

The Claimant Service and Experience Survey (CSES) is an on-going 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 15,472 telephone interviews conducted between 11 July 2016 and 7 May 2017 with those claimants who made contact with DWP anytime 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; Personal Independence Payment; Employment and Support Allowance; Income Support; Jobseeker's Allowance; and Universal Credit Live Service. 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 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 four key areas of the Charter describe what claimants view as the behavior they would expect when experiencing good customer service, and therefore these are the aspects that drive effective service delivery.

This research was commissioned by the Department for Work and Pensions and conducted by Kantar Public UK.¹ 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 continued to rise in 2016/17.



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

¹ Formerly TNS BMRB

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Abbreviations

AA	Attendance Allowance
CA	Carer's Allowance
CSES	Claimant Service and Experience Survey
DLA	Disability Living Allowance (Working Age and Child)
ESA	Employment and Support Allowance
IS	Income Support
JSA	Jobseeker's Allowance
PC	Pension Credit
PIP	Personal Independence Payment
SP	State Pension
UCLS	Universal Credit Live Service

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 service where possible.

A summary of the survey's methodology is provided in a separate **methodological note** published alongside this report. Tables which present additional detail from the **2016/17 survey data** are also published alongside this report. Reports from previous surveys are available on gov.uk.

Key changes to benefits over the research period

The survey included recipients of Universal Credit Live Service only, generally single jobseekers making new claims but sometimes individuals belonging to a couple or family household.² The phased national roll-out of Universal Credit Full Service, providing a full digital service for anyone of working age making a new claim began in May 2016. Therefore, the number of claimants receiving this service was too small to be included in the 2016/17 study.

During the fieldwork period Personal Independence Payments increasingly replaced Disability Living Allowance amongst disabled adults aged 16 to 64. However, Disability Living Allowance continues as a benefit for new claimants on behalf of children under 16 years of age. Together, this means that results for these claimants from 2016/17 are not directly comparable with previous years (further details are provided in the methodological note accompanying this report).

The new State Pension was introduced in April 2016 for new claimants reaching retirement age. Those receiving both old and new State Pension are considered together in this report.

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Comments? Feedback is welcome

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² 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 ten key benefits who had been in touch with DWP over a three month period shortly prior to the start of fieldwork. This includes contact with DWP and Jobcentre Plus but not any subcontracted or independent bodies. **Therefore, it is a survey of contacting claimants rather than all benefits claimants.**

Parts of the interview focus on a specific transaction which claimants had engaged in (for example making a claim or reporting a change in circumstances). It is often the case that claimants have had multiple contacts with DWP in the three months prior to interview. The questionnaire uses a list of transactions that prioritises more complex or less frequent transactions over more routine or simple contact. Claimants then select the first relevant transaction that is read out from this list. As such, the transaction selected may not be the only transaction made by claimant.

This report presents data for the three years since 2014/15 because data is considered comparable over this time-period except for Attendance Allowance, Disability and Living Allowance and Personal Independence Payment. From 2015/16, claimants on these benefits who had a new claim disallowed were excluded from the survey, whereas these were included in 2014/15. Therefore it is not appropriate to make comparisons with 2014/15.

The composition of the population of Disability Living Allowance claimants is changing as working age claimants are phased on to Personal Independence Payments. Results for working age adult claimants who remain on Disability Living Allowance, who have not migrated to Personal Independence Payments, have this year been merged with those receiving Disability Living Allowance for children. There was also a methodological change to the way Disability Living Allowance claimants were sampled in 2016/17. In 2016/17 separate quotas were set within the DLA benefit group to have equal numbers of DLA Working Age and DLA Child claimants. This resulted in a different distribution of types of DLA claimant to previous years when a single quota was set for these two benefits combined. This means that results for these claimants from 2016/17 are not directly comparable with previous years.

The benefits described in this report are provided to meet the needs of a wide range of claimants in very different circumstances. As such the nature of service provided and claimants' expectations of the Department may vary greatly by benefit type. In turn, levels of satisfaction have always varied according to both the claimant's characteristics and the type of benefit they are claiming. It is more informative therefore to look at trends over time for each benefit individually rather than making in-year comparisons between very different benefits.

Further, the composition of the contacting claimant population changes between years, reflecting economic cycles and changes in benefit eligibility. Therefore, we must be cautious when interpreting the annual headline rate of satisfaction amongst all contacting claimants, because it will partly reflect these changes in the composition of the claimant population between years. For example, if the proportion of contacting claimants on a benefit known to have historically lower satisfaction levels increases in the survey, this could lower the total satisfaction figure for all claimants.

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.

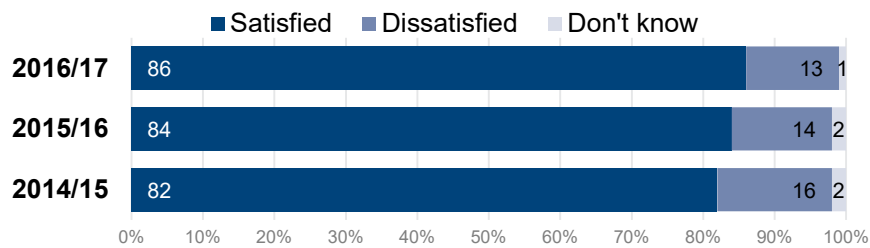
When looking at data for specific benefits, the base sizes for benefits such as Employment and Support Allowance, Jobseeker's Allowance and Universal Credit Live Service (circa 4,000) are much larger than those for benefits such as Carer's Allowance and Attendance Allowance (circa 450). Therefore, the margins of error for Employment and Support Allowance and Jobseeker's Allowance are smaller than those of other benefits and it is possible to identify relatively small changes as being statistically significant for these benefits.

Overall satisfaction

Overall satisfaction with service provided

Overall satisfaction amongst claimants continued to rise

The percentage of claimants who were satisfied overall, 2014/15 to 2016/17



Base: All claimants who had made contact with DWP in the last three months: 2016/17 (15,471), 2015/16 (15,626), 2014/15 (14,917)

In 2016/17, 86 per cent of claimants who had contacted DWP in the three months before the survey were satisfied with the service they received, a rise from 82 per cent in 2014/15 and 84 per cent in 2015/16.

There was greater increase in the proportion of claimants who reported that they were 'very satisfied', which rose from 35 per cent in 2014/15 to 43 per cent in 2016/17. But there remains a stable group (six per cent in 2015/16) that were very dissatisfied.

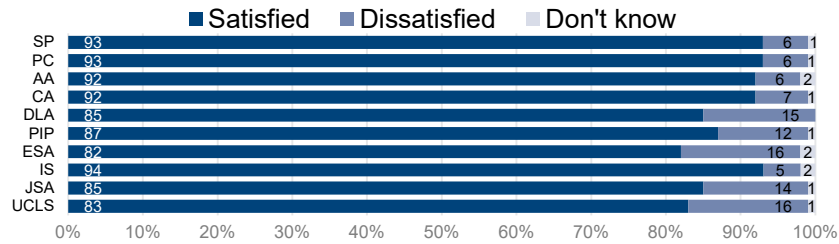
As discussed in the 'methodological considerations' section, this overall figure should be treated with caution as the composition of the contacting claimant population can change from year to year.

See Table 1.1 for more details.

Overall satisfaction with service provided by benefit type

Over eight out of ten claimants of each of the ten benefits reported that they were satisfied

The percentage of claimants who were satisfied overall by benefit type, 2016/17



Satisfaction within claimant groups ranged from 82 per cent amongst Employment and Support Allowance claimants to 94 per cent amongst Income Support claimants.

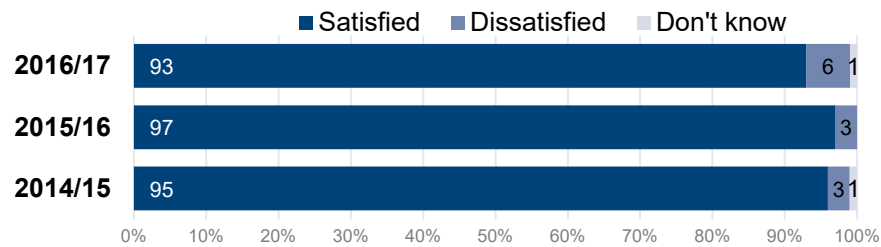
However, as discussed previously it is more informative to look at trends over time within each benefit type rather than making in-year comparisons.

See Tables 1.1 and 1.2 for more details.

Base: All claimants who had made contact with DWP in the last three months, 2016/17: SP (458), PC (460), AA (445), CA (441), DLA (431), PIP (842), ESA (4,013), IS (497), JSA (3,888), UCLS (3,996)

Satisfaction amongst State Pension claimants remains high but decreased between 2015/16 and 2016/17

The percentage of State Pension claimants who were satisfied overall, 2014/15 to 2016/17



Base: All SP claimants who had made contact with DWP in the last three months: 2016/17 (458), 2015/16 (451), 2014/15 (450)

Just over nine in ten (93 per cent) of State Pension claimants reported that they were satisfied with the service received. This has decreased from 97 per cent in 2015/16, closer to the 95 per cent recorded in 2014/15.

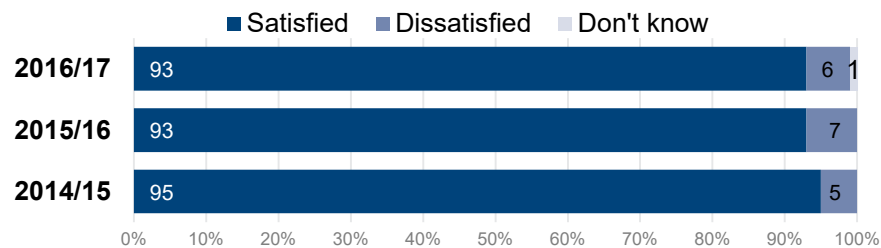
Similarly, the proportion who reported that they were 'very satisfied' (62 per cent) was the same as in 2014/15 and lower than the 66 per cent reported in 2015/16.

Please note that the new State Pension for people who reach State Pension age was introduced on 6th April 2016 during the final quarterly wave of interviewing in the 2015/16 survey. This is likely to have had a minimal effect on results in 2016/17 but may become a more significant factor over time.

See Table 1.1 for more details.

Satisfaction amongst Pension Credit claimants remained high

The percentage of Pension Credit claimants who were satisfied overall, 2014/15 to 2016/17



Base: All PC claimants who had made contact with DWP in the last three months: 2016/17 (460), 2015/16 (452), 2014/15 (435)

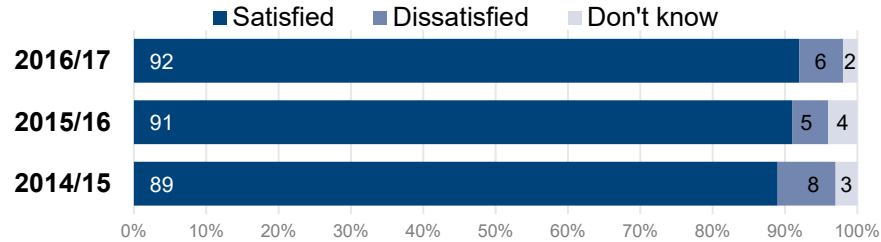
Overall satisfaction amongst Pension Credit claimants in 2016/17 remained stable at 93 per cent.

Similarly, the proportion of Pension Credit claimants who were 'very satisfied' has also remained stable with 57 per cent compared to 56 per cent in 2015/16 and 2014/15.

See Table 1.1 for more details.

Satisfaction amongst Attendance Allowance claimants remained high

The percentage of Attendance Allowance claimants who were satisfied overall, 2014/15 to 2016/17



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

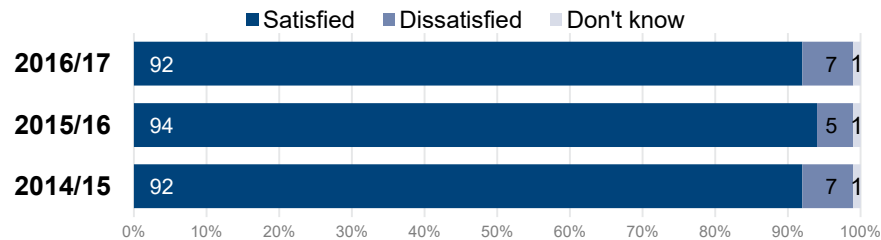
Just under six in ten (57 per cent) of Attendance Allowance claimants were 'very satisfied' in 2016/17, but the fall from 61 per cent in 2015/16 is not statistically significant.

See Table 1.1 for more details.

Base: All AA claimants who had made contact with DWP in the last three months: 2016/17 (445), 2015/16 (450), 2014/15 (462)

Satisfaction amongst Carer's Allowance claimants remained high

The percentage of Carer's Allowance claimants who were satisfied overall, 2014/15 to 2016/17



In 2016/17, over nine in ten Carer's Allowance claimants were satisfied with the service they received to (92 per cent). Satisfaction levels have remained stable since 2014/15.

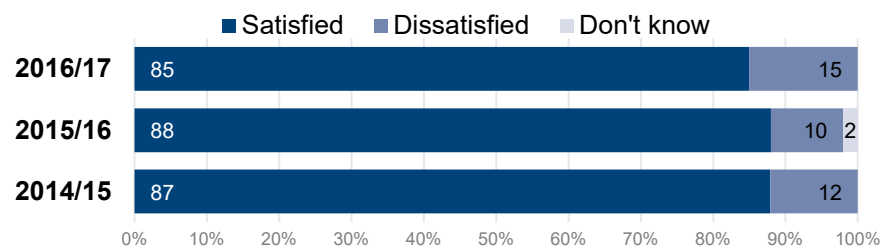
Consistent with recent years, just over five in ten Carer's Allowance claimants (54 per cent) reported that they were 'very satisfied'.

See Table 1.1 for more details.

Base: All CA claimants who had made contact with DWP in the last three months: 2016/17 (441), 2015/16 (448), 2014/15 (461)

Satisfaction amongst Disability Living Allowance claimants remained stable

The percentage of Disability Living Allowance claimants who were satisfied overall, 2014/15 to 2016/17



Base: All DLA claimants who had made contact with DWP in the last three months: 2016/17 (431), 2015/16 (452), 2014/15 (226)

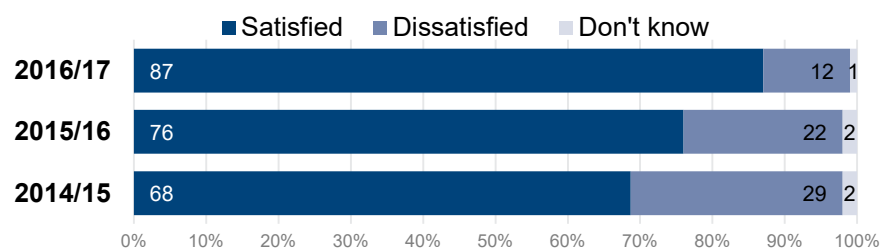
In 2016/17, 85 per cent of Disability Living Allowance claimants were satisfied with the service from DWP. Given the small sample size for this group the apparent fall in satisfaction from 88 per cent in 2015/16 is not statistically significant.

However, the proportion of these claimants who reported that they were 'very satisfied' fell from 50 per cent in 2015/16 to 42 per cent in 2016/17. Comparisons overtime should be treated with caution, as an increasing proportion of Disability Living Allowance claimants were transferred to Personal Independence Payments during 2016/17 fieldwork, potentially changing the composition of the Disability Living Allowance claimant population. Also the sample in 2016/17 was separated for Working Age and Child claimants, changing the composition of this group compared to previous years³.

See Table 1.1 for more details.

There was a large increase in satisfaction amongst Personal Independence Payment claimants

The percentage of Personal Independence Payment claimants who were satisfied overall, 2014/15 to 2016/17



Base: All PIP claimants who had made contact with DWP in the last three months: 2016/17 (842), 2015/16 (801), 2014/15 (225)

Between 2015/16 and 2016/17, satisfaction rose from 76 to 87 per cent amongst Personal Independence Payment claimants.

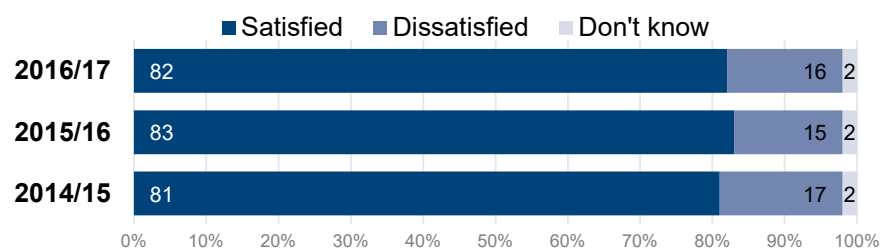
The proportion of these claimants who reported being 'very satisfied' rose from 35 per cent in 2015/16 to 43 per cent in 2016/17. The proportion of claimants who were 'very dissatisfied' fell from 12 to five per cent over the same period.

See Table 1.1 for more details.

³ Please refer to the methodological note for further information.

Satisfaction amongst Employment and Support Allowance claimants remained stable

The percentage of Employment and Support Allowance claimants who were satisfied overall, 2014/15 to 2016/17



Satisfaction levels amongst Employment and Support Allowance claimants remained stable ranging from 81 per cent in 2014/15 to 82 per cent in 2016/17.

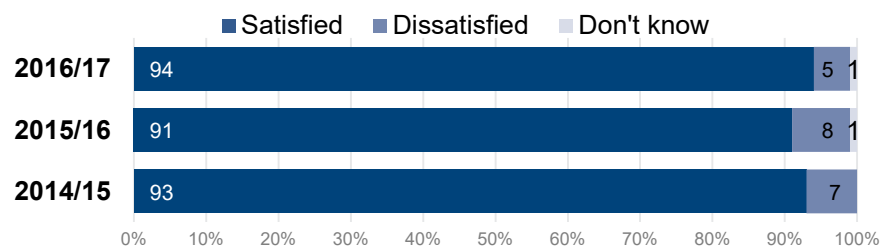
However, the proportion of claimants who reported that they were 'very satisfied' continued to increase from 33 per cent in 2014/15, to 36 per cent in 2015/16 and 38 per cent in 2016/17.

See Table 1.1 for more details.

Base: All ESA claimants who had made contact with DWP in the last three months: 2016/17 (4,013), 2015/16 (5,602), 2014/15 (5,600)

Satisfaction with Income Support remained high

The percentage of Income Support claimants who were satisfied overall, 2014/15 to 2016/17



Satisfaction levels amongst Income Support claimants remained high in 2016/17, with 94 per cent of claimants reporting that they were satisfied with the service they received. The increase of three percentage points since 2015/16 is not statistically significant.

Over half (53 per cent) reported that they were 'very satisfied', a rise from 48 per cent in 2015/16 and 49 per cent in 2014/15.

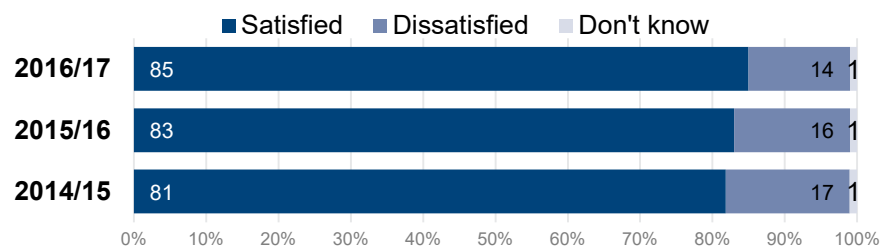
See Table 1.1 for more details.

Base: All IS claimants who had made contact with DWP in the last three months: 2016/17 (497), 2015/16 (447), 2014/15 (449)

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.

Satisfaction amongst Jobseeker's Allowance claimants increased slightly

The percentage of Jobseeker's Allowance claimants who were satisfied overall, 2014/15 to 2016/17



Base: All JSA claimants who had made contact with DWP in the last three months: 2016/17 (3,888), 2015/16 (5,610), 2014/15 (5,604)

Satisfaction amongst Jobseeker's Allowance claimants continued to increase from 81 per cent in 2014/15, to 83 per cent in 2015/16, reaching 85 per cent in 2016/17.

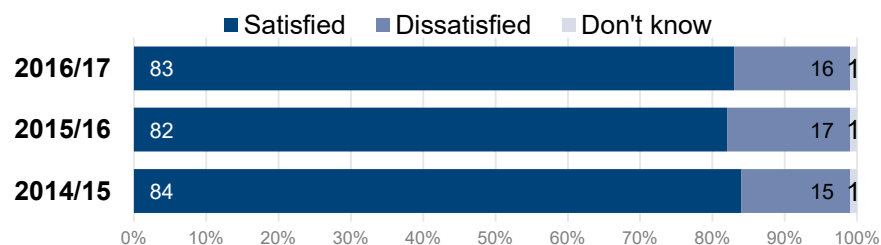
Similarly the proportion of JSA claimants who were 'very satisfied' continued to increase from 34 per cent in 2014/15 to 37 per cent in 2015/16 and 40 per cent in 2016/17.

However, as noted in the methodological considerations section, the demographic profile of Jobseeker's Allowance claimants continued to change in 2016/17 as Universal Credit Live Service became increasingly available to all new claims from single jobseekers.

See Table 1.1 for more details.

Satisfaction amongst Universal Credit Live Service claimants remained stable as it was rolled out more widely

The percentage of Universal Credit Live Service claimants who were satisfied overall, 2014/15 to 2016/17



Base: All UCLS who had made contact with DWP in the last three months: 2016/17 (3,996), 2015/16 (913), 2014/15 (1,005)

Around eight in ten (83 per cent) Universal Credit Live Service claimants reported that they were satisfied with the service they received, similar to the 82 per cent figure in 2015/16 and 84 per cent in 2014/15.

Two fifths (36 per cent) reported that they were 'very satisfied'. This figure has remained stable over the three-year period.

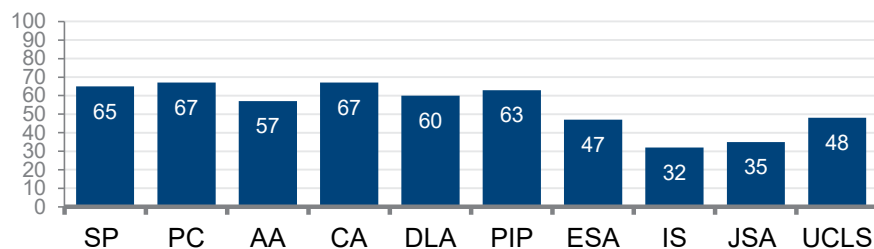
See Table 1.1 for more details.

Communication

A number of questions in the survey asked the claimant to focus on a specific transaction conducted with DWP in the three months prior to 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 the survey used a pre-defined list to select less common or more complex transactions for discussion. A full list of these transactions is provided in the methodological note which is published alongside this report.

Claimants of pension, disability and carers' benefits were more likely to have telephone contact with DWP

Percentage of claimants who had telephone contact during their transaction, 2016/17



Base: All claimants who had made contact with DWP in the last three months, 2016/17: SP (458); PC (460); AA (445); CA (441); DLA (431); PIP (843); ESA (4,013); IS (497); JSA (3,888); UCLS (3,996)

Note: Changes to both question wording and routing to this question in 2016/17 mean that findings should not be compared with 2015/16. Further details are provided in the separate methodological note.

Claimants were asked to identify what types of contact they had with DWP as part of their transaction.

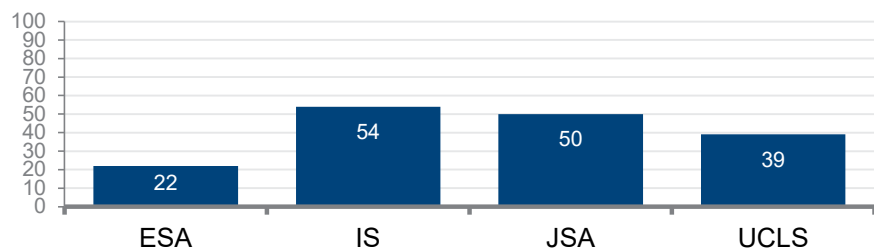
Overall, telephone was the most commonly used means of communication for Carer's Allowance (67 per cent), Pension Credit (67 per cent) and State Pension claimants (65 per cent).

Only 32 per cent of Income Support and 35 per cent of Job Seeker's transactions involved telephone contact.

See Table 2.1 for more details.

Face-to-face contact was most common amongst Income Support claimants

Percentage of claimants who had face-to-face contact with a member of DWP staff during their transaction, 2016/17



Base: All claimants who had made contact with DWP in the last three months, 2016/17: ESA (4,013); IS (497); JSA (3,888); UCLS (3,996)

At least half of Income Support (54 per cent) and Jobseeker's Allowance claimants (50 per cent) had face to face contact with a member of DWP staff as part of their transaction. Amongst Jobseeker's Allowance claimants this is likely to be a consequence of DWP's requirement that a claimant attends the Jobcentre at least once a fortnight to sign on.

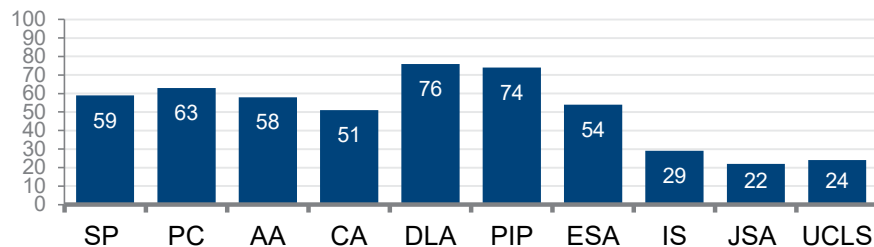
Two fifths (39 per cent) of the selected Universal Credit Live Service transactions involved face-to-face contact. Face-to-face contact was lowest amongst Employment and Support Allowance claimants (22 per cent).

Please note that face-to-face contact with DWP staff is not normally expected for disability-related or pension-related benefits, as they are neither expected nor encouraged to attend the Jobcentre as a condition of their claim. Therefore, we do not report on face-to-face contact for these benefits.

See Table 2.1 for more details.

The use of postal mail remained widespread, but less common for Jobseeker's Allowance and Universal Credit Live Service transactions

Percentage of claimants who received or sent a letter during their transaction, 2016/17



Base: All claimants who had made contact with DWP in the last three months, 2016/17: SP (458); PC (460); AA (445); CA (441); DLA (431); PIP (843); ESA (4,013); IS (497); JSA (3,888); UCLS (3,996)

With the exception of Employment and Support Allowance, working age benefit-related transactions were less likely to involve communication by letter than disability or pension-related transactions.

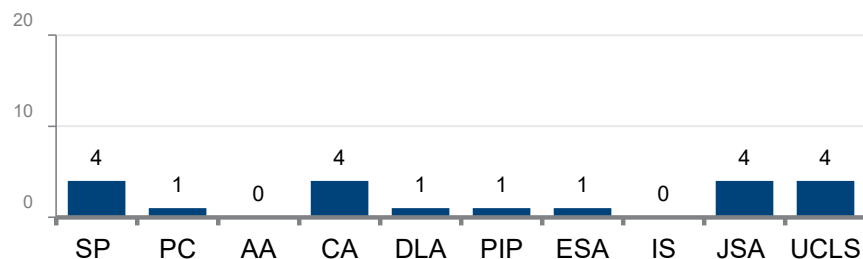
Disability-related transactions were the most likely to involve communication via letter reported by 76 per cent of claimants for Disability Living Allowance and 74 per cent for Personal Independence Payments in 2016/17.

Only 22 per cent of Jobseeker's Allowance transactions and 24 per cent of Universal Credit Live Service transactions involved a postal element.

See Table 2.1 for more details.

Very few claimants reported email contact with DWP

Claimants who received or sent an email during their transaction, 2016/17



Base: All claimants who had made contact with DWP in the last three months, 2016/17: SP (458); PC (460); AA (445); CA (441); DLA (431); PIP (843); ESA (4,013); IS (497); JSA (3,888); UCLS (3,996)

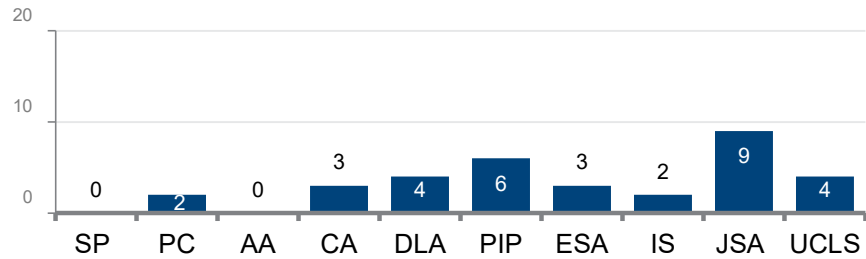
Only four per cent of State Pensions, Jobseeker's Allowance, Universal Credit Live Service and Carer's Allowance claimants reported email contact with DWP during their selected transaction. Rates were even lower amongst other claimants.

Written correspondence with DWP still tends to be by post rather than emails.

See Table 2.1 for more details.

Very few transactions involved text messages

Percentage of claimants who received a text message during their transaction, 2016/17



Base: All claimants who had made contact with DWP in the last three months, 2016/17: SP (458); PC (460); AA (445); CA (441); DLA (431); PIP (843); ESA (4,013); IS (497); JSA (3,888); UCLS (3,996)

Note: given the focus of the UCLS roll out to single claimants, the population is different to the population targeted for the wider roll out of UC Full Service (UCFS). Findings for UCFS claimants will be introduced in the 2017/18 report.

DWP contacts some claimants by text message to update them on their transaction. Jobseeker's Allowance claimants were most likely to receive a text message (nine per cent).

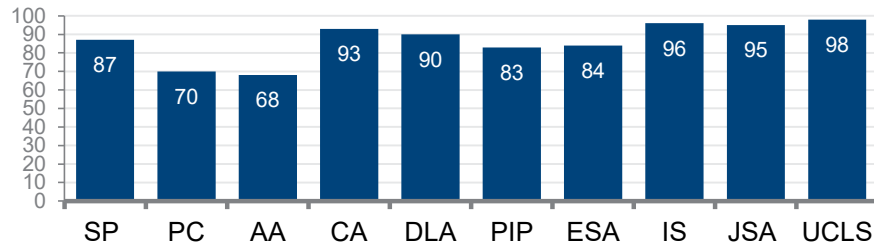
Less than one per cent of Attendance Allowance and State Pension claimants reported receiving text messages as a part of their selected transaction.

See Table 2.1 for more details.

Digital services

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

Percentage of claimants with internet access, 2016/17



Base: All claimants who had made contact with DWP in the last three months, 2016/17: SP (458); PC (460); AA (445); CA (441); DLA (431); PIP (843); ESA (4,013); IS (497); JSA (3,888); UCLS (3,996)

Note: given the focus of the UCLS roll out to single claimants, the population is different to the population targeted for the wider roll out of UC Full Service (UCFS). Findings for UCFS claimants will be introduced in the 2017/18 report.

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 high for the majority of claimant groups, only seven in ten of Attendance Allowance (68 per cent) and Pension Credit (70 per cent) claimants in 2016/17 had access.

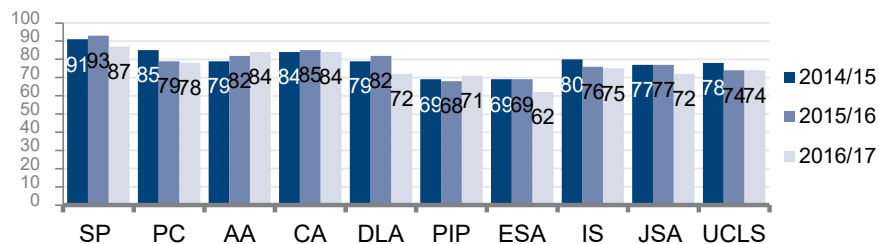
See Table 7.3 for more details.

Perceptions about staff

Charter: Ease of access

The majority of claimants reported that it was easy to get in touch with DWP during their transaction

Percentage of claimants who reported that it was easy to get in touch with DWP during their transaction, 2014/15 to 2016/17



Base: All claimants who had made contact with DWP in the last three months, 2014/15 / 2015/16 / 2016/17: SP (454/438/458); PC (395/417/460); AA (374/392/445); CA (447/450/441); DLA (275/409/431); PIP (225/728/843); ESA (5,178/5,090/4,013); IS (535/532/497); JSA (5,614/5,477/3,888); UCLS (973/920/3,996)

The proportion of claimants who reported that it was ‘very’ or ‘fairly’ easy to get in touch with DWP remained stable between 2014/15 and 2016/17 amongst Carer’s Allowance and Personal Independence Payment claimants (84 per cent and 71 per cent respectively in 2016/17).

After falls between 2014/15 and 2015/16, the proportion of Pension Credit, Income Support and Universal Credit Live Service claimants finding it easy to get in touch remained stable in 2016/17 at 78 per cent, 75 per cent and 74 per cent respectively.

The proportion of State Pension claimants saying it was easy to get in touch fell from a previously stable level of 93 per cent in 2015/16 to 87 per cent in 2016/17.

The largest single fall since 2015/16 was amongst Disability Living Allowance claimants from 82 to 72 per cent in 2016/17. This was partly driven by a rise in the proportion who reported that it was ‘difficult’ to get in touch from 15 per cent in 2015/16 to 21 per cent in 2016/17.

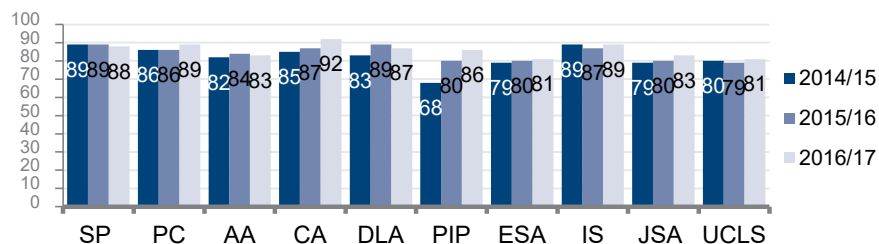
There was also a fall amongst Employment and Support Allowance claimants, from a previously stable level of 69 per cent in 2015/16 to 62 per cent in 2016/17. Similarly, Jobseeker’s Allowance decreased from 77 per cent in 2014/15 and 2015/16 to 72 per cent in 2016/17.

See Table 2.4 for more details.

Charter: Getting it right

The proportion of Personal Independence Payment, Carer's Allowance and Jobseeker's Allowance claimants who reported that their payment calculations were explained clearly increased

Percentage of claimants who reported that their payment calculations were explained clearly, 2014/15 to 2016/17



Base: All claimants who had made contact with DWP in the last three months, 2014/15 / 2015/16 / 2016/17: SP (487/468/456); PC (398/426/458); AA (379/404/437); CA (465/471/434); DLA (284/431/419); PIP (246/766/820); ESA (5,426/5,264/3,934); IS (547/553/493); JSA (5,687/5,449/3,754); UCLS (999/911/3,797)

The proportion of Personal Independence Payment claimants who reported that their payment calculations were explained either 'very' or 'fairly' clearly increased from 80 per cent in 2015/16 to 86 per cent in 2016/17.

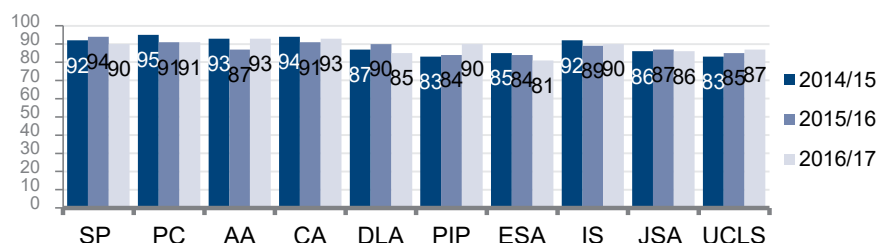
There was also an increase in the proportion that reported that their payment calculations were clearly explained amongst Carer's Allowance claimants (from 87 per cent in 2015/16 to 92 per cent in 2016/17) and Jobseeker's Allowance claimants (from 80 per cent in 2015/16 to 83 per cent in 2016/17).

The proportions of other claimant groups in 2016/17 who reported that their payment calculations were explained clearly generally remained stable at between 81 per cent and 89 per cent across benefit groups.

See Table 3.1 for more details.

The proportion of Attendance Allowance and Personal Independence Payment claimants who reported that the decision about their benefit was explained clearly increased

Percentage of claimants who reported that the decision about their benefit was explained clearly, 2014/15 to 2016/17



Base: All claimants who received a decision about their benefit in the last three months, 2014/15 / 2015/16 / 2016/17: SP (335/285/278); PC (227/233/245); AA (264/220/230); CA (302/254/227); DLA (206/272/281); PIP (117/441/658); ESA (2,914/3,131/2,064); IS (396/348/203); JSA (2,914/2,140/1,635); UCLS (315/411/1,637)

The proportion of Attendance Allowance claimants who reported that their decision had been explained either 'very' or 'fairly' clearly increased from 87 per cent in 2015/16 to 93 per cent in 2016/17. There was also an increase in the proportion of Personal Independence Payments claimants who reported that their decision was explained clearly, from 84 per cent in 2015/16 to 90 per cent in 2016/17.

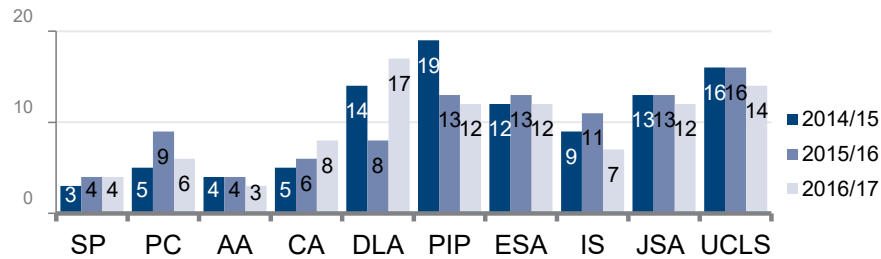
However, there was a continued decrease in the proportion of Employment and Support Allowance claimants who reported that their decision was explained clearly, falling from 85 per cent in 2014/15 to 81 per cent in 2016/17.

For all other benefits in 2016/17, the proportion of claimants who reported that the decision about their benefit was explained clearly remained stable, ranging from 85 per cent to 93 per cent across all benefits.

See Table 3.2 for more details.

There was an increase in the proportion of Disability Living Allowance claimants who reported being given incorrect or contradictory information

Percentage of claimants who reported that were given any incorrect or contradictory information, 2014/15 to 2016/17



After a slight increase between 2014/15 and 2015/16, there was a considerable improvement in the proportion of Income Support claimants who reported that they were given incorrect or contradictory information, falling from 11 per cent in 2015/16 to seven per cent in 2016/17.

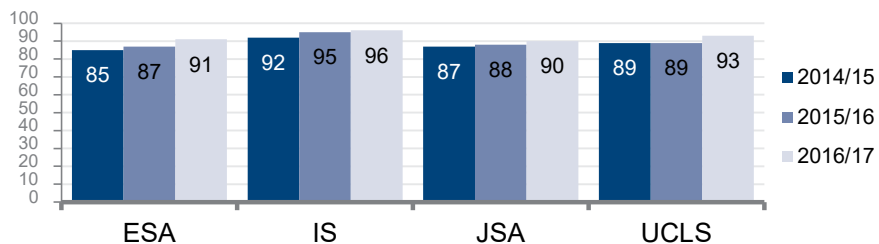
For all other benefits in 2016/17, the proportion of claimants who reported receiving incorrect or contradictory information, remained stable.

See Table 3.3 for more details.

Base: All claimants who had made contact with DWP in the last three months, 2014/15 / 2015/16 / 2016/17: SP (487/474/458); PC (398/429/460); AA (379/411/445); CA (465/486/441); DLA (284/436/431); PIP (246/818/843); ESA (5,426/5,412 /4,013); IS (547/560/497); JSA (5,687/5,637/3,888); UCLS (999/963/3,996)

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

Percentage of claimants who reported that staff they met in person provided the correct information, 2014/15 to 2016/17



Base: Survey respondents who had face to face contact with DWP staff, 2014/15 / 2015/16 / 2016/17: ESA (1,003/1,189/1,758); IS (197/262/394); JSA (3,205/3,740/3,619); UCLS (578/518/3,448)

Claimants who met with Jobcentre Plus staff in person were asked whether they were provided correct information. The proportion of Employment and Support Allowance claimants who reported that were given correct information continued to rise from 85 per cent in 2014/15 to 91 per cent in 2016/17. Similarly, the proportion amongst Jobseeker's Allowance claimants rose from 87 per cent in 2014/15 to 90 per cent in 2016/17.

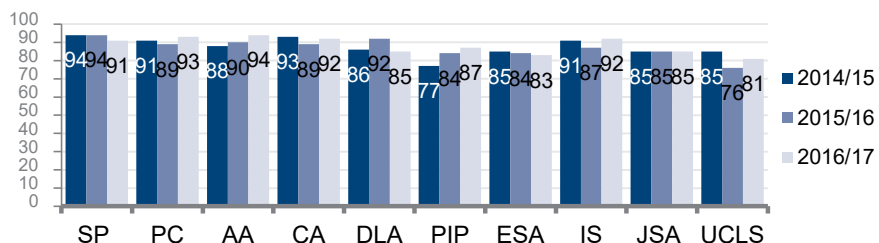
After no change between 2014/15 and 2015/16, the proportion amongst Universal Credit Live Service claimants increased from 89 to 93 per cent.

Levels amongst Income Support claimants remained stable at 96 per cent in 2016/17.

See Tables 3.4 for more details.

The proportion of claimants who reported that staff on telephone calls provided correct information was generally stable, but there was a decrease amongst Disability Living Allowance claimants

Percentage of claimants who reported that staff on telephone calls provided the correct information, 2014/15 to 2016/17



Base: All claimants who had made telephone calls to DWP in the last three months, 2014/15 / 2015/16 / 2016/17: SP (297/300/272); PC (291/240/262); AA (122/178/190); CA (216/223/252); DLA (111/195/196); PIP (123/407/417); ESA (2,767/2,569/1,527); IS (334/287/183); JSA (941/992/958); UCLS (285/290/1,411)

Claimants who made telephone calls to DWP were also asked whether the person they spoke to provided them with correct information. In 2016/17, 81 per cent of UCLS claimants reported that staff gave them correct information. Given the small sizes in 2015/16 the apparent increase is not statistically significant.

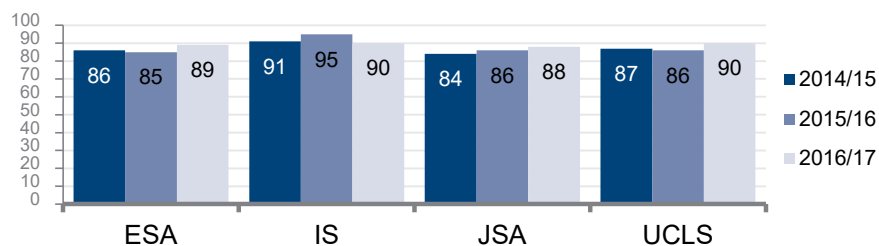
Amongst Disability Living Allowance claimants there was a decline in the proportion who reported that staff gave correct information from 92 per cent in 2015/16 to 85 per cent in 2016/17.

Levels for all other benefit groups remained stable.

See Table 3.5 for more details.

There was an increase in the proportion of claimants who reported that Jobcentre Plus staff were knowledgeable

Percentage of claimants who reported that Jobcentre Plus staff were knowledgeable, 2014/15 to 2016/17



Base: All claimants who had face to face contact with Jobcentre Plus staff in the last three months, 2014/15 / 2015/16 / 2016/17: ESA (1,001/1,197/1,771), IS (196/264/396), JSA (3,208/3,753/3,636), UCLS (582/519/3,457)

Amongst claimant groups required to visit Jobcentre Plus, after little change between 2014/15 and 2015/16, the proportion of claimants who reported staff to be knowledgeable during face to face contact generally rose between 2015/16 and 2016/17.

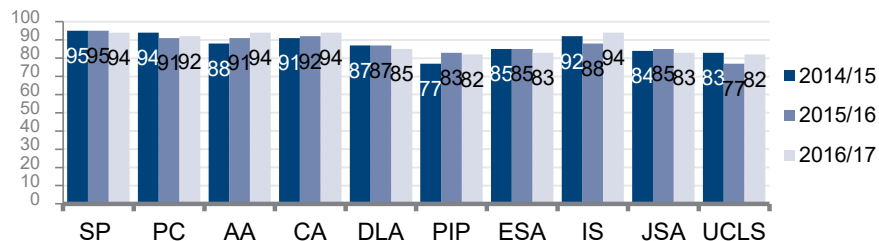
The proportion of Universal Credit Live Service claimants who reported that Jobcentre Plus staff were knowledgeable rose to 90 per cent in 2016/17 from 86 per cent in 2015/16 and previously 87 per cent in 2014/15. Levels amongst Employment and Support Allowance claimants increased from 85 per cent in 2015/16 to 89 per cent in 2016/17. Similarly, levels amongst Jobseeker's Allowance claimants increased steadily from 84 per cent in 2014/15 to 88 per cent in 2016/17.

Income Support was the only benefit where, after an improvement in 2015/16 to 95 per cent, the proportion of claimants who reported that Jobcentre Plus staff were knowledgeable fell back to 90 per cent in 2016/17, similar to 2014/15.

See Table 3.8 for more details.

There was also an increase in the proportion of Income Support and Universal Credit Live Service claimants who reported that DWP telephone staff were knowledgeable

Percentage of claimants who reported that staff on telephone calls were knowledgeable, 2014/15 to 2016/17



Base: All claimants who had made telephone calls to DWP in the last three months, 2014/15 / 2015/16 / 2016/17: SP (301/302/280); PC (292/242/267); AA (119/182/193); CA (217/227/252); DLA (111/199/199); PIP (127/404/411); ESA (2,764/2,577/1,531); IS (334/287/186); JSA (943/995/953); UCLS (285/290/1,417)

The proportion of Income Support claimants who reported that staff were knowledgeable increased from 88 per cent in 2015/16 to 94 per cent in 2016/17, returning to a level similar to 2014/15 (94 per cent). Similarly, the proportion amongst Universal Credit Live Service claimants increased from 77 per cent to 82 per cent over the same period, similar to the level reported in 2014/15.

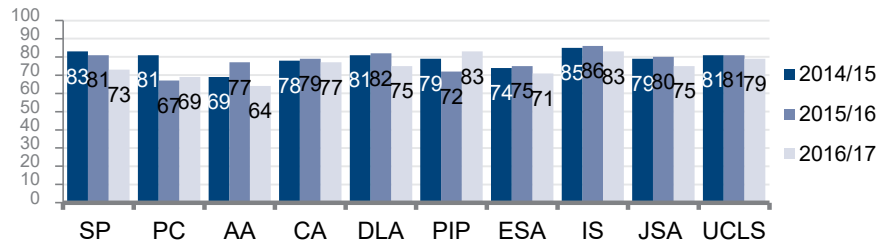
Levels for claimants of all other benefits remained stable.

See Table 3.9 for more details.

Charter: Keeping you informed

The proportion of claimants who reported that they were informed about what would happen next in their transaction decreased for a number of benefits

Percentage of claimants who were told what would happen next in their transaction, 2014/15 to 2016/17



Base: All claimants whose transaction had involved multiple stages in the last three months, 2014/15 / 2015/16 / 2016/17: SP (407/402/426); PC (353/382/437); AA (347/348/418); CA (412/413/422); DLA (259/384/421); PIP (197/668/817); ESA (4,805/4,747/3,719); IS (528/515/470); JSA (4,706/4,372/3,226); UCLS (904/837/3,674)

Those claimants whose transaction involved multiple stages, such as making a new claim, were asked whether they were told what would happen next.

A number of pension and employment related benefit claimants experienced a decrease in the proportion who reported that they were told what would happen next. After remaining stable between 2014/15 and 2015/16, levels fell from 80 per cent to 75 per cent amongst Jobseeker's Allowance claimants; from 75 per cent to 71 per cent amongst Employment and Support Allowance claimants and from 81 per cent to 73 per cent amongst State Pension claimants between 2015/16 and 2016/17.

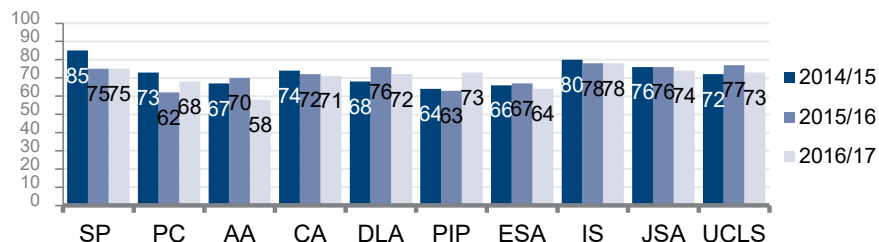
In contrast, the proportion of Personal Independence Payment claimants who reported that they had been informed what would happen next in their transaction rose considerably from 72 per cent in 2015/16 to 83 per cent in 2016/17.

Levels for claimants of all other benefits remained stable.

See Table 4.1 for more details.

The proportion of Personal Independence Payment claimants who felt they had been given clear timings about their transaction rose but levels fell amongst Attendance Allowance claimants

Percentage of claimants who reported that they were given clear timings about their transaction, 2014/15 to 2016/17



Base: All claimants whose transaction had involved multiple stages in the last three months, 2014/15 / 2015/16 / 2016/17: SP (366/369/403); PC (350/370/424); AA (340/344/407); CA (416/400/412); DLA (262/388/421); PIP (200/662/823); ESA (4,305/4,277/3,070); IS (468/422/273); JSA (3,218/3,088/2,300); UCLS (520/610/2,448)

Claimants whose transaction required action from DWP were asked whether they had been given clear timings around what DWP would do.

There was an increase in the proportion of Personal Independence Payment claimants who were given clear timings rising from 63 per cent in 2015/16 to 73 per cent in 2016/17.

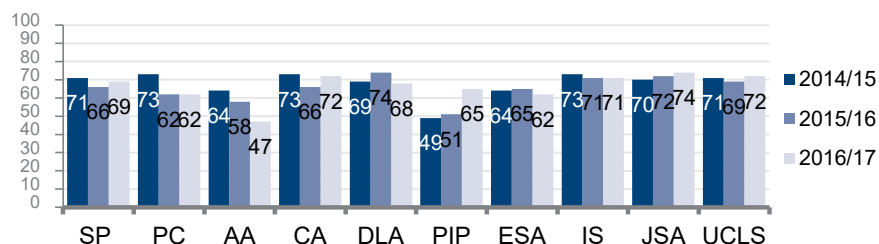
Conversely, for Employment and Support Allowance claimants there was a decrease in the proportion who were given clear timings which, again after no significant change between 2014/15 and 2015/16, fell from 67 per cent in 2015/16 to 64 per cent in 2016/17. A decline was also experienced amongst Attendance Allowance claimants, from 70 per cent in 2015/16 to 58 per cent in 2016/17.

Levels for claimants of all other benefits remained stable.

See Table 4.2 for more details.

More Personal Independence Payment claimants felt that they were kept up to date with progress

Percentage of claimants who reported that they were kept up to date with progress during their transaction, 2014/15 to 2016/17



Base: All claimants whose transaction had involved a process in the last three months, 2014/15 / 2015/16 / 2016/17: SP (307/297/332); PC (259/212/215); AA (288/279/319); CA (359/340/338); DLA (200/308/256); PIP (156/467/632); ESA (3,685/3,639/2,491); IS (464/454/363); JSA (3,933/3,546/2,323); UCLS (740/710/2,886)

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.

The proportion of Personal Independence Payment claimants who felt they were kept up to date with progress increased from 51 per cent in 2015/16 to 65 per cent in 2016/17. The proportion of Jobseeker's Allowance claimants who reported the same also continued to increase steadily from 70 per cent in 2014/15 to 74 per cent in 2016/17.

However, the proportion of Attendance Allowance claimants who reported being kept up to date with progress continued to decline from 58 per cent in 2015/16 to 47 per cent in 2016/17. After no significant change between 2014/15 and 2015/16, levels fell from 65 per cent to 62 per cent amongst Employment and Support Allowance claimants between 2015/16 and 2016/17.

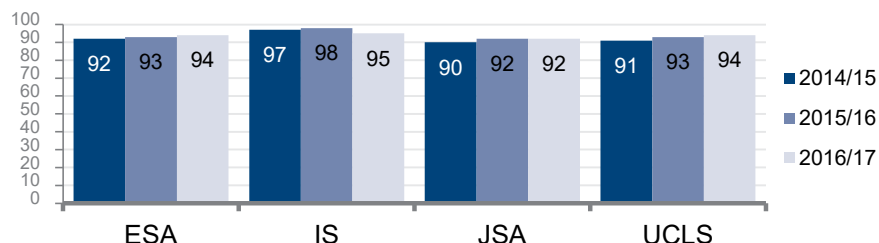
Levels for claimants of all other benefits remained stable.

See Table 4.3 for more details.

Charter: Right treatment

The proportion of claimants who reported that Jobcentre Plus staff were polite remained high, though there was a slight decrease amongst Income Support claimants

Percentage of claimants who reported that Jobcentre Plus staff were polite, 2014/15 to 2016/17



Base: All claimants who had face to face interactions with DWP in the last three months, 2014/15 / 2015/16 / 2016/17: ESA (1,012/1,206/1,802); IS (197/264/396); JSA (3,230/3,780 /3,656); UCLS (585/519/3,474)

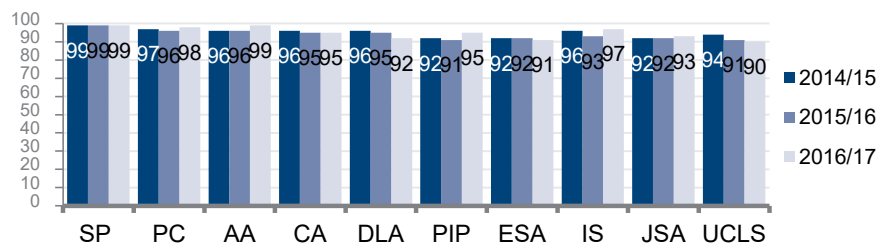
Amongst benefit groups required to visit Jobcentre Plus, after no significant change between 2014/15 and 2015/16, there was a small decrease in the proportion of Income Support claimants who perceived staff to be polite, from 98 per cent in 2015/16 to 95 per cent in 2016/17.

Levels were broadly stable across other benefits where claimants had face to face contact with Jobcentre Plus staff, with at least nine in ten claimants reporting that Jobcentre Plus staff were polite.

See Table 5.1 for more details.

The proportion of claimants who reported that DWP staff on telephone calls were polite also remained high

Percentage of claimants who reported that staff on telephone calls were polite, 2014/15 to 2016/17



Base: All claimants who made telephone calls to DWP in the last three months, 2014/15 / 2015/16 / 2016/17: SP (303/304/284); PC (295/245/269); AA (123/186/200); CA (219/229/254); DLA (113/200/201); PIP (127/409/426); ESA (2,787/2,588/1,548); IS (334/288/186); JSA (955/1,004/964); UCLS (289/291/1,429)

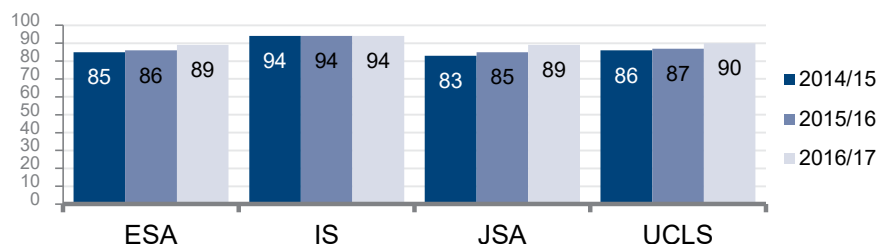
After remaining stable between 2014/15 and 2015/16, the proportion of Personal Independence Payment claimants who responded that staff on telephone calls to DWP were polite increased from 91 per cent in 2015/16 to 95 per cent 2016/17.

The perceived politeness of staff on telephone calls to DWP was stable for all other groups in 2016/17, with at least nine in ten claimants reporting that DWP staff were polite.

See Table 5.4 for more details.

The proportion of claimants who reported that Jobcentre Plus staff were helpful was stable or increased

Percentage of claimants who reported that Jobcentre Plus staff were helpful, 2014/15 to 2016/17



Base: All claimants who had face to face contact with Jobcentre Plus staff in the last three months, 2014/15 / 2015/16 / 2016/17: ESA (1,010/1,205/1,795); IS (197/264/395); JSA (3,219/3,768/3,646); UCLS (584/515/3,473)

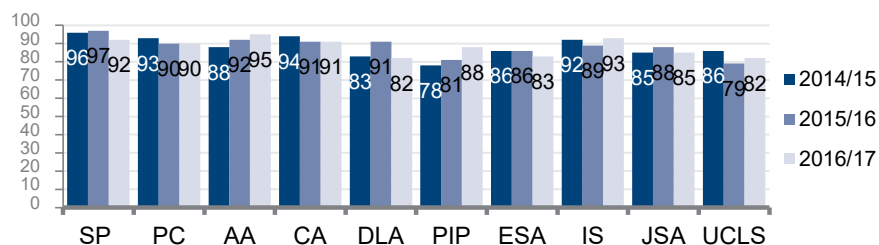
Amongst claimants visiting Jobcentre Plus, the proportion who reported that staff were helpful remained stable for Income Support at 94 per cent in each year since 2014/15.

There was a continued increase amongst Jobseeker's Allowance claimants, from 83 per cent in 2014/15 to 89 per cent in 2016/17, for Employment and Support Allowance claimants from 85 per cent to 89 per cent, and Universal Credit Live Service claimants from 86 per cent to 90 per cent over the same period.

See Table 5.2 for more details.

There was a decrease in the proportion of State Pension, Disability Living Allowance and Employment and Support Allowance claimants who reported that DWP staff on telephone calls were helpful

Percentage of claimants who reported that staff on telephone calls were helpful, 2014/15 to 2016/17



Base: All claimants who made a telephone call to DWP in last three months, 2014/15 / 2015/16 / 2016/17: SP (302/304/285); PC (295/245/269); AA (123/186/197); CA (219/229/255); DLA (112/198/200); PIP (127/408/423); ESA (2,785/2,587/1,540); IS (334/288/184); JSA (954/1,000/958); UCLS (289/291/1,423)

Claimants who made telephone calls to DWP regarding their benefits were also asked whether the members of staff they spoke to were helpful.

Claimants from a number of benefits were less likely to report that telephone staff were helpful in 2016/17 than in 2015/16. This includes State Pension claimants, where the proportion fell from a previously stable 97 per cent in 2015/16 to 92 per cent in 2016/17. Similarly, levels fell amongst Employment and Support Allowance claimants from a previously stable 86 per cent in 2015/16 to 83 per cent in 2016/17.

The proportion amongst Disability Living Allowance claimants fell to 82 per cent in 2016/17 from 91 per cent in 2015/16.

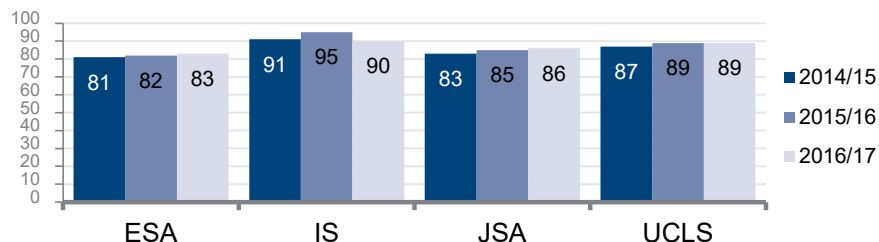
There was, however, an increase in the proportion of Personal Independence Payment claimants who reported that staff on telephone calls made to DWP were helpful, rising from 81 per cent in 2015/16 to 88 per cent in 2016/17.

Levels among other claimant groups were generally stable.

See Table 5.5 for more details.

The proportion of Income Support claimants who reported that Jobcentre Plus staff understood their particular circumstances fell but remained the highest of all claimant groups

Percentage of claimants who reported that Jobcentre Plus staff understood their particular circumstances, 2014/15 to 2016/17



The proportion of Income Support claimants who reported that Jobcentre Plus staff they met in person understood their circumstances decreased from 95 per cent in 2015/16 to 90 per cent in 2016/17, returning to a level similar to 2014/15 (91 per cent).

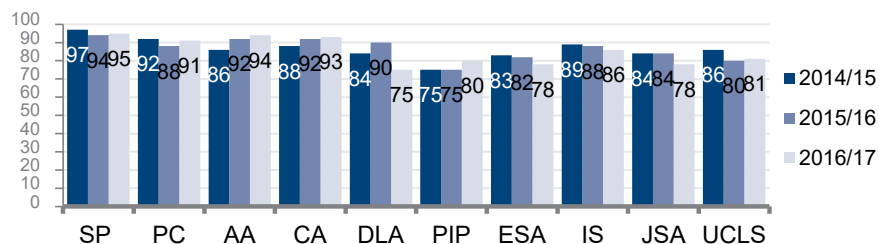
All other groups who had face to face contact with Jobcentre Plus staff remained stable.

See Table 5.3 for more details.

Base: All claimants who had face to face contact with Jobcentre Plus staff in person in the last three months, 2014/15 / 2015/16 / 2016/17: ESA (1,001/1,202/1,769); IS (197/264/397); JSA (3,209/3,759/3,617); UCLS (581/518/3,459)

The proportion of Disability Living Allowance claimants who reported that DWP staff on telephone calls understood their particular circumstances decreased

Percentage of claimants who reported staff on telephone calls understood their particular circumstances, 2014/15 to 2016/17



The proportion of Disability Living Allowance claimants who reported that staff on telephone calls understood their particular circumstances fell considerably from 90 per cent in 2015/16 to 75 per cent in 2016/17.

There were also falls from previously stable levels amongst Employment and Support Allowance claimants, from 82 per cent in 2015/16 to 78 per cent in 2016/17 and from 84 per cent to 78 per cent amongst Jobseeker's Allowance claimants over the same period.

All other benefits generally remained stable, with the highest levels reported by State Pension claimants (95 per cent).

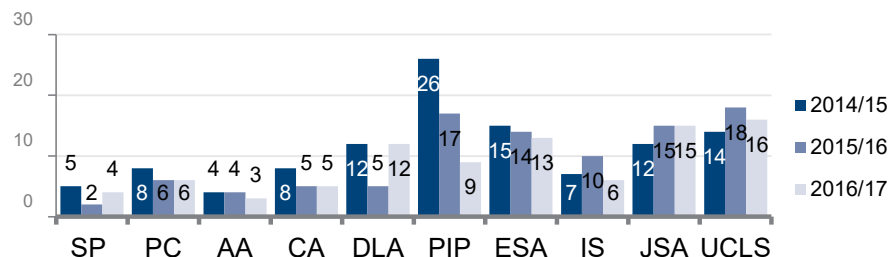
See Table 5.6 for more details.

Base: All claimants who made telephone calls to DWP in the last three months, 2014/15 / 2015/16 / 2016/17: SP (300/302/280); PC (293/242/264); AA (120/185/199); CA (218/226/251); DLA (108/195/200); PIP (125/407/421); ESA (2,770/2,581/1,530); IS (334/287/186); JSA (945/1,001/955); UCLS (289/290/1,423)

Resolving difficulties

The level of reported difficulties when dealing with DWP decreased amongst Personal Independence Payment and Income Support claimants

Percentage of claimants who reported difficulties or problems when dealing with DWP, 2014/15 to 2016/17



Base: All claimants who had made contact with DWP in the last three months, 2014/15 / 2015/16 / 2016/17: SP (487/474/458); PC (398/428/457); AA (379/411/445); CA (465/485/441); DLA (284/436/431); PIP (246/818/843); ESA (5,420/5,404/4,004); IS (547/560/496); JSA (5,686/5,633/3,887); UCLS (999/962/3,991)

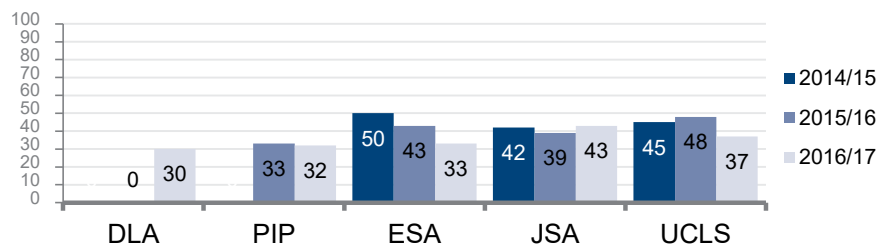
The proportion of Personal Independence Payment claimants who reported that they had difficulties or problems when dealing with DWP fell from 17 per cent in 2015/16 to nine per cent in 2016/17. The proportion amongst Income Support claimants fell back to six per cent in 2016/17 (similar to the seven per cent figure in 2014/15) after rising to 10 per cent in 2015/16.

Claimants of Jobseeker's Allowance and Universal Credit Live Service were more likely than other benefits to report difficulties (15 per cent and 16 per cent respectively), with levels similar to 2015/16.

See Table 5.10 for more details.

Employment and Support Allowance and Universal Credit Live Service claimants were less likely to report that their problem had been resolved

Percentage of claimants who reported that difficulties or problems were resolved, 2014/15 to 2016/17



Base: All claimants who reported facing difficulties or problems in the last three months, 2014/15, / 2015/16 / 2016/17: DLA (NA/NA/47); PIP (NA/104/78); ESA (775/758/501); JSA (653/810/585); UCLS (137/170/673)

Note: in the case of DLA, the base sizes in 2014/15 and 2015/16 were too low to report results and as such there is no trend data. This was also the case for PIP in 2014/15.

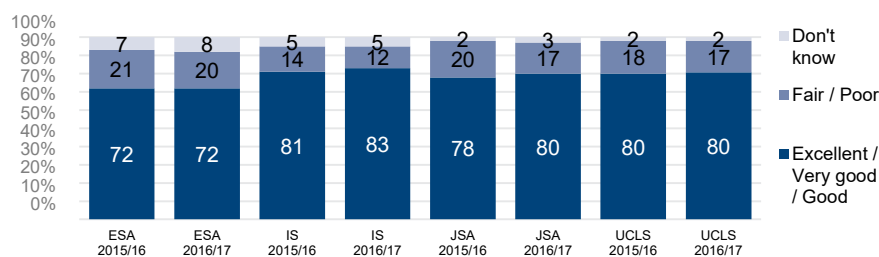
Amongst those who experienced difficulties with their transaction we asked if that problem had been resolved by the time of interview. There was a continued fall in the proportion of Employment and Support Allowance claimants who reported that their difficulties had been resolved, declining from 50 per cent to 33 per cent between 2014/15 and 2016/17. Also, after an improvement between 2014/15 and 2015/16, the proportion amongst Universal Credit Live Service claimants fell from 48 per cent to 37 per cent between 2015/16 and 2016/17.

There was an improvement amongst Jobseeker's Allowance claimants, with 43 per cent in 2016/17 saying the problem was now resolved, compared to 39 per cent in 2015/16, returning to a level similar to 2014/15. About three in ten Disability Living Allowance (30 per cent) and Personal Independence Payment claimants (32 per cent) said their problem was resolved but data is not available for comparison with previous years.

See Table 5.11 for more details.

Claimants were generally positive about job search facilities at Jobcentre Plus

Percentage distribution of claimants' rating of Jobcentre Plus facilities for searching for jobs, 2015/16 to 2016/17



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.

The proportion of Jobseeker's Allowance claimants who reported positively, increased slightly from 78 per cent to 80 per cent between 2015/16 and 2016/17. All other employment-related benefits remained stable in 2016/17, ranging from 72 per cent amongst Employment and Support Allowance claimants to 83 per cent amongst Income Support claimants.

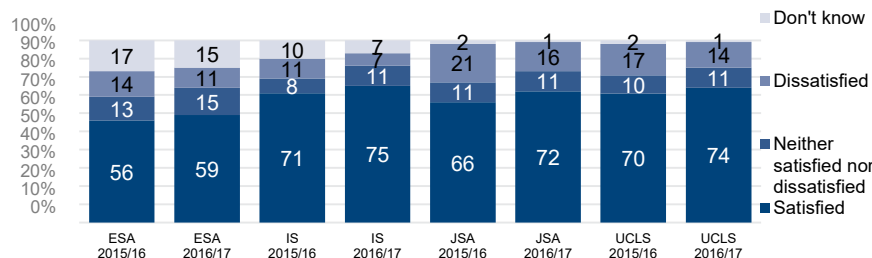
See Table 6.1 for more details.

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: ESA (1,712/982); IS (317/225); JSA (4,579/2,599); UCLS (447/2,417)

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

There was an increase in the proportion of Jobseeker's Allowance and Universal Credit Live Service claimants who were satisfied with the Jobcentre Plus service

Percentage distribution of claimants' overall satisfaction with the Jobcentre Plus service for helping customers find employment, 2015/16 to 2016/17



Claimants were generally positive about the help they received from Jobcentre Plus staff to find employment. The proportion of Jobseeker's Allowance claimants who were satisfied increased from 66 per cent to 72 per cent between 2015/16 and 2016/17. Similarly, the proportion amongst Universal Credit Live Service claimants also increased from 70 to 74 per cent over the same period.

The proportion who reported being dissatisfied also fell for Jobseeker's Allowance claimants (21 per cent to 16 per cent) and Universal Credit Live Service claimants (17 per cent to 14 per cent) between 2015/16 and 2016/17.

All other employment related benefits remained stable in 2016/17.

See Table 6.3 for more details.

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: ESA (2,395/1,414); IS (395/277); JSA (5,174/2,908); UCLS (811/2,650)

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

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-2016-to-2017>

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-2015-to-2016>

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

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