



## About the survey

This summary highlights key findings from the 2016/17 Claimant Service and Experience Survey (CSES).<sup>1</sup> The report is based on 15,472 telephone interviews, conducted by Kantar Public UK, between 11 July 2016 and 7 May 2017. Only claimants who had made contact with DWP anytime in the three months prior to the start of fieldwork were interviewed by telephone.

The survey was designed to monitor claimant satisfaction with the services offered by the DWP and to inform improvements to the delivery and design of those services. It provides:

- an overall measure of satisfaction across ten main benefits: State Pension (SP), Pension Credit (PC), Attendance Allowance (AA), Carer's Allowance (CA), Disability and Living allowance (DLA)<sup>2</sup>, Personal Independence Payment (PIP), Employment and Support Allowance (ESA), Income Support (IS), Jobseeker's Allowance (JSA), and Universal Credit Live Service (UCLS)<sup>3</sup>;
- a broad range of measures on DWP's performance based on the DWP customer charter;
- information on claimants' experiences with DWP staff and the use and effectiveness of different channels of communication (including digital access).

A full report, additional detailed tables and a note on methodology are published alongside this summary.<sup>4</sup>

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<sup>1</sup> <https://www.gov.uk/government/publications/dwp-claimant-service-and-experience-survey-2016-to-2017>

<sup>2</sup> This combines DLA (working age) and DLA (child).

<sup>3</sup> From 2017/18, the survey includes Universal Credit Full Service.

<sup>4</sup> Links to the Claimant Satisfaction and Experience Survey 2014/15 and 2015/16 reports:

<https://www.gov.uk/government/publications/dwp-claimant-service-and-experience-survey-2014-to-2015>

<https://www.gov.uk/government/publications/dwp-claimant-service-and-experience-survey-2015-to-2016>

# Overall satisfaction with DWP Services continued to improve in 2016/17

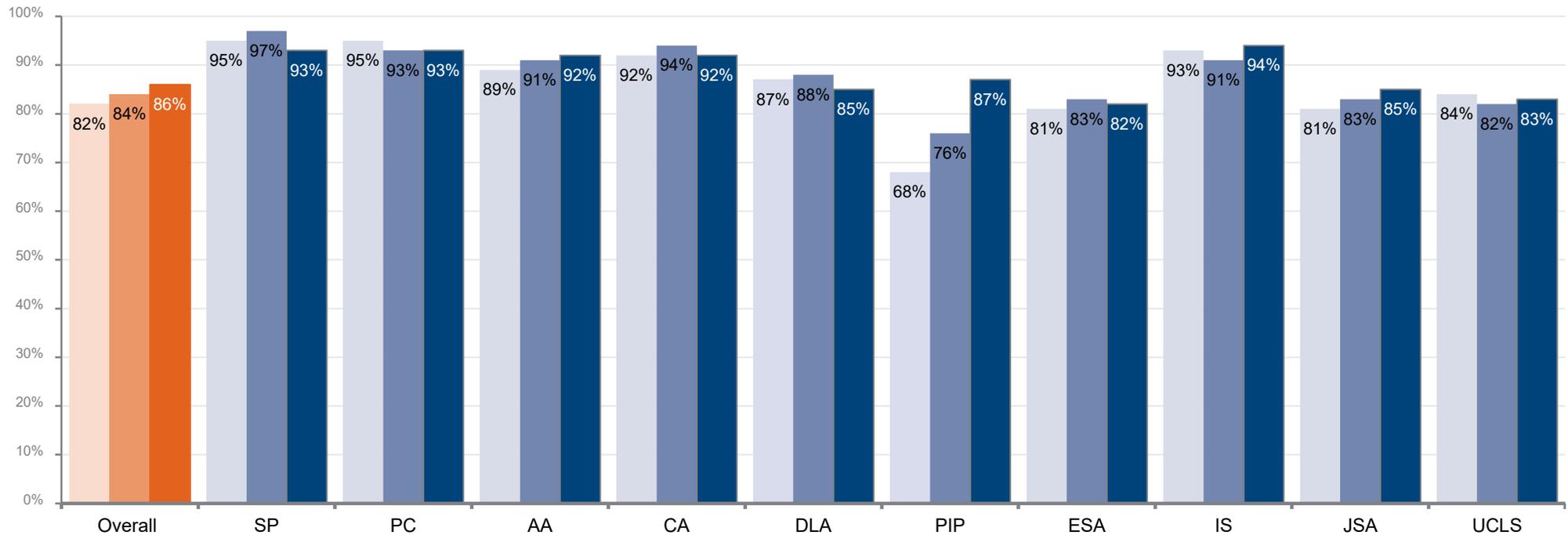
82% in 2014/15

84% in 2015/16

86% in 2016/17

Across benefits, satisfaction levels since 2014/15 remained broadly stable, except for PIP where claimants' satisfaction rose to 87 per cent in 2016/17 (from 76 per cent in 2015/16)<sup>5</sup> and JSA where claimants' satisfaction steadily increased to 85 per cent in 2016/17 (from 83 per cent in 2015/16 and 81 per cent in 2014/15).

2014/15 2015/16 2016/17

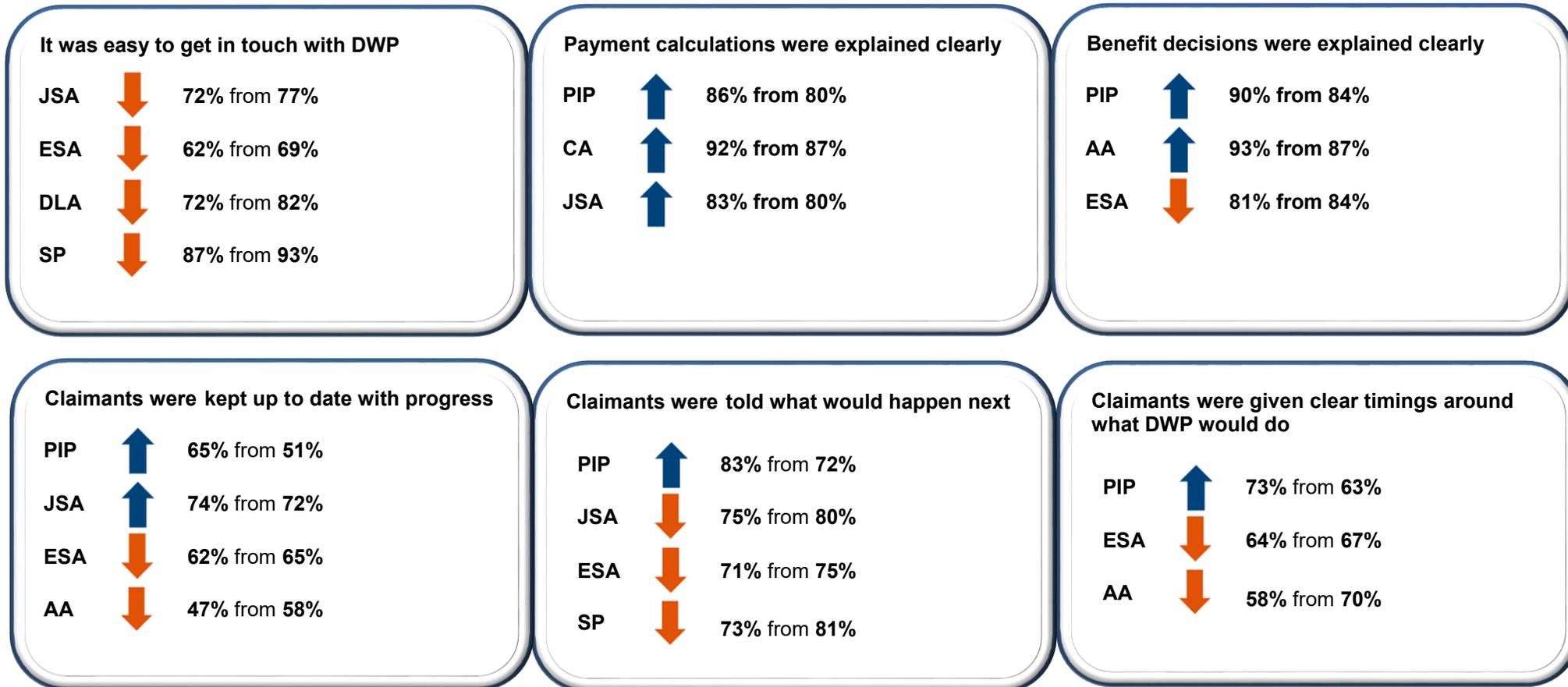


Base sizes: 2014/15 / 2015/16 / 2016/17: Overall (14,917/15,626/15,471); SP (450/451/458); PC (435/452/460); AA (462/450/445); CA (461/448/441); DLA (226/452/431); PIP (225/801/842); ESA (5,600/5,602/4,013); IS (449/447/497); JSA (5,604/5,610/3,888); UCLS (1,005/913/3,996)

<sup>5</sup> Comparisons with 2014/15 results for PIP cannot be made due to changes in the sampling strategy.

# Changes in claimants' perceptions between 2015/16 and 2016/17

 Levels increased
  Levels decreased



**In 2016/17 80 per cent or more JSA, UCLS and IS claimants were positive about job search facilities at Jobcentre Plus compared with 72 per cent of ESA claimants. Similarly, JSA, UCLS and IS claimants were more likely to report positively on the help they received from Jobcentre Plus staff to find employment (over 70 per cent) compared with ESA claimants (59 per cent).**

## Digital access



- Internet access rates were generally high across benefits ranging from 83 per cent for PIP to 98 per cent for UCLS.
- AA and PC claimants were the exception to this, where only 68 per cent and 70 per cent respectively had internet access either at home or elsewhere.

## Use and views of telephone and face to face contact



### In 2016/17

- SP, PC, CA, DLA and PIP claimants were more likely to use the telephone for their transactions (60 per cent or more) followed by AA, UCLS and ESA claimants (57, 48 and 47 per cent respectively). Only 35 per cent of JSA and 32 per cent of IS claimants had telephone contact during their transaction.
- At least 81 per cent across all benefits said that staff provided them with correct information, were knowledgeable and helpful. Over 90 per cent said that they were polite.
- Over 90 per cent of SP, PC, AA and CA claimants said that staff understood their particular circumstances.

### Between 2015/16 and 2016/17

- There was an increase in UCLS claimants reporting that staff were knowledgeable (82 per cent from 77 per cent);
- There was an increase in PIP claimants reporting that staff were helpful (88 per cent from 81 per cent);
- There was a decrease in SP and ESA claimants reporting that staff were helpful (92 per cent from 97 per cent and 83 from 86 per cent respectively);
- There was a decrease in DLA, ESA and JSA claimants reporting that staff understood their particular circumstances (DLA 75 per cent from 90 per cent, ESA 78 per cent from 82 per cent and JSA 78 per cent from 84 per cent).



### In 2016/17

- Around half of IS and JSA claimants had face to face contact with DWP staff (54 and 50 per cent respectively). This was lower for UCLS (39 per cent) and ESA (22 per cent).
- Over 90 per cent of claimants across these four benefits said that staff provided correct information and that they were polite. At least 88 per cent of claimants said that staff were knowledgeable and helpful.
- At least 83 per cent said that staff understood their particular circumstances.

### Between 2015/16 and 2016/17

- There was an increase in ESA and UCLS claimants reporting:
  - that they were given correct information (ESA 91 per cent from 87 per cent and UCLS 93 per cent from 89 per cent);
  - that staff were knowledgeable (ESA 89 per cent from 85 per cent and UCLS 90 per cent from 86 per cent);
  - that staff were helpful (ESA 89 per cent from 86 per cent and UCLS 90 per cent from 87 per cent).
- There was a decrease in IS claimants reporting that staff understood their circumstances (90 per cent from 95 per cent).