

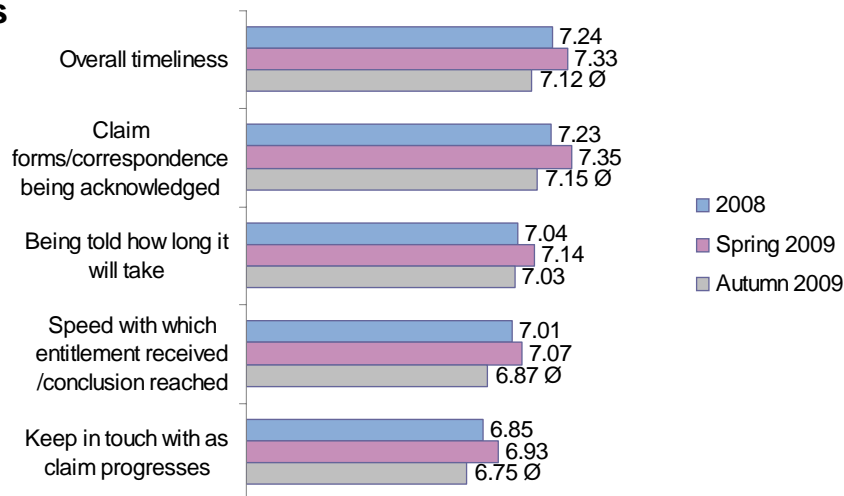
## DSO 7: Make DWP an Exemplar of Effective Service Delivery

### **Indicator 3: Timely response: The level of customer satisfaction with the timeliness and responsiveness of service**

- The Customer Satisfaction Survey has provided a score of 7.12 (on a scale of 1-10) for this key driver of customer satisfaction (confidence intervals are around  $\pm 0.10$ ).
- This score represents a statistically significant decrease since spring 2009.<sup>1</sup>

### **Detailed Findings**

#### **Mean satisfaction scores for timeliness**



Base size = 3,007

Confidence intervals are in the range of  $\pm 0.10$  to  $\pm 0.11$  for each measure

Ø = statistically significant difference

### **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 with the *timeliness* of the Department's response to their needs. 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](http://statistics.dwp.gov.uk/asd/asd1/dsopsa/DSO7_REPORT.pdf)

<sup>1</sup> Statistical significance is measured at the 95% confidence level