

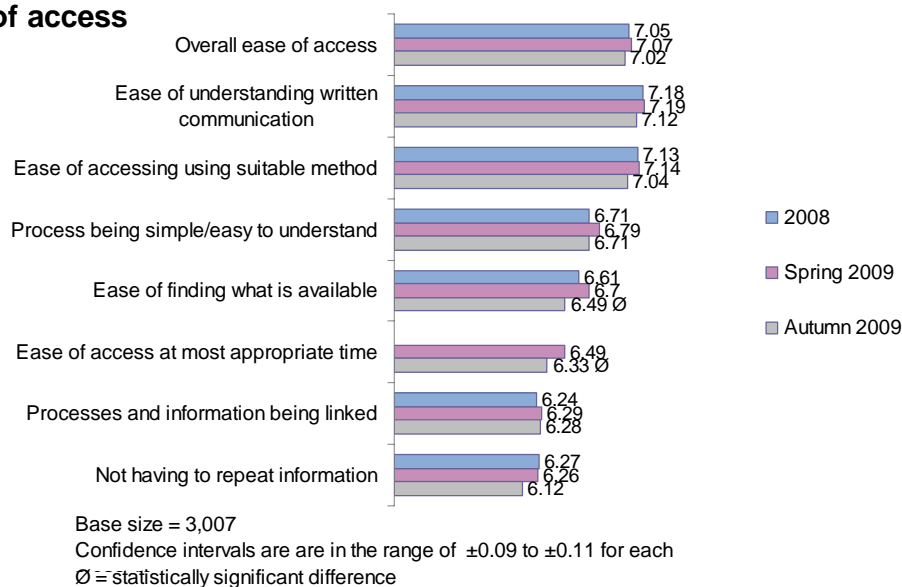
DSO 7: Make DWP an Exemplar of Effective Service Delivery

Indicator 1: Ease of access: The level of customer satisfaction with the ease of access to DWP services

- The mean score for overall ease of access is 7.02 (on a scale of 1-10) for this key driver of customer satisfaction (confidence intervals are around ± 0.09).
- This is in line with results from early 2008 and spring 2009.

Detailed Findings

Mean satisfaction scores for ease of access



Methodology: How the Indicator is Measured

This Indicator is measured through a representative customer satisfaction telephone survey of 3,000 (approx) customers who are *in contact* with the Department through Jobcentre Plus or the Pension, Disability and Carers Service. While the Disability and Carers Service and The Pension Service were merged in 2009, separate research samples were provided for consistency with the previous surveys. The survey was undertaken between November and December 2009 with a small number of interviews in January 2010. The information is used to report against Departmental Strategic Objective 7 as well as indicate ways in which the Department and its agencies may improve the customer experience.

Customers are asked to rate their satisfaction on a 1 to 10 scale (where 10 is very satisfied and 1 is very dissatisfied) across a range of service delivery elements to create an overall satisfaction score for *ease of accessing* the Department's services. The results presented give the average (mean) satisfaction ratings that customers gave for this element of their interaction with the Department.

Links: The full DSO7 narrative document:

http://statistics.dwp.gov.uk/asd/asd1/dsopsa/DSO7_REPORT.pdf