

The Claimant Service and Experience Survey (CSES) is an ongoing cross-sectional study with quarterly interviewing. The survey is designed to monitor claimant satisfaction with the services offered by the Department for Work and Pensions (DWP) and to enable claimant views to inform improvements to the delivery of benefits and services. The data in this report is based on 15,514 telephone interviews conducted between 3 August 2017 and 8 May 2018 with claimants who made contact with DWP any time during the three months prior to the start of the fieldwork.

The survey focuses on ten key benefits: State Pension; Pension Credit; Attendance Allowance; Carer's Allowance; Disability Living Allowance for children; Personal Independence Payment; Employment and Support Allowance; Income Support; Jobseeker's Allowance; and Universal Credit. Where appropriate, the report highlights which of the four areas of DWP's Customer Charter the data relate to (Ease of access, Getting it right, Keeping you informed and Right treatment). The Charter, which can be found in Annex 1, provides a standard against which customer service delivery can be measured and provides an effective framework to drive improvements to engagement, interaction and satisfaction for both claimants and staff. The Customer Charter supports DWP's ambition to become an exemplar of effective service delivery, particularly in articulating the behaviours expected of staff whilst advising claimants of the actions and behaviours DWP expect of them in return.

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.

At a glance

Overall satisfaction with DWP services fell slightly in 2017/18

84% in 2015/16

86% in 2016/17

84% in 2017/18



**At least eight in ten claimants
across benefit types were
satisfied with DWP services.**

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Abbreviations

AA	Attendance Allowance	ESA	Employment and Support Allowance
CA	Carer's Allowance	IS	Income Support
CSES	Claimant Service and Experience Survey	JSA	Jobseeker's Allowance
DLA	Disability Living Allowance	PC	Pension Credit
DLAw	Disability Living Allowance Working Age	PIP	Personal Independence Payment
DLAc	Disability Living Allowance Child	SP	State Pension
DLAw/c	Disability Living Allowance Working Age & Child	UC	Universal Credit

About the survey

The Claimant Service and Experience Survey (CSES) allows DWP to better understand how the satisfaction of its claimants 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 claimants' experiences with DWP staff and the use and effectiveness of different channels of communication. By monitoring these measures, and others, DWP continues to ensure the effective delivery of benefits and to improve its services where possible. A summary of the methodology is provided in a separate **methodological note** published alongside this report. Tables which present data from the **2017/18 survey data** are also published alongside this report and referenced throughout. Reports from previous surveys are available on gov.uk. For comparison, this report presents data for the three years since 2015/16.

Key changes to benefits over the research period

Each year the survey must keep pace with changes in the benefit landscape. During 2017/18 the rollout of Universal Credit continued whilst after 1 January 2018, claimants were not able to make a new claim for Universal Credit Live Service. The 2017/18 survey included both Universal Credit Live Service and, for the first time, Universal Credit Full Service claimants. This means that Universal Credit results from 2017/18 are not directly comparable with previous years where the sample only contained Universal Credit Live Service claimants and we do not comment on trends.¹

Similarly, the size and composition of the population of Disability Living Allowance claimants has also changed. Personal Independence Payment has increasingly replaced Disability Living Allowance for working age claimants between 16 and 64 years. However, Disability Living Allowance continues as a benefit for new claimants on behalf of children under 16 years of age. In 2016/17, adult and child claimants were sampled in equal proportions for the survey and both included in a combined Disability Living Allowance measure. The 2017/18 survey only included Disability Living Allowance for child claimants under the age of 16. This means results from 2017/18 are not directly comparable with previous years and we do not comment on trends. Further details are provided in the methodological note.

The new State Pension was introduced in April 2016 for new claimants. Both old and new State Pension are considered together in this report.

¹ More information about Universal Credit Live Service and Universal Credit Full Service can be found at <https://www.gov.uk/guidance/universal-credit-full-service-and-live-service>

Methodological considerations

The survey is designed to cover claimants of key benefits who had been in contact with DWP over a three-month period prior to the start of fieldwork. This includes contact with DWP and Jobcentre Plus but not any subcontracted or independent bodies that conduct healthcare assessments. **Therefore, it is a survey of claimants who contact DWP rather than all benefit claimants.**

Parts of the interview focus on a specific transaction which claimants engaged in (for example making a claim or reporting a change in circumstances). It is often the case that claimants have multiple contacts with DWP in the three months prior to the interview. The questionnaire uses a pre-defined list of transactions that sets out different forms of contact. Claimants then selected the first relevant transaction that is read out from this list. As such, the transaction selected may not be the only transaction made by the claimant.

The benefits referred to in this report are designed to meet the differing needs of claimants, whether that be unemployed people, disabled people or those who have reached retirement. The nature of the service provided, and the expectations of the claimant, may therefore vary depending on the specific benefit and the demographic characteristics of the claimant. Therefore, we recommend looking at trends over time for each benefit individually, rather than comparing between benefits.

As the types of claimants for each benefit changes over time, reflecting changes in eligibility, demography and economic cycles, we recommend caution when interpreting overall satisfaction with DWP services for all claimants. Any change in overall satisfaction might be partly explained by these changes in the types of claimants receiving benefits. Further details on the sample composition and analysis are provided in the methodological note accompanying this report.

Statistical conventions

Percentages in charts do not always add to 100 per cent due to rounding. Where questions allow survey participants to give more than a single response these do not add to 100 per cent.

All commentary in the report focuses on differences that are **statistically significant** at a 95 per cent confidence level. Changes that are not statistically significant are described as broadly stable.

When looking at data for specific benefits, the base sizes for benefits such as Universal Credit (circa 6,000), Employment Support Allowance and Jobseeker's Allowance (both circa 3,000) are much larger than those for benefits such as Carer's Allowance and Attendance Allowance (circa 450). Therefore, the margins of error around findings for Employment and Support Allowance, Jobseeker's Allowance and Universal Credit are smaller than those of other benefits and it is possible to identify relatively small changes as being statistically significant for these benefits.

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Comments? Feedback is welcome

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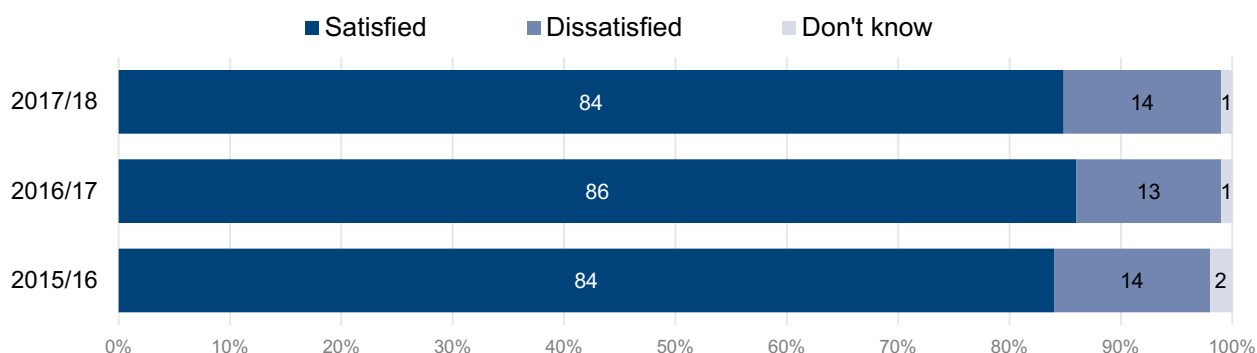
Overall satisfaction

Overall satisfaction with service provided

Overall satisfaction among claimants decreased

In 2017/18, 84 per cent of claimants who had contacted DWP in the three months before the survey were satisfied with the service they had received. This has decreased from 86 per cent in 2016/17 and returned to the level recorded in 2015/16. There was a decrease in the proportion of claimants who reported that they were 'very satisfied', from 43 per cent in 2016/17 to 40 per cent in 2017/18. This remains higher than in 2015/16, when 38 per cent of claimants reported that they were 'very satisfied'. The proportion of claimants reporting that they were 'very dissatisfied' increased from six per cent in 2016/17 to seven per cent in 2017/18. As discussed in the 'methodological considerations' section, this overall figure should be treated with caution as the composition of the contacting claimant population can change from year to year.

Percentage of claimants who were satisfied overall, 2015/16 to 2017/18



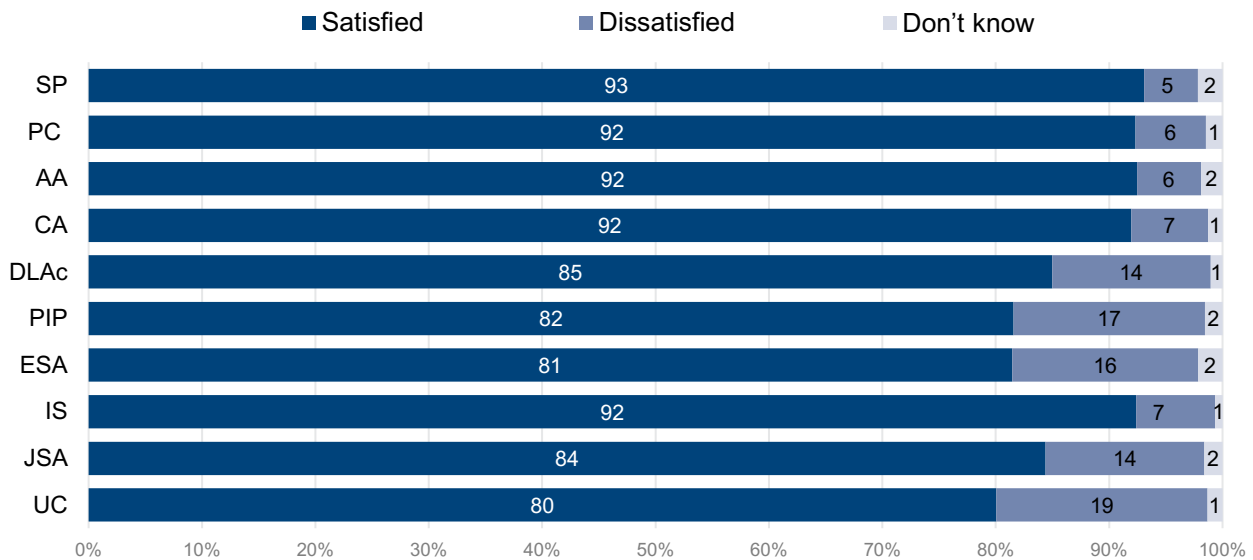
Base: All claimants who had made contact with DWP in the last three months: 2017/18 (15,514), 2016/17 (15,471), 2015/16 (15,626)

See Table 1.1 in Data tables.

Across all benefits at least eight in ten claimants reported that they were satisfied

Satisfaction within claimant groups ranged from 80 per cent among Universal Credit claimants to 93 per cent among State Pension recipients. As discussed previously it is more informative to look at trends over time within each benefit type rather than making in-year comparisons across benefits.

Percentage of claimants who were satisfied overall by benefit type, 2017/18



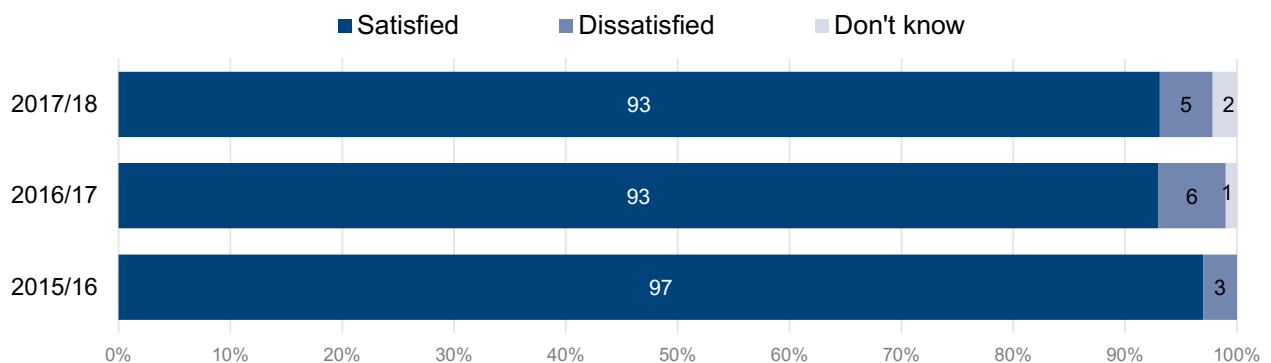
Base: All claimants who had made contact with DWP in the last three months, 2017/18: SP (482), PC (455), AA (442), CA (435), DLAc (452), PIP (823), ESA (2,997), IS (450), JSA (3,009), UC (5,969)

See Table 1.1 for more details.

Satisfaction among State Pension recipients remained stable

Just over nine in ten (93 per cent) of State Pension recipients reported that they were satisfied with the service they received. This is the same as in 2016/17, but a decrease from the 97 per cent recorded in 2015/16. The apparent fall in the proportion of claimants who reported that they were 'very satisfied', from 62 per cent in 2016/17 to 57 per cent in 2017/18, was broadly stable. However, this is a decrease from 2015/16, when 66 per cent of respondents reported that they were 'very satisfied'. Please note that citizens who reached State Pension age after 6th April 2016 were eligible for the new State Pension. These recipients were included in the final quarter of the 2015/16 survey onwards. To date, this is likely to have had a minimal effect on results for this benefit overall.

Percentage of State Pension recipients who were satisfied overall, 2015/16 to 2017/18



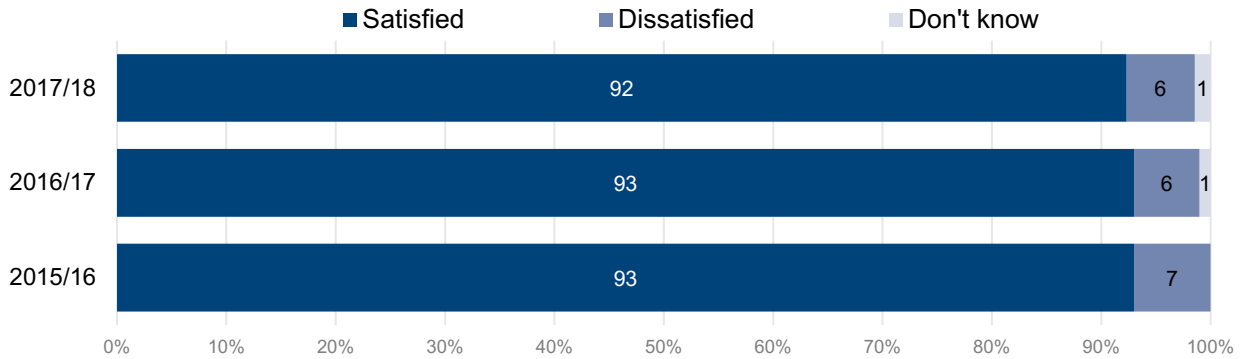
Base: All SP recipients who had made contact with DWP in the last three months: 2017/18 (482), 2016/17 (458), 2015/16 (451)

See Table 1.1 for more details.

Satisfaction among Pension Credit claimants remained high

Overall satisfaction reported by Pension Credit claimants remained stable at 92 per cent in 2017/18. Similarly, the proportion of Pension Credit claimants who reported that they were 'very satisfied' has also remained stable, at 59 per cent in 2017/18, compared to 57 per cent in 2016/17 and 56 per cent in 2015/16.

Percentage of Pension Credit claimants who were satisfied overall, 2015/16 to 2017/18



Base: All PC claimants who had made contact with DWP in the last three months: 2017/18 (455), 2016/17 (460), 2015/16 (452)

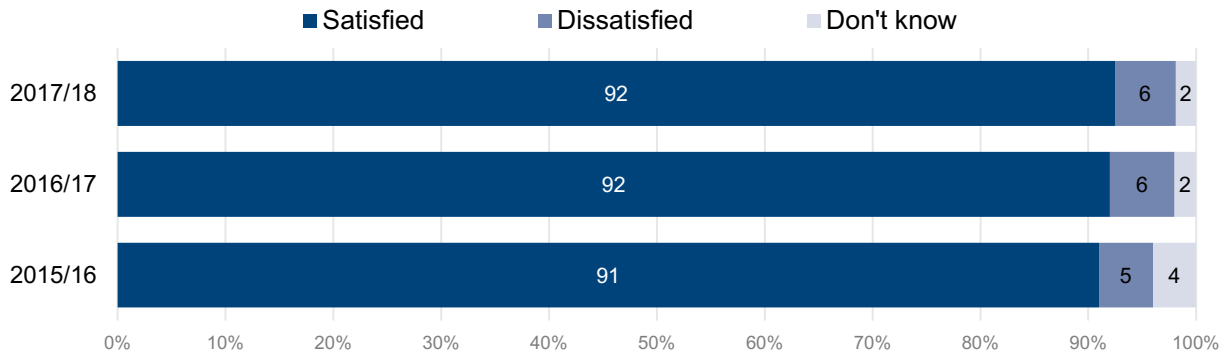
See Table 1.1 for more details.

Satisfaction among Attendance Allowance claimants remained high

Consistent with 2015/16 and 2016/17, around nine in ten Attendance Allowance claimants (92 per cent) were satisfied with the service they received in 2017/18.

The proportion of Attendance Allowance claimants who reported that they were 'very satisfied' remained stable in 2017/18 at 59 per cent, compared to 57 per cent in 2016/17 and 61 per cent in 2015/16.

Percentage of Attendance Allowance claimants who were satisfied overall, 2015/16 to 2017/18



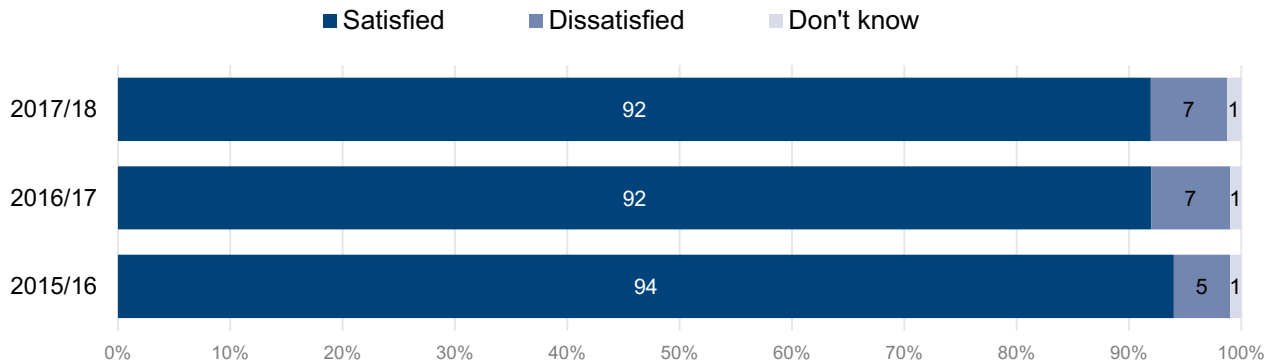
Base: All AA claimants who had made contact with DWP in the last three months: 2017/18 (442), 2016/17 (445), 2015/16 (450)

See Table 1.1 for more details.

Satisfaction among Carer's Allowance claimants remained high

In 2017/18, over nine in ten (92 per cent) Carer's Allowance claimants were satisfied with the service they received. This has remained stable since 2015/16. The proportion of claimants reporting that they were 'very satisfied' in 2017/18 (50 per cent) is consistent with 2016/17 (54 per cent), but there was a decrease from 2015/16 (58 per cent).

Percentage of Carer's Allowance claimants who were satisfied overall, 2015/16 to 2017/18

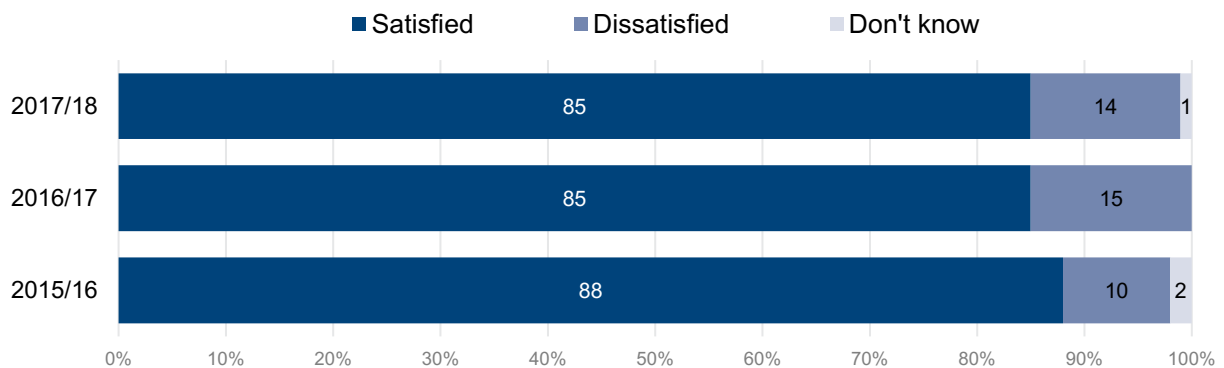


Base: All CA claimants who had made contact with DWP in the last three months: 2017/18 (435), 2016/17 (441), 2015/16 (448)
See Table 1.1 for more details.

Most Disability Living Allowance for children claimants were satisfied with the overall service they received from DWP

In 2017/18, 85 per cent of Disability Living Allowance for children claimants were satisfied with the service they received from DWP.

The percentage of Disability Living Allowance claimants who were satisfied overall, 2015/16 to 2017/18



Base: All DLA claimants who had made contact with DWP in the last three months: 2017/18 (452 (DLAc)), 2016/17 (431 (DLAw/c)), 2015/16 (452 (DLAw/c))

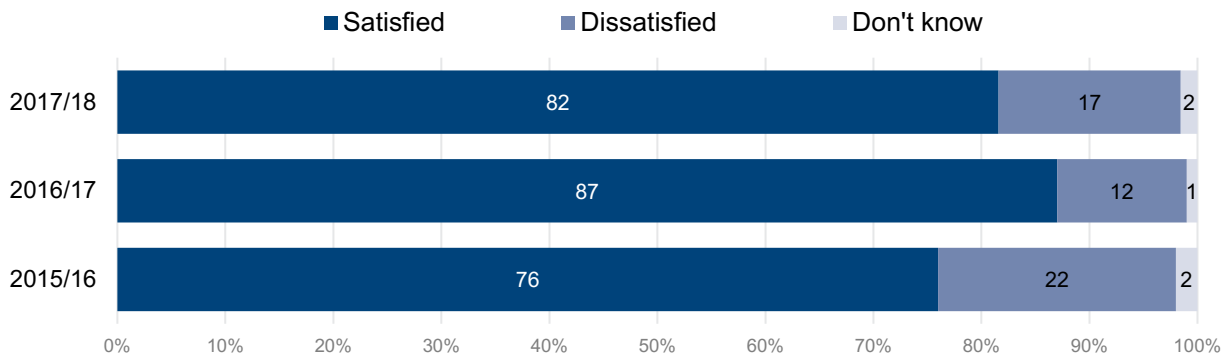
Note: Due to changes in the sample composition for Disability Living Allowance claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 1.1 for more details.

Satisfaction among Personal Independence Payment claimants decreased

In 2017/18, 82 per cent of Personal Independence Payment claimants reported that they were satisfied overall. Although this is a decrease from 87 per cent in 2016/17, satisfaction levels remain higher than in 2015/16 (76 per cent). The proportion of claimants reporting that they were 'very satisfied' remained stable between 2017/18 (41 per cent) and 2016/17 (43 per cent) but increased from 2015/16 (35 per cent). In contrast, the proportion of claimants who reported that they were 'very dissatisfied' in 2017/18 (nine per cent) increased from 2016/17 (five per cent).

Percentage of Personal Independence Payment claimants who were satisfied overall, 2015/16 to 2017/18



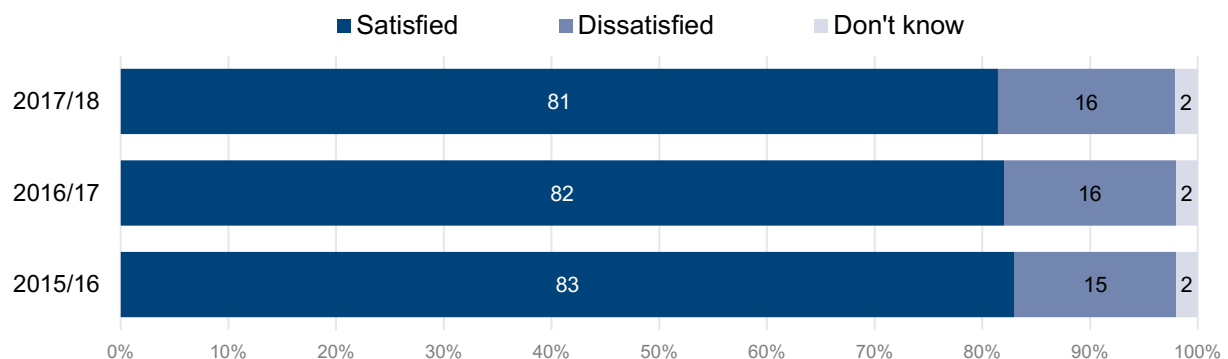
Base: All PIP claimants who had made contact with DWP in the last three months: 2017/18 (823), 2016/17 (842), 2015/16 (801)

See Table 1.1 for more details.

Satisfaction among Employment and Support Allowance claimants remained stable

In 2017/18, just over four in five (81 per cent) Employment and Support Allowance claimants reported that they were satisfied. This has remained stable since 2016/17, but is a decrease from 2015/16, where 83 per cent reported that they were satisfied. The proportion of claimants reporting that they were 'very satisfied' (37 per cent) and 'very dissatisfied' (eight per cent) is also consistent with previous years.

Percentage of Employment and Support Allowance claimants who were satisfied overall, 2015/16 to 2017/18



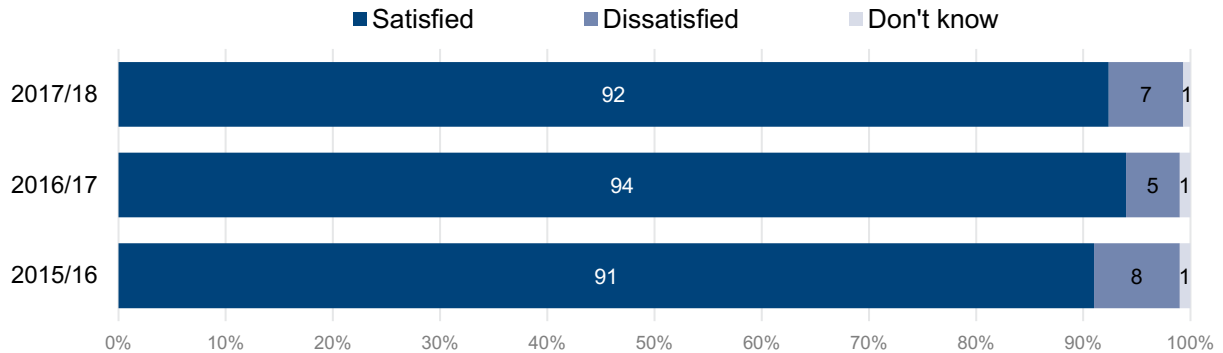
Base: All ESA claimants who had made contact with DWP in the last three months: 2017/18 (2,997), 2016/17 (4,013), 2015/16 (5,602)

See Table 1.1 for more details.

Satisfaction with Income Support remained high

Satisfaction levels among Income Support claimants remained high in 2017/18, with 92 per cent of claimants reporting that they were satisfied with the service they received. The variation in reported satisfaction from 2016/17 (94 per cent) and 2015/16 (91 per cent) is broadly stable. The proportion of claimants reporting that they were 'very satisfied' (49 per cent) and 'very dissatisfied' (two per cent) remained stable from previous years.

Percentage of Income Support claimants who were satisfied overall, 2015/16 to 2017/18



Base: All IS claimants who had made contact with DWP in the last three months: 2017/18 (450), 2016/17 (497), 2015/16 (447)

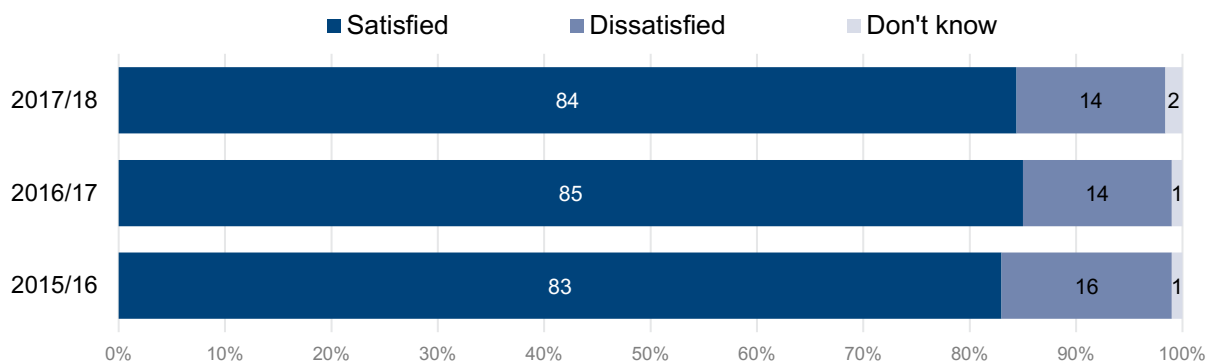
Note: in the first quarter of 2015/16, the IS sample from DWP excluded claimants who had been receiving the benefit for more than three months due to a sampling error. This does not appear to have unduly affected results.

See Table 1.1 for more details.

Satisfaction among Jobseeker's Allowance claimants remained stable

The proportion of satisfied Jobseeker's Allowance claimants in 2017/18 remained stable at 84 per cent. This followed a rise from 83 per cent in 2015/16 to 85 per cent in 2016/17. Similarly, after an increase between 2015/16 (37 per cent) and 2016/17 (40 per cent), the proportion of claimants who reported that they were 'very satisfied' remained stable in 2017/18 (39 per cent). The demographic profile of Jobseeker's Allowance claimants continued to change in 2017/18 as Universal Credit became more widely available.

Percentage of Jobseeker's Allowance claimants who were satisfied overall, 2015/16 to 2017/18



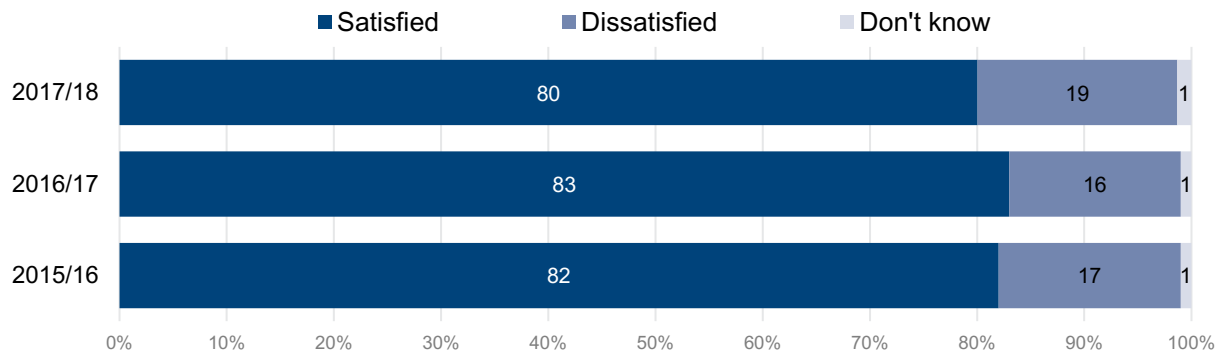
Base: All JSA claimants who had made contact with DWP in the last three months: 2017/18 (3,009), 2016/17 (3,888), 2015/16 (5,610)

See Table 1.1 for more details.

Eight in ten Universal Credit claimants were satisfied overall

Four in five (80 per cent) of Universal Credit claimants in 2017/18 reported that they were satisfied with the service they received. Just over a third (34 per cent) of claimants reported that they were 'very satisfied' and 10 per cent reported they were 'very dissatisfied'. Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

Percentage of Universal Credit claimants who were satisfied overall, 2015/16 to 2017/18



Base: All UC claimants who had made contact with DWP in the last three months: 2017/18 (5,969), 2016/17 (3,996), 2015/16 (913)

Note: Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 1.1 for more details.

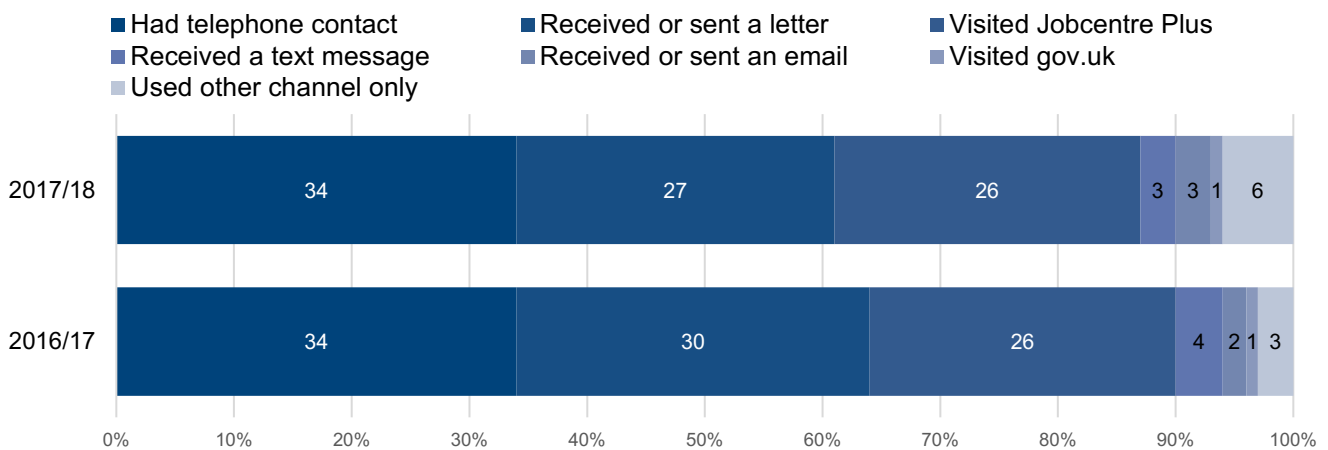
Communication

A number of questions in the survey asked claimants to focus on a specific transaction conducted with DWP in the three months prior to the interview rather than the totality of a claimant’s interactions with DWP. These are discussed in the following sections. Where claimants had been involved in more than one transaction in the last three months they selected the first relevant transaction that was read out from a pre-defined list. A full list of these transaction types is provided in the methodological note which is published alongside this report.

Telephone calls were the most common communication channel used during transactions

Claimants were asked which channels they used to communicate with DWP during their transaction. In 2017/18 one third (34 per cent) of all communication channels mentioned by claimants with regard to their transaction were made by telephone. Letters sent by post accounted for 27 per cent of communication channels mentioned by respondents regarding their transaction. This decreased from 30 per cent in 2016/17. A quarter (26 per cent) of contacts were face-to-face at Jobcentre Plus, which is consistent with 2016/17. A smaller proportion of communication was sent via email or text message (both three per cent).

Percentage of contacts mentioned using each communication method during transaction, 2016/17 to 2017/18



Base: All communication channels claimants mentioned using with regard to their transaction: 2016/17 (33,456), 2017/18 (19,726)

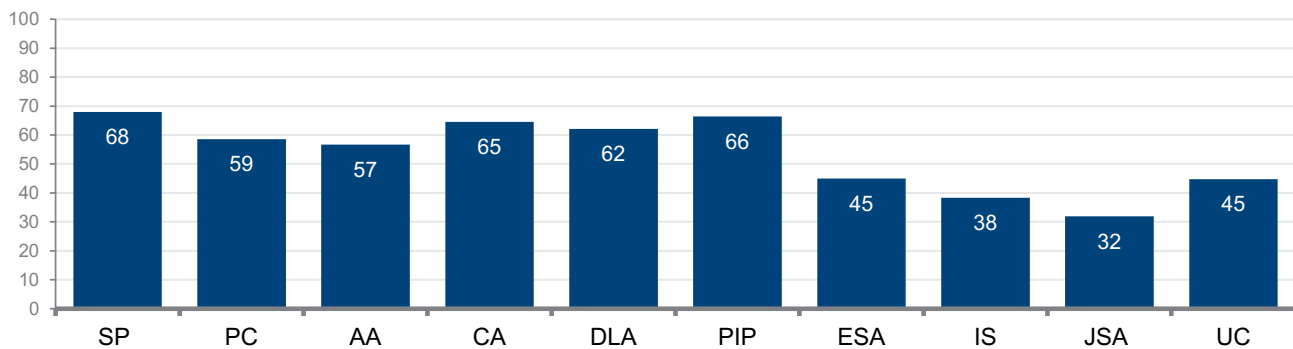
Note: Questionnaire and routing changes were implemented in 2016/17 and 2017/18, meaning that this cannot be compared with 2015/16 data. Therefore, this data has been removed.

See Table 2.1 for more details.

Around two thirds of State Pension, Personal Independence Payment and Carer’s Allowance claimants had telephone contact with DWP during their transaction

Claimants were asked to identify what types of contact they had with DWP as part of their transaction. Around two thirds of State Pension recipients (68 per cent), Personal Independence Payment (66 per cent) and Carer’s Allowance (65 per cent) claimants had contact with DWP by telephone as part of their transaction. Less than half (45 per cent) of Universal Credit claimants had telephone contact with DWP staff. A third (32 per cent) of Jobseeker’s Allowance claimants stated that they had telephone contact with DWP.

Percentage of claimants who had telephone contact during their transaction, by benefit type, 2017/18



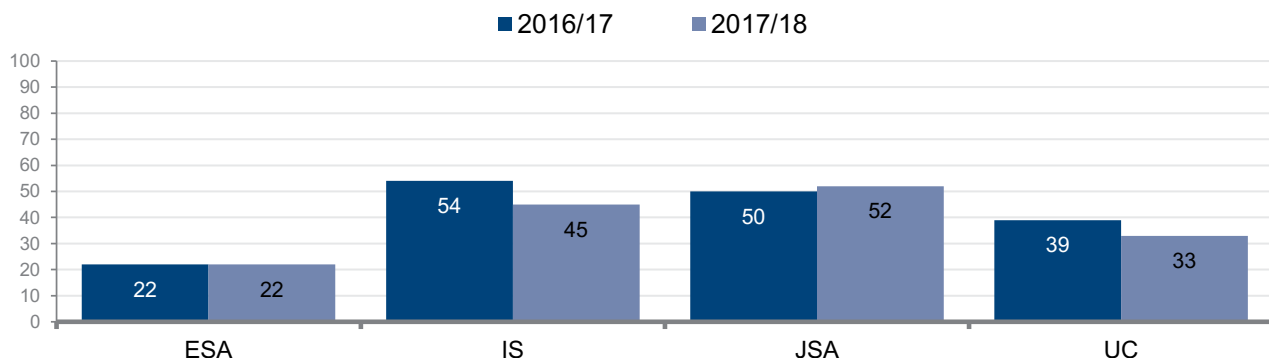
Base: All claimants who had made contact with DWP in the last three months, 2017/18: SP (482); PC (455); AA (442); CA (435); DLAc (452); PIP (823); ESA (2,997); IS (450); JSA (3,009); UC (5,969)

See Table 2.1 for more details.

There was a decrease in the proportion of Income Support claimants who said that they had face-to-face contact with DWP staff

Face-to-face contact is usually only expected for working-age benefits. Therefore, this question was only asked of working-age claimants. The proportion of Income Support claimants who said that they had face-to-face contact with a member of DWP staff during their transaction fell to 45 per cent in 2017/18 from 54 per cent in 2016/17. Half of Jobseeker’s Allowance claimants (52 per cent) had face-to-face contact with a member of DWP staff as part of their transaction in 2017/18. This was consistent with 2016/17 (50 per cent). Similarly, the proportion of Employment Support Allowance claimants (22 per cent) remained stable. One third (33 per cent) of Universal Credit claimants reported that they had face-to-face contact regarding their transaction.

Percentage of claimants who had face-to-face contact during their transaction, by benefit type, 2016/17 to 2017/18



Base: All claimants who had had face-to-face contact with DWP during their transaction in the last three months, 2016/17 / 2017/18: ESA (4,013/2,997); IS (497/450); JSA (3,888/3,009); UC (3,996/5,969)

Notes: Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the ‘methodological considerations’ section.

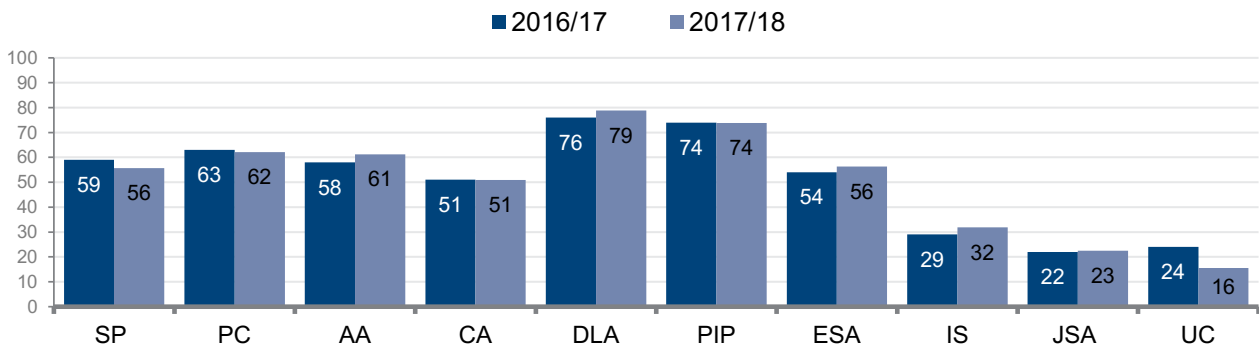
Questionnaire and routing changes were implemented in 2016/17 and 2017/18, meaning that this cannot be compared with 2015/16 data. Therefore, this data has been removed.

See Table 2.1 for more details.

The proportion of Employment Support Allowance claimants who received or sent a letter during their transaction increased

Fifty-six per cent of Employment Support Allowance claimants reported receiving or sending a letter by post in 2017/18. This was an increase from 54 per cent in 2016/17. Among other benefit claimant groups, including State Pension recipients, Pension Credit, Attendance Allowance, Carer's Allowance, Personal Independence Payment, Income Support, and Job Seeker's Allowance, the proportion that mentioned sending or receiving a letter was broadly stable between 2016/17 and 2017/18. One in six (16 per cent) of Universal Credit claimants had postal contact with DWP.

Percentage of claimants who received or sent a letter during their transaction, by benefit type, 2016/17 to 2017/18



Base: All claimants who had made contact with DWP in the last three months, 2016/17 / 2017/18: SP (458/482); PC (460/455); AA (445/442); CA (441/435); DLA (431 (DLAw/c) /452(DLAc)); PIP (843/823); ESA (4,013/2,997); IS (497/450); JSA (3,888/3,009); UC (3,996/5,969)

Notes: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

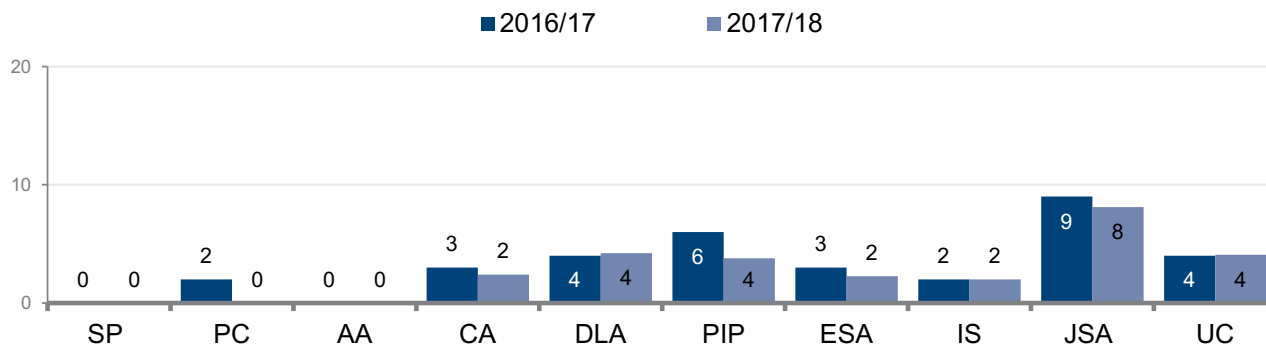
Questionnaire and routing changes were implemented in 2016/17 and 2017/18, meaning that this cannot be compared with 2015/16 data. Therefore, this data has been removed.

See Table 2.1 for more details.

Very few transactions involved text messages

DWP use SMS across most products to keep claimants updated. Across all benefit groups fewer than 10 per cent of claimants reported that they received a text message from DWP as part of their transaction itself. Across all benefit groups, the proportion of claimants who reported that they had received a text message remained stable. Eight per cent of Jobseeker's Allowance claimants said that they had received a text message during their transaction. Four per cent of Universal Credit, Disability Living Allowance and Personal Independence Payment claimants reported that they had received a text message from DWP during their transaction.

Percentage of claimants who received a text message during their transaction, by benefit type, 2016/17 to 2017/18



Base: All claimants who received a text message during their transaction, 2016/17 / 2017/18: SP (458/482); PC (460/455); AA (445/442); CA (441/435); DLA (431 (DLAw/c)/452 (DLAc only)); PIP (843/823); ESA (4,013/2,997); IS (497/450); JSA (3,888/3,009); UC (3,996/5,969)

Notes: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

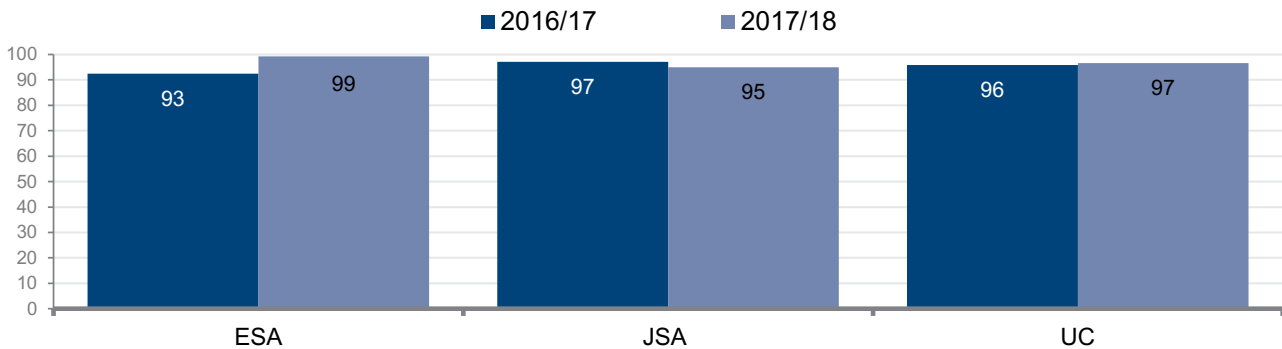
Questionnaire and routing changes were implemented in 2016/17 and 2017/18, meaning that this cannot be compared with 2015/16 data. Therefore, this data has been removed.

See Table 2.1 for more details.

Communication by text message was popular among users

Although few claimants reported receiving a text message, across all benefit groups at least 95 per cent of claimants who received text messages from DWP said that they were a helpful way to be kept updated. Among Employment Support Allowance claimants, the proportion who said that text messages were helpful increased to 99 per cent in 2017/18 from 93 per cent in 2016/17.

Percentage of claimants who reported that text message was a helpful way to keep updated, by benefit type, 2016/17 to 2017/18



Base: All claimants who received a text message during their transaction, 2016/17 / 2017/18: SP (0/0); PC (5/2); AA (0/1); CA (12/9); DLA (23(DLAW/c)/ 19(DLAc)); PIP (60/36); ESA (136/70); IS (13/11); JSA (310/243); UC (50/245)

SP, PC, AA, CA, DLA, PIP and IS have been excluded from the tables and charts due to low base sizes (<40).

Notes: Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

Questionnaire and routing changes were implemented in 2016/17 and 2017/18, meaning that this cannot be compared with 2015/16 data. Therefore, this data has not been included.

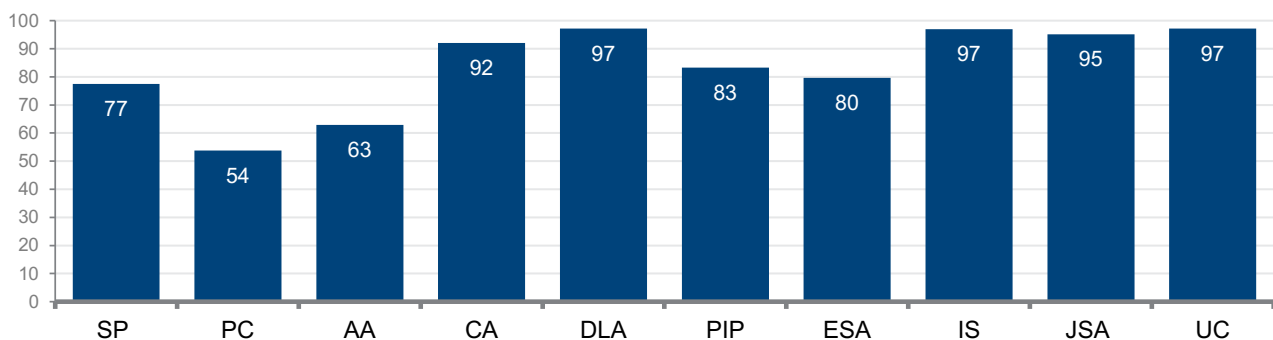
See Table 2.15 for more details.

Digital services

Digital exclusion remains an issue to consider, particularly for pension related benefit groups

Claimants of each benefit were asked whether they had internet access in the home and, if not, whether it was possible to access the internet outside of the home. While internet access rates were over eight in ten for most claimant groups, only 54 per cent of Pension Credit and 63 per cent of Attendance Allowance claimants had access in 2017/18. Higher proportions of claimants receiving working-age benefits like Universal Credit and Income Support (both 97 per cent) had internet access.

Percentage of claimants with internet access in the last three months, by benefit type, 2017/18



Base: All claimants who had made contact with DWP in the last three months, 2017/18: SP (482); PC (455); AA (442); CA (435); DLAc (452); PIP (823); ESA (2,997); IS (450); JSA (3,009); UC (5,969)

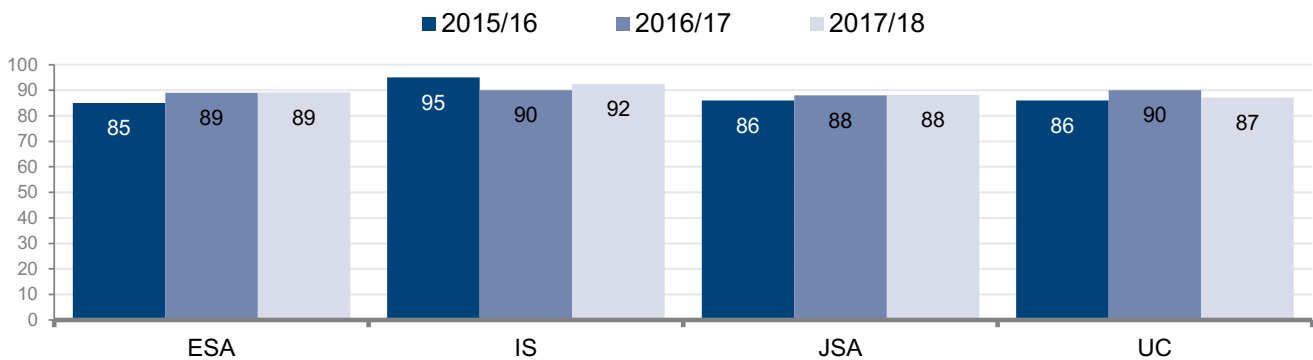
See Table 7.3 for more details.

Experiences of Jobcentre Plus

The proportion of claimants across all benefit groups who reported that Jobcentre Plus staff were knowledgeable was stable

Among claimant groups required to visit Jobcentre Plus, the proportion who reported that they encountered knowledgeable staff in person remained stable between 2016/17 and 2017/18. This followed a previous increase from 85 per cent in 2015/16 to 89 per cent in 2016/17 among Employment Support Allowance claimants and from 86 per cent in 2015/16 to 88 per cent in 2016/17 among Jobseeker's Allowance claimants. The proportion of Income Support claimants fell from 95 per cent in 2015/16 to 90 per cent in 2016/17. In 2017/18, just under nine in ten (87 per cent) Universal Credit claimants reported that Jobcentre Plus staff were knowledgeable.

Percentage of claimants who reported that Jobcentre Plus staff were knowledgeable, by benefit type, 2015/16 to 2017/18



Base: All claimants who had face-to-face contact with Jobcentre Plus staff in the last three months, 2015/16 / 2016/17 / 2017/18: ESA (1,197/1,771/1,477), IS (264/396/329), JSA (3,753/3,636/2,895), UC (519/3,457/4,847)

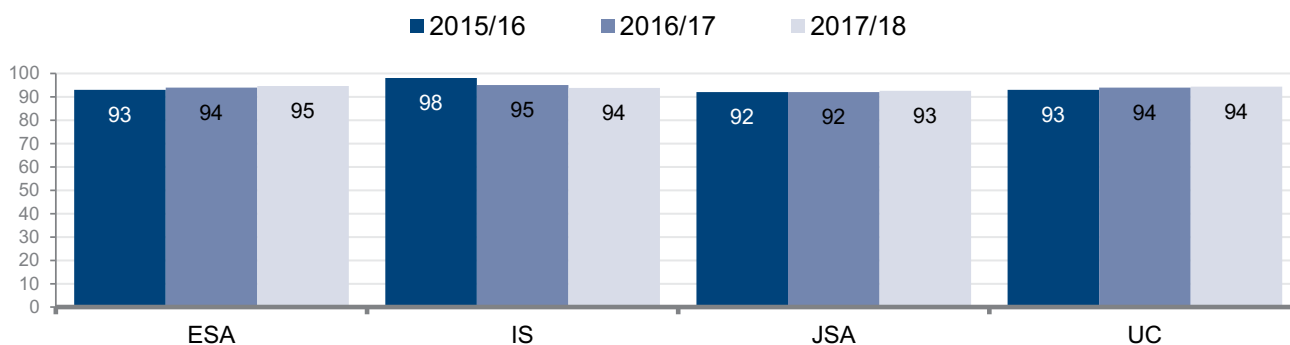
Note: Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 3.8 for more details.

More than nine in ten benefit claimants who visited Jobcentre Plus reported that staff were polite (Charter: Right Treatment)

Across all benefit groups who had face-to-face contact with Jobcentre Plus staff, at least nine in ten claimants reported that staff were polite. Although the proportion of Employment Support Allowance claimants who reported that Jobcentre Plus staff were polite was stable between 2016/17 and 2017/18, there was an increase from 93 per cent in 2015/16 to 95 per cent in 2017/18. The proportion of Income Support claimants who reported that staff were polite remained stable in 2017/18 (94 per cent), decreasing from 98 per cent in 2015/16 to 95 per cent in 2016/17. In 2017/18 94 per cent of Universal Credit claimants said that Jobcentre Plus staff were polite. This was consistent with the high proportions reported among other benefit groups.

Percentage of claimants who reported that Jobcentre Plus staff were polite, by benefit type, 2015/16 to 2017/18



Base: All claimants who had face-to-face interactions with DWP in the last three months, 2015/16 / 2016/17 / 2017/18: ESA (1,206/1,802/1,507); IS (264/396/331); JSA (3,780 /3,656/2,915); UC (519/3,474/4,891)

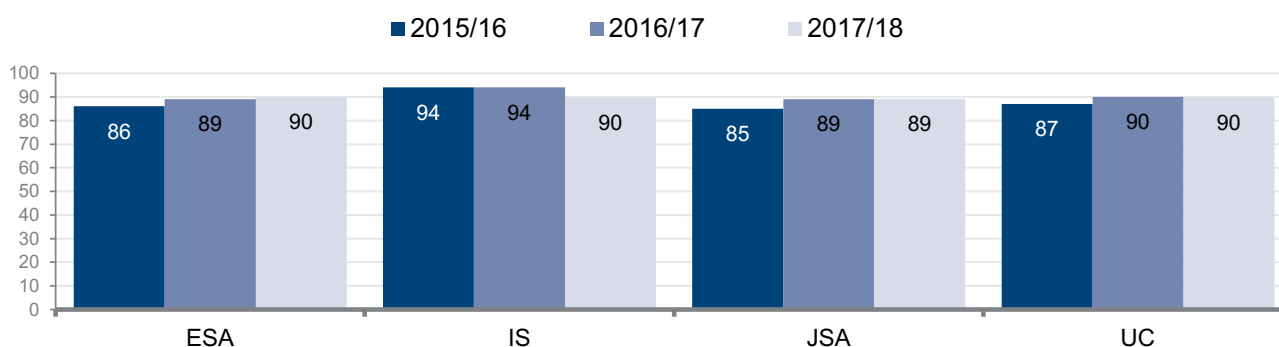
Note: Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 5.1 for more details.

Across all benefit groups, nine in ten Jobcentre Plus visitors reported that staff were helpful (Charter: Right treatment)

Among claimants visiting Jobcentre Plus, the proportion who reported that staff were helpful remained stable between 2016/17 and 2017/18 for all benefit groups. There was an increase in the proportion of Employment Support Allowance claimants, from 86 per cent in 2015/16 to 90 per cent in 2017/18, and among Jobseeker's Allowance claimants, from 85 per cent in 2015/16 to 89 per cent in 2017/18. Nine in ten (90 per cent) Universal Credit claimants reported that Jobcentre Plus staff were helpful in 2017/18.

Percentage of claimants who reported that Jobcentre Plus staff were helpful, by benefit type, 2015/16 to 2017/18



Base: All claimants who had face-to-face contact with Jobcentre Plus staff in the last three months, 2015/16 / 2016/17 / 2017/18: ESA (1,205/1,795/1,499); IS (264/395/328); JSA (3,768/3,646/2,905); UC (515/3,473/4,886)

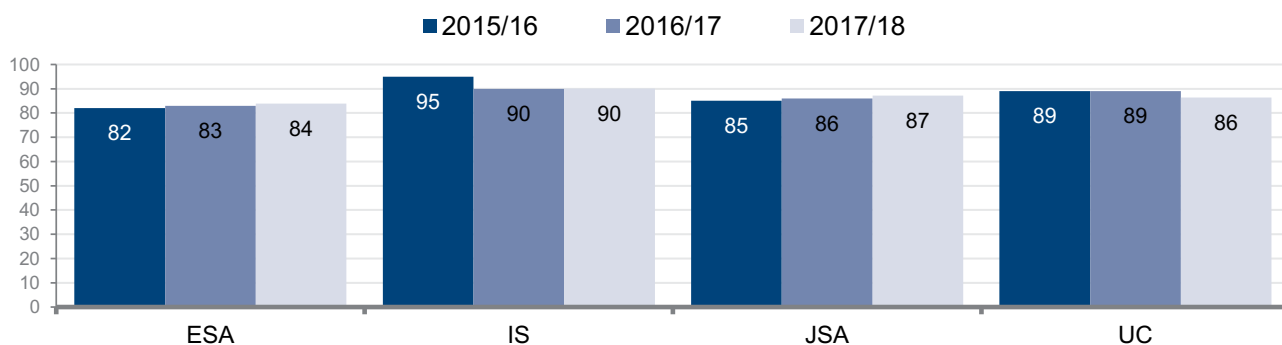
Note: Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 5.2 for more details.

More than eight in ten claimants reported that Jobcentre Plus staff understood their circumstances (Charter: Right treatment)

The proportion of Jobseeker's Allowance claimants who reported that Jobcentre Plus staff understood their particular circumstances remained stable between 2016/17 (86 per cent) and 2017/18 (87 per cent). However, this is an increase from 85 per cent in 2015/16. The proportion of Income Support claimants also remained stable at 90 per cent between 2016/17 and 2017/18. This followed a decrease from 95 per cent to 90 per cent between 2015/16 and 2016/17. Just under nine in ten (86 per cent) of Universal Credit claimants reported that staff understood their circumstances in 2017/18.

Percentage of claimants who reported that Jobcentre Plus staff understood their particular circumstances, by benefit type, 2015/16 to 2017/18



Base: All claimants who had face-to-face contact with Jobcentre Plus staff in person in the last three months, 2015/16 / 2016/17 / 2017/18: ESA (1,202/1,769/1,483); IS (264/397/329); JSA (3,759/3,617/2,889); UC (518/3,459/4,858)

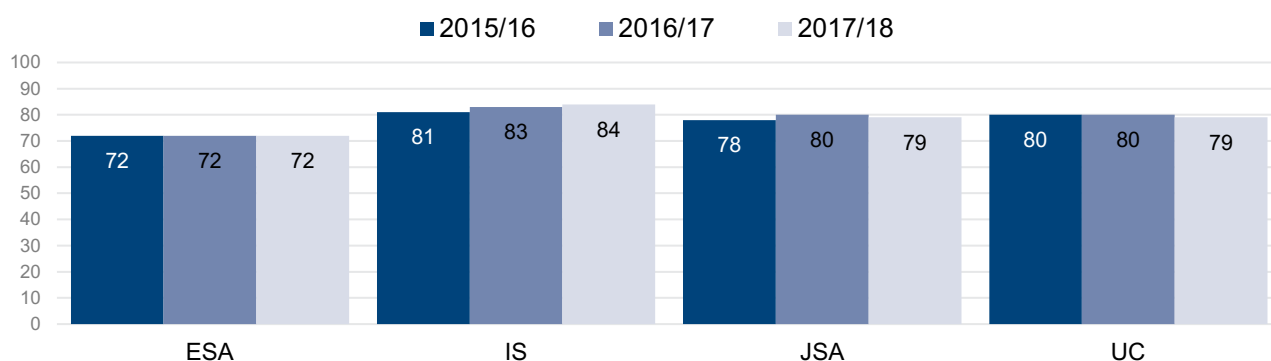
Note: Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 5.3 for more details.

Claimants were generally positive about job search facilities at Jobcentre Plus

Claimants engaging in 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. Across all benefit groups, at least seven in ten claimants had a positive view of job search facilities at Jobcentre Plus. Four-fifths (79 per cent) of Universal Credit claimants reported that search facilities were 'good, very good or excellent' in 2017/18. Levels among other claimant groups were generally stable.

Percentage distribution of claimants' rating Jobcentre Plus facilities for searching for jobs as excellent, very good or good, by benefit type, 2015/16 to 2017/18



Base: All claimants who reported facing difficulties or problems in the last three months, 2015/16 / 2016/17 / 2017/18: IS (317/225/262); ESA (1,712/982/1,014); JSA (4,579/2,599/2,572); UC (447/2,417/4,147)

Notes: This question was asked for half the sample in Q1 in 2016/17.

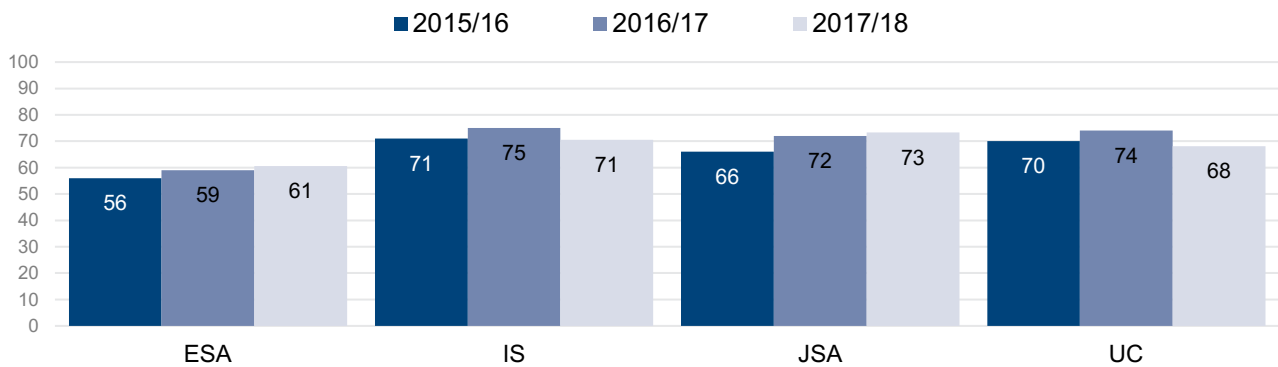
Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 6.1 for more details.

The proportion of claimants who reported that they were satisfied with the Jobcentre Plus employment service remained stable

Claimants also remained generally positive about the help they received from Jobcentre Plus staff to find employment. The proportion of Income Support claimants who reported that they were satisfied with the Jobcentre Plus service for helping customers find employment has been stable since 2015/16. Among Employment Support Allowance claimants, the proportion who said they were satisfied with the help they received to find employment remained stable at 61 per cent in 2017/18 after increasing from 56 per cent in 2015/16 to 59 per cent in 2016/17. Similarly, the proportion of Jobseeker's Allowance claimants who said that they were satisfied (73 per cent) also remained stable. Just over two-thirds (68 per cent) of Universal Credit claimants reported that they were satisfied in 2017/18.

Percentage of claimants who were satisfied with Jobcentre Plus service for helping customers find employment, by benefit type, 2015/16 to 2017/18



Base: All claimants who had face-to-face interaction on relevant processes and for whom the question was applicable in the last three months, 2015/16 / 2016/17 / 2017/18: ESA (2,395/1,414/ 1,436); IS (395/277/334); JSA (5,174/2,908/2,881); UC (811/2,650/4,855)

Notes: This question was asked for half the sample in Q1 in 2016/17.

Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 6.3 for more details.

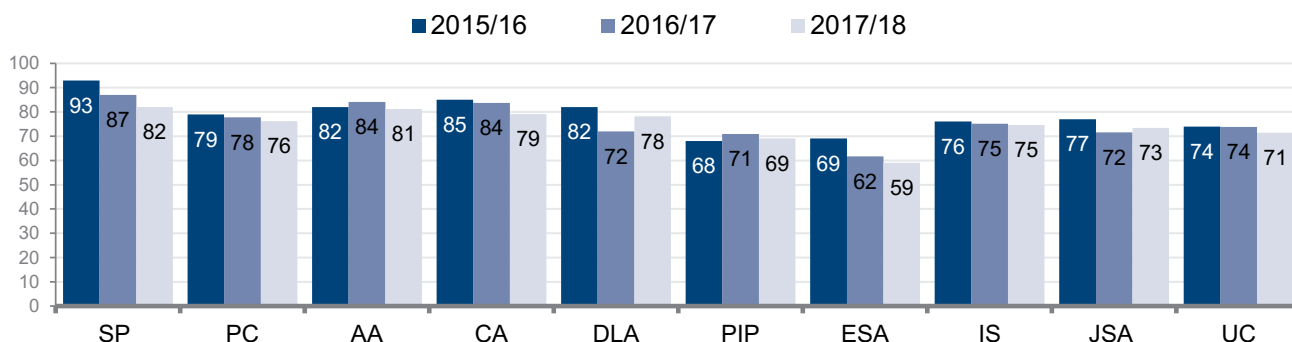
Perceptions about staff

Charter: Ease of access

Most claimants reported that it was easy to get in touch with DWP during their transaction

The proportion of claimants who reported that it was 'very' or 'fairly' easy to get in touch with DWP remained stable between 2015/16 and 2017/18 among Pension Credit, Attendance Allowance, Personal Independence Payment, Carer's Allowance and Income Support claimants. Between 2016/17 and 2017/18, there was a continued fall in the proportion of Employment Support Allowance (from 62 per cent to 59 per cent) and State Pension recipients (from 87 per cent to 82 per cent) who said it was easy to get in touch with DWP. Among Jobseeker's Allowance claimants, the proportion who reported that it was easy to get in touch remained stable at 73 per cent in 2017/18 after falling from 77 per cent in 2015/16 to 72 per cent in 2016/17. Just over three in four (78 per cent) Disability Living Allowance claimants reported it was easy to get in touch with DWP during their transaction. Just over seven in ten (71 per cent) of Universal Credit claimants reported that it was easy to get in touch.

Percentage of claimants who reported that it was easy to get in touch with DWP during their transaction, by benefit type, 2015/16 to 2017/18



Base: All claimants who had made contact with DWP in the last three months, 2015/16 / 2016/17 / 2017/18: SP (438/458/482); PC (417/460/455); AA (392/445/442); CA (450/441/435); DLA (409 (DLAw/c)/431 (DLAw/c)/452(DLAc)); PIP (728/843/823); ESA (5,090/4,013/2,997); IS (532/497/450); JSA (5,477/3,888/3,009); UC (920/3,996/5,969)

Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

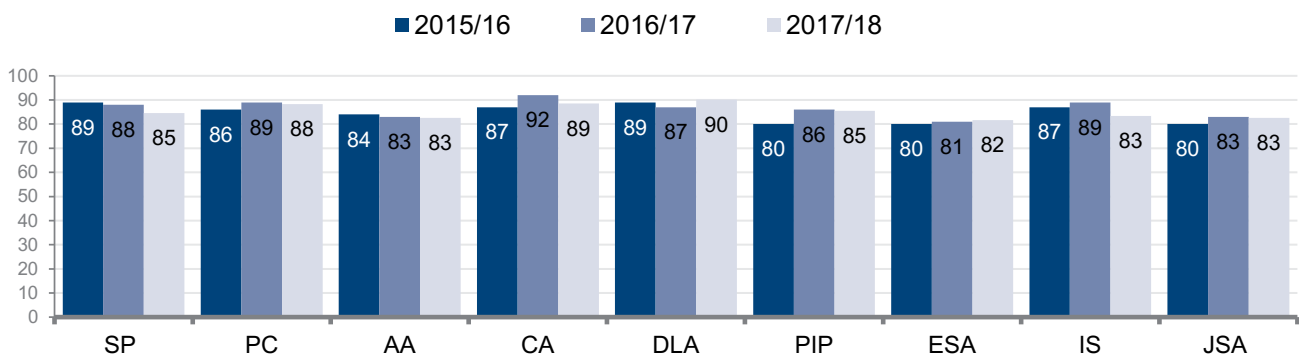
See Table 2.4 for more details.

Charter: Getting it right

There was a decrease in the proportion of Income Support claimants who reported that their payment calculations were explained clearly

The proportion of Income Support claimants who reported that their payment calculations were explained either 'very clearly' or 'fairly clearly' decreased from 89 per cent in 2016/17 to 83 per cent in 2017/18. Although the proportion of both State Pension recipients and Carer's Allowance claimants who reported that their payment calculations were clearly explained appear to have fallen since 2015/16 and 2016/17 respectively, these changes are broadly stable. The proportions of other claimant groups who reported that their payment calculations were explained clearly generally remained stable, ranging from 80 per cent to 90 per cent across all benefits between 2015/16 and 2017/18.

Percentage of claimants who reported that their payment calculations were explained clearly, by benefit type, 2015/16 to 2017/18



Base: All claimants who had made contact with DWP in the last three months, 2015/16 / 2016/17 / 2017/18: SP (468/456/478); PC (426/458/448); AA (404/437/437); CA (471/434/426); DLA (431 (DLAw/c)/419 (DLAw/c)/436 (DLAc)); PIP (766/820/816); ESA (5,264/3,934/2,965); IS (553/493/447); JSA (5,449/3,754/2,935)

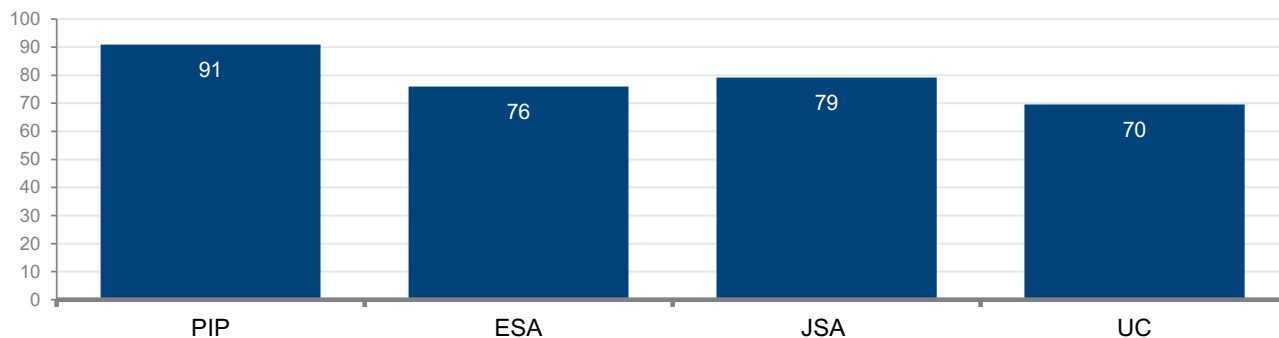
Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 3.1 for more details.

Nine in ten Personal Independence Payment claimants reported that the decision about their benefit was clearly explained

Claimants who had received a decision following a medical assessment, or received notification of a sanction, or received notification of a change to benefit payment, were asked if the decision was clearly explained. Ninety-one per cent of Personal Independence Payment claimants reported that the decision about their benefit was clearly explained.

Percentage of claimants who reported that the decision about their benefit was explained clearly, by benefit type, 2017/18



Base: All claimants who received a decision about their benefit in the last three months, 2017/18: DLAc (15); PIP (87); ESA (505); IS (16); JSA (45); UC (293)

Notes: DLA and IS have been excluded from the tables and charts in 2017/18 due to low base sizes (<40).

Due to changes in questionnaire routing between 2016/17 and 2017/18 the findings cannot be compared over time.

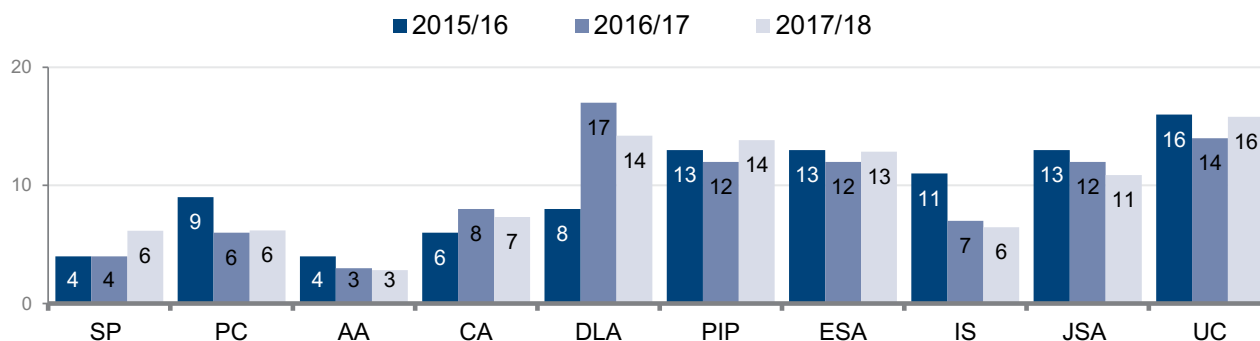
Not all benefits involve a medical assessment or are subject to sanctions.

See Table 3.2 for more details.

One in six Universal Credit claimants reported that they had been given incorrect or contradictory information

Claimants were asked if they had found any information that was given to them by DWP in the previous three months to be incorrect or contradictory. One in six (16 per cent) Universal Credit claimants, 14 per cent of Disability Living Allowance and Personal Independence Payment claimants and 13 per cent of Employment Support Allowance claimants reported that they had received incorrect or contradictory information in 2017/18. For all other benefits, the proportion of claimants who reported receiving incorrect or contradictory information remained stable.

Percentage of claimants who reported that they were given any incorrect or contradictory information, by benefit type, 2015/16 to 2017/18



Base: All claimants who had made contact with DWP in the last three months, 2015/16 / 2016/17 / 2017/18: SP (474/458/482); PC (429/460/455); AA (411/445/442); CA (486/441/435); DLA (436 (DLAw/c)/431 (DLAw/c)/452 (DLAc)); PIP (818/843/823); ESA (5,412/4,013/2,997); IS (560/497/450); JSA (5,637/3,888/3,009); UC (963/3,996/5,969)

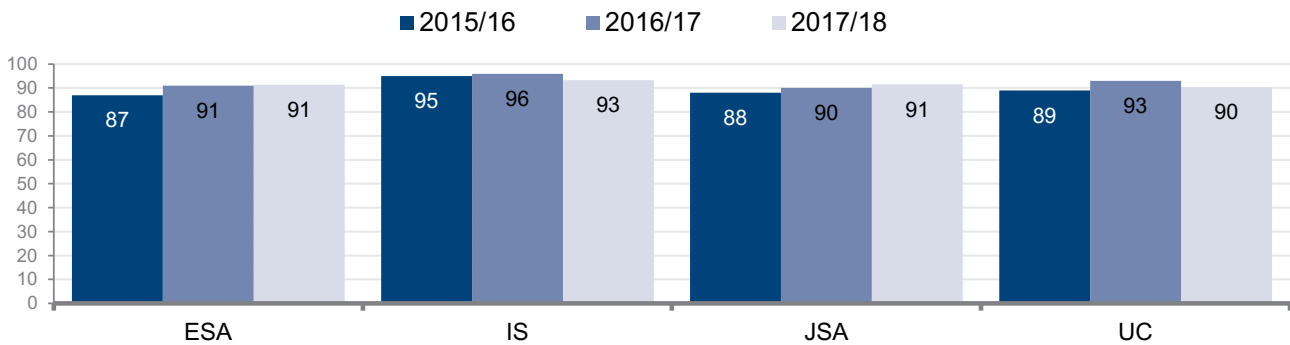
Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 3.3 for more details.

The proportion of employment-related benefit claimants who reported they were given correct information from staff they met in person remained stable

Claimants who met with Jobcentre Plus staff in person were asked whether they were provided with correct information. The proportion of Jobseeker's Allowance claimants who reported that they were provided with the correct information rose to 91 per cent in 2017/18 from 88 per cent in 2015/16. After an increase between 2015/16 and 2016/17, the proportion of Employment and Support Allowance claimants who reported that they were given correct information remained stable at 91 per cent in 2017/18. Over the past three years, the proportion of Income Support claimants remained stable. Just over nine in ten respondents (93 per cent) reported that they were given correct information by the staff they met in person. Nine in ten (90 per cent) Universal Credit claimants reported that they were given correct information by the staff they met in person.

Percentage of claimants who reported that staff they met in person provided the correct information, by benefit type, 2015/16 to 2017/18



Base: All claimants who had face-to-face contact with DWP staff, 2015/16 / 2016/17 /2017/18; ESA (1,189/1,758/1,463); IS (262/394/328); JSA (3,740/3,619/2,878); UC (518/3,448/4,832)

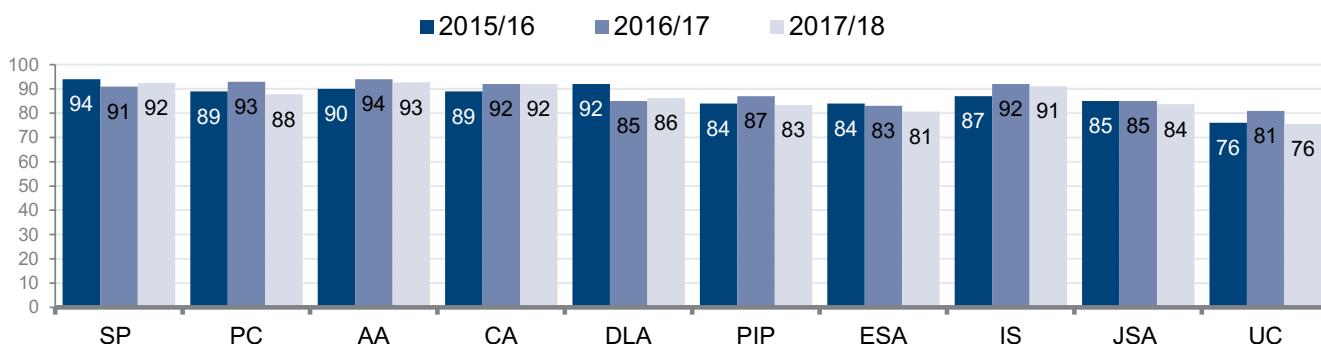
Note: Due to changes in the sample composition for Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Tables 3.4 for more details.

The proportion of claimants who reported that staff on telephone calls made to DWP provided correct information was generally stable

Across all benefit groups, between 2016/17 and 2017/18, the proportion of claimants who reported that staff on telephone calls made to DWP provided them with correct information remained stable. Although the year-on-year changes were not significant, the proportion of Employment Support Allowance claimants reporting that they had received correct information decreased from 84 per cent in 2015/16 to 81 per cent in 2017/18. Three-quarters (76 per cent) of Universal Credit claimants reported that staff on telephone calls provided the correct information in 2017/18.

Percentage of claimants who reported that staff on telephone calls made to DWP provided the correct information, by benefit type, 2015/16 to 2017/18



Base: All claimants who had made telephone calls to DWP in the last three months, 2015/16 / 2016/17 / 2017/18: SP (300/272/284); PC (240/262/209); AA (178/190/196); CA (223/252/247); DLA (195 (DLAw/c)/196 (DLAw/c)/215 (DLAc)); PIP (407/417/411); ESA (2,569/1,527/953); IS (287/183/149); JSA (992/958/679); UC (290/1,411/1,895)

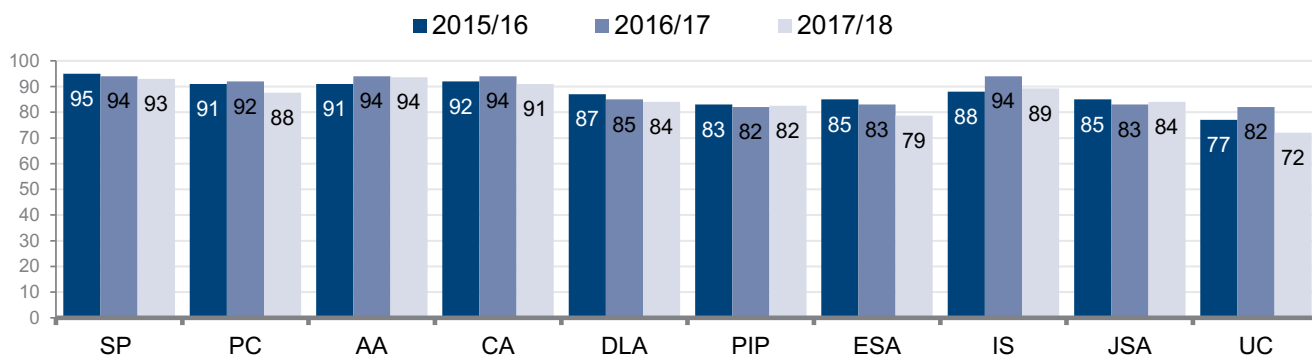
Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 3.5 for more details.

The proportion of Employment Support Allowance claimants who reported that staff on telephone calls made to DWP were knowledgeable has decreased since 2015/16

Across most benefits, the proportion of claimants who reported that staff on telephone calls made to DWP were knowledgeable has remained stable since 2015/16. However, the proportion of Employment and Support Allowance claimants who reported that staff on telephone calls made to DWP were knowledgeable has fallen from 85 per cent in 2015/16 to 83 per cent in 2016/17 and 79 per cent in 2017/18. Just over seven in ten (72 per cent) Universal Credit claimants reported that staff were knowledgeable.

Percentage of claimants who reported that staff on telephone calls made to DWP were knowledgeable, by benefit type, 2015/16 to 2017/18



Base: All claimants who had made telephone calls to DWP in the last three months, 2015/16 / 2016/17 / 2017/18: SP (302/280/291); PC (242/267/213); AA (182/193/197); CA (227/252/246); DLA (199 (DLAw/c)/199 (DLAw/c)/217 (DLAc)); PIP (404/411/405); ESA (2,577/1,531/956); IS (287/186/149); JSA (995/953/680); UC (290/1,417/1,913)

Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

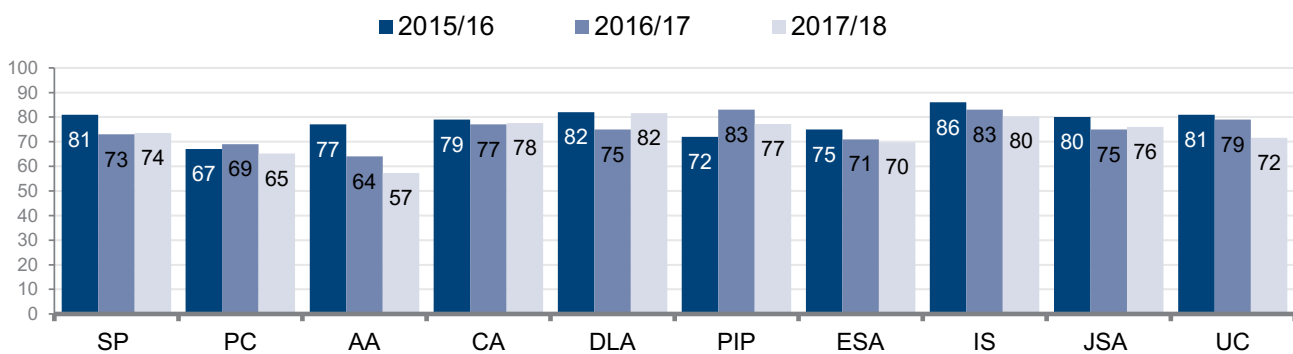
See Table 3.9 for more details.

Charter: Keeping you informed

The proportion of Attendance Allowance and Personal Independence Payment claimants who reported that they were informed about what would happen next in their transaction decreased

Those claimants whose transaction involved multiple stages, such as making a new claim, were asked whether they were told what would happen next. After rising from 72 per cent in 2015/16 to 83 per cent in 2016/17, the proportion of Personal Independence Payment claimants who reported that they were told what would happen next fell to 77 per cent in 2017/18. There was a continued fall among Attendance Allowance claimants, from 77 per cent in 2015/16 to 57 per cent in 2017/18. The proportion of State Pension recipients, Employment Support Allowance and Jobseeker's Allowance claimants remained stable between 2016/17 and 2017/18 after falling over the previous year. The proportion of Income Support claimants decreased to 80 per cent in 2017/18, from 86 per cent in 2015/16. Just over seven in ten (72 per cent) Universal Credit claimants reported that they were told what would happen next in their transaction in 2017/18.

Percentage of claimants who were told what would happen next in their transaction, by benefit type, 2015/16 to 2017/18



Base: All claimants whose transaction had involved multiple stages in the last three months, 2015/16 / 2016/17 / 2017/18: SP (402/426/445); PC (382/437/428); AA (348/418/423); CA (413/422/416); DLA (384 (DLAw/c)/ 421(DLAW/c)/436 (DLAc)); PIP (668/817/804); ESA (4,747/3,719/2,804); IS (515/470/422); JSA (4,372/3,226/2,480); UC (837/3,674/5,554)

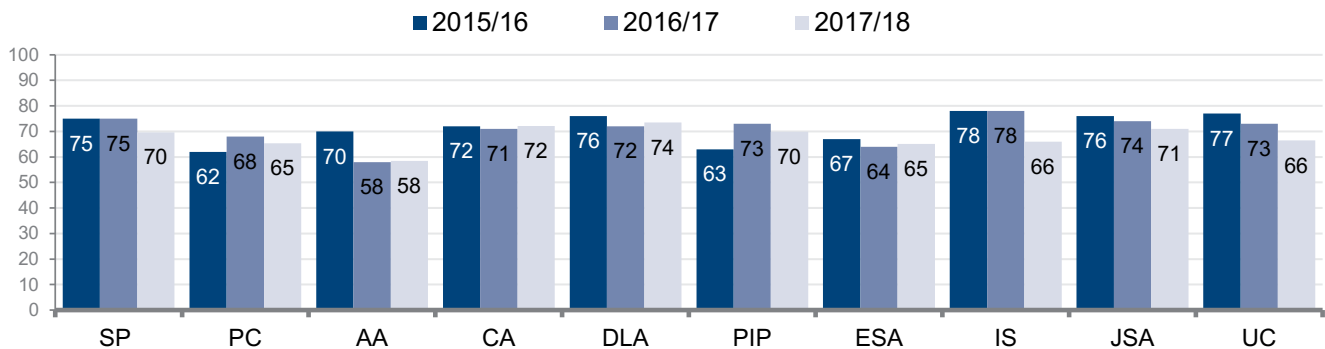
Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 4.1 for more details.

The proportion of Jobseeker's Allowance and Income Support claimants who said they were given clear timings about their transaction decreased

Claimants whose transaction required action from DWP were asked whether they had been given clear timings around what DWP would do. The proportion of Income Support claimants who said they had been given clear timings fell from a previously stable level of 78 per cent in both 2015/16 and 2016/17, to 66 per cent in 2017/18. Similarly, the proportion among Jobseeker's Allowance claimants fell from a previously stable level of 74 per cent in 2016/17 to 71 per cent in 2017/18. In 2017/18 the proportion among Attendance Allowance claimants remained stable at 58 per cent. This followed a fall from 70 per cent in 2015/16 to 58 per cent in 2016/17. Two-thirds (66 per cent) of Universal Credit claimants reported that they had been given clear timings in 2017/18. For all other benefits, the proportion of claimants who reported that they were given clear timings about their transaction remained stable between 2016/17 and 2017/18.

Percentage of claimants who reported that they were given clear timings about their transaction, by benefit type, 2015/16 to 2017/18



Base: All claimants whose transaction in the last 3 months required an action from DWP, 2015/16 / 2016/17 / 2017/18: SP (369/403/429); PC (370/424/412); AA (344/407/412); CA (400/412/404); DLA (388 (DLAw/c)/421 (DLAw/c)/436 (DLAc)); PIP (662/823/798); ESA (4,277/3,070/2,237); IS (422/273/229); JSA (3,088/2,300/1,692); UC (610/2,448/4,160)

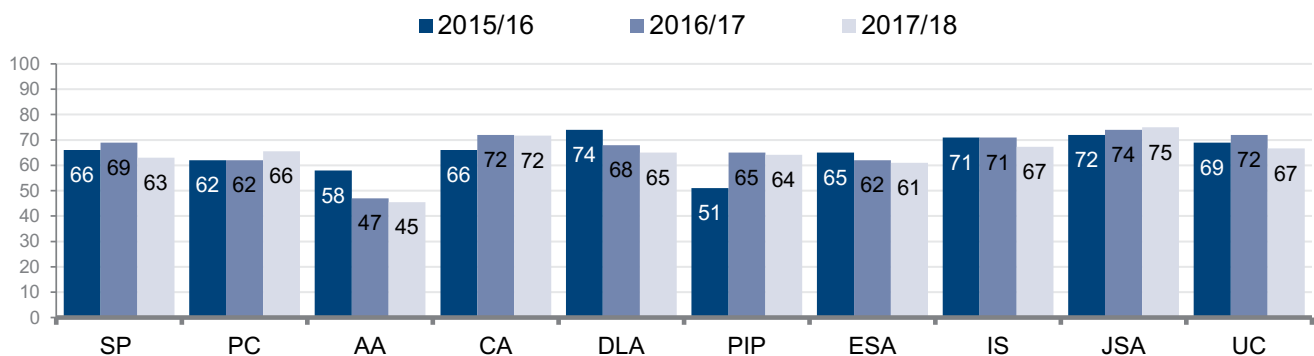
Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 4.2 for more details.

The proportion of Attendance Allowance claimants who said they were kept up to date with their transaction remained low

Those claimants whose transaction with DWP involved some sort of process (as opposed to a one-off action), such as appealing a decision, were asked whether they were kept up to date with progress throughout the transaction. After falling from 58 per cent in 2015/16 to 47 per cent in 2016/17, the proportion of Attendance Allowance claimants who reported that they had been kept up to date with progress during their transaction remained stable at 45 per cent in 2017/18. The proportion of Jobseeker's Allowance claimants who reported that they had been kept up to date with progress during their transaction remained stable at 75 per cent, increasing from 72 per cent in 2015/16 to 74 per cent in 2016/17. Among Employment Support Allowance claimants, the proportion remained stable at 61 per cent after falling from 65 per cent in 2015/16 to 62 per cent in 2016/17. The proportion of PIP claimants also remained stable in 2017/18 (64 per cent) after increasing from 51 per cent in 2015/16 to 65 per cent in 2016/17. Two-thirds (67 per cent) of Universal Credit claimants reported that they had been kept up to date in 2017/18. Levels for claimants of all other benefits remained stable.

Percentage of claimants who reported that they were kept up to date with progress during their transaction, by benefit type, 2015/16 to 2017/18



Base: All claimants whose transaction had involved a process in the last three months, 2015/16 / 2016/17 / 2017/18: SP (297/332/319); PC (212/215/189); AA (279/319/318); CA (340/338/326); DLA (308 (DLAw/c)/ 256(DLAc)/ 327 (DLAc)); PIP (467/632/622); ESA (3,639/2,491/1,862); IS (454/363/295); JSA (3,546/2,323/1,863); UC (710/2,866/4,363)

Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

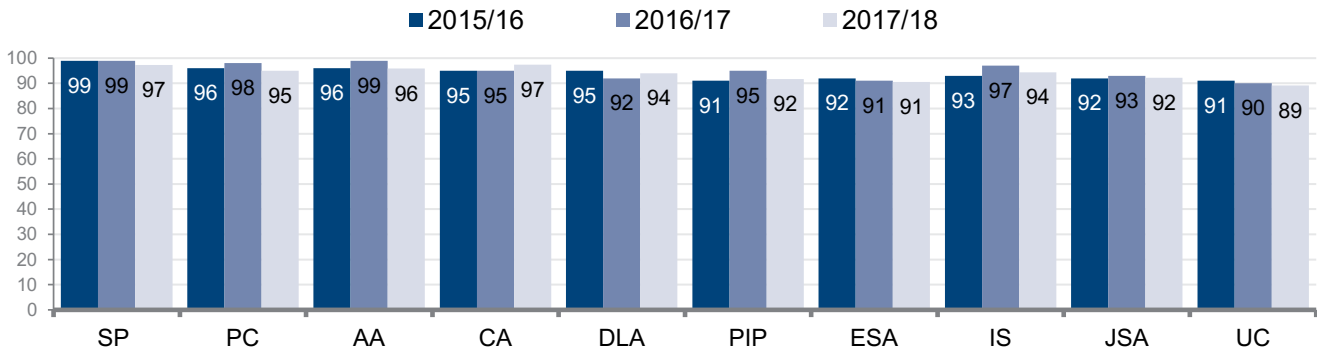
See Table 4.3 for more details.

Charter: Right treatment

Across all benefits, around nine in ten claimants reported that staff on telephone calls made to DWP were polite

In 2017/18, the proportion of claimants who said that staff on telephone calls made to DWP were polite remained stable across all claimant groups. This ranged from 89 per cent of Universal Credit claimants to 97 per cent of State Pension recipients and Carer's Allowance claimants.

Percentage of claimants who reported that staff on telephone calls made to DWP were polite, by benefit type, 2015/16 to 2017/18



Base: All claimants who made telephone calls to DWP in the last three months, 2015/16 / 2016/17 / 2017/18: SP (304/284/296); PC (245/269/216); AA (186/200/204); CA (229/254/252); DLA (200 (DLAw/c)/ 201(DLAW/c)/ 217 (DLAc)); PIP (409/426/415); ESA (2,588/1,548/971); IS (288/186/150); JSA (1,004/964/687); UC (291/1,429/1,992)

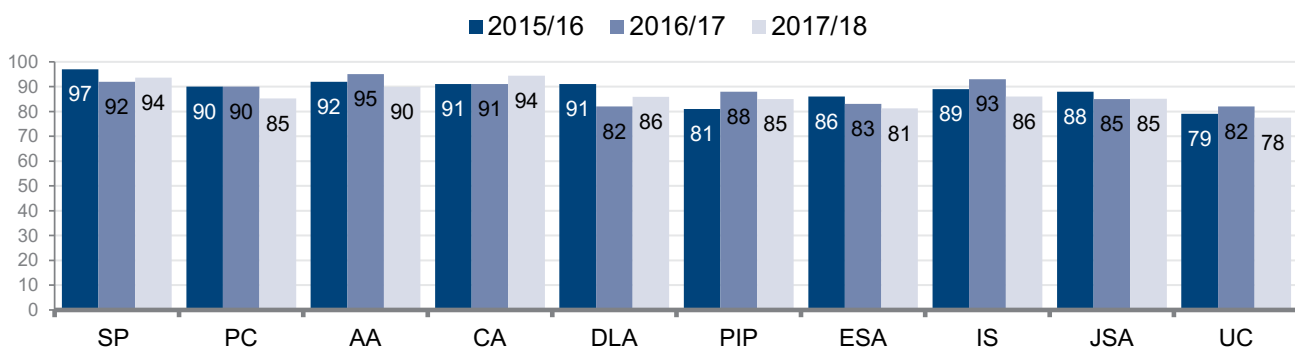
Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 5.6 for more details.

There was a decrease in the proportion of Income Support claimants who reported that DWP staff on telephone calls made to DWP were helpful

Claimants who made telephone calls to DWP regarding their benefits were also asked whether the members of staff they spoke to were helpful. There was a decrease in the proportion of Income Support claimants (86 per cent) who reported that they found staff on telephone calls to be helpful in 2017/18 compared with 2016/17 (93 per cent). There was no significant change in the proportion of Employment Support Allowance claimants between 2016/17 and 2017/18, although there was a decrease from 86 per cent in 2015/16 to 81 per cent in 2017/18. After falling between 2015/16 and 2016/17, the proportion of State Pension recipients (94 per cent), Jobseeker's Allowance (85 per cent) and Employment Support Allowance claimants (81 per cent) reporting that staff on telephone calls were helpful remained stable. The lowest levels were observed among Universal Credit claimants, among whom 78 per cent reported that staff on calls were helpful in 2017/18.

Percentage of claimants who reported that staff on telephone calls made to DWP were helpful, by benefit type, 2015/16 to 2017/18



Base: All claimants who made a telephone call to DWP in last three months, 2015/16 / 2016/17 / 2017/18: SP (304/285/297); PC (245/269/214); AA (186/197/202); CA (229/255/251); DLA (198 (DLAw/c)/200 (DLAw/c)/215 (DLAc)); PIP (408/423/411); ESA (2,587/1,540/970); IS (288/184/151); JSA (1,000 /958/687); UC (291/1,423/1,917)

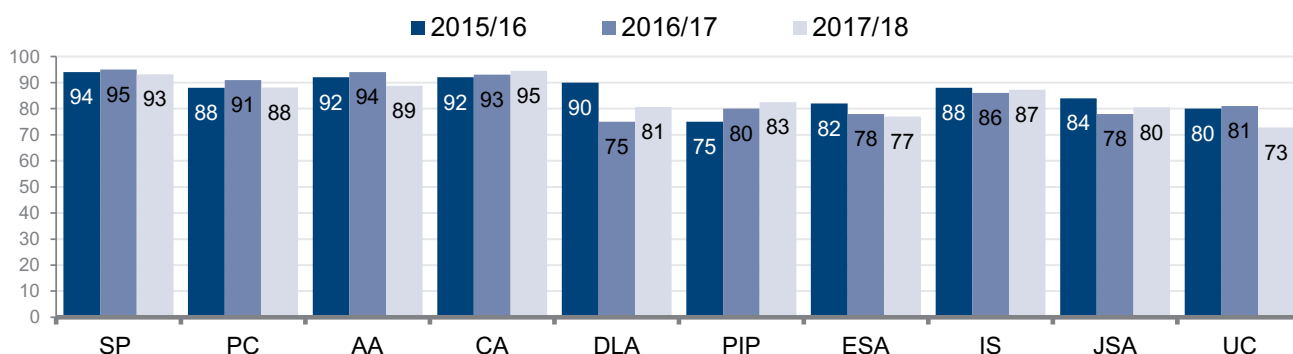
Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 5.7 for more details.

The proportion of Attendance Allowance claimants who said staff on telephone calls made to DWP understood their particular circumstances decreased

The proportion of Attendance Allowance claimants who reported that staff on telephone calls made to DWP understood their particular circumstances fell from 94 per cent in 2016/17 to 89 per cent in 2017/18. The proportion of Personal Independence Payment claimants who reported that staff understood their personal circumstances remained stable between 2016/17 (80 per cent) and 2017/18 (83 per cent). However, there was an increase from 75 per cent in 2015/16. The proportion of Jobseeker's Allowance claimants remained stable at 80 per cent in 2017/18, after falling from 84 per cent to 78 per cent between 2015/16 and 2016/17. The lowest levels were observed among Universal Credit claimants, among whom 73 per cent reported that staff on calls understood their particular circumstances in 2017/18. Levels among other claimant groups were generally stable.

Percentage of claimants who reported staff on telephone calls made to DWP understood their particular circumstances, by benefit type, 2015/16 to 2017/18



Base: All claimants who made telephone calls to DWP in the last three months, 2015/16 / 2016/17 / 2017/18: SP (302/280/285); PC (242/264/208); AA (185/199/199); CA (226/251/246); DLA (195 (DLAw/c)/200 (DLAw/c)/215 (DLAc)); PIP (407/421/404); ESA (2,581/1,530/961); IS (287/186/150); JSA (1,001/955/682); UC (290/1,423/1,894)

Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

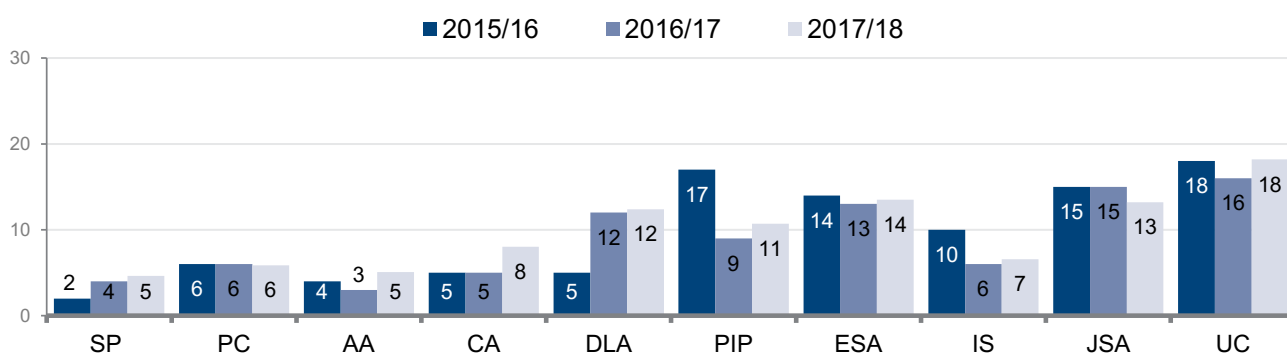
See Table 5.8 for more details.

Resolving difficulties

The proportion of Jobseeker's Allowance claimants who reported difficulties or problems when dealing with DWP decreased

The proportion of Jobseeker's Allowance claimants who reported that they had difficulties or problems when dealing with DWP decreased from 15 per cent in 2016/17 to 13 per cent in 2017/18. The proportion of State Pension recipients remained stable between 2016/17 (four per cent) and 2017/18 (five per cent). However, there was an increase from two per cent since 2015/16. The proportion of Personal Independence Payment claimants remained stable at 11 per cent in 2017/18 after falling from 17 per cent in 2015/16 to nine per cent in 2016/17. Similarly, the proportion of Income Support claimants remained stable at seven per cent in 2017/18 after falling from 10 per cent to six per cent between 2015/16 and 2016/17. Universal Credit claimants were most likely (18 per cent) to state that they had reported difficulties or experienced a problem. Levels among other claimant groups were generally stable.

Percentage of claimants who reported difficulties or problems when dealing with DWP, by benefit type, 2015/16 to 2017/18



Base: All claimants who had made contact with DWP in the last three months, 2015/16 / 2016/17 / 2017/18: SP (474/458/478); PC (428/457/454); AA (411/445/439); CA (485/441/433); DLA (436 (DLAw/c)/431 (DLAw/c)/450 (DLAc)); PIP (818/843/821); ESA (5,404/4,004/2,990); IS (560/496/450); JSA (5,633/3,887/3,008); UC (962/3,991/5,946)

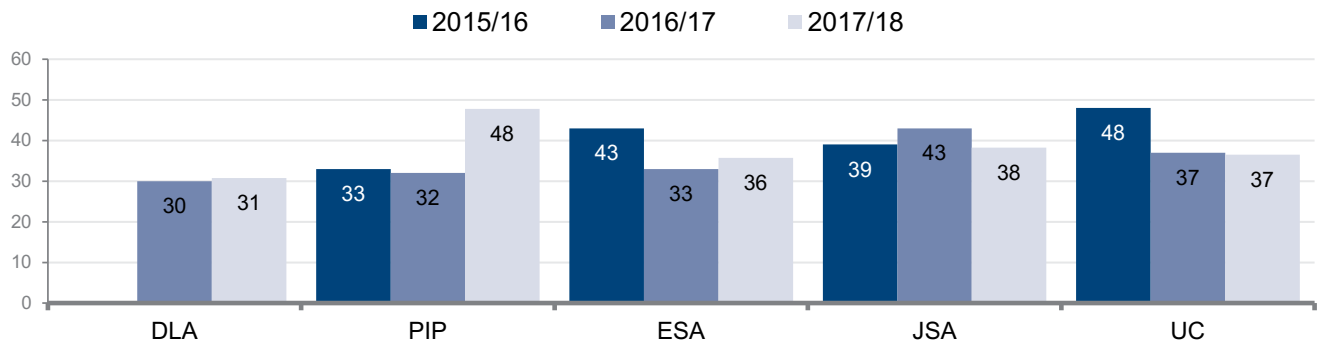
Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

See Table 5.16 for more details.

There was an increase in the proportion of Personal Independence Payment claimants who said that their problems were resolved

Those who experienced difficulties with their transaction were asked if that problem had been resolved by the time of the interview. Among Personal Independence Payment claimants, the proportion who said that their problems or difficulties had been resolved increased from a third (32 per cent) in 2016/17 to 48 per cent in 2017/18. The proportion of Employment Support Allowance claimants in 2017/18 (36 per cent) remained stable after falling from 43 per cent to 33 per cent between 2015/16 and 2016/17. Just under four in ten (37 per cent) Universal Credit claimants reported that difficulties or problems were resolved in 2017/18. Levels among other claimant groups were generally stable.

Percentage of claimants who reported that difficulties or problems were resolved, by benefit type, 2015/16 to 2017/18



Base: All claimants who reported facing difficulties or problems in the last three months, 2015/16 / 2016/17 / 2017/18: DLA (21 (DLAw/c)/47 (DLAw/c)/51 (DLAc)); PIP (104/78/91); ESA (758/501/384); JSA (810/585/389); UC (170/673/1,084)

Notes: This question was asked for half the sample in Q1 in 2016/17.

SP, PC, AA, CA and IS have been excluded from the tables and charts due to low base sizes (<40).

Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the 'methodological considerations' section.

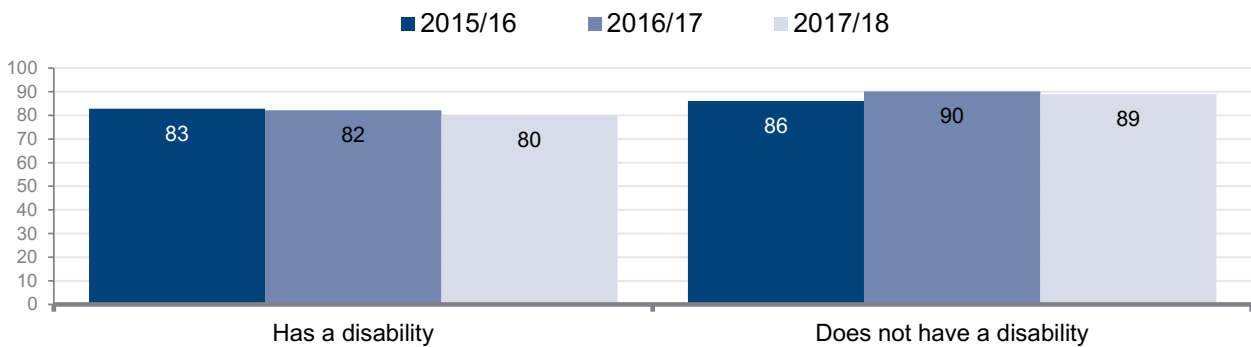
See Table 5.17 for more details.

Equality measures

Satisfaction among claimants with a disability decreased

The proportion of claimants with disabilities who reported that they were satisfied overall was 80 per cent in 2017/18, a decrease from 82 per cent in 2016/17. Among those without a disability the proportion who reported they were satisfied remained stable in 2017/18 (89 per cent), after rising from 86 per cent in 2015/16 to 90 per cent in 2016/17.

Percentage of claimants who were satisfied overall, by whether they have a disability, 2015/16 to 2017/18



Base: All claimants, 2015/16 / 2016/17 / 2017/18: Has a disability (7,372/7,900/8,116); Does not have a disability (7,751/7,328/7,069)

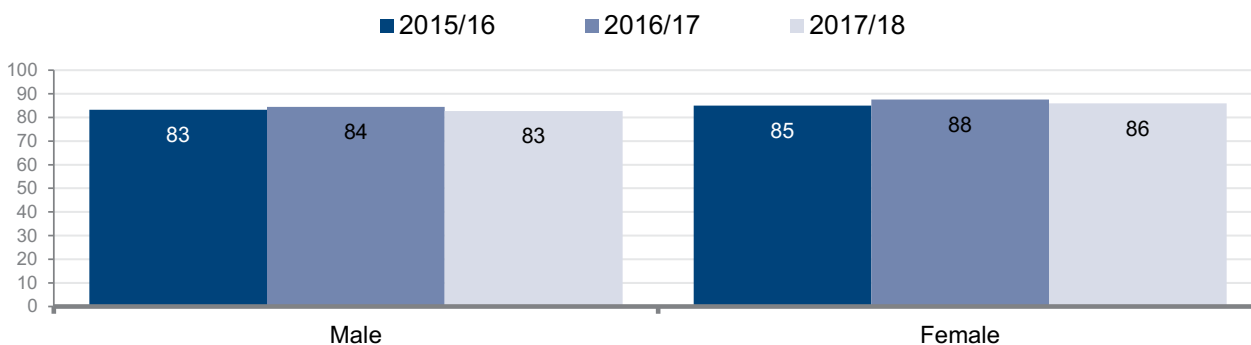
Note: Disabled people are identified as those who report any physical or mental health condition or illness that lasts or is expected to last 12 months or more, and which limits their ability to carry out day-to-day activities. This definition is consistent with the core definition of disability under the Equality Act 2010 and complies with harmonised standards for social surveys published.

See Table 8.6 for more details.

The proportion of female claimants who were satisfied with DWP fell

The proportion of female claimants who reported that they were satisfied with DWP fell back to 86 per cent in 2017/18 after increasing from 85 per cent in 2015/16 to 88 per cent in 2016/17. The proportion of male claimants who reported that they were satisfied remained stable between 2015/16 and 2017/18 (83 per cent).

Percentage of claimants who were satisfied overall, by gender, 2015/16 to 2017/18



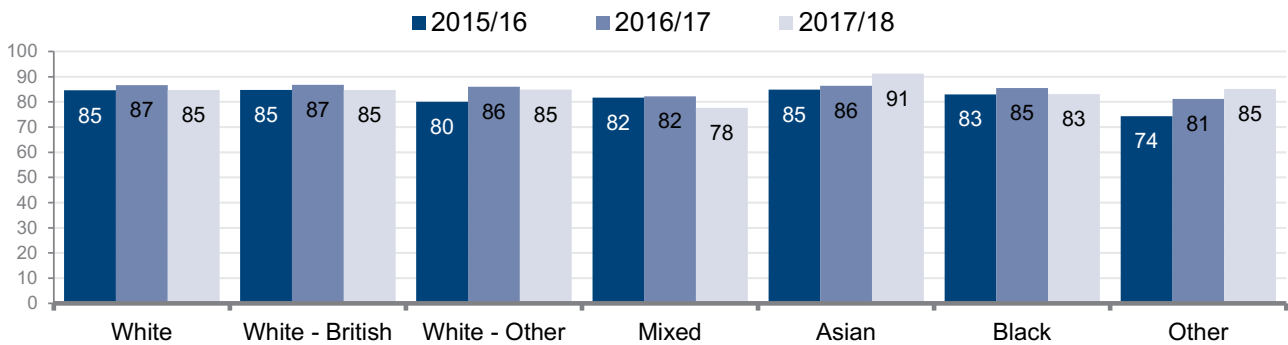
Base: All claimants, 2015/16 / 2016/17 / 2017/18: Male (8,717/8,879/8,331); Female (6,909/6,648/7,183)

See Table 8.4 for more details.

Claimants who described themselves as Asian were more likely to say they were satisfied with DWP than in previous years

The proportion of claimants who described themselves as Asian and reported that they were satisfied with the overall service DWP provides increased to 91 per cent in 2017/18, up from 86 per cent in 2016/17. The proportion of satisfied claimants who described themselves as from a White British background fell back to 85 per cent in 2017/18 after increasing from 85 per cent in 2015/16 to 87 per cent in 2016/17. The proportion of satisfied claimants in other ethnic groups has remained broadly stable over the last year.

Percentage of claimants who were satisfied overall, by ethnicity, 2015/16 to 2017/18



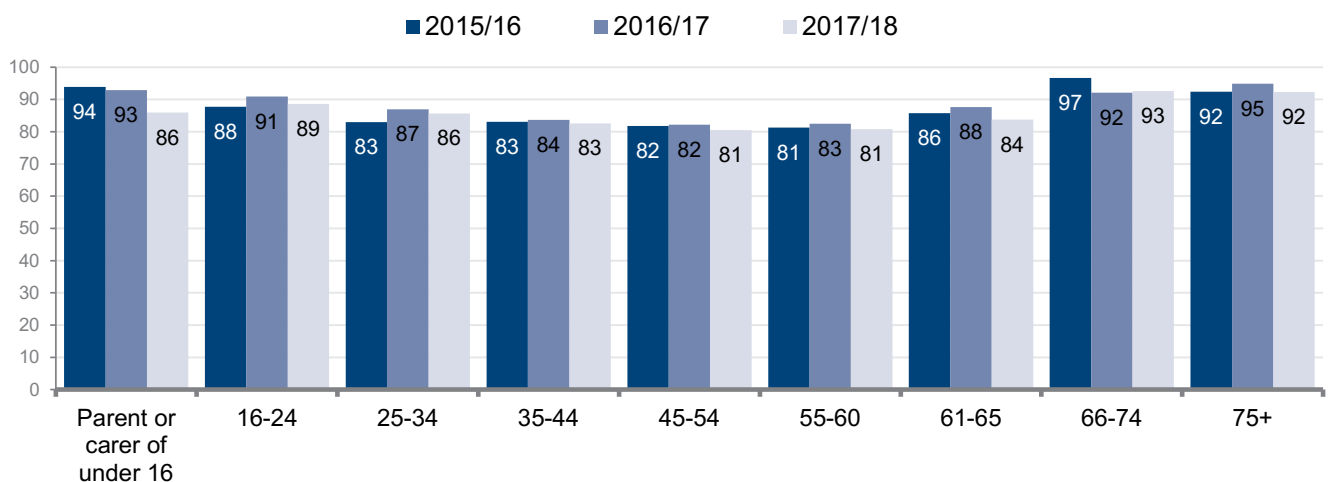
Base: All claimants, 2015/16 / 2016/17 / 2017/18: White (13,533/13,469/12,952); White British (13,042/13,048/12,448); White - Other (483/403/487); Mixed (333/318/337); Asian (702/644/782); Black (691/679/912); Other (192/203/261)

See Table 8.1 for more details.

Satisfaction among claimants aged 61 to 65 decreased

The proportion of 61 to 65-year old claimants who reported they were satisfied with DWP fell to 84 per cent in 2017/18, down from 88 per cent in 2016/17. The proportion of parents claiming benefits on behalf of under 16s who were satisfied with DWP overall also fell to 86 per cent in 2017/18, down from 93 per cent in 2016/17. Among 66 to 74-year olds, the proportion of claimants who reported that they were satisfied with DWP remained stable in 2017/18 (93 per cent) after falling from 97 per cent to 92 per cent between 2015/16 and 2016/17. Conversely, the proportion of 25 to 34-year olds remained stable in 2017/18 (86 per cent) after increasing from 83 per cent in 2015/16 to 87 per cent in 2016/17. The proportion of satisfied claimants in other age groups has remained broadly stable over the last year.

Percentage of claimants who were satisfied overall, by age, 2015/16 to 2017/18



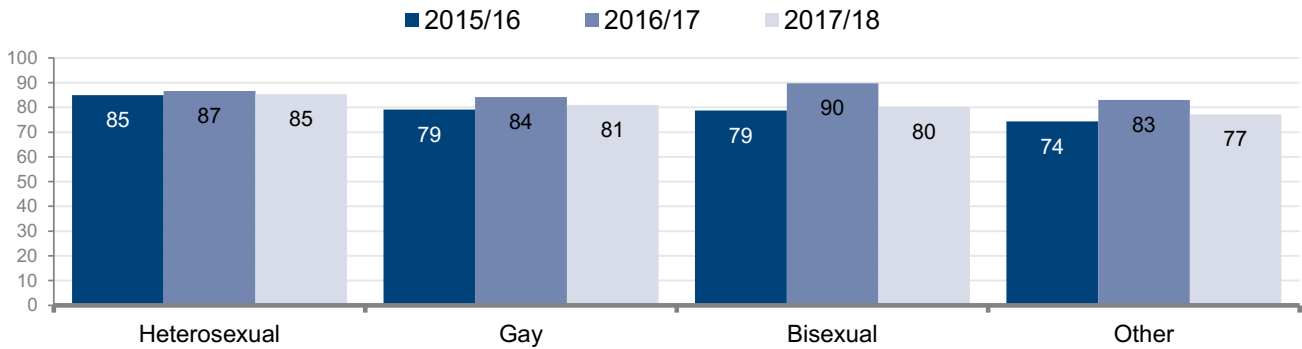
Base: All claimants, 2015/16 / 2016/17 / 2017/18: Parent or carer of Under 16 (225/201/359); 16-24 (2,390/2,127/2,099); 25-34 (2,770/2,803/2,830); 35-44 (2,509/2,392/2,453); 45-54 (3,470/3,440/3,211); 55-60 (2,033/2,115/2,066); 61-65 (1,328/1,405/1,358); 66-74 (419/551/622); 75+ (482/493/516)

See Table 8.3 for more details.

The proportion of claimants who described themselves as heterosexual or bisexual and were satisfied with DWP decreased

The proportion of claimants who described themselves as heterosexual and reported that they were satisfied with DWP overall fell to 85 per cent in 2017/18. This was a return to levels recorded in 2015/16, after an increase to 87 per cent in 2016/17. There was a similar pattern among those who described themselves as bisexual. In 2017/18, 80 per cent of those who described themselves as bisexual reported that they were satisfied with DWP overall. This was a decrease from 90 per cent in 2016/17, returning to a similar level of satisfaction found in this group in 2015/16 (79 per cent). There was no significant change in the proportion of satisfied claimants who described their sexuality as gay or other.

Percentage of claimants who were satisfied overall, by sexual orientation, 2015/16 to 2017/18



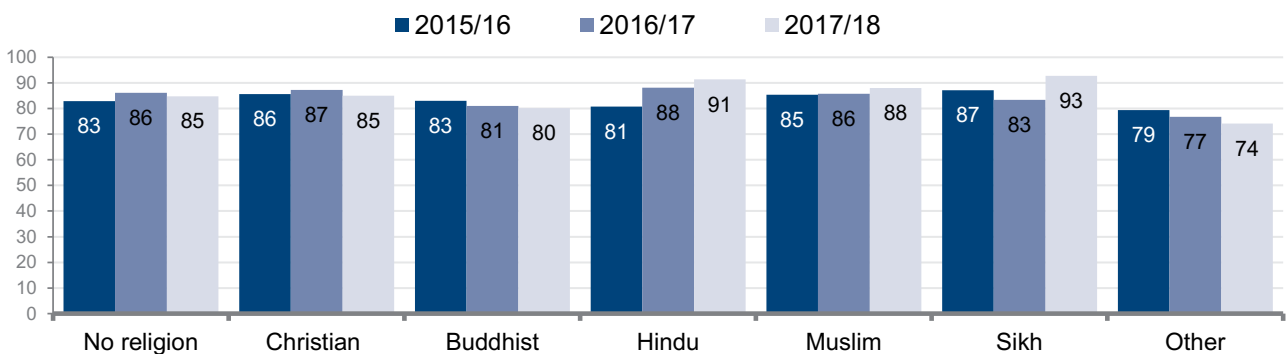
Base: All claimants, 2015/16 / 2016/17 / 2017/18: Heterosexual or Straight (14,380/14,141/14,152); Gay or Lesbian (257/322/275); Bisexual (189/183/193); Other (136/174/228)

See Table 8.2 for more details.

There was a decrease in the proportion of claimants who were satisfied with DWP among those who described themselves as Christian

The proportion of claimants who described themselves as Christian who were satisfied with the service they received from DWP decreased to 85 per cent in 2017/18, from 87 per cent in 2016/17. In 2017/18, 91 per cent of claimants who described themselves as Hindu reported that they were satisfied with DWP. This was an increase from 81 per cent in 2015/16 and 88 per cent in 2016/17. The proportion of satisfied claimants who identified with other religions has remained broadly stable over the last year.

Percentage of claimants who were satisfied overall, by religion, 2015/16 to 2017/18



Base: All claimants, 2015/16 / 2016/17 / 2017/18: No religion (5,199/5,310/5,291); Christian (8,606/8,434/8,226); Buddhist (70/67/80); Hindu (86/81/79); Jewish (33/29/32); Muslim (758/704/861); Sikh (68/58/74); Other (332/332/385)

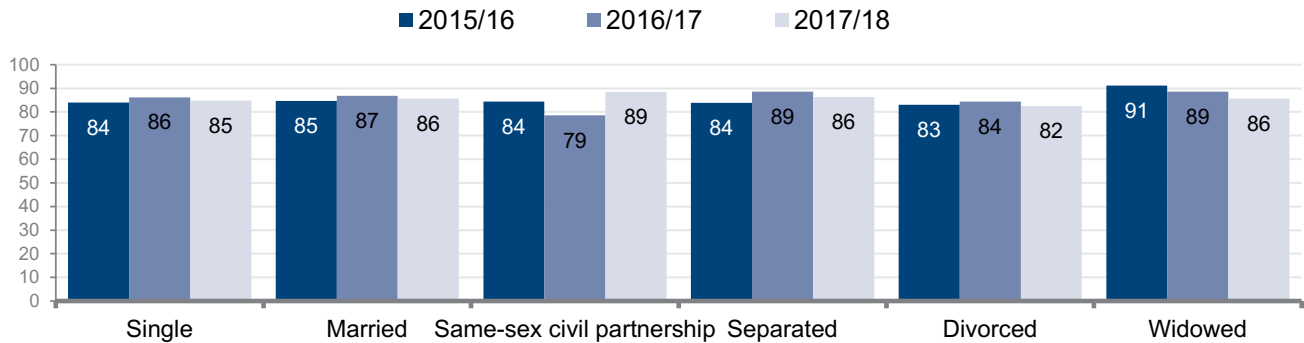
Note: Results for claimants who described their religion as Jewish are not shown in the tables and charts due to base sizes below 40.

See Table 8.5 for more details.

The proportion of claimants in same-sex civil partnerships who were satisfied with DWP increased

The proportion of claimants in same-sex civil partnerships who were satisfied with DWP overall increased to 89 per cent in 2017/18, from 79 per cent in 2016/17, after falling from 84 per cent in 2015/16. Among claimants who were widowed, the proportion who reported that they were satisfied decreased to 86 per cent in 2017/18, from 91 per cent in 2015/16 and 89 per cent in 2016/17. The proportion of respondents from other marital statuses remained broadly stable in 2017/18.

Percentage of claimants who were satisfied overall, by marital status, 2015/16 to 2017/18



Base: All claimants, 2015/16 / 2016/17 / 2017/18: Single, that is never married and never registered a same-sex civil partnership (8,327/6,396/6,536); Married and living with husband/wife (3,836/2,150/2,155); In a registered same-sex civil partnership and living with your partner (200/106/163); Separated but still legally married (862/570/645); Divorced (1,756/1,338/1,487); Widowed (485/443/437); Separated, but still legally in a same-sex civil partnership(1/5/1); Formerly a same-sex civil partner, the civil partnership now legally dissolved (2/1/1); A surviving civil partner; his/her partner having since died (2/1/2)

Note: Results for claimants who were Separated, but still legally in a same-sex civil partnership, formerly a same-sex civil partner, the civil partnership now legally dissolved and a surviving civil partner; his/her partner having since died are not shown in the tables and charts due to base sizes below 40.

See Table 8.7 for more details.

Annex 1 - Our customer charter

Updated 29 March 2014

You told us what is important to you.

Right treatment

You can trust us to:

- do what we say we will do
- be helpful, polite, and treat you fairly and with respect
- try to understand your circumstances
- follow processes correctly
- tell you what to do next if you're not satisfied with how you've been treated
- protect your personal information (our personal information charter tells you more)
- investigate all reports of fraud, to protect public money

Getting it right

We will:

- provide you with the correct decision, information or payment
- explain things clearly if the outcome is not what you'd hoped for
- say sorry and put it right if we make a mistake
- use your feedback to improve how we do things

Keeping you informed

We will:

- deal with your request the first time you contact us, or as soon as we can
- tell you what will happen next, and by when
- keep you updated of progress

Easy access

We will:

- make more of our services available online, to use at a time that suits you
- publish information about benefits and services online at GOV.UK
- explain clearly how to contact us in other ways

In return, we need you to:

- give us the correct information at the right time
- tell us when something changes
- be on time for any appointments
- treat our staff with respect

Report authors and acknowledgements

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Where to find out more

This report, along with a summary, data tables and methodological note can be found here:

<https://www.gov.uk/government/publications/dwp-claimant-service-and-experience-survey-2017-to-2018>

Older research reports 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-2016-to-2017>

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

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