

Annual

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Great Britain**

The Customer Experience Survey (CES) is designed to monitor customer satisfaction with the services offered by the Department for Work and Pensions (DWP) to inform improvements in service delivery. It is an ongoing cross-sectional study with quarterly interviewing. This research was commissioned by DWP with fieldwork and data analysis independently conducted by Ipsos MORI.

The data in this report is based on 7,294 interviews conducted with benefit customers who had contact with DWP between April 2020 and March 2021. The survey covers eight benefits: State Pension; Pension Credit; Attendance Allowance; Carer's Allowance; Disability Living Allowance for Children; Personal Independence Payment; Employment and Support Allowance; and Universal Credit.

This report presents data on overall customer satisfaction and looks at survey data that is mapped to the DWP Customer Charter. The DWP Customer Charter provides standards against which customer service delivery can be measured and a framework to drive improvements to engagement, interaction and satisfaction for both customers and employees. There are four core areas that inform the Customer Charter, which are Right Treatment, Easy Access, Keeping you Informed and Getting it Right.

CES replaced the previous Claimant Service and Experience Survey (CSES) in 2019. However, disruption to fieldwork in 2019/20 because of COVID meant that it was not possible to produce an annual dataset. For these reasons the 2020/21 survey data provides a new baseline. The incomplete 2019/20 findings (data for July – August 2019 only) are included as an annex to this report.

Our thanks go to all those who gave up their time to take part in this study.

At a glance – Overall customer satisfaction

**Just under nine in ten customers
were satisfied with DWP services
overall**



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Abbreviations

AA	Attendance Allowance	DWP	Department for Work and Pensions
CA	Carer's Allowance	ESA	Employment and Support Allowance
CES	Customer Experience Survey	PC	Pension Credit
CSES	Claimant Service and Experience Survey	PIP	Personal Independence Payment
CoC	Change of Circumstances	SP	State Pension
DLAc	Disability Living Allowance for Children	UC	Universal Credit

About the survey

Survey methodology

Sample

CES is a survey of customers who have had recent contact with DWP, rather than all DWP customers. When CES replaced the previous CSES in 2019 the sample design was revised: as UC rollout replaced legacy benefits Jobseeker's Allowance and Income Support customers were no longer included. CES covers the following eight benefits: State Pension; Pension Credit; Attendance Allowance; Carer's Allowance; Disability Living Allowance for Children; Personal Independence Payment; Employment and Support Allowance; and Universal Credit.

The sample includes benefit customers who have been in contact with DWP during each three-month quarter to either: make a new claim, report a change of circumstances, or (for UC and ESA customers) attend a mandatory Jobcentre appointment. 'Contact' includes any time a customer has phoned, written a letter, emailed, visited a Jobcentre, filled in an online form, or used their UC Online Journal to get in touch with DWP. It is also any time someone from DWP has contacted a customer using any of these methods. For the contact to be identified and the customer included in the overall survey population, it needs to have triggered a change in DWP administrative data during the three-month quarter.

A quota sample design is used to meet minimum interview targets for each benefit group and contact reason, with a random sample of customers drawn from the population to meet these quotas. Weighting is then applied to the data so that findings are representative of the survey population: data is weighted by age, gender, length of claim, contact reason and benefit type. For UC customers, data is also weighted by UC region.

Fieldwork

When CES replaced the previous Claimant Service and Experience Survey (CSES), the survey moved to a mixed-mode online and telephone data collection approach. In 2020/21 fieldwork was conducted quarterly. The data in this report is based on 7,294 interviews, conducted with benefit customers who had contact with DWP between April 2020 and March 2021.

Due to the impact of COVID on DWP service delivery, for example the pausing of face-to-face service delivery (such as mandatory jobcentre appointments and health assessments) and the use of alternative channels (telephone and online), the survey questionnaire was revised over the course of 2020/21 to reflect these service delivery changes.

Statistical conventions

Percentages in charts may not always add to 100 per cent due to rounding.

The commentary accompanying this report (in the overall satisfaction and customer characteristics sections) focuses on differences that are statistically significant at a 95 per cent confidence level. This means that you would only expect to see the result caused by chance 1 in 20 times.

Responses for sub-groups with larger base sizes will be more robust and have a lower margin of error than sub-groups with smaller base sizes. Therefore, it is possible to identify relatively small differences as being statistically significant when comparing sub-groups which have larger sample sizes. The issue of sub-group size particularly applies to the customer characteristics section where the sample sizes for non-White ethnicities are smaller.

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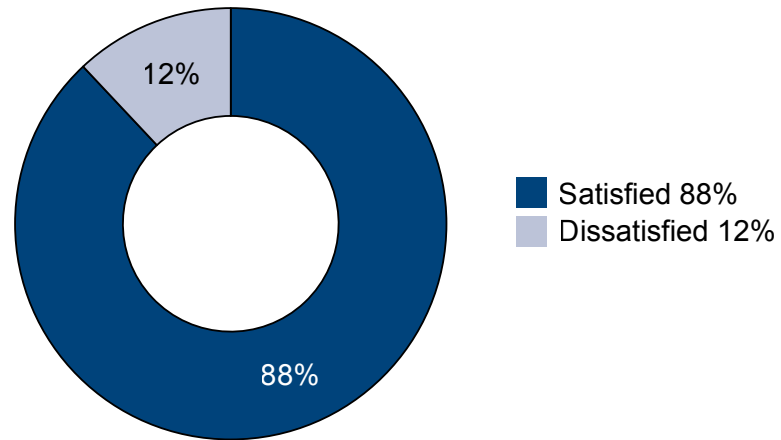
Results

Overall satisfaction

Almost nine in ten customers reported being satisfied with DWP services

In 2020/21 overall customer satisfaction was 88 per cent. “Don’t Know” responses to the overall satisfaction question are excluded from analysis throughout.

Figure 1: Overall percentage of customers who were very/fairly satisfied or very/fairly dissatisfied with DWP services

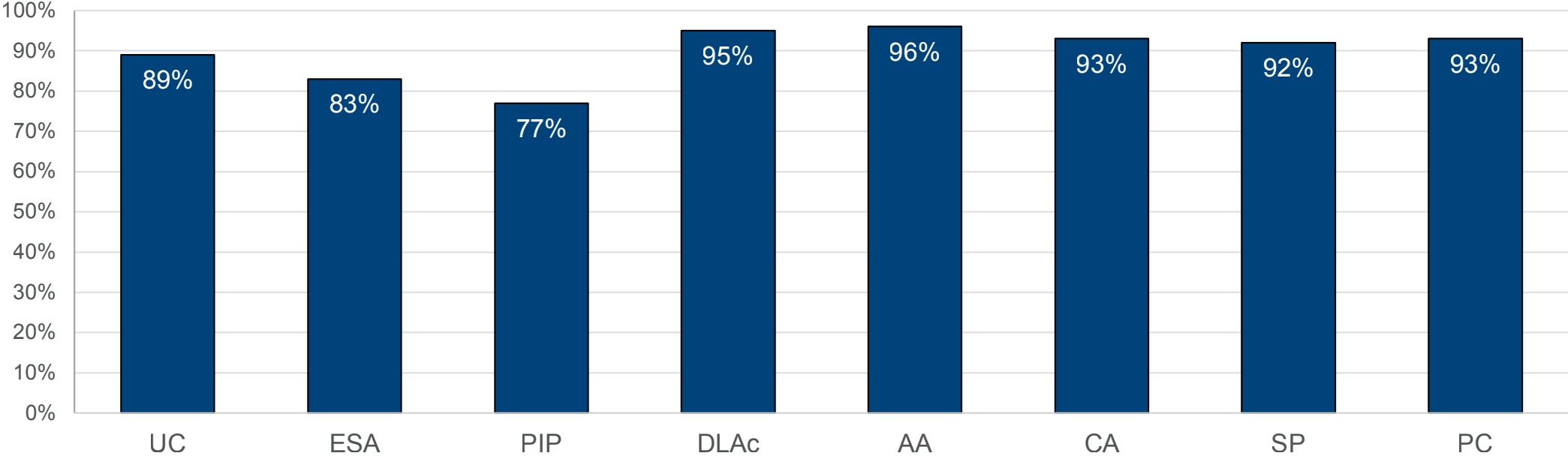


Base: All customers (excludes Don't Know responses): 2020/21 (7,102).

Overall satisfaction was high among most benefits

In 2020/21 overall satisfaction was high across most benefits, ranging from 89 per cent for UC to 96 per cent for AA. For ESA and PIP customers, satisfaction was lower at 83 per cent and 77 per cent respectively.

Figure 2: Percentage of customers who reported being satisfied with DWP services in 2020/21, by benefit



Base: All customers (excludes Don't Know responses)
2020/21: UC (3,037); ESA (878); PIP (817); DLAc (435); AA (411); CA (526); SP (559); PC (439).

DWP Customer Charter measures

This section of the report examines data from survey questions that are mapped against the four core elements of DWP's Customer Charter: 'Right Treatment', 'Easy Access', 'Keeping you Informed' and 'Getting it Right'. These question measures have been selected on the basis that they best represent the charter area topic and have the best coverage of survey respondents (as some questions are only asked to particular customer groups).

Right Treatment

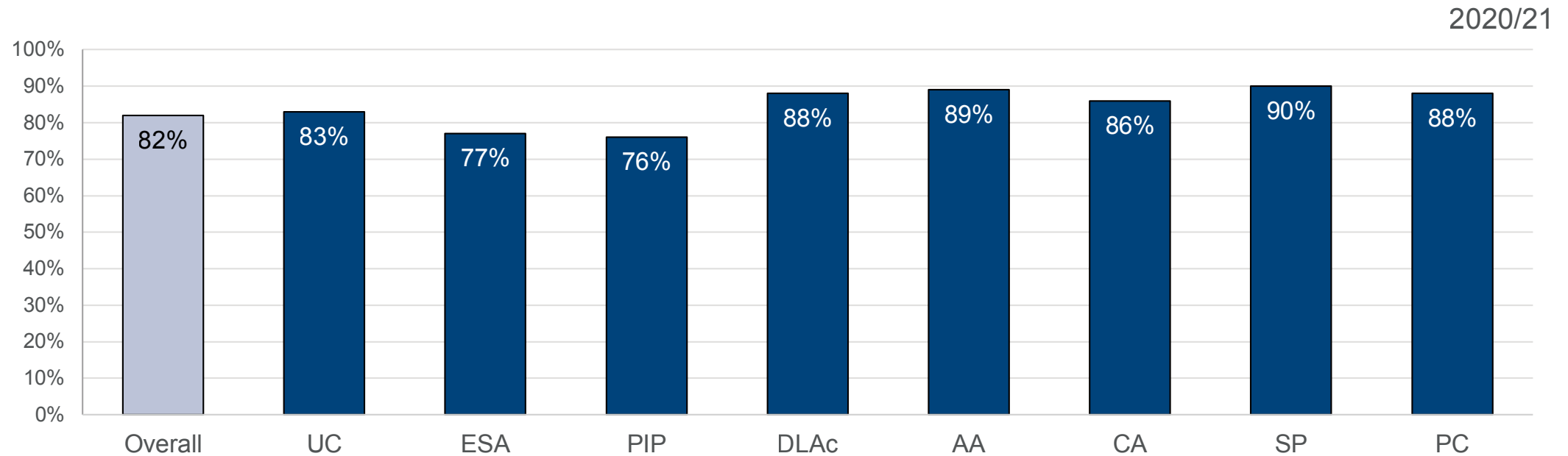
Questions that relate to the Right Treatment charter area are reported on below, including whether customers:

- Agreed staff understood their needs
- Agreed DWP tailored their services to the customer's personal circumstances (new customers only)
- Agreed their query or request was handled professionally
- Agreed their work coach was helpful in supporting them find a job (UC and ESA only)
- Felt DWP considered their personal circumstances when setting up their claimant commitment (UC only)
- Agreed staff did what they said they would.

Around four out of five customers agreed that DWP staff understood their needs

Overall, 82 per cent of customers agreed that staff understood their needs. This ranged from 76 per cent for PIP customers to 90 per cent for SP customers.

Figure 3: Percentage of customers who agreed staff understood their needs

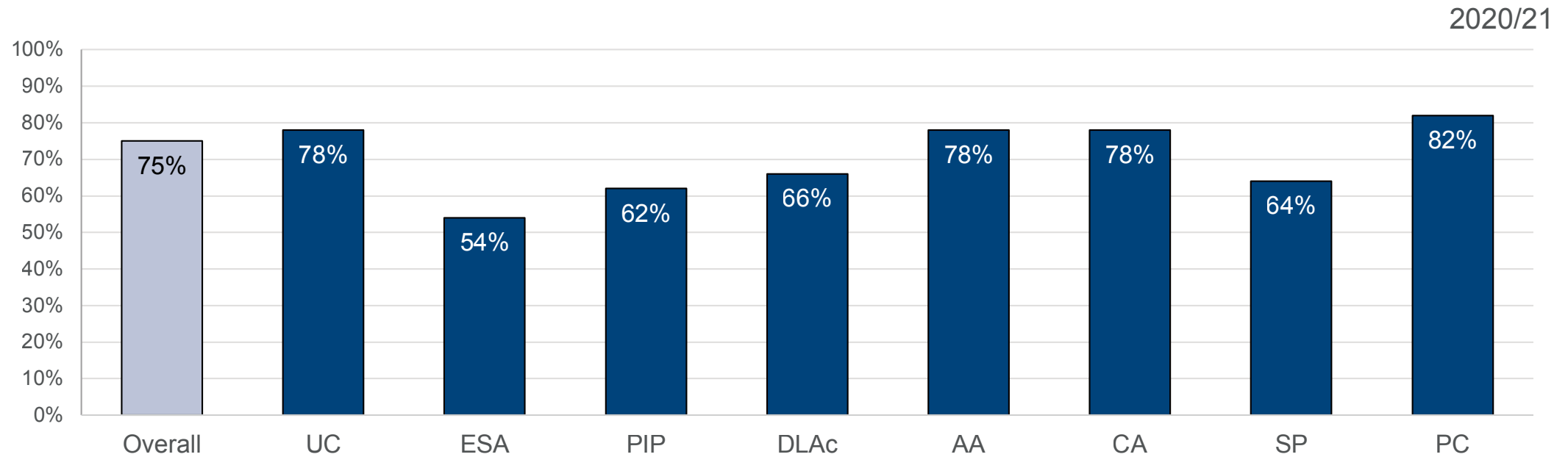


Base: All customers who confirmed contact with DWP in last 3-months (excludes Not Applicable responses): Overall (4,738); UC (2,516); ESA (515); PIP (511); DLAc (235); AA (166); CA (324); SP (257); PC (214).

Three quarters of customers agreed that DWP tailored services to their personal circumstances

This question was only asked to new customers. Overall, 75 per cent agreed that DWP tailored services to their personal circumstances. This varied by benefit, ranging from 54 per cent for ESA to 82 per cent for PC.

Figure 4: Percentage of new customers who agreed DWP tailored services to their particular personal circumstances

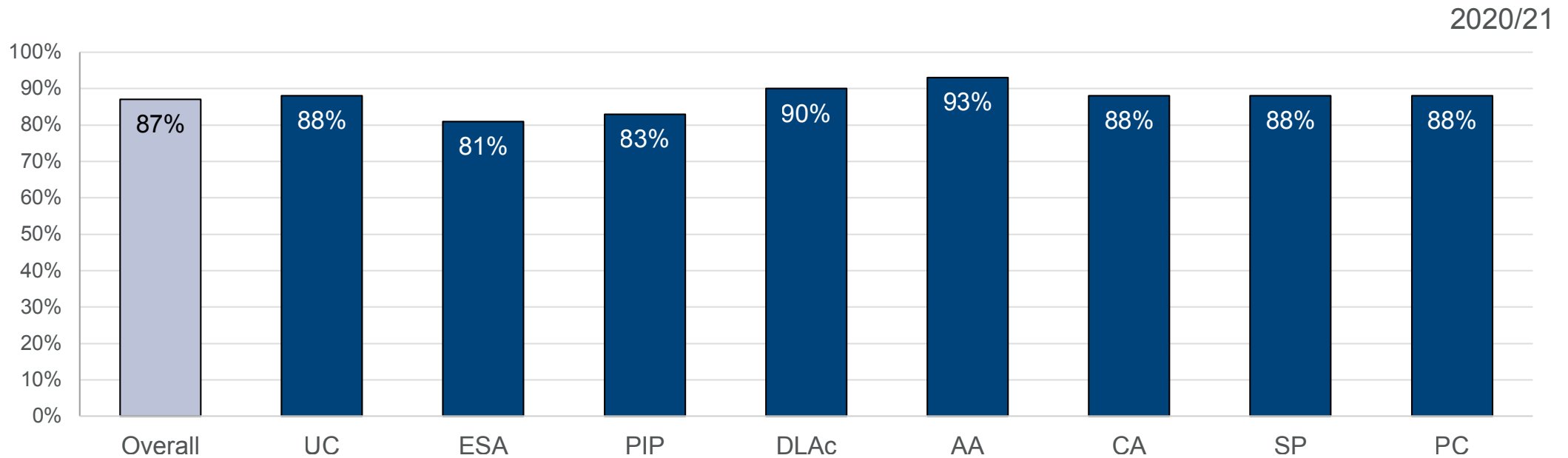


Base: All new customers (excludes Not Applicable responses): Overall (2,293); UC (835); ESA (250); PIP (358); DLAc (145); AA (190); CA (213); SP (131); PC (171).

Around nine out of ten customers agreed that their query or request was handled professionally

Overall, 87 per cent of customers agreed that their query or request was handled professionally. The results for all individual benefits were close to the overall score, ranging from 81 per cent for ESA to 93 per cent for AA.

Figure 5: Percentage of customers who agreed their query or request was handled professionally



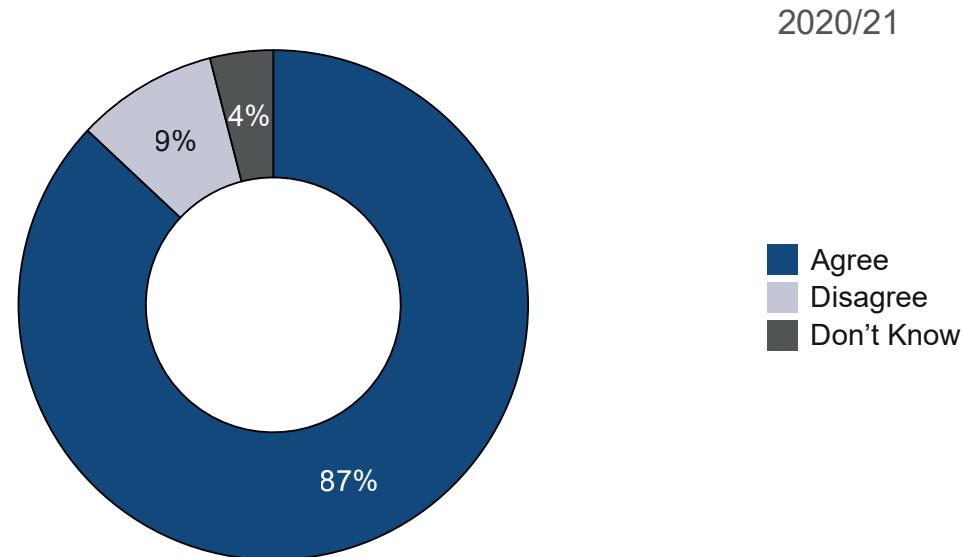
Base: All customers who confirmed contact with DWP in last 3 months (excludes Not Applicable responses): Overall (4,799); UC (2,507); ESA (512); PIP (517); DLAc (250); AA (173); CA (329); SP (284); PC (227).

Around nine out of ten customers agreed their work coach was helpful in supporting them find a job

ESA and UC customers who had attended a review meeting or work coach interview were asked whether they agreed or disagreed that their work coach was helpful in supporting them find a job. Overall, 87 per cent of customers agreed but this result largely reflects the experiences of UC customers, due to the small number of ESA (17) customers who were asked this question.

This question was not asked in Quarter 1 as face to face meetings were suspended during this time due to COVID.

Figure 6: Percentage of UC and ESA customers who agreed their work coach was helpful in supporting them to find a job

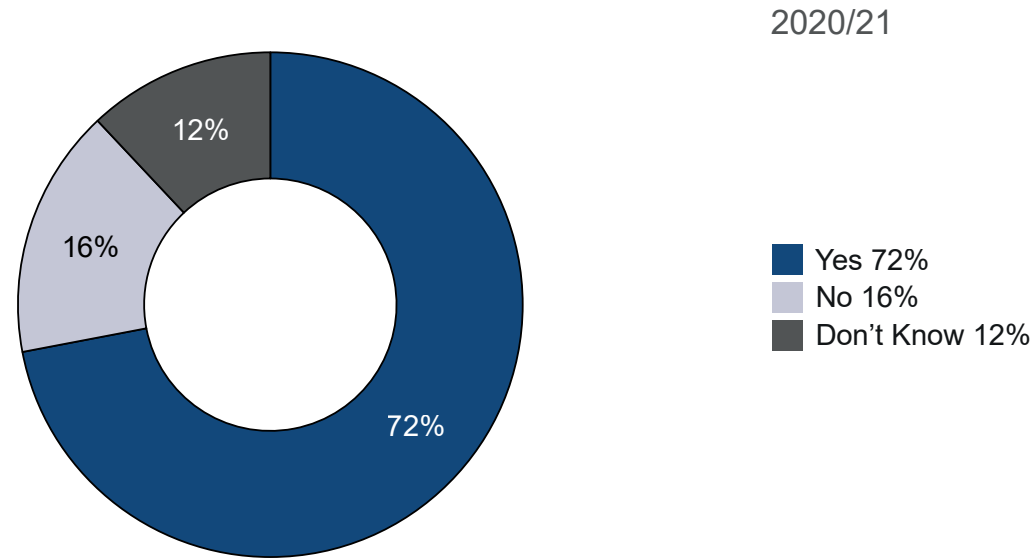


Base: All UC and ESA customers who had a meeting with a work coach in the previous 3-months (excludes Not Applicable responses): Overall (351); UC (334); ESA (17).

Around three quarters of UC customers felt that DWP considered their personal circumstances when setting up their claimant commitment

Overall, 72 per cent of UC customers reported that their work coach considered their personal circumstances when setting up their claimant commitment. Due to the impact of COVID on service delivery this question was only asked in Quarters 3 and 4

Figure 7: Percentage of UC customers who felt their work coach considered their personal circumstances when setting up their claimant commitment

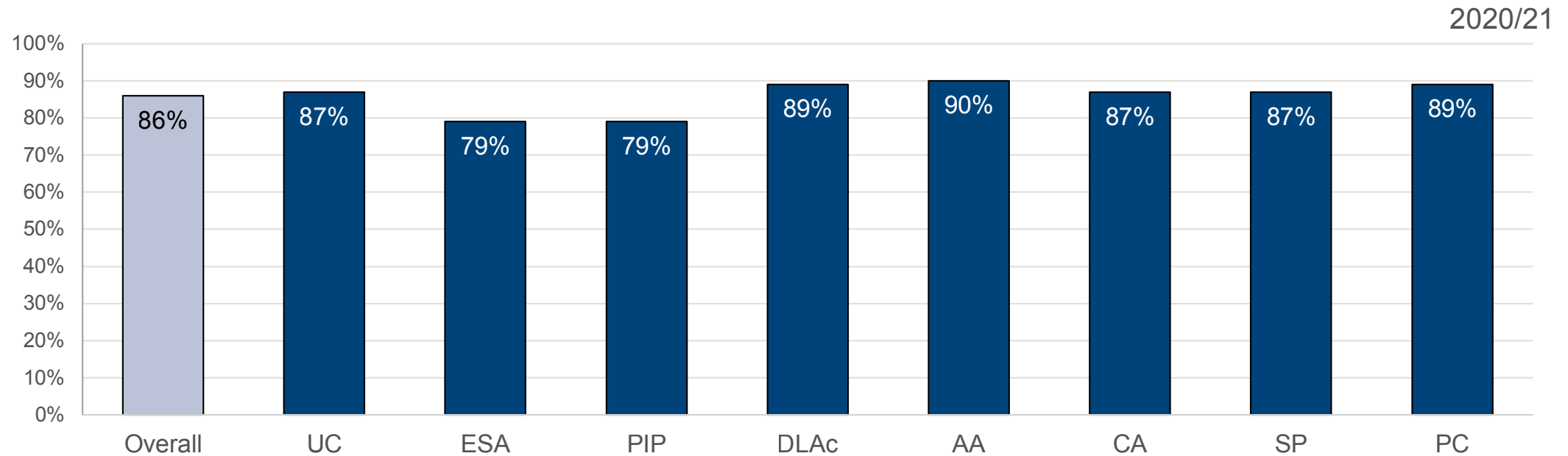


Base: All UC customers: UC Q3+Q4 (1,496).

More than eight out of ten customers agreed that staff did what they said they would do

Overall, 86 per cent of customers agreed that staff did what they said they would. The results for all individual benefits were close to the overall score, ranging from 79 per cent for PIP and ESA, to 90 per cent for AA.

Figure 8: Percentage of customers who agreed that staff did what they said they would do



Base: All customers who confirmed contact with DWP in last 3 months (excludes Not Applicable responses): Overall (4,659); UC (2,501); ESA (489); PIP (496); DLAc (243); AA (160); CA (313); SP (247); PC (210).

Easy Access

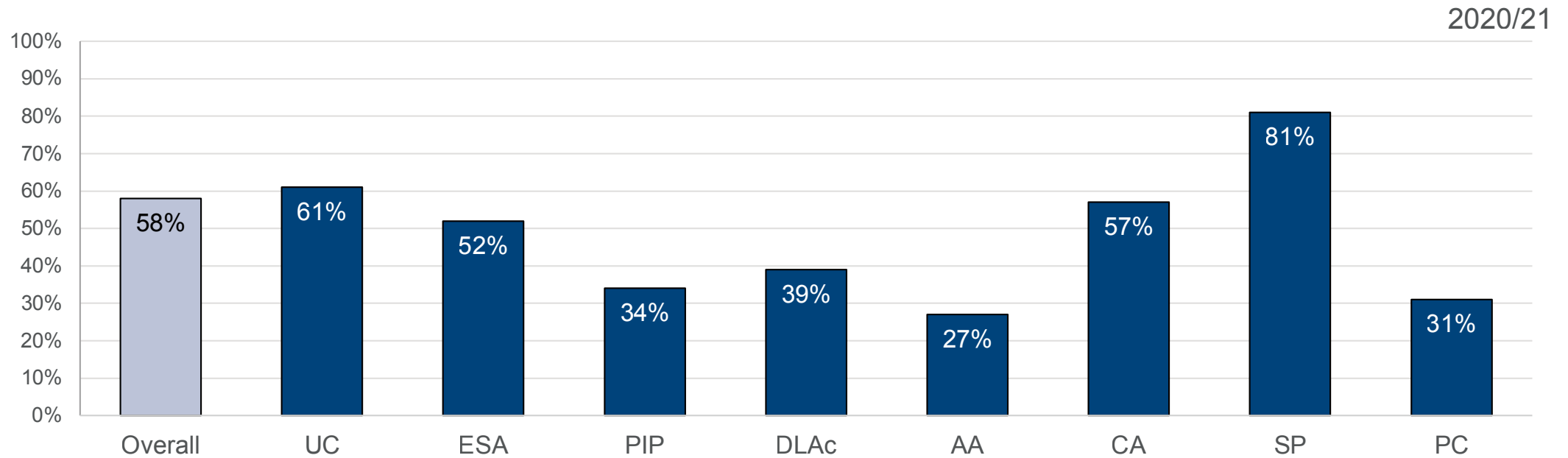
Questions that relate to the Easy Access charter area are reported on below, including whether customers:

- Reported using GOV.UK as a source of information to find out if they were eligible to make a claim (new customers only)
- Found it easy to find all the relevant pages/information they needed on GOV.UK (new customers only)
- Found the process of submitting a new claim/reporting a change of circumstances easy
- Found it easy using their Universal Credit online account (UC only)
- Were able to get the information they needed the first time trying
- Agreed that the communication they received from DWP was easy to understand (new customers only).

More than half of customers used GOV.UK to find out if they were eligible to make a claim

This question was only asked to new customers. Overall, 58 per cent reported that they used GOV.UK as a source of information to find out if they were eligible to make a claim. This ranged widely, from 27 per cent of AA customers using the website, to 81 per cent for SP.

Figure 9: Percentage of new customers who used the government website as a source of information to find out if they were eligible to make a claim



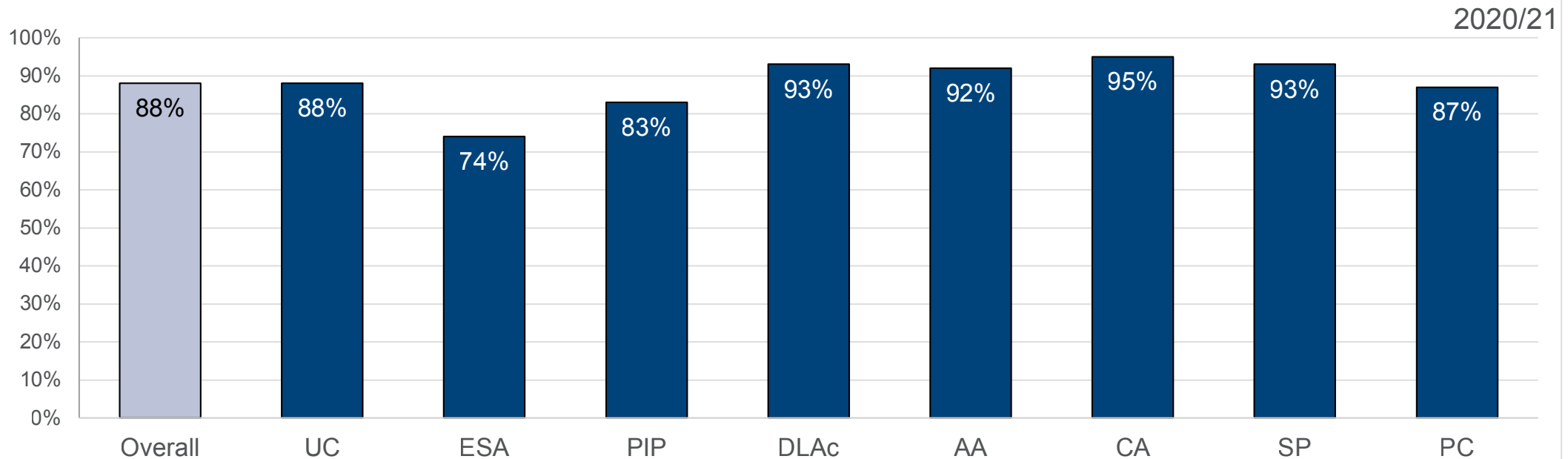
Base: All new customers: Overall (2,735); UC (930); ESA (273); PIP (375); DLAc (182); AA (221); CA (273); SP (285); PC (196).

Almost nine out of ten customers found it easy to find all the relevant information they needed on GOV.UK

This question was only asked to new customers. Of those who used GOV.UK to find out about their claim eligibility, 88 per cent reported that it was easy to find all the relevant pages/information they needed. This ranged from 74 per cent for ESA customers, to 95 per cent for CA customers.

The results for DLAc, AA and PC customers are based on small sample sizes of less than 100 and should be read with caution, as fewer of these customers reported using GOV.UK as a source of information.

Figure 10: Percentage of new customers who found it easy to find all the relevant pages/information on the government website



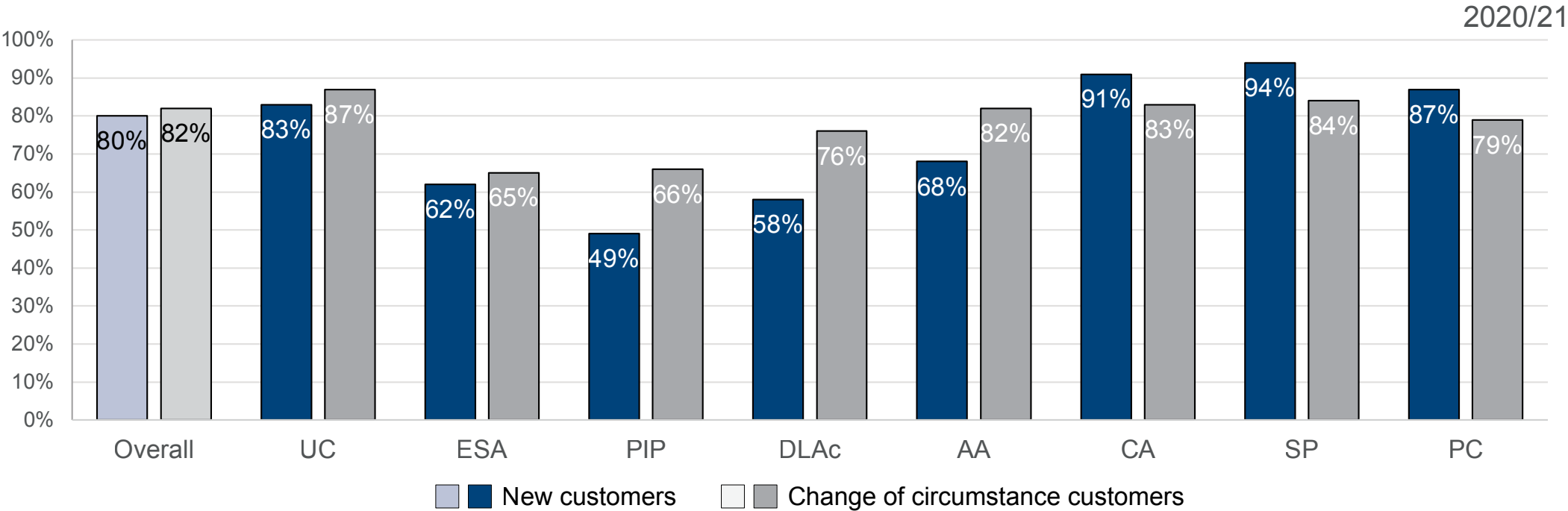
Base: All new customers who used the government website (GOV.UK) as a source of information to check their claim eligibility: Overall (1,405); UC (559); ESA (139); PIP (123); DLAc (70); AA (64); CA (149); SP (230); PC (71).

Around four out of five customers found the process of submitting a new claim or reporting a change of circumstances easy

Overall, 80 per cent of new customers found the process of submitting a new claim easy. This ranged widely by benefit, from 49 per cent for PIP to 94 per cent for SP.

For those who reported a change of circumstances, 82 per cent found the process easy. This ranged from 65 per cent for ESA to 87 per cent for UC.

Figure 11: Percentage of new customers who found the process of submitting a new claim or change of circumstances easy



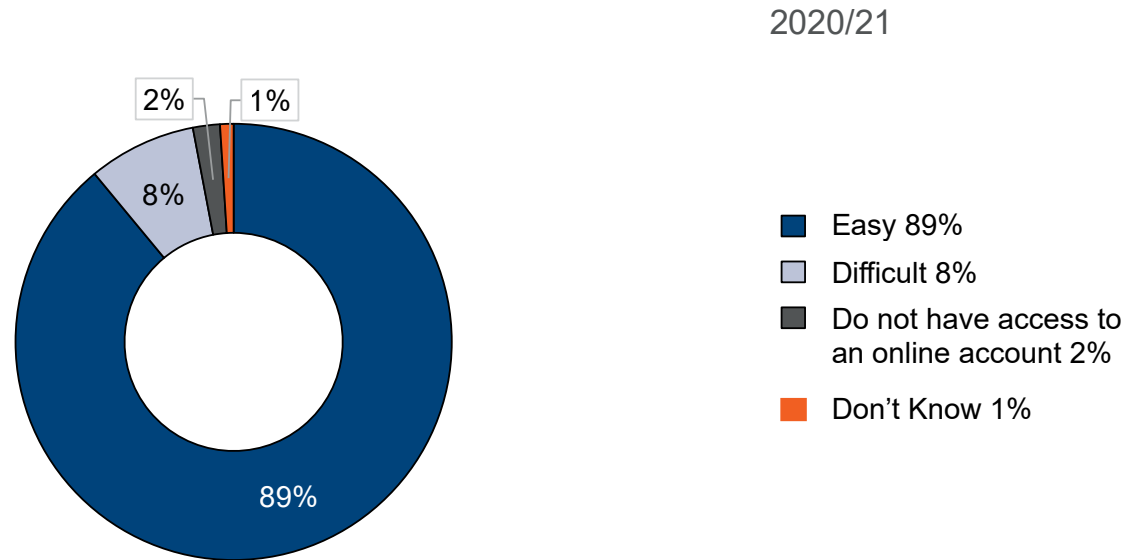
Base: All new customers: Overall (2,735); UC (930); ESA (273); PIP (375); DLAc (182); AA (221); CA (273); SP (285); PC (196).

Base: All change of circumstances customers: Overall (3,373); UC (1,418); ESA (410); PIP (398); DLAc (236); AA (177); CA (255); SP (264); PC (215).

Just under nine out of ten UC customers reported that their online account was easy to use

UC customers were asked how easy or difficult they find using their UC online account. Overall, 89 per cent reported that it was easy to use.

Figure 12: Percentage of UC customers who found using their online account easy

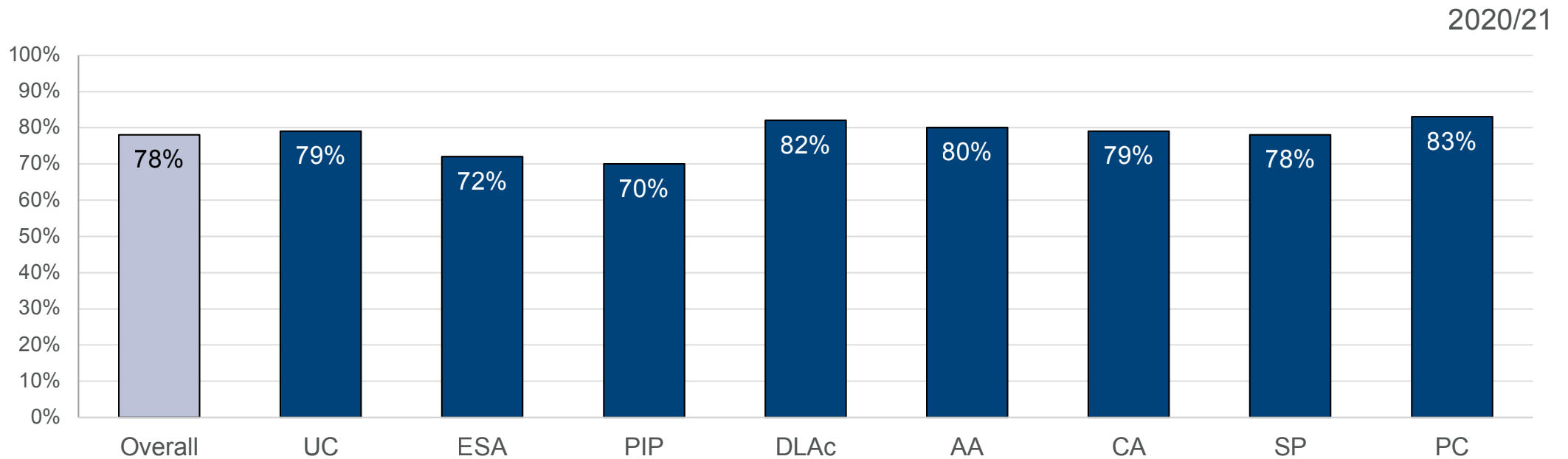


Base: All UC customers: UC (3,134).

Just under eight out of ten customers reported they were able to get the information they needed the first time trying

Overall, 78 per cent of customers reported that when they were last in touch with DWP they were able to get the information they needed the first time trying. The results for individual benefits were close to the overall score, ranging from 70 per cent for PIP, to 83 per cent for PC. This question was not asked to ESA and UC customers in Quarters 1 and 2 due to 2 different operating systems being in place due to COVID.

Figure 13: Percentage of customers who reported being able to get the information they needed the first time trying

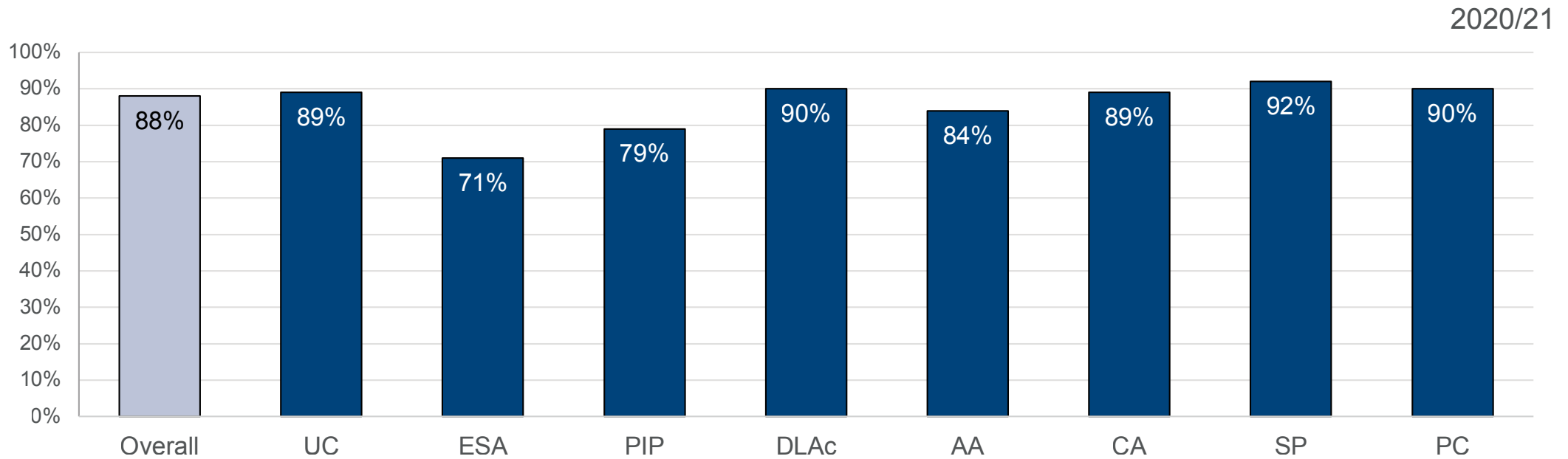


Base: All customers who confirmed contact with DWP in last 3 months: Overall (3,532); UC Q3+Q4 only (1,294); ESA Q3+Q4 only (295); PIP (536); DLAc (269); AA (196); CA (352); SP (354); PC (236).

Almost nine out of ten customers agreed that the communication they received from DWP was easy to understand

This question was only asked to new customers. Overall, 88 per cent agreed that the communication they received from DWP was easy to understand. By benefit, this ranged from 71 per cent for ESA to 92 per cent for SP.

Figure 14: Percentage of new customers who agreed that the communication they received from DWP was easy to understand



Base: All new customers (excludes Not Applicable responses): Overall (2,699); UC (923); ESA (271); PIP (372); DLAc (181); AA (214); CA (269); SP (277); PC (192).

Keeping you Informed

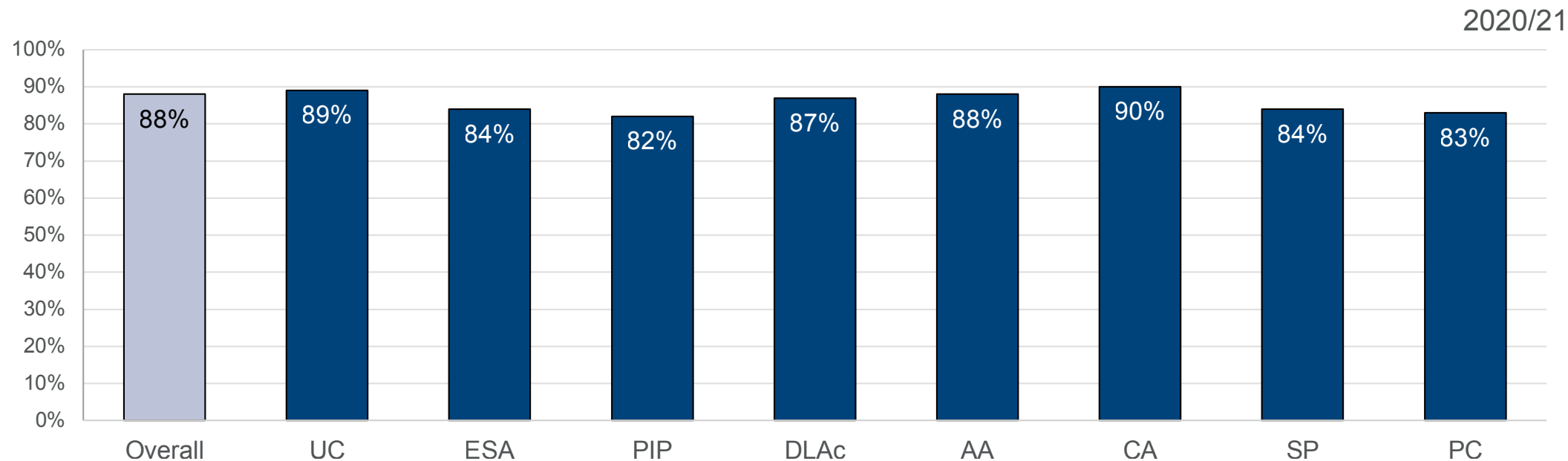
Questions that relate to the Keeping you Informed charter area are reported on below, including whether customers:

- Agreed staff informed them what to do next
- Agreed they had a good understand of what would happen next (new customers only)
- Reported that DWP told them when to expect a decision (new customers only)
- Reported that DWP told them when to expect to receive a payment (new customers only).

Almost nine out of ten customers agreed that staff informed them what to do next

Overall, 88 per cent of customers agreed that staff informed them what to do next, after they had been in contact with DWP. The results for individual benefits were close to the overall score, ranging from 82 per cent for PIP, to 90 per cent for CA.

Figure 15: Percentage of customers who agreed that staff informed them what to do next

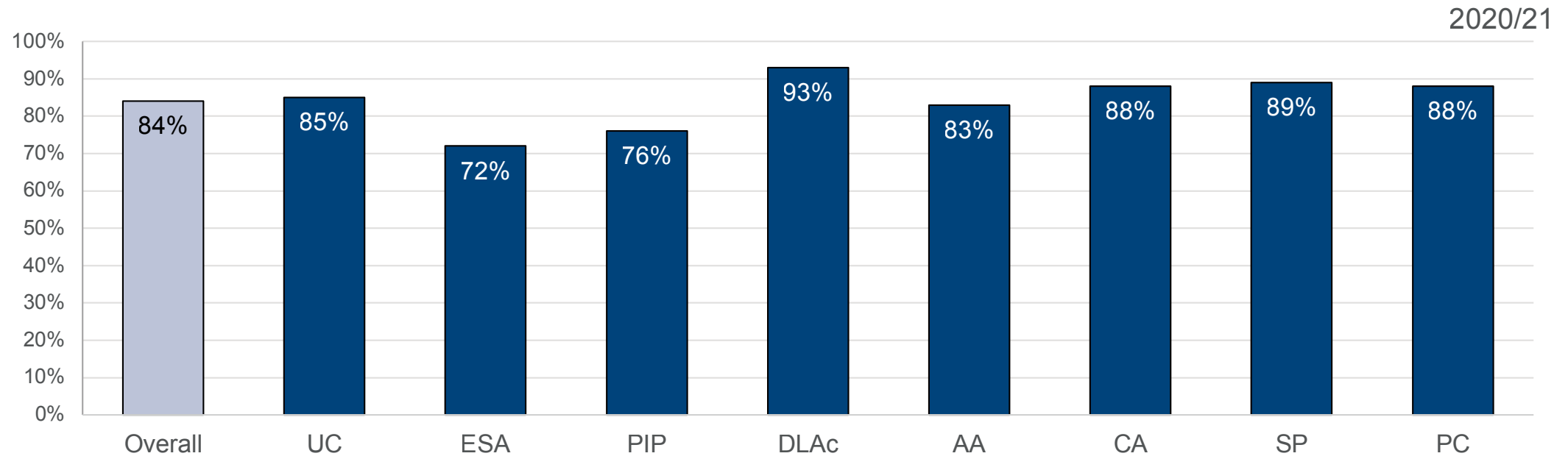


Base: All customers who confirmed contact with DWP in last 3 months: Overall (4,589); UC (2,507); ESA (494); PIP (487); DLAc (229); AA (153); CA (308); SP (208); PC (203).

More than eight out of ten customers agreed they had a good understanding of what would happen next during the application process

This question was only asked to new customers. Overall, 84 per cent agreed they had a good understanding of what would happen next during the application process. This ranged from 72 per cent for ESA to 93 per cent for DLAc.

Figure 16: Percentage of new customers who agreed they had a good understanding of what would happen next



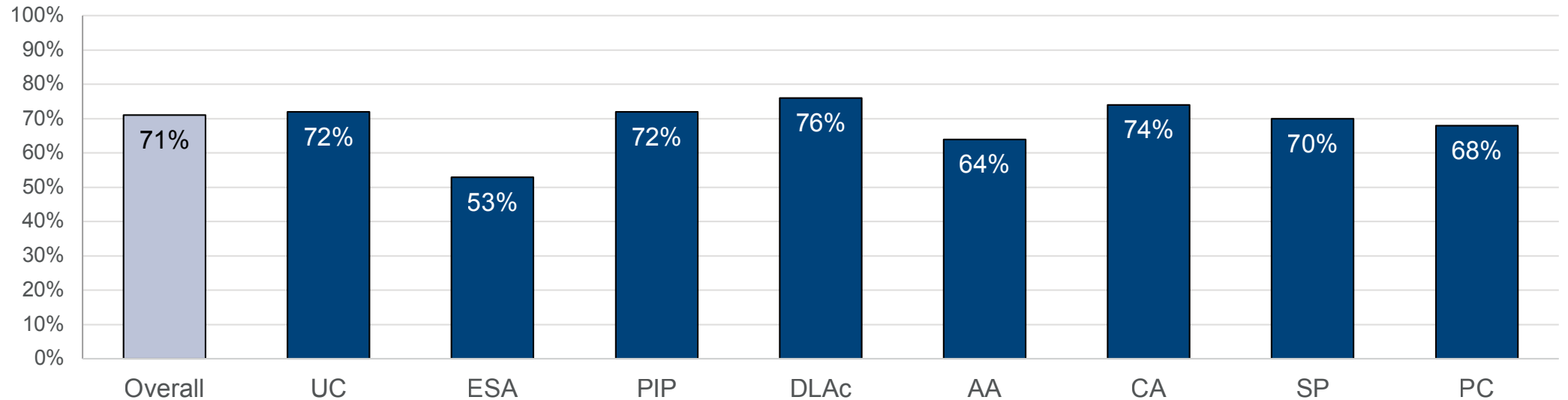
Base: All new customers (excludes Not Applicable responses): Overall (2,716); UC (925); ESA (271); PIP (375); DLAc (182); AA (218); CA (272); SP (281); PC (192).

Just over seven out of ten customers reported that DWP told them when they should expect a decision on their benefit eligibility

This question was only asked to new customers. Overall, 71 per cent reported that DWP told them when they should expect a decision about their benefit eligibility. This varied by benefit line, ranging from 53 per cent for ESA, to 76 per cent for DLAc customers.

Figure 17: Percentage of new customers who reported that DWP told them when they should expect a decision on their benefit eligibility

2020/21

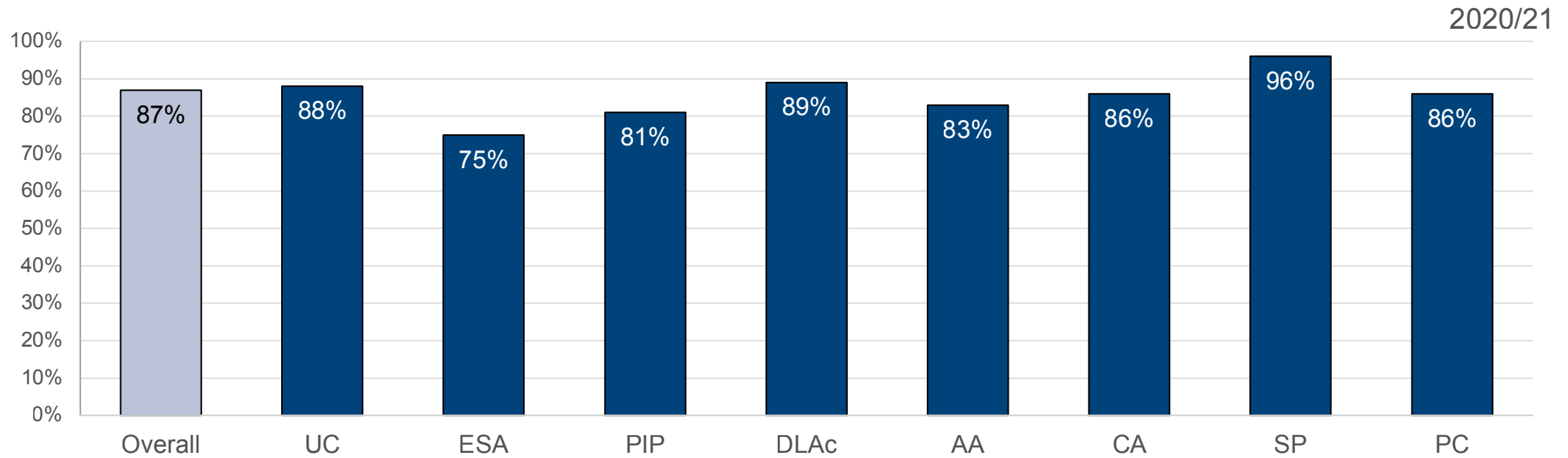


Base: All new customers: Overall (2,735); UC (930); ESA (273); PIP (375); DLAc (182); AA (221); CA (273); SP (285); PC (196).

Almost nine out of ten customers reported that DWP told them when they could expect to receive a payment

This question was only asked to new customers. Overall, 87 per cent reported that DWP told them when they could expect to receive a payment. This ranged from 75 per cent for ESA, to 96 per cent for SP.

Figure 18: Percentage of new customers who reported that DWP told them when they could expect to receive a payment



Base: All new customers: Overall (2,735); UC (930); ESA (273); PIP (375); DLAc (182); AA (221); CA (273); SP (285); PC (196).

Getting it Right

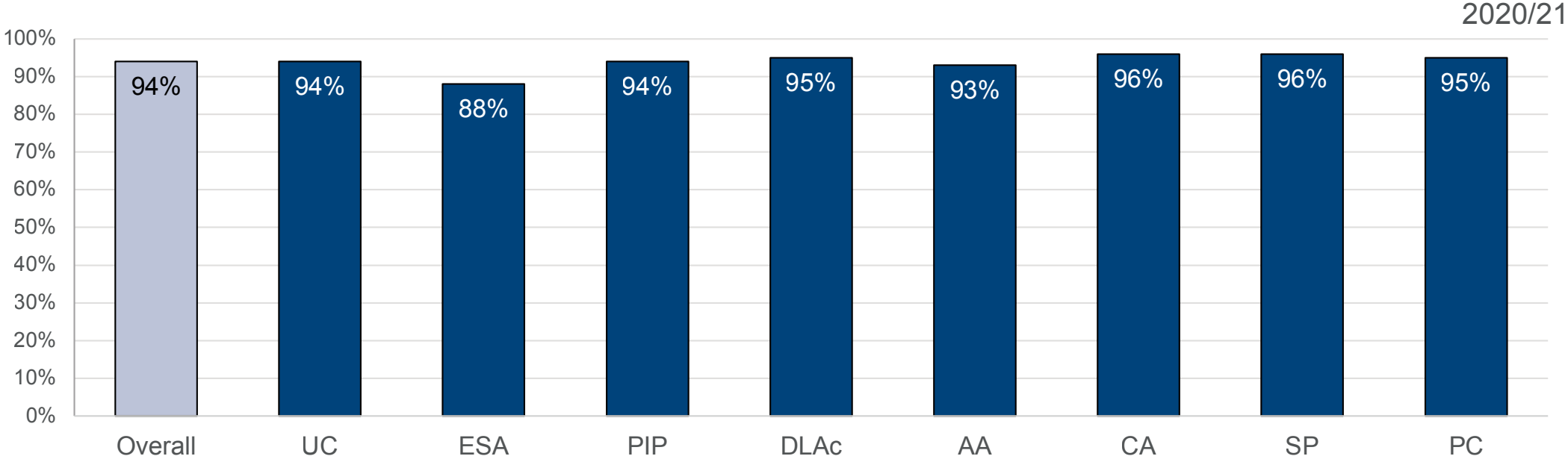
Questions that relate to the Getting it Right charter area are reported on below, including whether customers:

- Agreed DWP made payments when they said they would (new customers only)
- Agreed that staff provided accurate information
- Reported that they did not have to contact DWP more than once to explain the same information (new customers only)
- Reported that the outcome of their claim was explained with enough detail to understand DWP's decision (new customers only)
- Were satisfied with the time it took DWP to tell them the outcome of their claim (new customers only).

More than nine out of ten customers agreed that DWP made payments when they said they would

This question was only asked to new customers. Overall, the majority agreed that DWP made payments when they said they would, at 94 per cent. The results for individual benefit lines were close to the overall, ranging from 88 per cent for ESA, to 96 per cent for CA and SP.

Figure 19: Percentage of new customers who agreed DWP made payments when they said they would

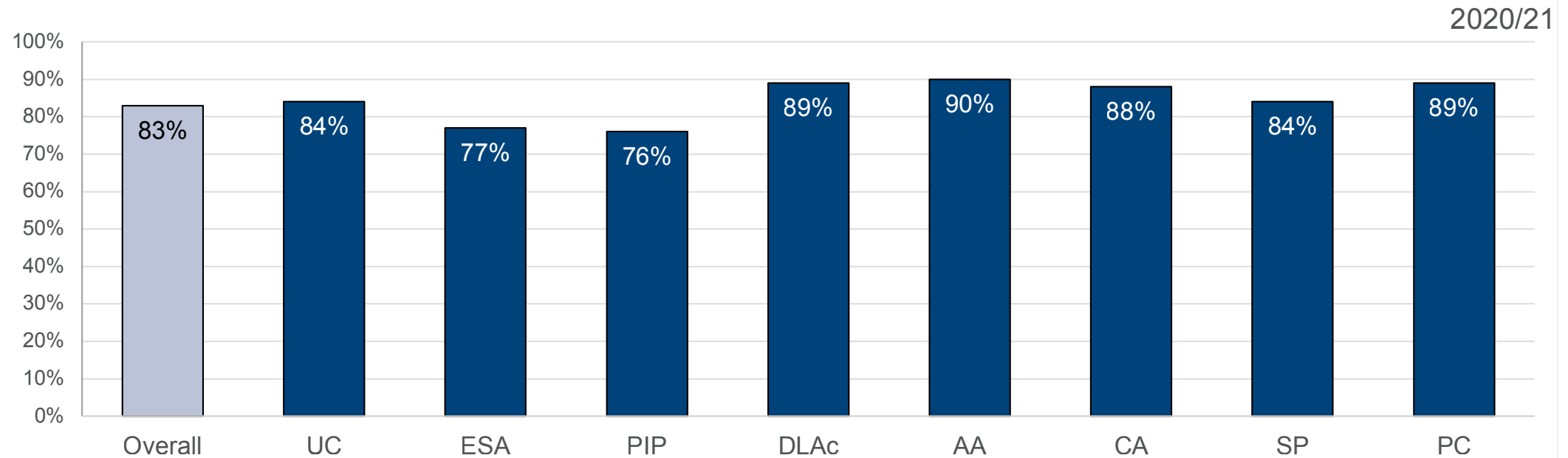


Base: All new customers: Overall (2,645); UC (900); ESA (257); PIP (368); DLAc (179); AA (214); CA (264); SP (270); PC (193).

More than eight out of ten customers agreed that staff provided them with accurate information

Overall, 83 per cent of customers agreed that staff provided them with accurate information. This ranged from 76 per cent for PIP, to 90 per cent for AA customers.

Figure 20: Percentage of customers who agreed that staff provided them with accurate information

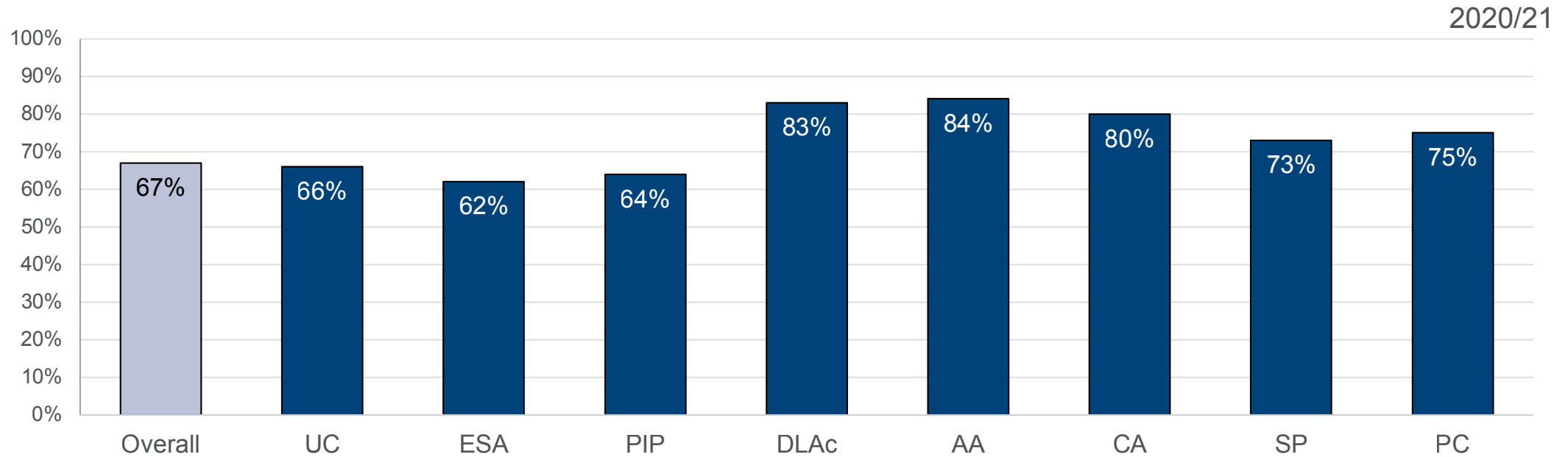


Base: All customers who confirmed contact with DWP in last 3 months: Overall (4,745); UC (2,534); ESA (508); PIP (507); DLAc (243); AA (165); CA (320); SP (247); PC (221).

Two-thirds of customers said they did not have to contact DWP more than once to explain the same information

This question was only asked to new customers. Overall, 67 per cent said they did **not** have to contact DWP more than once to explain the same information. This varied by benefit, ranging from 62 per cent for ESA, to 84 per cent for AA.

Figure 21: Percentage of new customers who did not have to contact DWP more than once to explain the same information

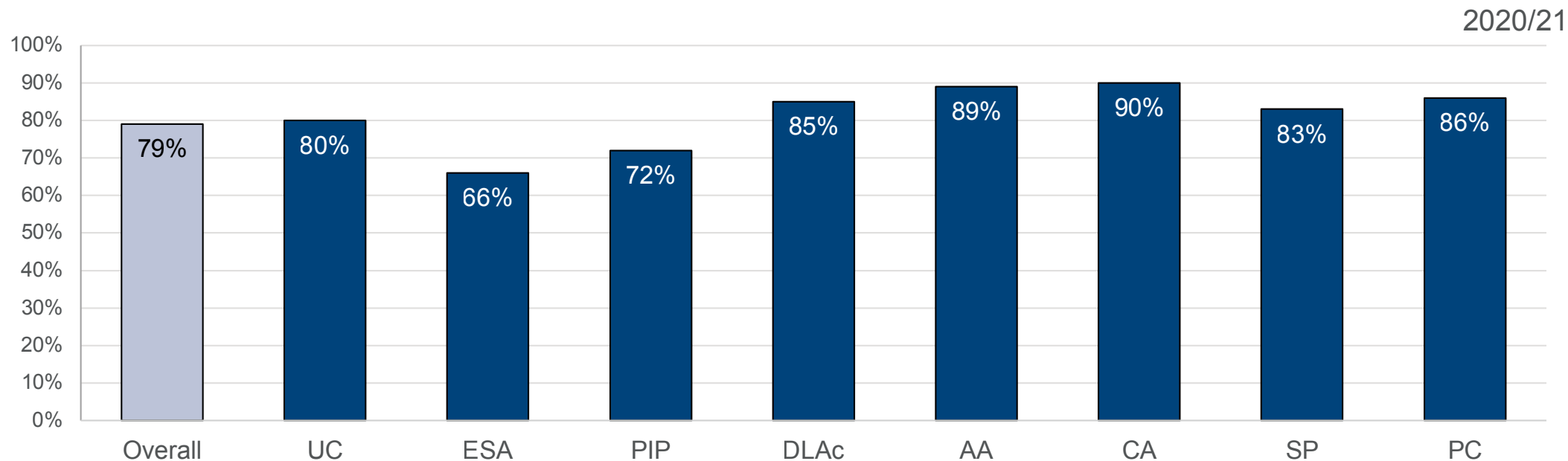


Base: All new customers who provided additional information/evidence to support their claim: Overall (2,520); UC (876); ESA (260); PIP (350); DLAc (175); AA (198); CA (251); SP (232); PC (178).

Almost eight out of ten customers reported that the outcome of their claim was explained in enough detail to understand DWP's decision

This question was only asked to new customers. Overall, 79 per cent reported that the outcome of their claim was explained in enough detail to understand DWP's decision. This varied by benefit, ranging from 66 per cent for ESA, to 90 per cent for CA.

Figure 22: Percentage of new customers who reported that the outcome of their claim was explained in enough detail for them to understand DWP's decision

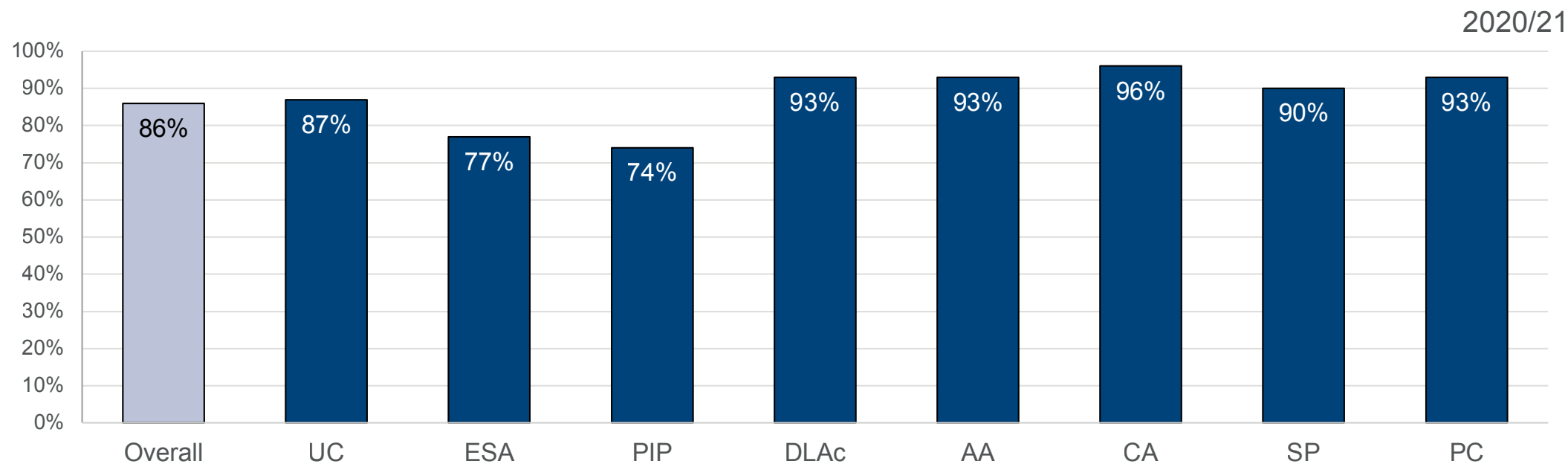


Base: All new customers: Overall (2,735); UC (930); ESA (273); PIP (375); DLAc (182); AA (221); CA (273); SP (285); PC (196).

More than eight out of ten customers said they were satisfied with the time it took DWP to tell them the outcome of their claim

This question was only asked to new customers. Overall, 86 per cent said they were satisfied with the time it took DWP to tell them about the outcome of their claim. This ranged from 74 per cent for PIP to 96 per cent for CA.

Figure 23: Percentage of new customers who said they were satisfied with the time it took DWP to tell them the outcome of their claim



Base: All new customers: Overall (2,735); UC (930); ESA (273); PIP (375); DLAc (182); AA (221); CA (273); SP (285); PC (196).

Customer characteristics

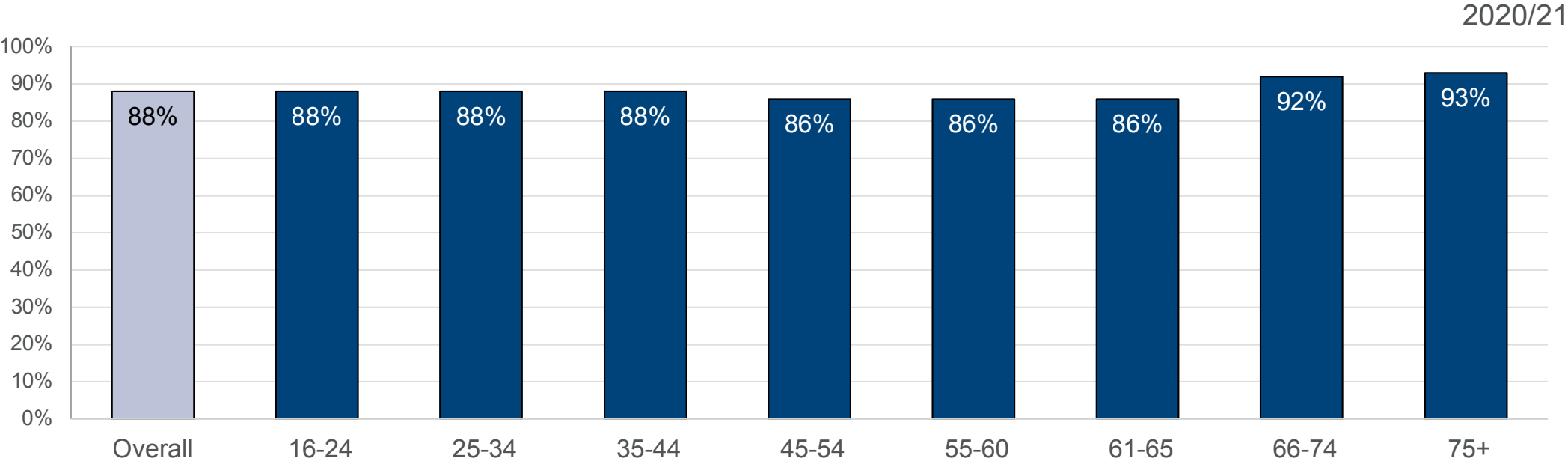
Equality measures

The following section explores overall customer satisfaction by age, gender, ethnicity, and whether customers reported having a long-term health condition.

Age: Older customers were more likely to be satisfied

Those aged 66 and above were more likely to report being satisfied compared to customers aged between 25 and 65. The higher satisfaction score of those aged 66 and above reflects the higher overall satisfaction observed among PC and SP customers. DLAc customers are excluded from the specific age groups as we do not know the age of the Parent or Guardian.

Figure 24: Percentage of customers who reported being satisfied overall, by age

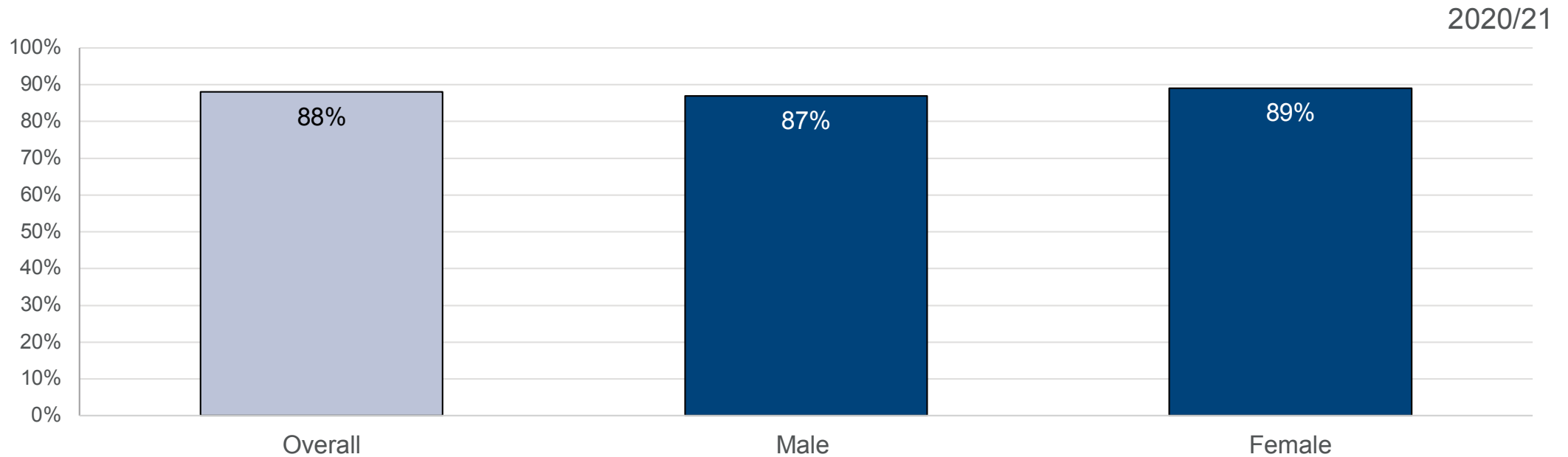


Base: All customers (excluding Don't Know responses): Overall (7,102); 16-24 (543); 25-34 (997); 35-44 (969); 45-54 (1,137); 55-60 (806); 61-65 (690); 66-74 (911); 75+ (610).

Gender: There was no statistically significant difference in satisfaction by gender

Overall satisfaction for females was 89 per cent and whilst this was two percentage points higher than for males, the difference was not statistically significant.

Figure 25: Percentage of customers who reported being satisfied overall, by gender

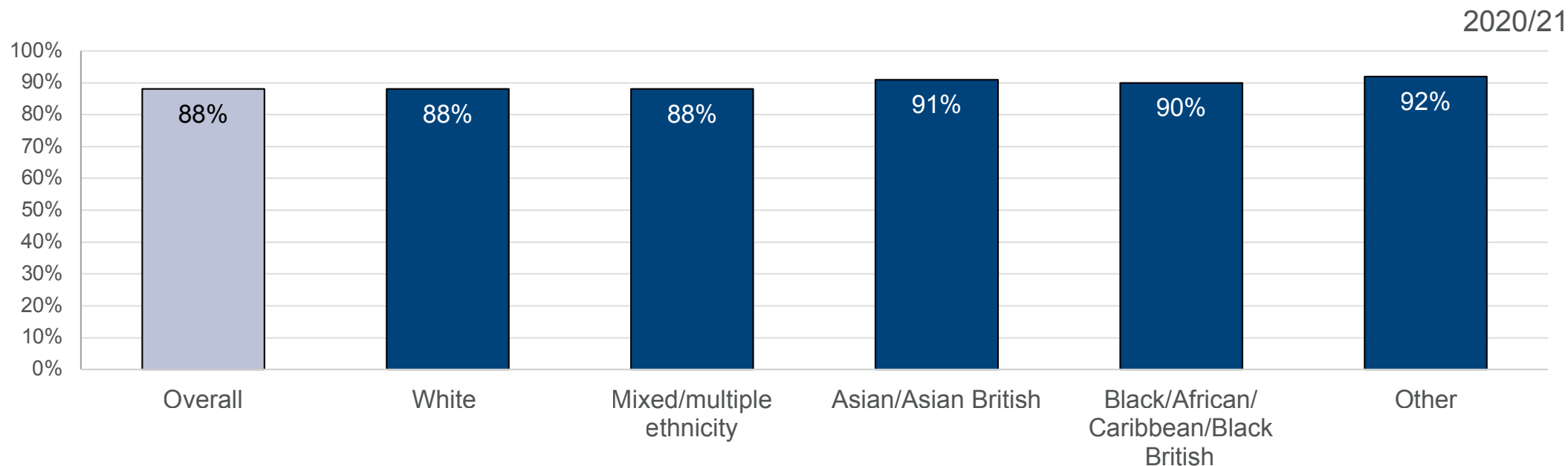


Base: All customers (excluding Don't Know responses): Overall (7,102); Male (3,227); Female (3,875).

Ethnicity: There was very little difference in satisfaction by ethnic group

Satisfaction scores across ethnic groups were close to the overall, ranging from 88 per cent for White and Mixed/multiple ethnicities to 92 per cent for those identifying as 'Other' ethnicity. Satisfaction scores were higher among Asian/Asian British and Black/African/Caribbean/Black British customers, whose satisfaction scores were 3 and 2 percentage points higher than White customers respectively, however these differences were not statistically significant.

Figure 26: Percentage of customers who reported being satisfied overall, by ethnicity



Base: All customers (excluding Don't Know responses): Overall (7,102); White (6,115); Mixed/multiple ethnicity (118); Asian/Asian British (313); Black/African/Caribbean/Black British (255); Other (110).

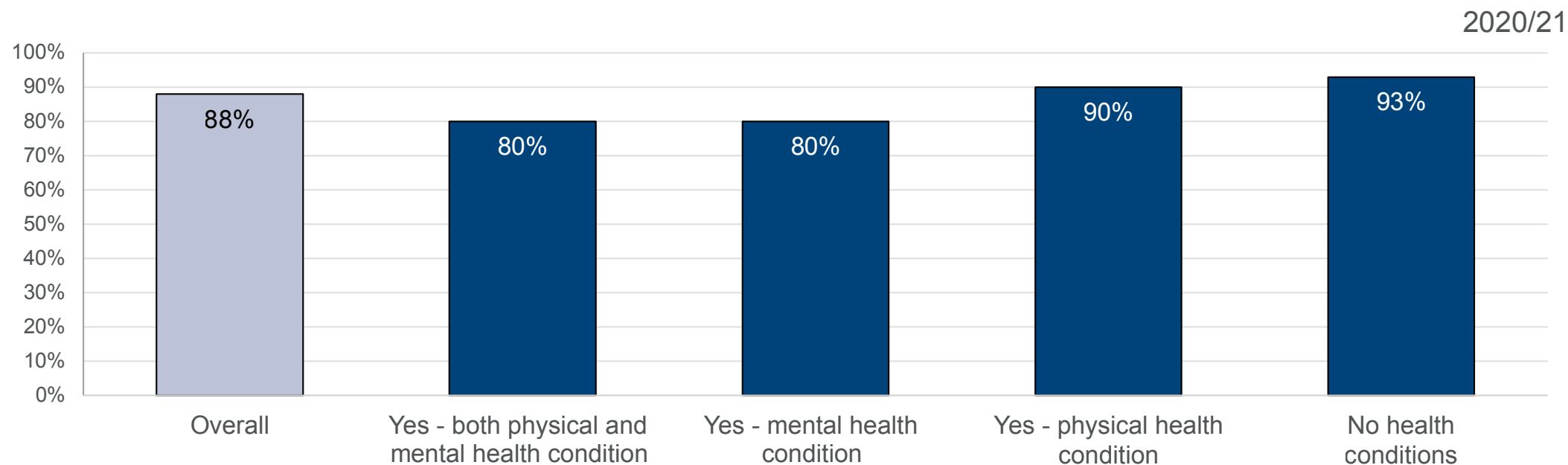
Long-term health conditions: Those who did not have a long-term health condition were more likely to be satisfied

Customers who did not report having any long-term health conditions were more satisfied (93 per cent) than those who did (across all categories of health conditions).

Amongst customers who reported having a long-term health condition, those who had only a physical health condition were more likely to report being satisfied (90 per cent) compared to those who reported having both a physical and mental health condition, or only a mental health condition (80 per cent each).

These results reflect the lower overall satisfaction scores observed for ESA (83 per cent) and PIP (77 per cent), as the majority of these customers reported having either a mental health condition or both a physical and mental health condition.

Figure 27: Percentage of customers who reported being satisfied overall by whether they reported a long-term health condition



Base: All customers (excluding Don't Know responses): Overall (7,102); Both physical and mental health condition (1,300); Mental health condition only (819); Physical health condition only (1,747); No health conditions (2,912).

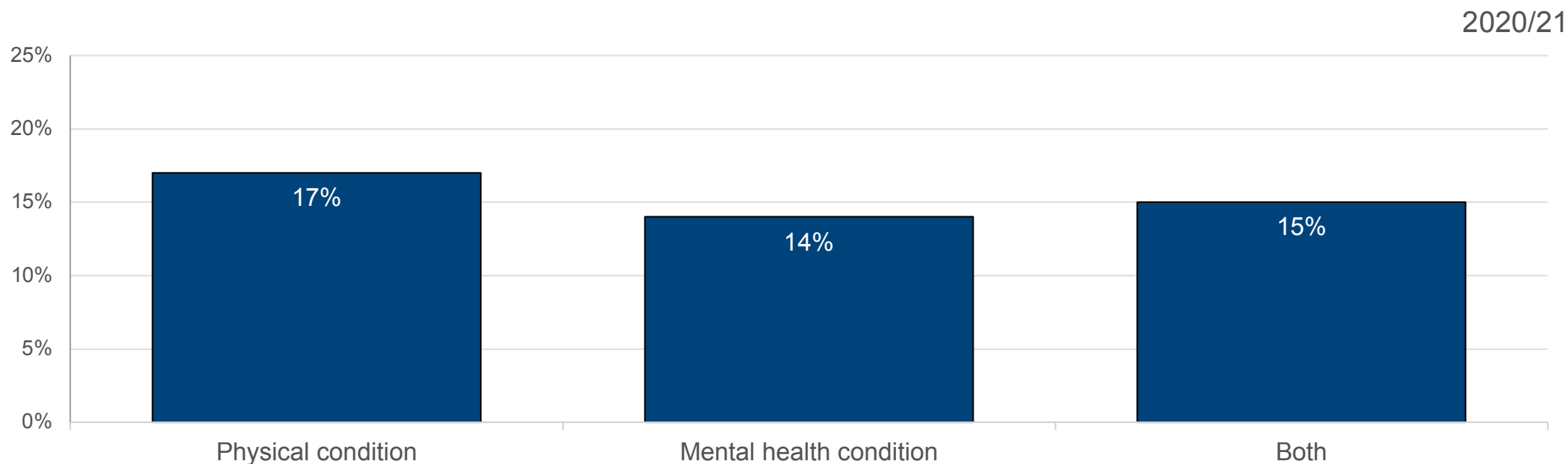
Long-term health condition profile

46 per cent of customers reported having a long-term health condition

Of these: 17 per cent of customers reported having only a physical health condition; 14 per cent reported having only a mental health condition; and 15 per cent reported having both a physical and mental health condition.

A long-term health condition or disability is defined as: any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more, that has a substantial and long-term adverse effect on ability to carry out normal day-to-day activities.

Figure 28: Overall percentage of customers who reported having a physical health condition, mental health condition or both



Base: All customers: Overall (7,294).

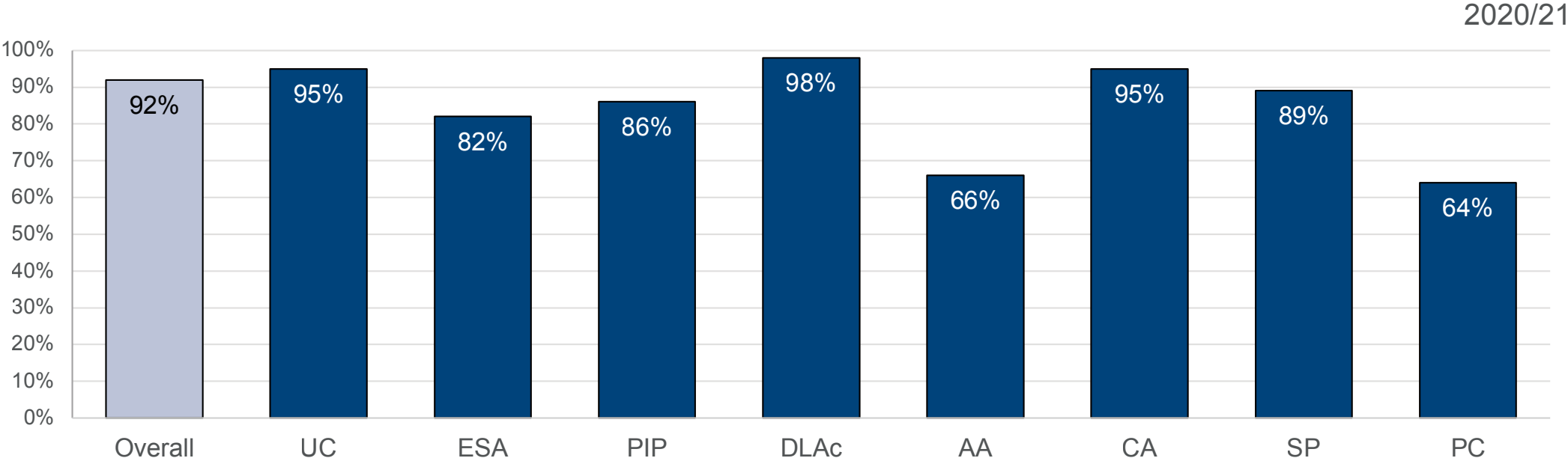
Digital propensity

More than nine in ten customers have internet access

Overall, 92 per cent of customers reported having access to the internet, either at home or elsewhere. However, this varied by benefit line, ranging from 64 per cent for PC to 98 per cent for DLAc.

The methodology used for data collection moved to mixed-mode (online and telephone) when CES replaced the previous CSES in 2019. How customers completed the survey may influence the results for this question. In 2020/21, 90 per cent of SP customers completed the survey online and could therefore produce findings that over-state the proportion of SP customers who have internet access. For the other benefits, there were more equal splits between online and telephone survey completion.

Figure 29: Percentage of customers who had access to the internet



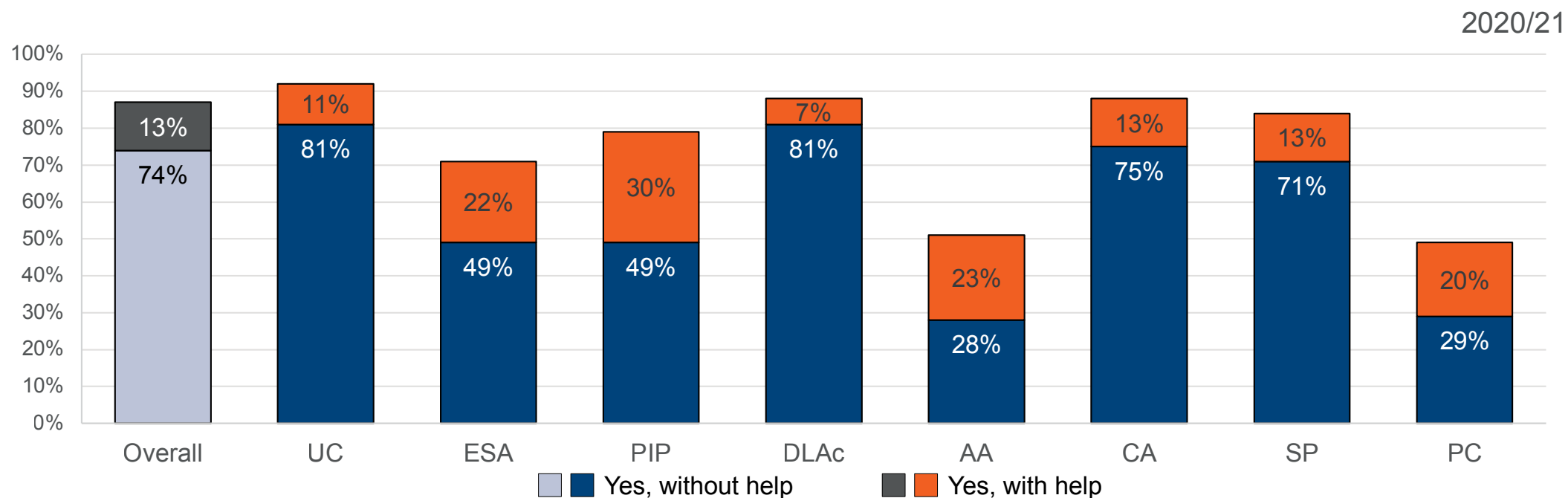
Base: All customers: Overall (7,294); UC (3,134); ESA (901); PIP (841); DLAc (443); AA (421); CA (536); SP (572); PC (446).

Around three quarters of customers said they could have accessed government services using the internet

Customers were also asked, if it had been available, could they have used the internet to access government services. Overall, 74 per cent reported they could do this without help, but this ranged widely by benefit, from 28 per cent for AA to 81 per cent for UC and DLAc. A further 13 per cent of customers could access government services online with help.

The total percentage of customers who could access government services using the internet may differ to the sum of the individual categories (Yes – without help and Yes – with help) due to rounding.

Figure 30: Percentage of customers who could have accessed government services using the internet, if it was available



Base: All customers: Overall (7,294); UC (3,134); ESA (901); PIP (841); DLAc (443); AA (421); CA (536); SP (572); PC (446).

Annex: Customer Experience Survey 2019/20 Quarter 2 (July – Aug 2019) results

Note: Results are only available for July – Aug 2019 and therefore cannot be compared to 2020/21 results.

The annex presents the survey data from CES 2019/20. Due to the impact of COVID, fieldwork planned for March/April 2020 was suspended and prevented the collection of Quarter 4 data (January – March 2020). As a result, only one data collection point was completed (at Quarter 2 – covering customers who contacted DWP between July and August 2019) instead of two, and a total of 3,587 interviews were completed instead of the planned annual target of 7,000 interviews. This means the 2019/20 data should be read with caution, as we do not know the extent to which it is representative of service delivery across the whole of the year and is the reason why there was no annual report published for 2019/20.

Moreover, because of the smaller overall sample size in 2019/20, where questions were only asked to a selection of customers, some have very small base sizes. Extra caution should be taken when reading data with smaller base sizes, as the margins of error around them will be larger. Results with a base size of under 30 are not reported and are marked with an asterisk (*).

In 2020/21 the survey questionnaire was revised to align with changes made to service delivery because of COVID. This limits the comparability between the 2019/20 and 2020/21 survey data for some questions.

In this annex we report 2019/20 findings on:

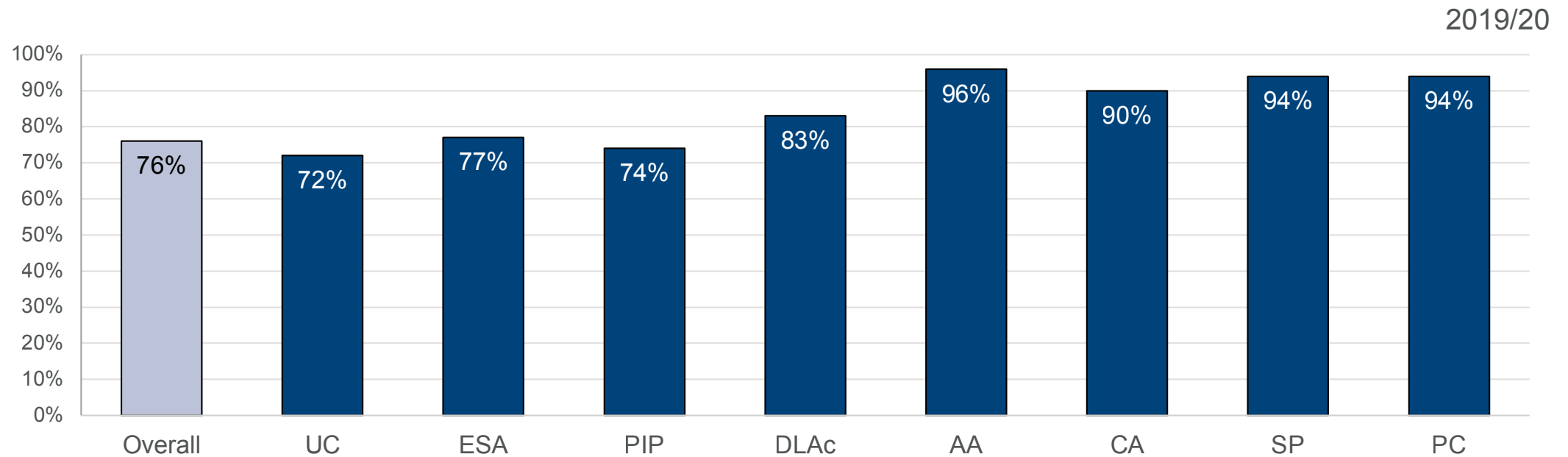
- Overall satisfaction
- DWP Customer Charter measures covering: Right Treatment, Easy Access, Keeping you Informed and Getting it Right
- Overall satisfaction by equality measures
- Long-term health condition profile
- Digital propensity.

CES 2019/20 – Quarter 2 ONLY: Overall satisfaction results

Around three quarters of customers reported being satisfied with DWP services

In 2019/20, overall satisfaction was 76 per cent. This ranged by benefit, from 72 per cent for UC to 96 per cent for AA.

Figure 31: Percentage of customers who were very/fairly satisfied with DWP services in 2019/20



Base: All customers (excluding Don't Know responses): Overall (3,472); UC (1,188); ESA (493); PIP (490); DLAc (254); AA (272); CA (243); SP (280); PC (252).

CES 2019/20 – Quarter 2: DWP Customer Charter measures

This section of the report presents data from survey questions that are mapped against the four core elements of DWP's Customer Charter: 'Right Treatment', 'Easy Access', 'Keeping you Informed' and 'Getting it Right'. These question measures have been selected on the basis that they best represent the charter area topic, whilst also providing the best coverage of survey respondents (as some questions are only asked to particular customer groups).

Right Treatment:

To note: for the measure “DWP tailored service to my particular services and needs”, DLAc and SP have lower scores because of high percentages of “Don’t Know” responses: (23% DLAc and 57% SP).

Table 1: Percentage of customers who agree with key questions relating to the Right Treatment charter area

	Overall	UC	ESA	PIP	DLAc	AA	CA	SP	PC
Staff understood my needs	75%	70%	74%	80%	84%	94%	82%	90%	94%
My query or request was handled professionally	81%	78%	81%	87%	91%	92%	89%	93%	93%
Staff did what they said they would	73%	70%	72%	83%	77%	83%	83%	80%	90%
DWP tailored services to my particular circumstances and needs	59%	60%	*	69%	57%	80%	73%	36%	76%
My work coach was helpful in supporting me find a job	75%	76%	50%						
DWP considered personal circumstances when they set up claimant commitment	68%	68%							

Bases:

Staff understood my needs: All who contacted DWP by phone in past 3-months (excluding “Not Applicable”): Overall (1,430); UC (498); ESA (204); PIP (257); DLAc (94); AA (73); CA (125); SP (81); PC (98).

My query or request was handled professionally: All who contacted DWP by phone in past 3-months (excluding “Not Applicable”): Overall (1,431); UC (497); ESA (203); PIP (258); DLAc (96); AA (73); CA (124); SP (81); PC (99).

Staff did what they said they would: All who contacted DWP by phone in past 3-months (excluding “Not Applicable”): Overall (1,402); UC (489); ESA (199); PIP (250); DLAc (97); AA (72); CA (120); SP (80); PC (95).

DWP tailored services to particular circumstances and needs: All new customers (excluding “Not Applicable”): Overall (507); UC (107); ESA (18); PIP (44); DLAc (91); AA (103); CA (56); SP (44); PC (44).

My work coach was helpful in supporting me find a job: All who visited JCP (excluding “Not Applicable”): Overall (534); UC (498); ESA (36).

DWP considered my personal circumstances when they set up claimant commitment: All UC customers: UC (1,253).

Easy Access:

Table 2: Percentage of customers who agree with key questions relating to the Easy Access charter area

	Overall	UC	ESA	PIP	DLAc	AA	CA	SP	PC
Easy to find relevant pages/information on government website	85%	88%	*	*	91%	87%	94%	87%	*
Found the process of submitting a new claim easy	80%	85%	*	46%	59%	61%	83%	96%	84%
Communication received was easy to understand	81%	79%	*	85%	91%	84%	92%	88%	88%
Able to get speak to someone first time ringing	68%	66%	61%	72%	71%	77%	68%	87%	82%
Found it easy using Universal Credit online account	82%	82%							

Bases:

Easy to find relevant pages/information on government website: All new customers who used GOV.UK as a source of information: Overall (248); UC (53); ESA (9); PIP (14); DLAc (34); AA (45); CA (40); SP (38); PC (15).

Found process of submitting new claim easy: All new customers: Overall (560); UC (111); ESA (19); PIP (46); DLAc (101); AA (119); CA (64); SP (49); PC (51).

Communication was easy to understand: All new customers (excluding "Not Applicable"): Overall (546); UC (108); (ESA 19); PIP (46); DLAc (98); AA (115); CA (62); SP (49); PC (49).

Able to get speak to someone first time ringing: All who contacted DWP by phone in past 3-months: Overall (1,460); UC (508); ESA (209); PIP (261); DLAc (99); AA (75); CA (127); SP (82); PC (99).

Found it easy using UC online account: All UC customers: UC (1,253).

Keeping you Informed:

Table 3: Percentage of customers who agree with key questions relating to the Keeping you Informed charter area

	Overall	UC	ESA	PIP	DLAc	AA	CA	SP	PC
Staff informed me what to do next	76%	76%	74%	82%	82%	80%	84%	65%	85%
DWP told me when to expect decision on benefit eligibility	67%	67%	*	78%	78%	63%	74%	63%	70%
Had a good understanding of what would happen next	80%	76%	*	80%	93%	90%	94%	87%	84%
DWP told me when to expect a payment	89%	88%	*	91%	84%	88%	87%	98%	91%

Bases:

Staff informed me what to do next: All who contacted DWP by phone in past 3-months (excluding “Not Applicable”): Overall (1,429); UC (501); ESA (203); PIP (257); DLAc (98); AA (71); CA (124); SP (77); PC (98).

DWP told me when to expect decision on benefit eligibility: All new customers: Overall (560); UC (111); ESA (19); PIP (46); DLAc (101); AA (119); CA (64); SP (49); PC (51).

Had a good understanding of what would happen next: All new customers (excluding “Not Applicable”): Overall (546); UC (109); ESA (18); PIP (46); DLAc (100); AA (115); CA (60); SP (48); PC (50).

DWP told me when to expect a payment: All new customers: Overall (560); UC (111); ESA (19); PIP (46); DLAc (101); AA (119); CA (64); SP (49); PC (51).

Getting it Right:

Table 4: Percentage of customers who agree with key questions relating to the Getting it Right charter area

	Overall	UC	ESA	PIP	DLAc	AA	CA	SP	PC
Satisfied with time it took DWP to tell you outcome of your claim	80%	78%	*	71%	86%	94%	86%	96%	84%
DWP made payments when they said they would	90%	86%	*	98%	95%	95%	92%	100%	96%
Did not have to DWP more than once to explain the same information	63%	54%	*	73%	88%	93%	69%	93%	66%
Staff provided accurate information	73%	71%	71%	78%	81%	87%	81%	79%	85%

Bases:

Satisfied with time it took DWP to tell you outcome of your claim: All new customers: Overall (560); UC (111); ESA (19); PIP (46); DLAc (101); AA (119); CA (64); SP (49); PC (51).

DWP made payments when they said they would: All new customers (excluding "Not Applicable"): Overall (546); UC (107); ESA (19); PIP (45); DLAc (98); AA (116); CA (62); SP (48); PC (51).

Did not have to contact DWP more than once to explain the same information: All new customers who provided additional evidence to support their claim: Overall (508); UC (104); ESA (18); PIP (45); DLAc (94); AA (105); CA (55); SP (42); PC (45).

Staff provided accurate information: All who contacted DWP by phone in past 3-months: Overall (1,414); UC (489); ESA (202); PIP (252); DLAc (96); AA (73); CA (126); SP (82); PC (94).

CES 2019/20 – Quarter 2: Equality measures

Table 5: Percentage of customers who were satisfied overall, by equality measures:

Age	% Satisfied	Unweighted base
16-24	78%	252
25-34	68%	450
35-44	73%	441
45-54	74%	558
55-60	76%	358
61-65	81%	383
66-74	91%	375
75+	96%	386
Gender	% Satisfied	Unweighted base
Male	75%	1,590
Female	78%	1,882
Ethnicity	% Satisfied	Unweighted base
White	77%	3,013
Mixed/Multiple ethnicity	58%	51
Asian/Asian British	79%	147
Black/African/Caribbean/Black British	87%	129
Other	82%	37
Long term health condition	% Satisfied	Unweighted base
Yes – physical health condition	79%	990
Yes – mental health condition	70%	465
Yes – physical & mental health condition	71%	771
No long-term health condition	80%	1,077

CES 2019/20 – Quarter 2: Long-term health condition profile

To note: The total percentage of those who reported a long-term health condition may differ to the sum of the individual categories due to rounding.

Table 6: Percentage of customers who reported a long-term health condition:

	Overall	UC	ESA	PIP	DLAc	AA	CA	SP	PC
Physical condition	21%	13%	26%	32%	13%	58%	13%	35%	57%
Mental health condition	16%	17%	23%	17%	14%	6%	14%	2%	4%
Both	22%	15%	42%	41%	12%	19%	12%	5%	13%
Total	60%	46%	92%	90%	40%	83%	39%	42%	74%

Base: All customers: Overall (3,587); UC (1,253); ESA (506); PIP (502); DLAc (258); AA (274); CA (253); SP (285); PC (256).

CES 2019/20 – Quarter 2: Digital propensity

Table 7: Percentage of customers who reported having access to the internet

	Overall	UC	ESA	PIP	DLAc	AA	CA	SP	PC
Reported having access to the internet	89%	96%	78%	84%	97%	70%	92%	86%	57%

Base: All customers: Overall (3,587); UC (1,253); ESA (506); PIP (502); DLAc (258); AA (274); CA (253); SP (285); PC (256).

Table 8: Percentage of customers who reported being able to use the internet to access government services

	Overall	UC	ESA	PIP	DLAc	AA	CA	SP	PC
Able to use the internet to access government services without help	64%	75%	43%	52%	79%	37%	76%	65%	28%
Able to use the internet to access government services with help	15%	12%	22%	20%	10%	24%	6%	13%	20%
Total	79%	87%	65%	72%	89%	61%	82%	78%	47%

Base: All customers: Overall (3,587); UC (1,253); ESA (506); PIP (502); DLAc (258); AA (274); CA (253); SP (285); PC (256).

Note: The total percentages may differ to the sum of the individual categories due to rounding.