

Claimant Service and Experience Survey 2016 to 2017

Methodological Note

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Contents

1	Background	1
1.1	Rationale for the survey	1
1.2	Survey overview	2
2	Sampling	3
2.1	Sampling undertaken by DWP	3
2.1.1	Sample eligibility	3
2.1.2	Sample frame	4
2.1.3	Sample selection	5
2.2	Sampling undertaken by Kantar Public	6
2.2.1	Sample checks	6
2.2.2	Sample cleaning	6
2.2.3	Final sample files	6
3	Questionnaire	7
3.1	Questionnaire structure	7
3.1.1	Introduction	7
3.1.2	Getting key information	7
3.1.3	Transaction related questions	8
3.1.4	General questions	8
3.2	Changes to existing questions	8
4	Fieldwork and Response	10
4.1	Fieldwork	10
4.1.1	Interviewer training	10
4.1.2	Advance letters and opt outs	10
4.1.3	Main fieldwork period	10
4.2	Response	11
5	Data management, coding and weighting	17
5.1	Data management	17
5.2	Coding	17

5.3	Weighting	17
5.3.1	Overview	17
5.3.2	Design weighting.....	18
5.3.3	Non-response weighting	19
5.3.4	Analytical weighting.....	19
Appendix A	21

1 Background

1.1 Rationale for the survey

The Claimant Service and Experience Survey allows DWP to better understand how the satisfaction of its claimants changes over time for each of its key benefits. The survey is designed to monitor claimant satisfaction with the services offered by DWP and to enable claimant views to inform improvements to the delivery of benefits and services.

The survey includes a range of measures on the four areas of the DWP customer charter:

- Ease of access
- Getting it right
- Keeping you informed
- 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. As well as collecting an overall measure of satisfaction, the survey 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.

The survey focuses on ten key benefits: State Pension; Pension Credit; Attendance Allowance; Carer's Allowance; Disability Living Allowance (working-age and child); Personal Independence Payment; Employment and Support Allowance; Income Support; Jobseeker's Allowance; and Universal Credit Live Service.

1.2 Survey overview

Kantar Public¹ conducted a telephone survey with around 15,528 claimants between 11 July 2016 and 7 May 2017². Fieldwork was conducted across four quarterly waves lasting just over one month each quarter. To be eligible for the survey, a claimant must have been in receipt of a benefit administered by DWP and have been in contact with the Department regarding that benefit in the three months prior to the survey interview. This ensured that claimants' responses to the survey were informed by recent experience of interacting with DWP.

¹ formerly TNS BMRB

² Or the claimant's nominated appointee. Full details of eligibility are given in Section 2.1.1

2 Sampling

2.1 Sampling undertaken by DWP

2.1.1 Sample eligibility

In order to provide useful information about the current state of service, the survey sampling strategy was designed to provide a representative cross-section of DWP claimants who have had recent contact with the department.³ A claimant was defined as somebody currently claiming (or having recently claimed) one of the following:

- State Pension (SP)
- Pension Credit (PC)
- Attendance Allowance (AA)
- Carer's Allowance (CA)
- Disability Living Allowance working-age (DLA, working-age)
- Disability Living Allowance child (DLA, child)
- Personal Independence Payment (PIP)
- Employment and Support Allowance (ESA)
- Income Support (IS)
- Jobseeker's Allowance (JSA)
- Universal Credit Live Service (UCLS)

Each year the survey must keep pace with structural changes in the benefit landscape. During 2016/17, the rollout of Universal Credit, designed to replace six existing benefits and tax credits, continued. Existing claimants of UCLS were joined by claimants of Universal Credit Full Service (UCFS) as the full digitally delivered benefit began to be extended to all eligible claimants. The 2016/17 survey covered only claimants of UCLS but findings for UCFS claimants will be included in the 2017/18 report.

Further, the size and composition of the population of the combined sample of DLA claimants was changing as working age claimants were phased on to PIP. Results for working age adult claimants who remained on DLA, who had not migrated to PIP, were merged with those receiving DLA for children.

³ 'Recent contact' is defined as contact between DWP and a DWP claimant taking place in up to three calendar months before the beginning of the survey fieldwork period (but no earlier). Contact is defined as any time a DWP claimant has phoned, written a letter, emailed, visited a jobcentre, filled in an online form, or got in touch with a DWP representative. Contact is also any time someone from DWP has phoned, emailed, texted or sent a letter to a DWP claimant.

As well as those receiving benefits directly, appointees, persons appointed by DWP to act on behalf of claimants deemed incapable of acting on their own behalf, were also defined as DWP claimants; as were parents or guardians of claimants of DLA below the age of 16.

All 'professional' claimant representatives were excluded from the research (e.g. Citizens' Advice, solicitors making contact on behalf of a client, MPs making contact on behalf of a constituent). These parties were considered to be likely to make contact on behalf of a number of different people and therefore their responses an 'average' of all their contact with DWP, rather than being focused on a specific case.

2.1.2 Sample frame

The sample frame was established by including instances of contact that can be measured by using available administrative data. Three different contact types are identified in the sample, namely new claims, change of circumstances and mandatory contact. However, DWP do not stratify by these contact types.

The sample was drawn from DWP administrative datasets that are derived from operational management information. All datasets can be used to identify claimants who have made a new claim. Similarly, all datasets – apart from UCLS⁴ – can be used to identify claimants who have been in contact with DWP to report a change of circumstance (bank details, address, marital status etc.). This served as an effective sample frame, as it allowed the identification of claimants who had made contact with DWP at some point during the designated three month contact period (or who had been contacted by DWP) for all benefits except UCLS, JSA and some sub-categories of ESA and IS.

Means-tested working age benefits require claimants to keep in regular contact with the Department, usually through an appointment at the local Jobcentre. All UCLS and JSA claimants who appeared in DWP administrative data as claiming these benefits during the preceding three month period were therefore eligible for the survey. Similarly, the relevant sub-categories of ESA (those required to take part in work-related activity or work-focussed interviews) and IS claimants (lone parent obligations) who are mandated to regularly contact DWP were also eligible for the survey.

⁴ It is extremely resource intensive to extract and identify claimants with a 'change of circumstances' from the UCLS administrative dataset.

Some claimants were excluded from taking part in the survey according to DWP sampling practice. Claimants were excluded from being selected for the sample if they were determined to be one or more of the following:

- Terminally ill
- Over 90 years old
- Potentially violent
- Requested not to be contacted for any DWP survey
- A sensitive case (claimants whose details had been screened out due to severe implications if their private data fell into the public domain)
- A prisoner
- A person whose address is registered as the local Jobcentre (considered to be homeless)
- Someone who has been previously sampled in a DWP survey in the last three years.

To create the final sample, duplicate cases were removed, for instance in circumstances where a claimant was claiming more than one benefit or had switched between benefits within the three-month period or where there were data quality issues that created multiple cases for one claimant.

Some cases were also removed where relevant contact details were not available, for instance a claimant's name, address or telephone number.

In line with 2015/16 methodology, the sample only included claimants who had valid claims in the preceding three months and excluded those whose claims had been disallowed prior to the date on which the sample is drawn. However, between the date the sample was drawn and the date in which a claimant was interviewed, some claimants could have withdrawn their claim, or had it disallowed. These claimants would still have been interviewed.

2.1.3 Sample selection

Once the sample population had been defined, the sample itself was drawn into smaller sample datasets according to benefit claimed and quotas were set for each benefit. For instance, the sample size for key working-age benefits (JSA, ESA and UCLS) was set at higher levels than disability or pension-age benefits (AA, SP, PC, PIP, DLA) to ensure the number of interviews for those benefits allows for robust quarterly and regional analysis.

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 combined quota was set for these two benefits. This should be taken into account when comparing results over time.

2.2 Sampling undertaken by Kantar Public

The sample provided by DWP was reviewed and cleaned by Kantar Public before any telephone interviewing took place.

2.2.1 Sample checks

Kantar Public also conducted checks on the sample. These checks included:

- Comparisons between the agreed sample numbers and total numbers for each benefit group delivered by DWP.
- Checks that all sample variables within each benefit were appropriately populated. These variables were later used for weighting.
- Comparisons that the demographic proportions within each benefit were broadly reflective of the claimant contacting population. For example, the proportion of males and females should be broadly similar in both the total contacting population and sample. Discrepancies were queried with DWP before proceeding.

2.2.2 Sample cleaning

Kantar Public cleaned the sample file, provided by DWP, to create a final sample file to load into the NIPO Computer Assisted Telephone Interview (CATI) server for fieldwork. The following processes were undertaken:

- Any records missing or with an invalid telephone number were removed.
- Any record showing a duplicate telephone number, contact name or address was removed from the sample, leaving one unique record for each sampled claimant.

2.2.3 Final sample files

Two files were then created:

- An advance letter dispatch file
- A file for the Telephone Unit to load into the NIPO CATI server.

3 Questionnaire

3.1 Questionnaire structure

The core modules of questions were broadly consistent with the 2015/16 survey. The survey was structured into four sections: introduction, getting key information, transaction-related questions and general questions. The latter two sections gleaned information for DWP's four customer charter metrics. The content of these sections is described below. A flowchart of the questionnaire structure is included in figure 3.1

3.1.1 Introduction

This section introduced the survey, confirmed the claimant's benefit group as defined by the sample, and confirmed that the claimant had been in contact with DWP in the three months prior to interview. Claimants who reported no contact with DWP in the previous three months were deemed ineligible and excluded from the survey at this point.

3.1.2 Getting key information

Establishing the type of transaction

This section collected information to determine the routing for the remainder of the questionnaire. The first part asked a question to establish the type of transaction undertaken with DWP within the past three months. As it is often the case that claimants have had multiple contacts with DWP in the three months prior to interview, the question is structured using a hierarchical selection list. The list prioritises more complex or less frequent transactions over more routine or simple contact. The list was read out in strict order until the claimant identified a transaction they had undertaken (for a complete list and the order, see Appendix A).

Communication channel

The second part of this section included questions on internet access and to identify the modes of contact used both initially and in any subsequent contact.

3.1.3 Transaction related questions

In this section, claimants were asked for more detail about their experience of contact with DWP for their transaction, according to the mode of contact used. The types of contact covered were:

- Online
- Telephone (calling DWP)
- Telephone (receiving a call from DWP)
- Written contact (post, email and text message)
- Face-to-face.

If a claimant's transaction had involved contact with a member of DWP staff, they were asked further questions on responsiveness and the outcome of the transaction. This covered topics such as whether staff were helpful, polite, understanding, and whether the information provided by DWP staff was correct.

3.1.4 General questions

To gather more information about the effectiveness of different modes of contact, a series of more general questions about points of contact with DWP were asked at the end of the questionnaire. These questions were not related to claimant's recent transaction. Claimants were asked questions on the following:

- The accuracy and clarity of information provided by DWP
- Whether problems or complaints were resolved
- Different communication channels used for contacts outside of the transaction and their overall experiences.

The survey then concluded with a question asking for the claimant's overall satisfaction with their contact with DWP before collecting demographic details.

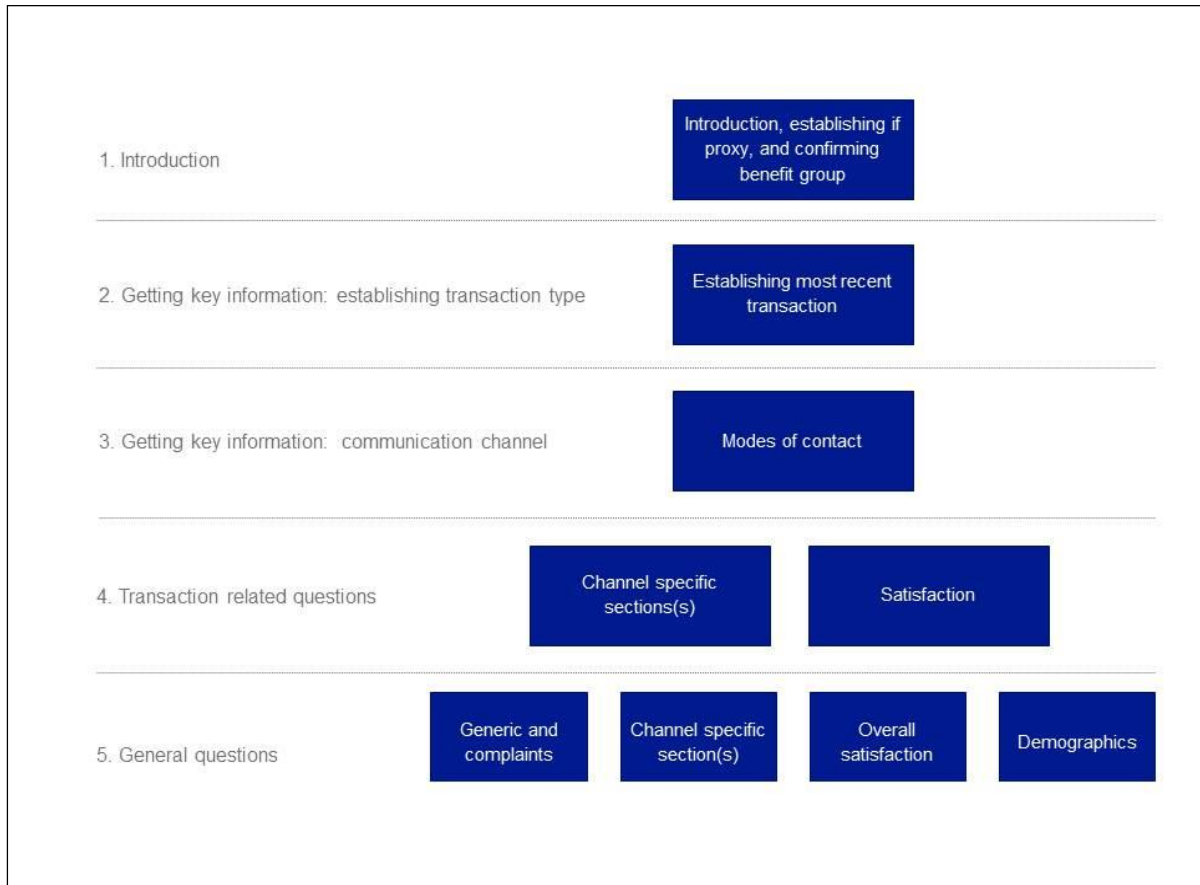
3.2 Changes to existing questions

A number of questions underwent substantial changes in the 2016/17 survey, meaning that comparisons could not be made with previous years. This was either due to routing changes, the addition of new questions, or changes to the response lists. These included whether:

- there was telephone contact during the transaction
- the claimant visited gov.uk during the transaction
- the claimant visited the Jobcentre during the transaction

- the claimant received or sent a letter during transaction
- the claimant received or sent an email during transaction
- the claimant received a text message during transaction.

Figure 3.1: Questionnaire structure



4 Fieldwork and Response

4.1 Fieldwork

4.1.1 Interviewer training

Many interviewers employed by Kantar Public had experience of working on the survey in previous years. All interviewers attended an internal briefing conducted by Telephone Unit managers. This was supplemented by a further briefing by the research teams at Kantar Public and DWP to explain the purpose of the survey and questionnaire structure. Kantar Public's quality control exceeds ISO 20252 prescribed standards with at least seven per cent of completed interviews monitored. Call introductions were monitored throughout the fieldwork period and interviewers regularly received feedback and coaching.

4.1.2 Advance letters and opt outs

All claimants or, if applicable, their appointees in the final sample were sent an advance letter on DWP-headed paper two weeks before the start of fieldwork. This letter explained the purpose of the study, reasons for their inclusion in the sample and how the survey would take place. In Wales, letters were produced in both English and Welsh.

The letters included a Freepost address and Freephone number for claimants to contact if they did not wish to be contacted further (opt out) or if they required help or further information about the study. The record of anyone who contacted Kantar Public to opt out before the start of fieldwork was removed before the final sample was delivered to the Telephone Unit. After that point, if a claimant opted out, their record was removed from the Telephone Unit sample file directly.

4.1.3 Main fieldwork period

In total, 15,528 were carried out during four quarterly waves of fieldwork as detailed below⁵:

- Quarter 1: 11 July 2016 – 29 August 2016

⁵ In Quarter 1, claimants that could not recall which benefit they had been in contact with DWP about in the three months prior to interview, but had still used DWP job search services, were classified as a non-claimant at the data processing stage. The 56 claimants falling into this category were therefore excluded from the analysis in the main report. Therefore, the main report is based on 15,472 interviews. The questionnaire was amended in Quarter 2. If such a respondent was sampled from the DWP databases as claiming JSA, ESA, IS or UCLS, Kantar Public continued the interview on the basis of the sample classification. Otherwise the interview was terminated and the interview outcome recorded as ineligible. The non-claimants in Quarter 1 were still included in the dataset as their responses were still relevant for certain questions.

- Quarter 2: 13 October 2016 – 18 November 2016
- Quarter 3: 16 January 2017 – 19 February 2017
- Quarter 4: 3 April 2017 – 7 May 2017.

If a claimant felt unable to conduct a telephone interview, postal questionnaires were available on request. To be practical as a self-completion survey, this was a shorter version of the CATI interview capturing key information. The data from these was cleaned to match the routing of the telephone questionnaire and results included in annual reporting. In total 16 useable postal questionnaires were received.

4.2 Response

DWP set quota targets by benefit group for each quarter to achieve either a minimum number of interviews proportionate to the population of claimants who had contacted DWP in the three month sample period, or a higher target to allow for sub-group analysis.

Table 4.1 summarises the interviews achieved by benefit group across the fieldwork periods.

Table 4.1: breakdown of achieved interviews by sampled benefit and quarter, 2016/17

Benefit	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Postal	Total
State Pension	71	127	141	113	-	452
Pension Credit	107	115	117	113	-	452
Attendance Allowance	64	120	155	113	-	452
Carer's Allowance	113	113	113	113	-	452
Disability Living Allowance (Working-age and child)	112	112	112	112	-	448
Personal Independence Payment	200	201	200	200	1	802
Employment and Support Allowance	889	977	1,134	1,000	6	4,006
Income Support	113	113	115	111	-	452
Jobseeker's Allowance	933	1,022	1,047	1,001	6	4,009
Universal Credit Live Service	933	838	1,229	1,000	3	4,003
Total	3,535	3,738	4,363	3,876	16	15,528⁶

⁶ In Quarter 1, claimants that could not recall which benefit they had been in contact with DWP about in the three months prior to interview, but had still used DWP job search services, were classified as a non-claimant at the data processing stage. The 56 claimants falling into this category were therefore excluded from national benefit-level analysis in the main report. The questionnaire was amended in Quarter 2. If such a respondent was sampled from the DWP databases as claiming JSA, ESA, IS or UCLS, Kantar Public continued the interview on the basis of the sample classification. Otherwise the interview was terminated and the interview outcome recorded as ineligible. The non-claimants in Quarter 1 were still included in the dataset as their responses were still relevant for certain questions.

In total, Kantar Public interviewed 30 per cent of the final resolved eligible sample.⁷

The final resolved eligible sample includes claimants who were eligible for an interview and where a final outcome was recorded.⁸ This could either be a completed interview or a refusal to take part, either prior to fieldwork or when contacted by an interviewer.⁹ The definition of resolved eligible sample excludes:

- claimants who died.
- claimants with invalid or incorrect telephone numbers.
- cases where a named claimant was unknown at the telephone number recorded in the sample.
- Ineligible sample members. These are claimants who were not in contact with DWP in the three months prior to interview (or could not recall contact).

This figure should not be considered a response rate. DWP set quotas for the number of interviews required by benefit group. Once this quota is met, Kantar Public cease attempting to contact claimants in this benefit group.

The overall conversion rate was 20 per cent. This is calculated as the amount of interviews achieved as a proportion of the overall fieldwork sample (based on the number of advance letters sent out). This figure includes ineligible claimants.

Table 4.2 provides further information on conversation rate calculations.

⁷ For an introduction to the computation of response and non-response rates see 'Chapter 6: Non response in sample surveys' in Groves R M et al. (2009) *Survey Methodology* 2nd ed. Hoboken, Wiley., *Second Edition*

⁸ A fieldwork outcome is recorded for all cases where the Telephone Unit are able to identify the type of contact made (e.g. appointment made, bad numbers). At the end of fieldwork a certain amount remains unresolved as the Telephone Unit are either unable to make contact with the respondent despite multiple attempts or have been told to call back. Those that have had no valid dealings with DWP in the last three months prior to the start of fieldwork are screened out as ineligible.

⁹ This figure includes claimants who have contacted Kantar Public before or during fieldwork to opt out of the survey. In these cases it was not possible to identify whether the claimant was ineligible or refused to take part in the survey.

Table 4.2: Fieldwork conversation rates, 2016/17

	SP	PC	CA	AA	DLA	PIP	ESA	IS	JSA	UCLS	Total
Advance letters sent	3,825	2,914	2,669	4,491	2,669	3,231	17,846	2,235	16,470	21,674	78,024 ¹⁰
Resolved eligible sample	2,581	2,070	1,871	3,080	1,972	2,510	11,775	1,723	11,529	13,431	52,542
Achieved telephone interviews	452	452	452	452	448	801	4,000	452	4,003	4,000	15,512
Achieved postal questionnaires	0	0	0	0	0	1	6	0	6	3	16
Eligible sample Conversion rate	18%	22%	24%	15%	23%	32%	34%	26%	35%	30%	30%
Overall conversion rate	23%	16%	17%	10%	17%	25%	22%	20%	24%	18%	20%

Table 4.3 and table 4.4 provide further detail on the fieldwork figures and the proportion of the total DWP contacting population compared with achieved interviews.

¹⁰ Kantar Public received a larger sample than was required for Quarter 2. As a result, a random selection of this sample was issued to the Telephone Unit rather than the full sample being used. The sample was then cleaned before advance letters were sent out.

Table 4.3 Fieldwork figures, 2016/17

	SP	PC	AA	CA	DLA	PIP	ESA	IS	JSA	UCLS	Total
<i>Prior to fieldwork</i>											
Sample provided by DWP	3,996	3,430	4,562	2,834	3,034	3,304	20,069	2,606	17,878	22,890	84,603
advance letters sent	3,825	2,914	4,491	2,669	2,669	3,231	17,846	2,235	16,470	21,674	78,024
Calls to office to opt-out before fieldwork	363	245	651	91	96	158	778	69	263	196	2,910
Sample loaded into CATI	3,462	2,669	3,840	2,578	2,573	3,073	17,068	2,166	16,207	21,478	75,114
<i>During fieldwork</i>											
Resolved eligible sample	2,581	2,070	3,080	1,871	1,972	2,510	11,775	1,723	11,529	13,431	52,542
Opt-outs during fieldwork	106	72	194	33	33	43	235	13	81	69	879
Refusals (including proxy refusals)	397	346	707	178	198	283	2,000	142	1,436	1,419	7,106
Incomplete interviews	18	19	23	13	13	28	180	10	162	158	624
Ineligible	564	373	353	169	201	216	1,417	61	291	677	4,322
Deadwood ¹¹	680	469	1,056	625	494	506	4,654	456	4,650	7,566	21,156
Died	7	8	73	3	2	9	14	0	6	11	133
Unresolved sample	371	286	142	206	229	226	2,046	476	3,082	2,992	10,056
<i>Interviews achieved</i>											
Achieved	452	452	452	452	448	801	4,000	452	4,003	4,000	15,512

¹¹ Deadwood includes cases where the telephone number was bad or incorrect, or where a respondent has died.

	SP	PC	AA	CA	DLA	PIP	ESA	IS	JSA	UCLS	Total
telephone interviews											
Achieved postal questionnaires	0	0	0	0	0	1	6	0	6	3	16

Table 4.4: The proportion of the total DWP contacting population compared with achieved interviews, 2016/17

	SP	PC	AA	CA	DLA	PIP	ESA	IS	JSA	UCLS	Total
2016/17 contacting population	537,764	168,233	58,823	59,815	278,913	429,873	1,560,037	918,886	1,666,921	966,647	6,645,912
Proportion of total DWP contacting population	8.1%	2.5%	0.9%	0.9%	4.2%	6.5%	23.5%	13.8%	25.1%	14.5%	100%
2016/17 interviews	452	452	452	452	448	802	4,006	452	4,009	4,003	15,528
Proportion of total survey population	2.9%	2.9%	2.9%	2.9%	2.9%	5.2%	25.8%	2.9%	25.8%	25.8%	100%

5 Data management, coding and weighting

5.1 Data management

Kantar Public produced datasets on a quarterly basis. From Q2 onwards, each data delivery was accompanied by a cumulative dataset of interviews to date, ending with the annual dataset delivered after Q4 fieldwork.

The dataset was checked and cleaned each quarter. This included:

- Routing checks on questionnaire variables
- Checks on all sample variables
- Cleaning of variable names, variable labels and value labels
- Comparison checks on quarterly datasets
- Sense checks on key variables.

Derived variables were also created for analytical purposes.

5.2 Coding

The survey contains many pre-coded answer lists developed over the years that it has been running. These questions allow open ended responses to 'other specify' which are reviewed each year to consider if new answer codes should be added. If so, codes are generated manually through analysis of the text and agreed with the DWP research team. In 2016/17 no new codes were created.

5.3 Weighting

5.3.1 Overview

Kantar Public generated weights for analysis at national, regional and benefit group level. These were derived using a multi-stage process beginning with calculation of design weights and then using these to help construct non-response weights. Design weights compensate for variations in *sampling* probability; non-response weights compensate for variations in *response* probability. The final weight incorporates both elements.

5.3.2 Design weighting

The design weight compensates for variations in sampling probability within each contacting claimant population. The design weight for each individual is equal to one divided by his/her sampling probability. Consequently, the larger the design weight the lower the sampling probability. Contacting claimants of AA, DLA (working-age and child), CA, IS, PC and SP all had the same probability of selection so their design weights are all the same. However, for contacting claimants of ESA, JSA, UCLS and PIP, there was some variation in sampling probability by Jobcentre Plus region. The sampling probability was higher in less populous Jobcentre Plus regions than in more populous regions. The design weight compensates for this variation.

The sampling probability is calculated as follows for each case:

$$p(\text{sampled}) = \left(\frac{\text{Number of cases sampled in JCP region}}{\text{Total contacting claimant population in JCP region}} \right)$$

The design weight is then calculated as:

$$\text{design weight} = \left(\frac{1}{p(\text{sampled})} \right)$$

An example – based on ESA in the first quarter of the 2016/17 survey – is provided in the following table (Table 5.1). The same number of cases was sampled in both Central England and Wales. However, the contacting claimant population is much smaller in Wales. As a result, claimants that live in Wales are almost three times more likely to be selected for the survey (sampling probability of 0.08) than claimants that live in Central England (sampling probability of 0.03). In order to compensate for this, claimants that live in Central England are given a larger design weight than those that live in Wales.

Table 5.1: ESA sampling probabilities and design weights for Central England and Wales, Quarter 1 2016/17

	A	B	C	D
	Number of cases sampled	Contacting claimant population	Sampling probability = A÷B	Design weight = 1÷C
Central England	552	20599	0.03	37.32
Wales	552	7322	0.08	13.26

5.3.3 Non-response weighting

The DWP databases used for sampling are considered to be representative of each contacting claimant population. DWP reports counts from these databases by age, gender, region, claim length and contact type. These may be used as benchmarks for judging the representativeness of the respondent dataset (after design weights have been applied).

However, during fieldwork, some sampled individuals are found not to be eligible for the survey because they did not contact DWP in the three months prior to interview. Also some individuals choose not to respond or engage with the survey. The proportion of claimants who did not respond/engage or found to be ineligible for this reason varies by benefit group and by demographic type. Therefore, the benchmark data itself is not a perfect representation of the survey-eligible population. This problem is overcome by comparing the *combination* of eligible and ineligible claimants – not just the eligible ones – to the relevant DWP database profile.

A method called ‘rim weighting’ is used to match this combined eligible and ineligible sample to the database profile in a statistically efficient manner and allocate all of the claimants a weight. Once this is complete, the ineligible claimants are deleted from the dataset. This leaves only *eligible* claimants (those that completed a full interview) with rim weights that ensure the interview dataset is representative of the *eligible* population¹².

5.3.4 Analytical weighting

The rim weight that is produced following the two stages above is used as the input for a series of other weights that are more convenient for analysis purposes. In general, these weights are simply re-scaled versions of the rim weight described above. A scaled weight is simply the rim weight multiplied by a constant.

Benefit weight

- This weight is used when analysing each benefit group separately, and is used for most parts of the annual report.

¹² A rim weighting algorithm works by matching profiles one variable at a time, updating the weights each time, and then repeating the sequence until all respondent profiles match the population profile (typically after four or five iterations) or otherwise cannot be improved. For a discussion of the approach see Sharot, T. (1986) ‘Weighting survey results’. *Journal of the Market Research Society*, 28 (3), pg. 269-284.

- The weights of each benefit group are scaled so that the sum of weights equals the sample size for that benefit group.
- This weight should *not* be used for any cross-benefit analysis.

DLA weight

- This weight is used only when analysing responses from DLA Working Age and DLA Child claimants combined.
- It is different from the Benefit weight because, with this weight, the ratio of DLA Working Age and DLA Child claimants is proportionate to their population numbers, not their survey sample sizes.
- This weight is scaled so that the sum of weights equals the sample size for these two benefit groups combined.

DWP weight

- This weight is designed for analysis of the total sample, most notably when producing the overall claimant satisfaction figure.
- It is equivalent to the general rim weight, scaled so that the sum of weights equals the total sample size.
- Details of the proportions for each benefit group within the total contacting population can be found in Table 4.4.

Annual weight

The Benefit, DLA and DWP weights are created each quarter. However, while the sample size per contacting population is approximately the same for each quarter, the population size varies considerably. Consequently, for the purpose of an Annual Weight, each quarterly sample is scaled so that in the Annual dataset, it takes its proper share. For example, in Q1 of the 2016/17 survey, the contact rate among DLA Working Age claimants was around three times higher than in Q2. Therefore, the Q1 data share in the Annual DLA Working Age claimants' dataset should be three times that of Q2. The Annual weight ensures this happens without changing the relationship between the weights within each quarter.

Weights for randomised sections of the questionnaire

There are certain sections of the questionnaire which, due to interview length constraints, were only asked of a random selection of claimants. However, the proportion of claimants that were asked these sections varied between quarters. For example, a question on ease of finding job vacancies on the Universal Job match service was asked of one in three job seekers in Q1 but then increased to two in three job seekers from Q2 onwards. Using standard weights to analyse this variable over the year would result in an under-representation of Q1 responses to this question. Additional weights (a benefit weight and a DWP weight) were therefore created to adjust for this differential allocation.

Appendix A

The order of selected transactions in the questionnaire was as follows:

HIER

1. Applied for a benefit
2. Had a reassessment of your entitlement following a change of benefit (Asked DWP to reconsider or appeal a decision)
3. (If receiving Employment Support Allowance) Received a decision following a medical assessment
4. Had an interview or review meeting (for example at a Jobcentre)
5. Received notification of a sanction
6. Reported a change of circumstances to DWP
7. Stopped a claim
8. Reported problems with a benefit you are receiving
9. Made a request for an advance payment to benefits
10. Received notification of a change to benefit payment (for example from monthly to fortnightly)
11. Tried to get information about a benefit ([If receiving State Pension or Pension Credit] Enquired about the amount of Pension Credit you are entitled to)
12. Requested a statement of your State Pension
13. Discussed jobs or training opportunities with someone at the Jobcentre.
14. Signed on (if claiming Jobseeker's Allowance)
15. Made a complaint
16. Looked for job vacancies
17. Made an appointment (e.g. for an interview at a Jobcentre) or asked for an appointment to be changed.
18. Applied for financial help (e.g. for travel to interviews, childcare costs, training, moving into work, or mortgage relief)
19. Requested a form
20. No contact with DWP [ineligible for survey]