' while 17 per cent gave a 'don't know' response).

See **Table 6.2** for full 2015/16 data.

# About these statistics

## Coverage

The DWP Claimant Service and Experience Survey is designed to cover customers of ten key benefits who had been in touch with DWP over a three month period shortly prior to the start of fieldwork. As such it is a survey of **contacting customers** rather than **all** benefits customers.

Parts of the interview focus on a specific transaction which respondents had engaged in (for example making a claim or reporting a change in circumstances). In cases where a respondent had been involved in more than one transaction, the questionnaire prioritised less common or more complex transactions. As such, transaction-specific measures are not representative of ALL transactions conducted by DWP.

## Trends

In 2014/15 the survey switched from annual fieldwork (running from July to September) to four quarterly bursts of interviewing. As such it is possible that seasonal factors may impact on trend data when comparing data from 2013 or earlier with data from 2014/15 onwards.

Reflecting this change, there was a revision to sample eligibility criteria in 2014/15. Prior to this date the survey included customers who had contacted DWP within the past 6 months. From 2014/15 onwards this was shortened to a 3 month window. This may also have impacted on trend data.

## Sample design and weighting

The sample was designed to over-represent Jobseeker's Allowance and Employment and Support Allowance customers in order to allow robust quarterly analysis of these benefits. When reporting, there were two types of weights. The first was applied when reporting on individual benefits to ensure the survey respondents are representative of the demographic profile of that group. When reporting on all contacting customers we made a further adjustment to ensure the proportion of respondents in each benefit group is representative of the contacting population.

In 2015/16 the sample no longer included disallowed claimants for Attendance Allowance, Disability Living Allowance and Personal Independence Payments. In previous years the sample was drawn from all applicants regardless of the outcome of their claim.

## Sampling Error

Results from surveys are estimates and there is a margin of error associated with each figure quoted in this report. Essentially speaking, the smaller the sample size, the greater the uncertainty. In the interest of avoiding misinterpretation, data with a base size of less than 100 are omitted from the charts in this report. The

published data tabulations include more detail on metrics with small bases. All commentary in the report focuses on differences that are **statistically significant** at a 95 per cent confidence level.

## Non-Sampling Error

Surveys depend on the responses given by participants. Some participants may answer questions inaccurately and some groups of respondents may be more likely to refuse to take part altogether. This can introduce biases and errors. Non-sampling error is minimised by the application of rigorous questionnaire design, the use of skilled and experienced interviewers who work under close supervision and rigorous quality assurance of the data. Differing response rates amongst key sub-groups are addressed through weighting. Nevertheless, it is not possible to eliminate non-sampling error altogether and its impact cannot be reliably quantified.

## Sub-groups

When looking at data for specific benefits, the base sizes for benefits such as Employment and Support Allowance and Jobseeker's Allowance (circa 5,500) are much larger than those for benefits such as Carer's Allowance and Attendance Allowance (circa 450). As such, the margins of error for Employment and Support Allowance and Jobseeker's Allowance are smaller than those of other benefits and it is therefore possible to identify relatively small changes as being statistically significant.

## Multivariate analysis of drivers of satisfaction

Overall satisfaction is driven by a range of complex, interrelated factors. Logistic regression analysis was conducted using the 2013 CSES data and the results were categorised using the Kano model in order to better understand such effects. This analysis has not been repeated on the 2015/16 data as fundamental drivers of satisfaction are highly likely to remain stable in the short to medium term. Further details of this analysis are included in the 2013 CSES report.<sup>3</sup>

## Quality Standards

This survey was carried out in compliance with our certification to ISO 9001 and ISO 20252 (International Service Standard for Market, Opinion and Social Research).

<sup>3</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/364302/rrep884-research-report-dwp-claimant-survey-2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/364302/rrep884-research-report-dwp-claimant-survey-2013.pdf)

## Report authors and acknowledgements

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## Where to find out more

This report, along with a methodology document and summary data tabulations can be found here: <https://www.gov.uk/government/publications/dwp-claimant-service-and-experience-survey-2015-to-2016>

Older releases can be found here, but please note that some figures may be subject to change as survey definitions are amended over time:  
<https://www.gov.uk/government/publications/dwp-claimant-service-and-experience-survey-2014-to-2015>

Further information on the benefits covered by this report can be found here: <https://www.gov.uk/browse/benefits>

## Other National and Official Statistics

A schedule of DWP's statistical releases over the next 12 months and a list of the most recent releases are available here:

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