



# DWP Claimant Service and Experience Survey 2013

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The purpose of the 2013 Claimant Service and Experience Survey was to monitor claimant satisfaction with the Department for Work and Pensions' (DWP) service delivery and to ensure that the claimant voice is heard when it comes to operational and policy planning.

The survey's key objectives were to:

- capture claimants' views and experiences of DWPs' performance and collect ratings of the service from claimants who used it in the last six months. The chief measure of service delivery is claimants' overall satisfaction, but this is supplemented with a series of additional measures;
- detect variations in the views and experiences of claimants in receipt of different benefits or in different demographic groups;
- identify which elements of the service claimants view most favourably, and which they feel need most improvement.

The survey was conducted using Computer Assisted Telephone Interviewing (CATI), with fieldwork taking place between 10 July and 22 September 2013. The 219 respondents who requested a written version of the questionnaire were given until 20 September to return their answers, and 16 valid questionnaires were returned. In total 6,252 interviews were completed by telephone and post.

Key findings from the survey are presented below.

Overall, 81 per cent of customers contacting DWP were satisfied with the service that they received.

The highest level of satisfaction was amongst Carer's Allowance (CA) and State Pension (SP) customers, with 95 per cent and 94 per cent respectively of each group being satisfied.

Conversely, the lowest was amongst Jobseeker's Allowance (JSA) claimants, of whom 78 per cent were satisfied.

Claimants felt there was still room for improvement. However, 23 per cent of all contacting customers felt that the service they received from DWP needed no improvement. Across benefit groups, 49 per cent of SP customers felt the service they received needed no improvement, compared with 18 per cent of JSA claimants.

Levels of satisfaction differed by claimant transaction. Customers completing a change of circumstances were the most satisfied amongst the transactions customers completed (88 per cent). In contrast, there was a higher level of dissatisfaction from customers appealing a decision made regarding their benefit: 33 per cent were dissatisfied with the service they received and 50 per cent were dissatisfied with the appeals process more widely.

There remained a high level of positivity in regards to the treatment customers received from staff. Notably, customers were satisfied with how fair staff were (86 per cent); staff politeness (85 per cent); and how respectful and friendly staff were (83 per cent in both).

Logistic regression was used to reveal the drivers of satisfaction and dissatisfaction amongst customers. Across all contacting claimants, the factors which delighted claimants (drove satisfaction if present, but did not affect dissatisfaction if not) were:

- a clear explanation of the decision DWP made;
- making information easy to access on Gov.uk.

The most prominent actions which were categorised as performance factors across all contacting claimants (drove satisfaction if present and dissatisfaction if not) were:

- the claimant agreeing with the decision DWP made, for example, in regards to their claim for a new benefit, or their eligibility for a benefit
- an explanation of the payment calculation;
- staff understanding the claimant's circumstances; and
- staff giving the claimant correct information.

Hygiene factors (actions which drove dissatisfaction if absent, but not satisfaction if present) amongst all contacting claimants, were:

- staff being polite;
- DWP doing as they said they would;
- being provided with correct information;
- issues which the claimant has raised being dealt with.

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You can download the full report free from: <https://www.gov.uk/government/organisations/department-for-work-pensions/about/research#research-publications>

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