



## About the survey

This summary highlights key findings from the 2017/18 Claimant Service and Experience Survey (CSES).<sup>1</sup> The report is based on 15,514 telephone interviews, conducted by Kantar Public UK, between 3 August 2017 and 8 May 2018. Only claimants who had made contact with DWP in the three months prior to the start of fieldwork were interviewed by telephone.

The survey was designed to monitor claimant satisfaction with the services offered by the DWP and to inform improvements to the delivery and design of those services. It provides:

- an overall measure of satisfaction across ten main benefits: State Pension (SP), Pension Credit (PC), Attendance Allowance (AA), Carer's Allowance (CA), Disability and Living Allowance child (DLAc)<sup>2</sup>, Personal Independence Payment (PIP), Employment and Support Allowance (ESA), Income Support (IS), Jobseeker's Allowance (JSA), and Universal Credit (UC)<sup>3</sup>;
- a broad range of measures on DWP's performance based on the DWP customer charter;
- information on claimants' experiences with DWP staff and the use and effectiveness of different channels of communication (including digital access).

A full report, additional data tables and a note on methodology are published alongside this summary.<sup>4</sup>

**CSES team leader:** Maxine Willitts

Authors: Sarah Cheesbrough, Steven Coutinho, Charlotte Saunders, David Xu, Simon Edsger

**DWP Press Office:** 0203 267 5129

Published 31 January 2019

ISBN 978-1-78659-127-2 © Crown copyright

<sup>1</sup> <https://www.gov.uk/government/publications/dwp-claimant-service-and-experience-survey-2017-to-2018>

<sup>2</sup> This only includes recipients under the age of 16.

<sup>3</sup> This includes recipients of both Universal Credit Live Service and Universal Credit Full Service.

<sup>4</sup> Links to the Claimant Satisfaction and Experience Survey 2015/16 and 2016/17 reports:

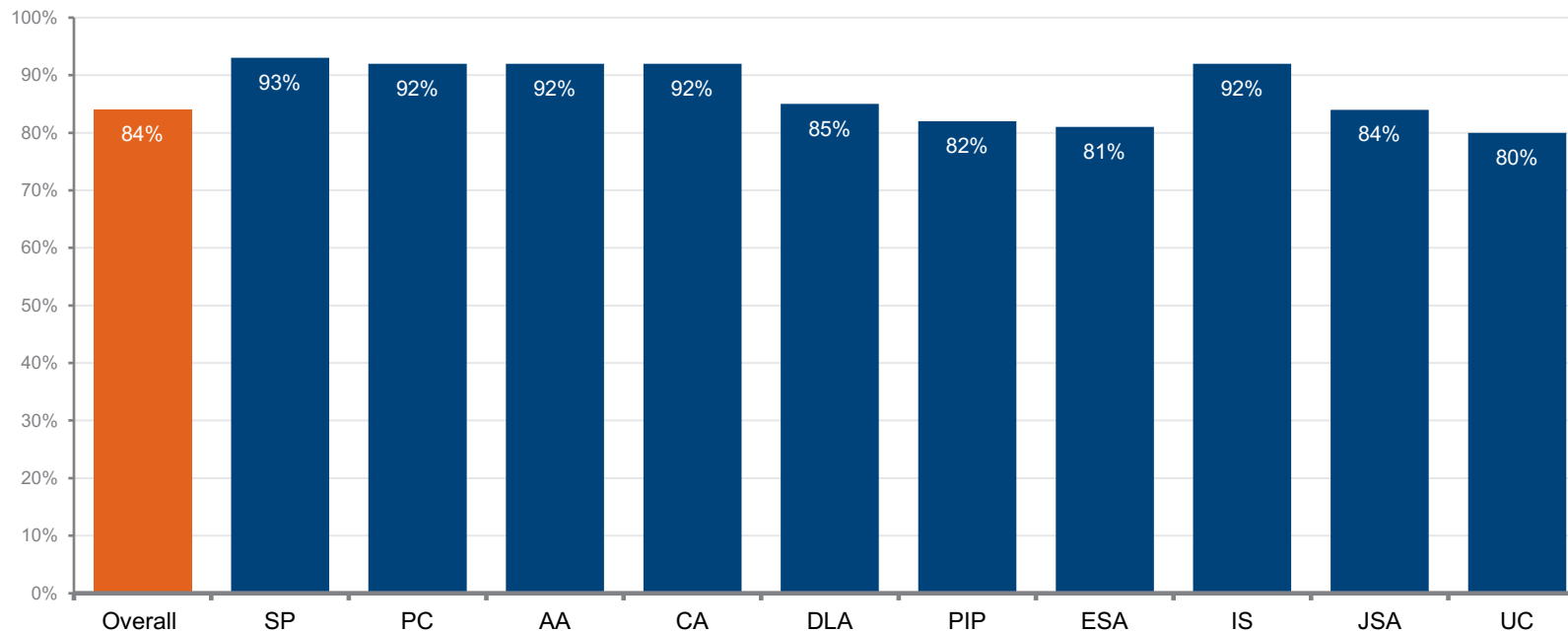
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<https://www.gov.uk/government/publications/dwp-claimant-service-and-experience-survey-2016-to-2017>

## Key Findings

- Overall satisfaction with DWP services among claimants has decreased this year from 86% in 2016/17 to 84% in 2017/18 but has remained consistently high over the last three years (ranging from 84% to 86%).
- Across benefit types, overall satisfaction with DWP services ranged from 80% for Universal Credit claimants and 81% for Employment and Support claimants to 93% for State Pension recipients and 92% for Pension Credit, Attendance Allowance and Carers Allowance.
- Working-age claimants (Universal Credit, Jobseekers Allowance, Employment and Support Allowance, Income Support) reported a positive experience (ranging between 84% and 95%) for their interactions with Jobcentre Plus staff (reporting that staff were knowledgeable, helpful, polite and understanding of their particular circumstances).

Across benefits, satisfaction levels in 2017/18 remained broadly stable, except for PIP where claimants' satisfaction fell to 82 per cent (from 87 per cent in 2016/17).



Base sizes 2017/18: Overall (15,514); SP (482); PC (455); AA (442); CA (435); DLA (452); PIP (823); ESA (2,997); IS (450); JSA (3,009); UC (5,969)

Note: Due to changes in the sample composition for Disability Living Allowance and Universal Credit claimants, findings cannot be compared over time. For more information please see the full report.



## Communication

- Claimants continued to mainly use telephone, post and face-to-face communication during their transactions.
- More than 80% of claimants who had face-to-face interactions with DWP reported that staff were polite, helpful, gave the correct information and understood their particular circumstances.
- Although few claimants reported receiving a text message as part of their transaction, more than 90% of those that did felt that SMS was a helpful way to be kept up to date.
- Pension-age claimants and those claiming disability-related benefits were more likely to use the telephone or to send or receive a letter as part of their transaction than working-age benefit claimants.



## Equality

- Age: Over the last three years, younger (aged 16-34) and older (aged 66+) claimants were more satisfied than those in mid-life.
- Ethnicity: Satisfaction among claimants who described themselves as Asian has increased from 85% in 2015/16 to 91% in 2017/18, whilst satisfaction among claimants who described their ethnicity as Mixed had fallen from 82% in 2015/16 to 78% 2017/18.
- Disability: Satisfaction for disabled claimants has fallen (from 83% in 2015/16 to 80% in 2017/18) whilst satisfaction for non-disabled claimants has increased (from 86% in 2015/16 to 89% in 2017/18).



## Customer Charter




- Getting it Right: Across all benefits, more than eight in ten claimants reported that their payment calculations were explained clearly.
- Keeping you Informed: Although satisfaction among AA and CA remains high (92%), AA and CA claimants were less satisfied with the information they were given about what happens next, being given clear timings, and being kept up to date.
- Ease of Access: There was a further fall in the proportion of ESA claimants who reported that it was easy to get in touch with DWP (from 69% in 2015/16, 62% in 2016/17 to 59% in 2017/18).






## Digital access

- Pension age claimants still report relatively low levels of access to the internet (54% of PC and 63% of AA claimants have access).




# Changes in claimants' perceptions between 2016/17 and 2017/18

 Levels increased     
  Levels decreased     
  No significant change

## It was easy to get in touch with DWP

ESA		59% from 62%
SP		82% from 87%
CA		79% from 84%

## Claimants who reported that they were informed about what would happen next

AA		57% from 64%
PIP		77% from 83%
PC		65% from 69%

## Claimants who said that difficulties or problems were resolved

PIP		48% from 32%
ESA		36% from 33%
JSA		38% from 43%

## Claimants who reported that they were given clear timings about their transaction

AA		58% from 58%
JSA		71% from 74%
IS		66% from 78%

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The full report of these research findings is published by the Department for Work and Pensions (ISBN 978-1-78659-127-2. Research Report 971, 31 January 2019).

You can download the full report free from: <https://www.gov.uk/government/collections/research-reports>

Other Report summaries in the research series are also available from the website above. If you would like to know more about DWP research please email: [Socialresearch@dwp.gsi.gov.uk](mailto:Socialresearch@dwp.gsi.gov.uk)