

Department for Work and Pensions Customer Experience Survey Benefit Customers 2021/22

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 externally commissioned by DWP, with fieldwork independently conducted by Ipsos (previously known as Ipsos MORI).

The data in this report is based on 7,137 interviews conducted with benefit customers who had contact with DWP between April 2021 and March 2022. 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 Experience Drivers. The DWP Customer Experience Drivers provide standards against which customer service delivery can be measured. This report includes data relating to: Get it Right; Make it Easy; Communicate Clearly; and Professional and Supportive.

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

At a glance – Overall customer satisfaction

**More than eight out of ten
customers were satisfied with
DWP services overall**

Satisfied
82%

Dissatisfied
18%

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Abbreviations

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

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 Claimant Service and Experience Survey (CSES) in 2019, the sample design was revised: as the Universal Credit 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. Customers are also included in the sample if a DWP colleague has contacted them 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 CSES, the survey moved to a mixed-mode online and telephone data collection approach. In 2021/22, fieldwork was conducted quarterly. The data in this report is based on 7,137 interviews, conducted with benefit customers who had contact with DWP between April 2021 and March 2022.

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 some ethnicities are smaller.

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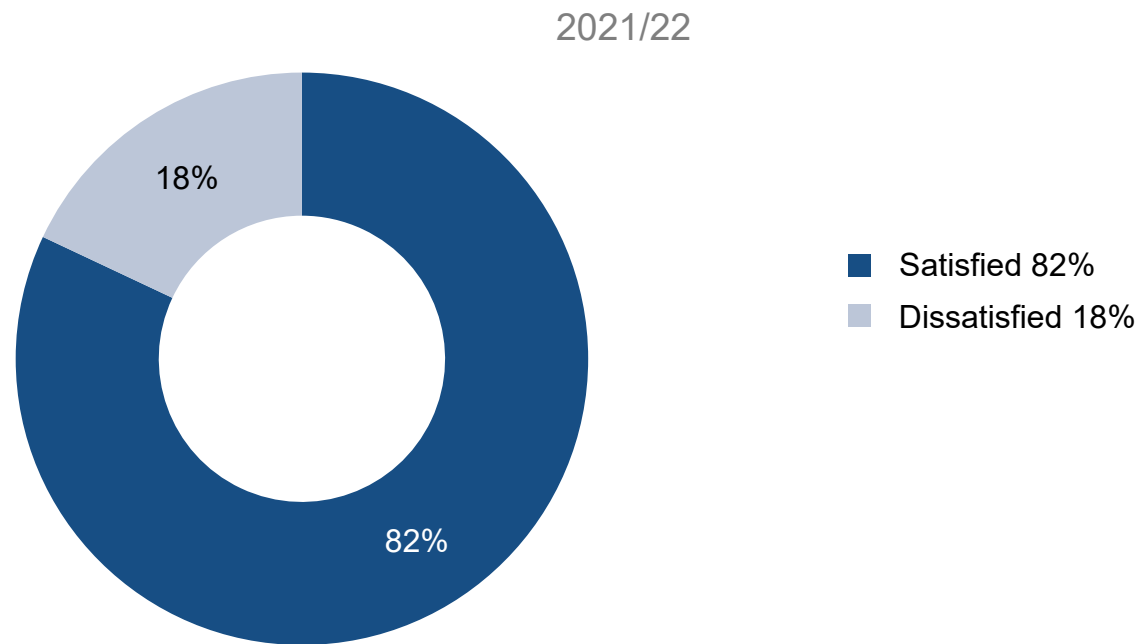
Results

Overall satisfaction

More than eight out of ten customers reported being satisfied with the services provided by DWP

In 2021/22, overall customer satisfaction was 82 per cent. 'Don't Know' responses to the overall satisfaction question are excluded from analysis throughout.

Figure 1: Overall percentage of customers who were satisfied or dissatisfied with the services provided by DWP

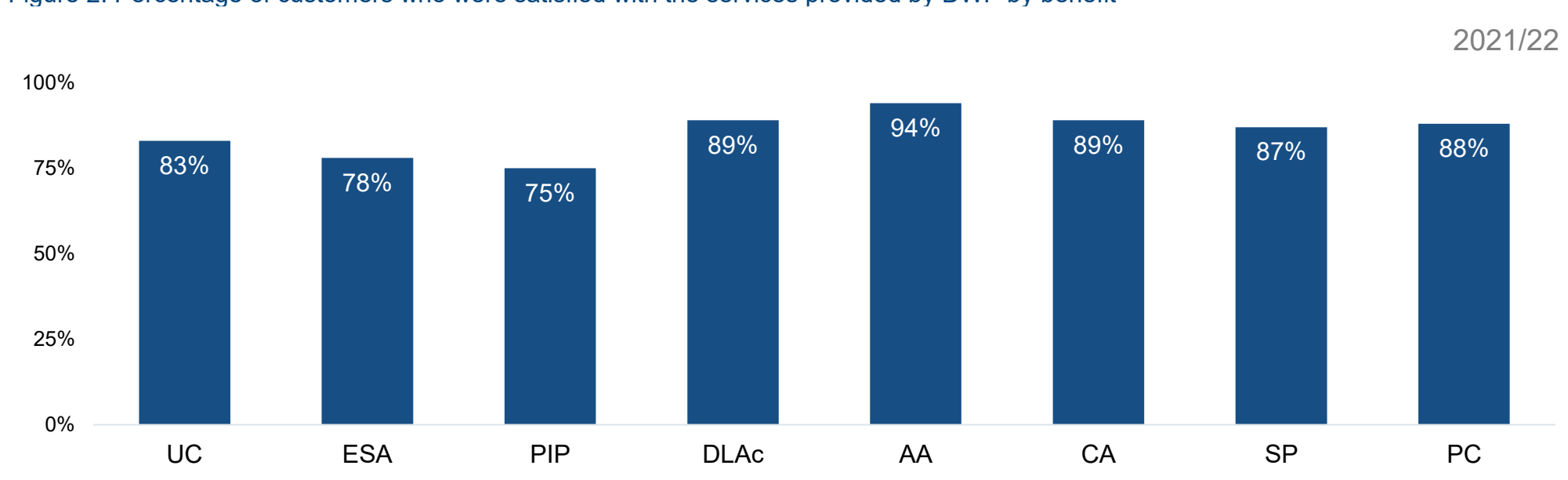


Base: All customers (excluding Don't Know responses): 6,894.

Overall satisfaction was high across most benefits

In 2021/22, overall satisfaction was high across most benefits, ranging from 75 per cent for PIP to 94 per cent for AA.

Figure 2: Percentage of customers who were satisfied with the services provided by DWP by benefit



Base: All customers (excluding Don't Know responses). UC (2,881); ESA (1,002); PIP (984); DLAc (383); AA (410); CA (395); SP (427); PC (412).

Results by Customer Experience Driver

This section of the report is structured around four Customer Experience Drivers: Get it Right; Make it Easy; Communicate Clearly; and Professional and Supportive. The questions presented below have been selected on the basis that they have the best coverage of survey respondents, as some questions are only asked to particular customer groups.

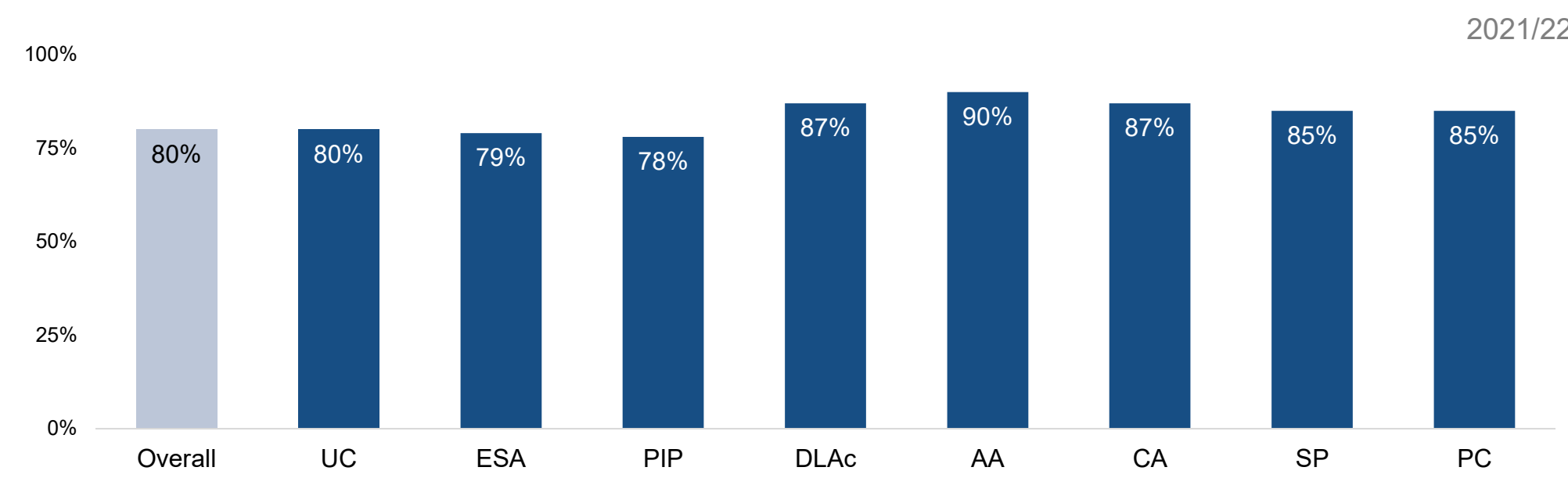
Get it Right

Questions that relate to the Get it Right Driver are reported below.

Eight out of ten customers agreed that staff did what they said they would

Overall, 80 per cent of customers agreed that staff¹ did what they said they would. The results for individual benefits ranged from 78 per cent for PIP to 90 per cent for AA.

Figure 3: Percentage of customers who agreed that staff did what they said they would



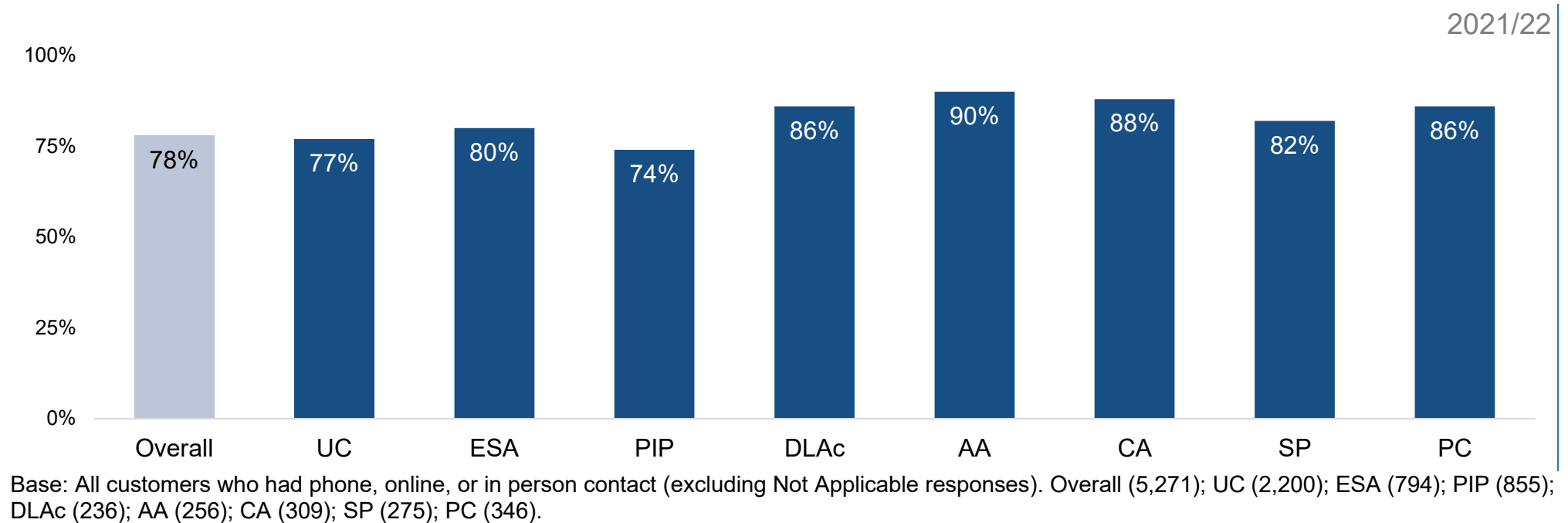
Base: All customers who had phone, online, or in person contact (excluding Not Applicable responses). Overall (5,171); UC (2,136); ESA (790); PIP (847); DLAc (228); AA (243); CA (313); SP (270); PC (344).

¹ This report refers to “staff” to reflect the wording used when the questionnaire was designed. In future, this will be updated to “colleagues”.

Almost eight out of ten customers agreed that DWP staff provided them with accurate information

Overall, 78 per cent of customers agreed that DWP staff provided them with accurate information. This varied by benefit, ranging from 74 per cent for PIP to 90 per cent for AA.

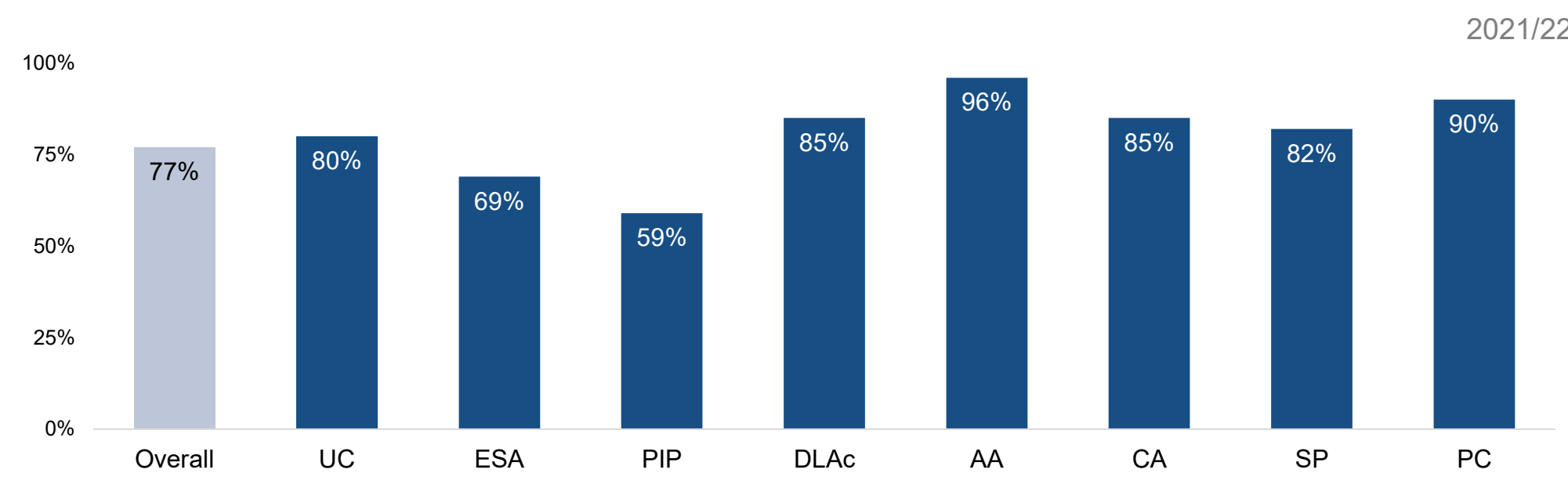
Figure 4: Percentage of customers who agreed that DWP staff provided accurate information



More than three quarters of New customers were satisfied with the time it took for DWP to tell them the outcome of their claim

This question was only asked to New customers. Overall, 77 per cent of these customers were satisfied with the time it took DWP to tell them the outcome of their claim. Satisfaction differed by benefit, with results ranging from 59 per cent for PIP to 96 per cent for AA.

Figure 5: Percentage of New customers who were satisfied with the time it took for DWP to tell them the outcome of their claim

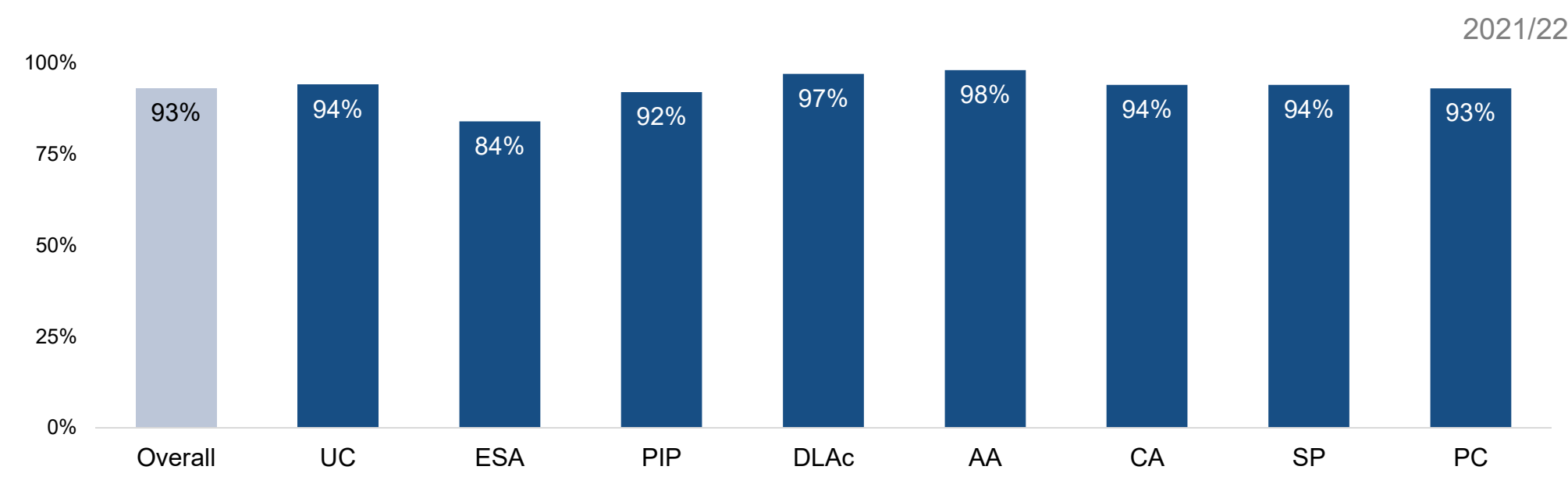


Base: All New customers (excluding Not Applicable responses). Overall (2,083); UC (419); ESA (207); PIP (417); DLAc (187); AA (208); CA (202); SP (242); PC (201).

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

This question was only asked to New customers. Overall, 93 per cent of these customers reported that DWP made payments when they said they would. The results for individual benefits ranged from 84 per cent for ESA to 98 per cent for AA.

Figure 6: Percentage of New customers who agreed that DWP made payments when they said they would



Base: All New customers (excluding Not Applicable responses). Overall (2,034); UC (403); ESA (200), PIP (414), DLAc (185), AA (203), CA (193), SP (237), PC (199).

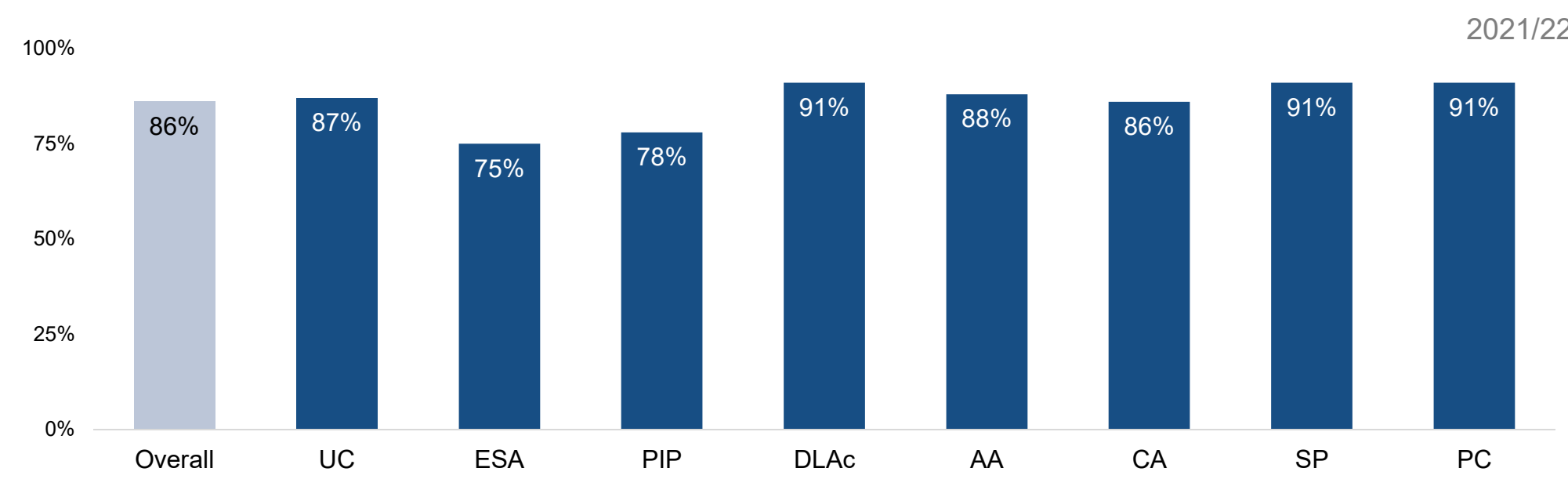
Make it Easy

Questions that relate to the Make it Easy Driver are reported below.

More than eight out of ten customers reported that it was easy to find all the information they needed on GOV.UK

Of those who used GOV.UK to find out about their claim eligibility or whether they needed to report a change of circumstances, 86 per cent reported that it was easy to find all the information they needed. This ranged from 75 per cent for ESA to 91 per cent for DLAc, SP, and PC.

Figure 7: Percentage of customers who reported that it was easy to find all the information they needed on the government website



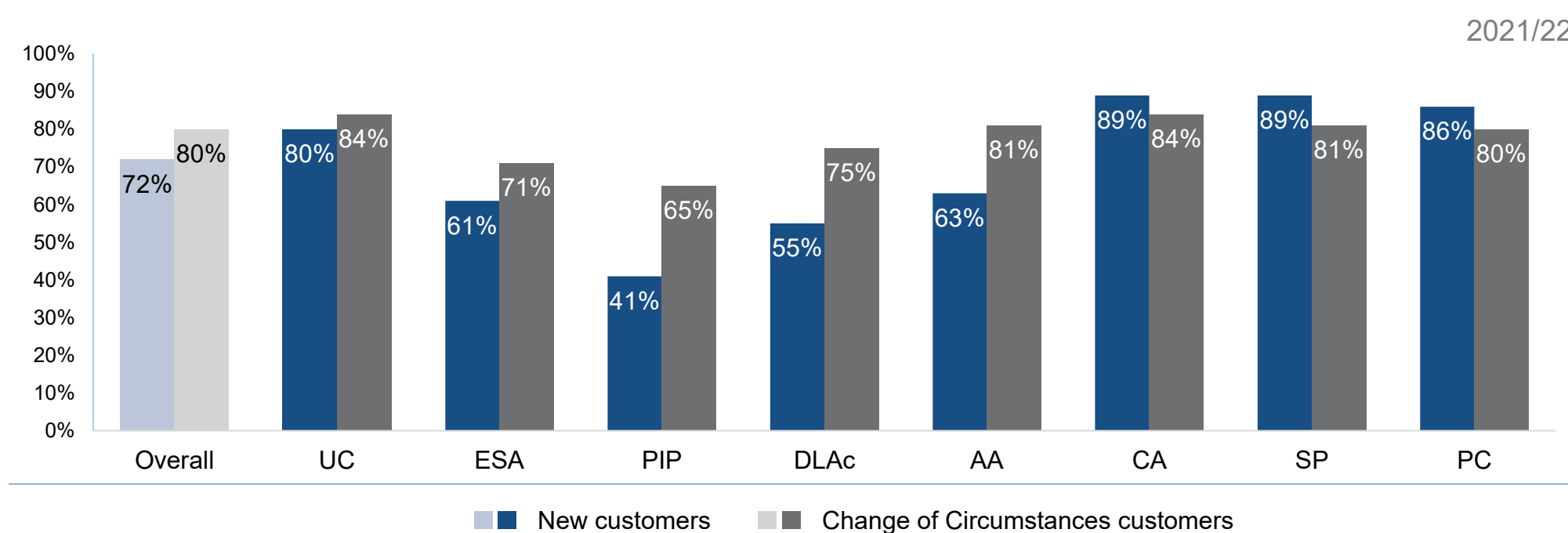
Base: All New and Change of Circumstances customers who used the government website (GOV.UK). Overall (2,641); UC (1,141); ESA (211); PIP (322); DLAc (158); AA (173); CA (229); SP (251); PC (156).

More than seven out of ten New customers and eight out of ten Change of Circumstances customers found it easy to make a new claim or report a change of circumstances

Overall, 72 per cent of New customers found the process of making a new claim easy. This varied by benefit, from 41 per cent for PIP to 89 per cent for CA and SP.

For those who reported a change of circumstances, 80 per cent of customers found the process easy. By benefit, this ranged from 65 per cent for PIP to 84 per cent for UC and CA.

Figure 8: Percentage of customers who found the process of making a new claim or reporting a change of circumstances easy



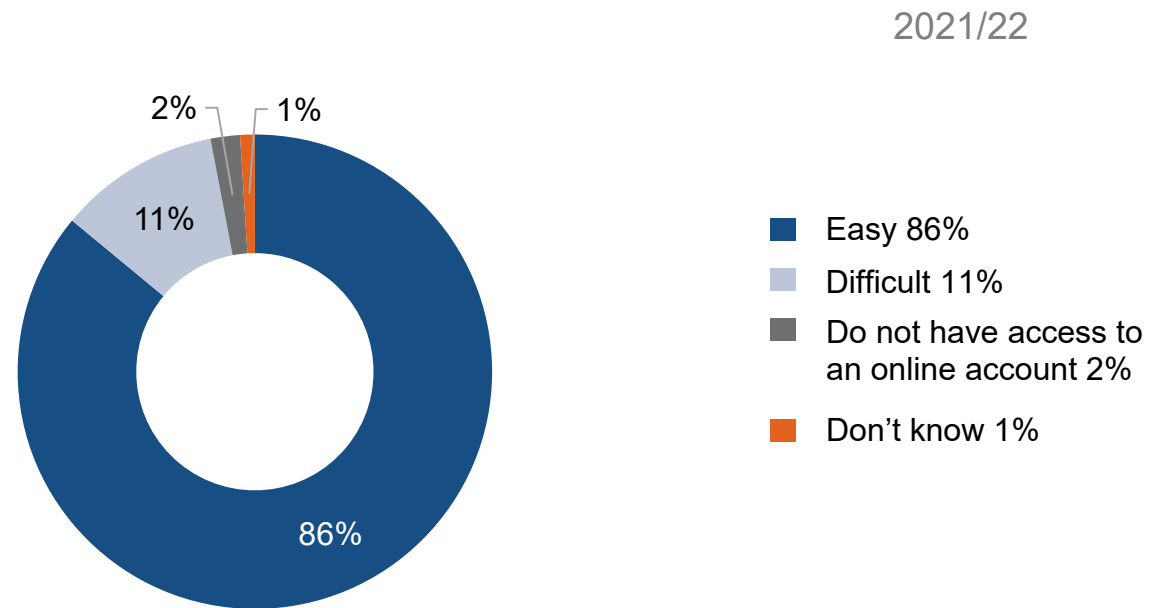
Base: All New customers. Overall (2,083); UC (419); ESA (207); PIP (417); DLAc (187); AA (208); CA (202); SP (242); PC (201).

Base: All Change of Circumstances customers. Overall (3,841); UC (1,591); ESA (611); PIP (608); DLAc (204); AA (207); CA (203); SP (201); PC (216).

More than eight out of ten UC customers reported that their online account was easy to use

UC customers were asked how easy or difficult they found using their UC online account. Overall, 86 per cent reported that it was easy to use.

Figure 9: Percentage of UC customers who found it easy or difficult to use their online account

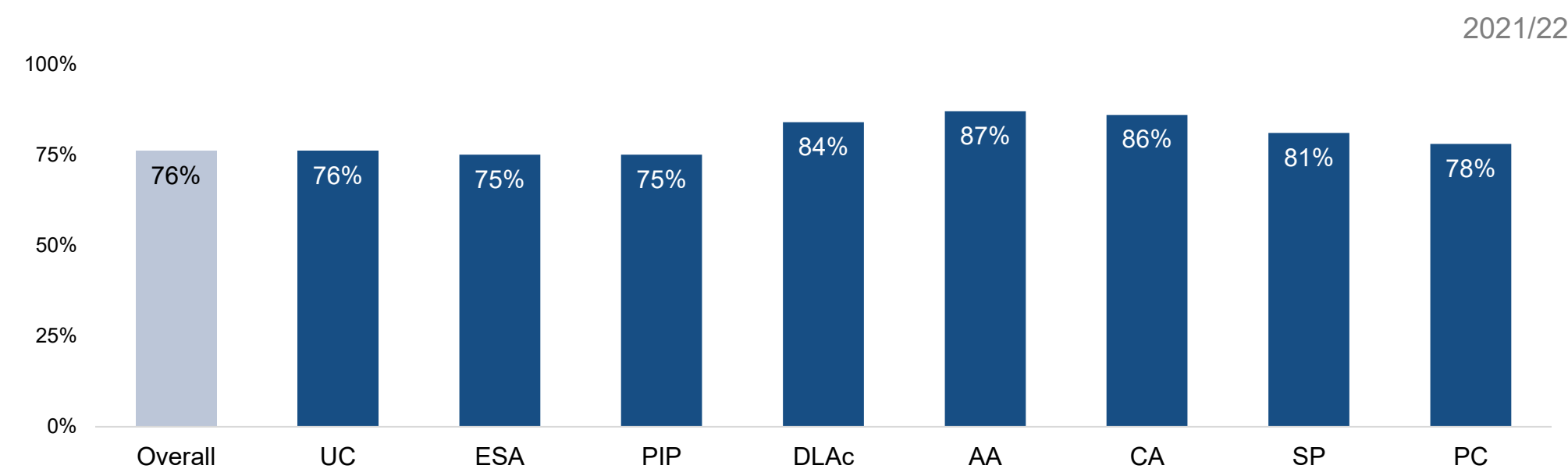


Base: All UC customers (3,006).

Around three quarters of customers reported they were able to get the information they needed the first time they tried

Overall, 76 per cent of customers reported that when they were first in touch with DWP, they were able to get the information they needed the first time they tried. The results for individual benefits ranged from 75 per cent for PIP and ESA to 87 per cent for AA.

Figure 10: Percentage of customers who reported being able to get the information they needed the first time they tried

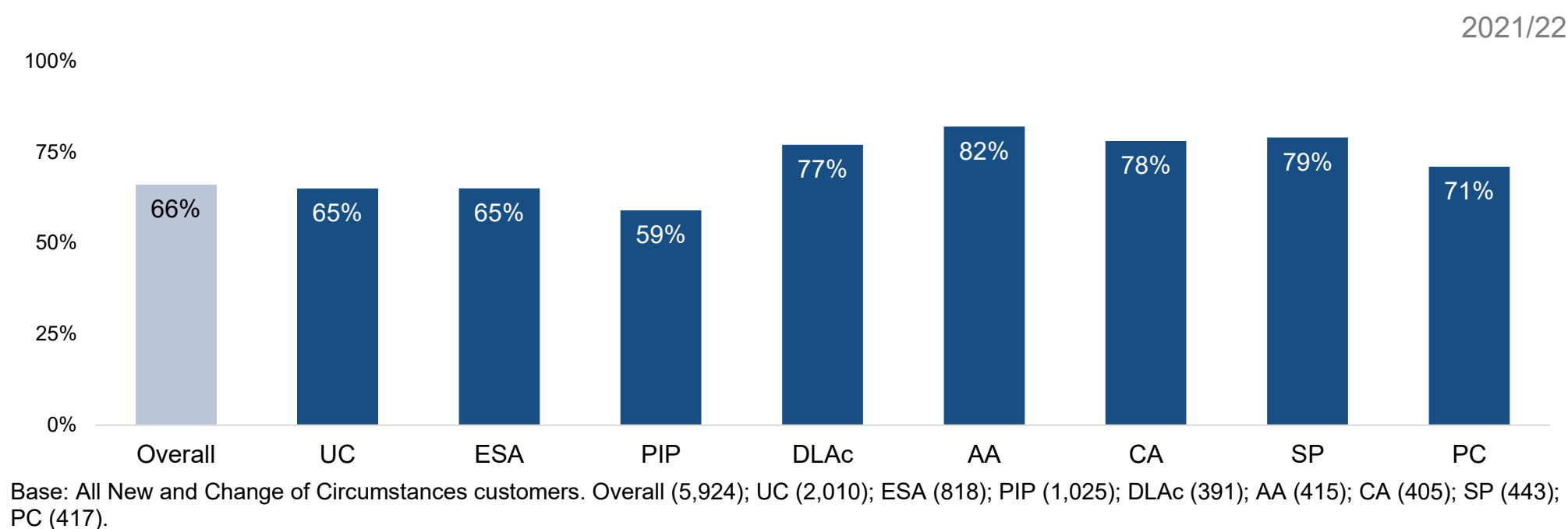


Base: All customers who had communications by phone, online, video call, or in person. Overall (4,954); UC (1,897); ESA (659); PIP (865); DLAc (255); AA (248); CA (341); SP (345); PC (344).

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

Overall, 66 per cent of customers agreed they did not have to contact DWP more than once to explain the same information. The results for individual benefits ranged from 59 per cent for PIP to 82 per cent for AA.

Figure 11: Percentage of customers who did not have to contact DWP more than once to explain the same information about their new claim/change of circumstances



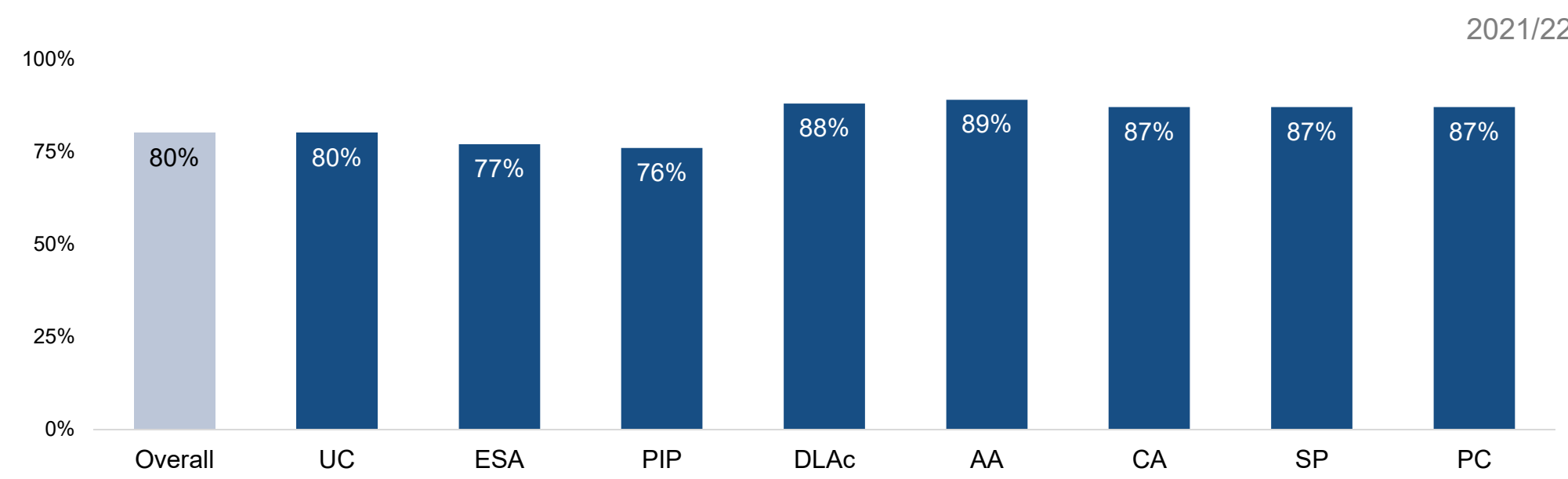
Communicate Clearly

Questions that relate to the Communicate Clearly Driver are reported below.

Eight out of ten customers agreed the communication they received was easy to understand

Overall, 80 per cent of customers agreed that the communication they received from DWP was easy to understand. Results for individual benefits ranged from 76 per cent for PIP to 89 per cent for AA.

Figure 12: Percentage of customers who agreed that the communication they received was easy to understand

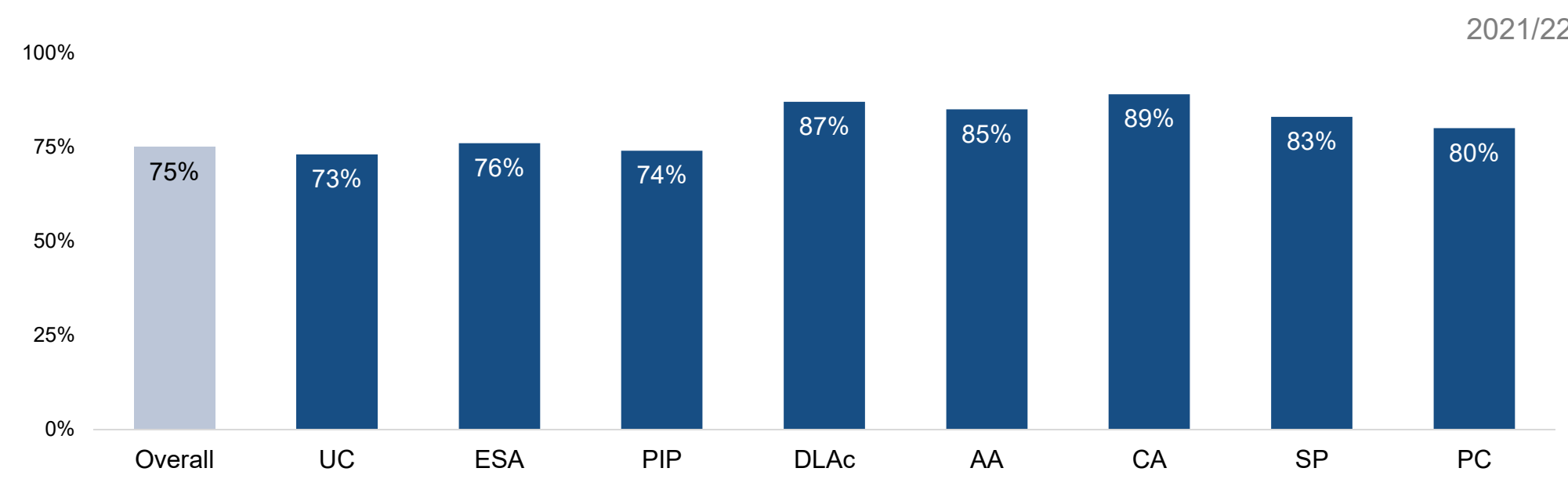


Base: All New and Change of Circumstances customers (excluding Not Applicable responses). Overall (5,767); UC (1,958); ESA (800); PIP (1,001); DLAc (386); AA (409); CA (397); SP (415); PC (401).

Three quarters of customers reported they had a good understanding of what would happen next

Overall, 75 per cent of customers reported they had a good understanding of what would happen next during the claims process/when reporting a change of circumstances. Results for individual benefits ranged from 73 per cent for UC to 89 per cent for CA.

Figure 13: Percentage of customers who agreed they had a good understanding of what would happen next

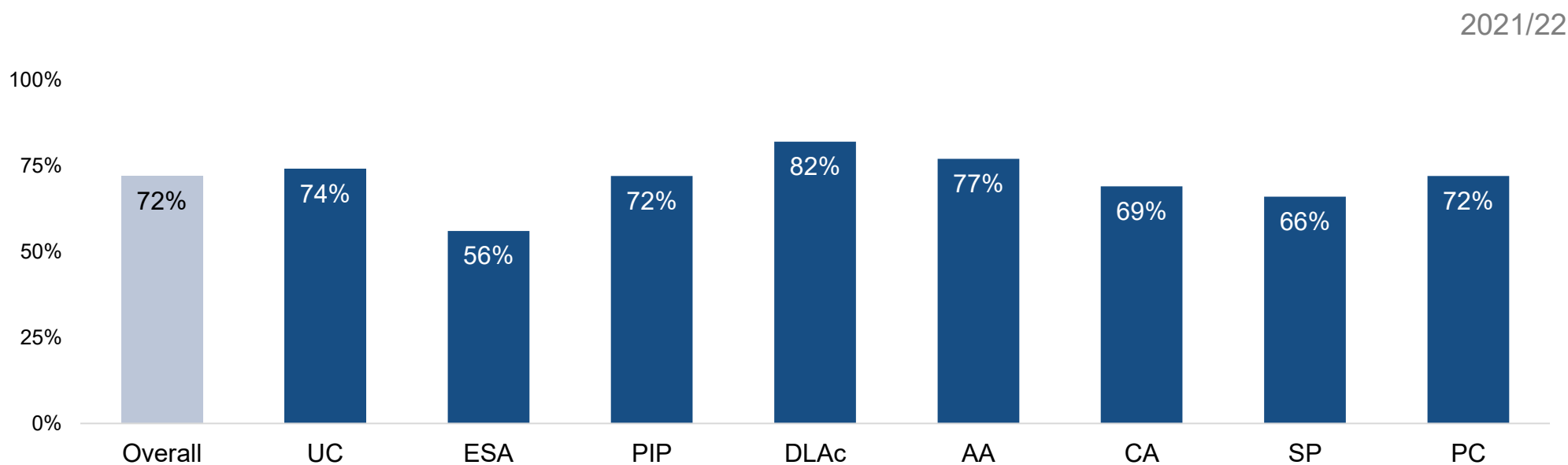


Base: All New and Change of Circumstances customers (excluding Not Applicable responses). Overall (5,799); UC (1,980); ESA (799); PIP (1,005); DLAc (388); AA (406); CA (395); SP (418); PC (408).

More than seven out of ten New 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, 72 per cent of these customers reported that DWP told them when they should expect a decision about their benefit eligibility. This varied by benefit, ranging from 56 per cent for ESA to 82 per cent for DLAc.

Figure 14: Percentage of New customers who reported that DWP told them when they should expect a decision on their benefit eligibility

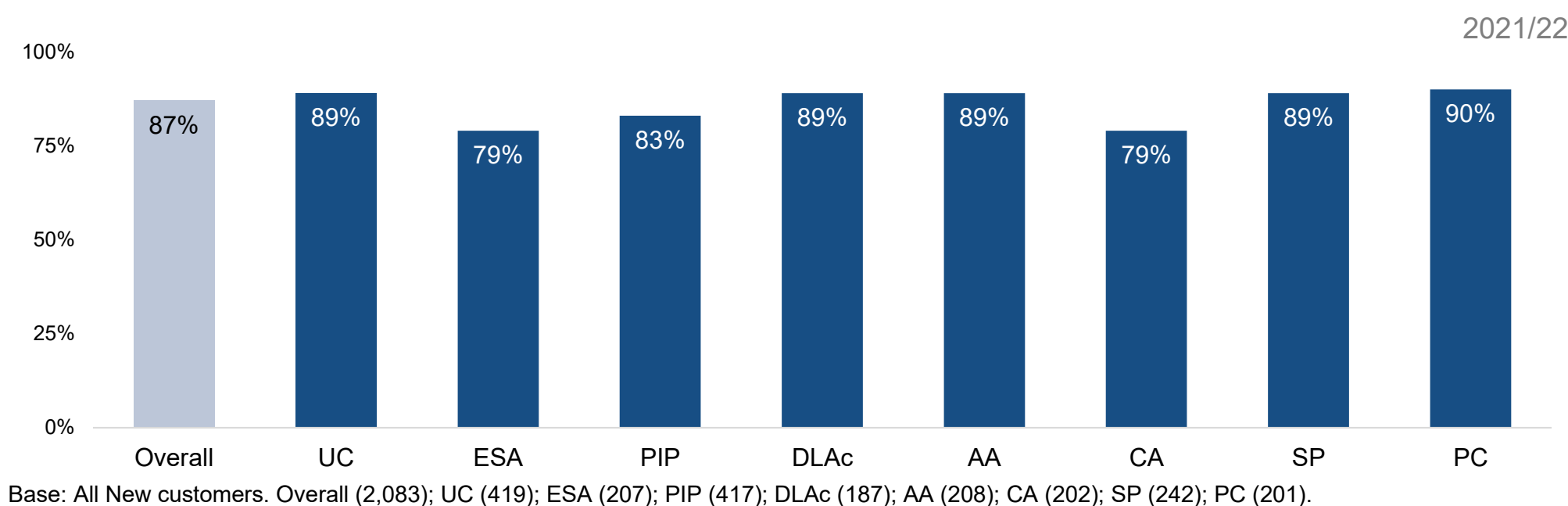


Base: All New customers. Overall (2,083); UC (419); ESA (207); PIP (417); DLAc (187); AA (208); CA (202); SP (242); PC (201).

More than eight out of ten New 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 of these customers reported that DWP told them when they could expect to receive a payment. This ranged from 79 per cent for ESA and CA to 90 per cent for PC.

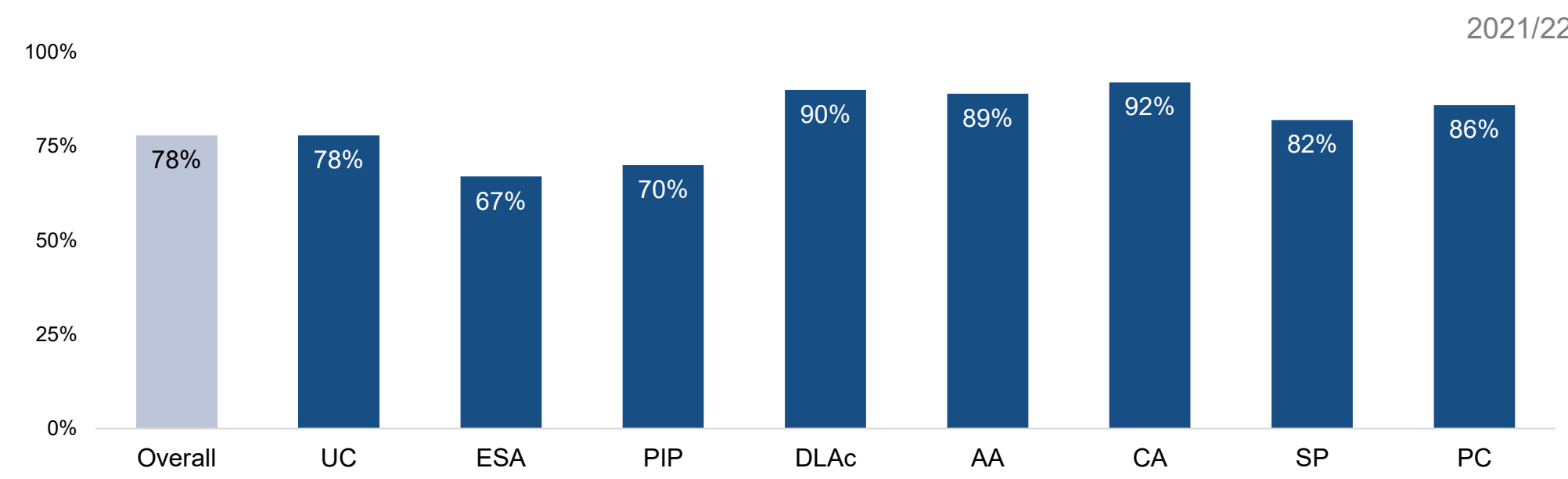
Figure 15: Percentage of New customers who reported that DWP told them when they could expect to receive a payment



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

This question was only asked to New customers. Overall, 78 per cent of these customers reported that DWP gave sufficiently detailed explanations to allow them to understand DWP's decision on the outcome of their claim. This ranged from 67 per cent for ESA to 92 per cent for CA.

Figure 16: Percentage of New customers who reported that the outcome of their claim was explained with enough detail to allow them to understand DWP's decision



Base: All New customers. Overall (2,083); UC (419); ESA (207); PIP (417); DLAc (187); AA (208); CA (202); SP (242); PC (201).

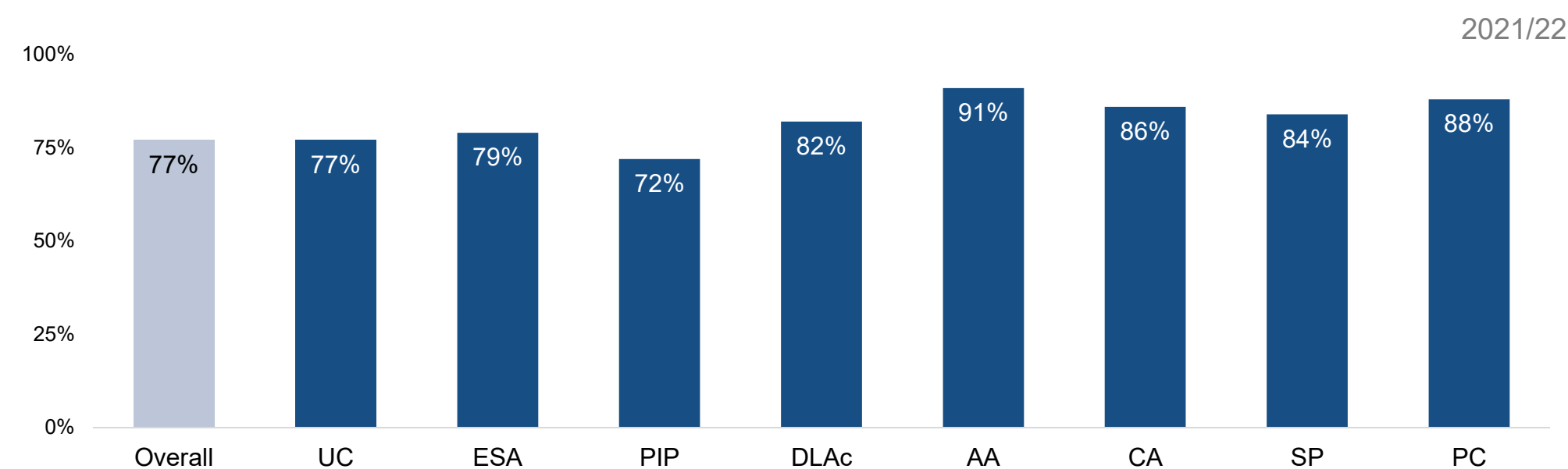
Professional and Supportive

Questions that relate to the Professional and Supportive Driver are reported below.

More than three quarters of customers agreed that staff understood their needs

Overall, 77 per cent of customers agreed that DWP staff understood their needs. The results for individual benefits ranged from 72 per cent for PIP to 91 per cent for AA.

Figure 17: Percentage of customers who agreed that staff understood their needs

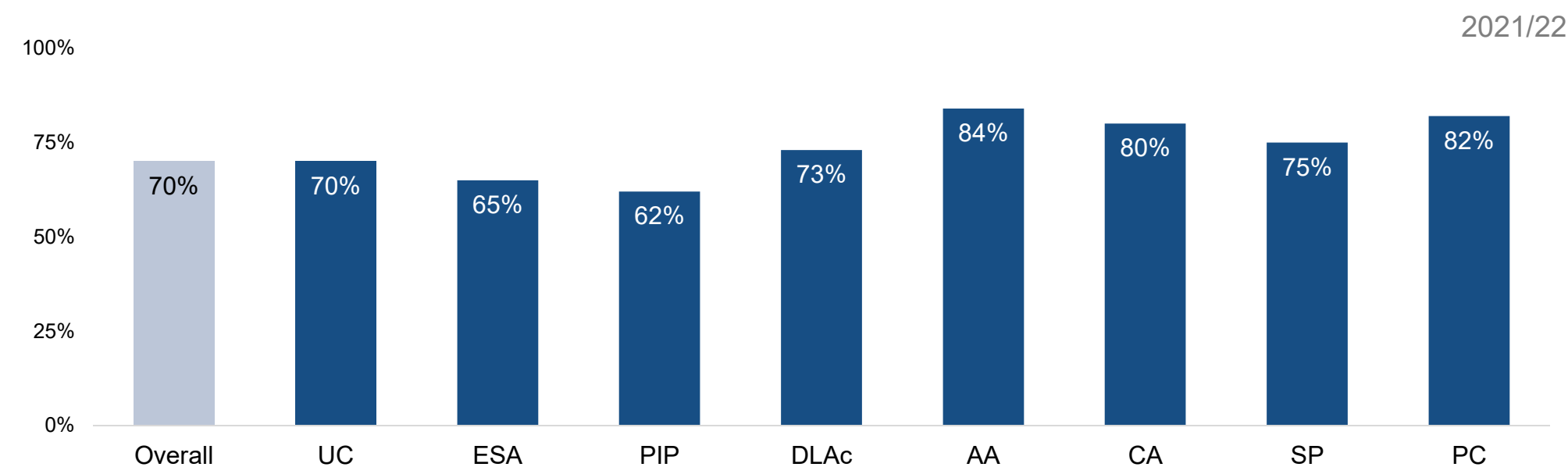


Base: All customers who had phone, online, or in person contact (excluding Not Applicable responses). Overall (5,294); UC (2,186); ESA (804); PIP (866); DLAc (232); AA (264); CA (316); SP (273); PC (353).

Seven out of ten customers agreed that DWP tailored services to their personal circumstances

Overall, 70 per cent of customers agreed that the services they received from DWP were tailored to their specific circumstances. This ranged from 62 per cent for PIP to 84 per cent for AA.

Figure 18: Percentage of customers who agreed that DWP tailored services to their personal circumstances

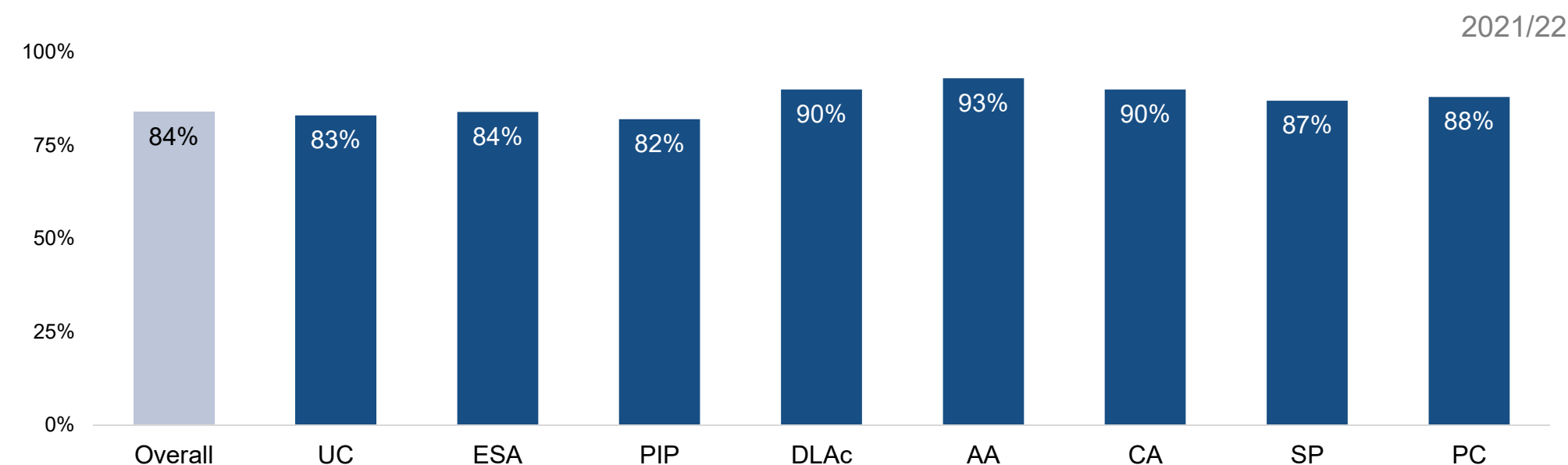


Base: All New and Change of Circumstances customers (excluding Not Applicable responses). Overall (5,476); UC (1,890); ESA (770); PIP (974); DLAc (336); AA (376); CA (371); SP (368); PC (391).

More than eight out of ten customers agreed that DWP staff handled their request professionally

Overall, 84 per cent of customers agreed that their request was handled professionally by DWP staff. This varied by benefit, ranging from 82 per cent for PIP to 93 per cent for AA.

Figure 19: Percentage of customers who agreed that their request was handled professionally

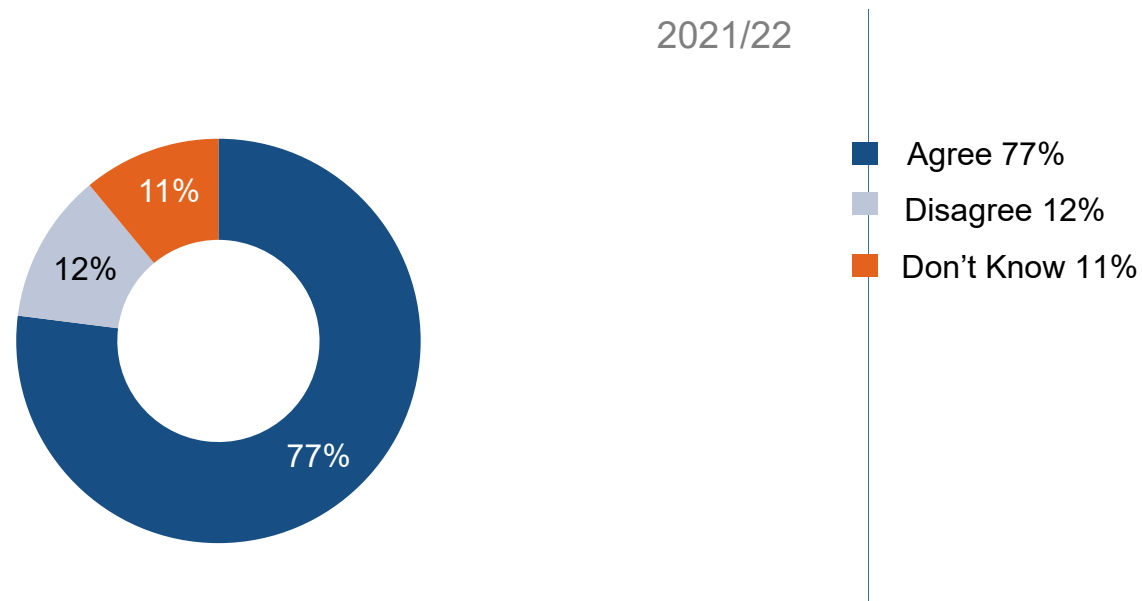


Base: All customers who had phone/online/in person contact (excluding Not Applicable responses). Overall (5,487); UC (2,238); ESA (806); PIP (878); DLAc (252); AA (285); CA (349); SP (313); PC (366).

More than seven out of ten UC and ESA customers agreed that their DWP work coach was helpful in supporting them to find a job

77 per cent of UC and ESA customers (combined), whose most recent appointment was to discuss employment support or their claimant commitment, agreed that their work coach was helpful in supporting them to find a job. Conversely, 12 per cent of UC and ESA customers disagreed.

Figure 20: Percentage of UC and ESA customers who agreed or disagreed that their work coach was helpful in supporting them to find a job

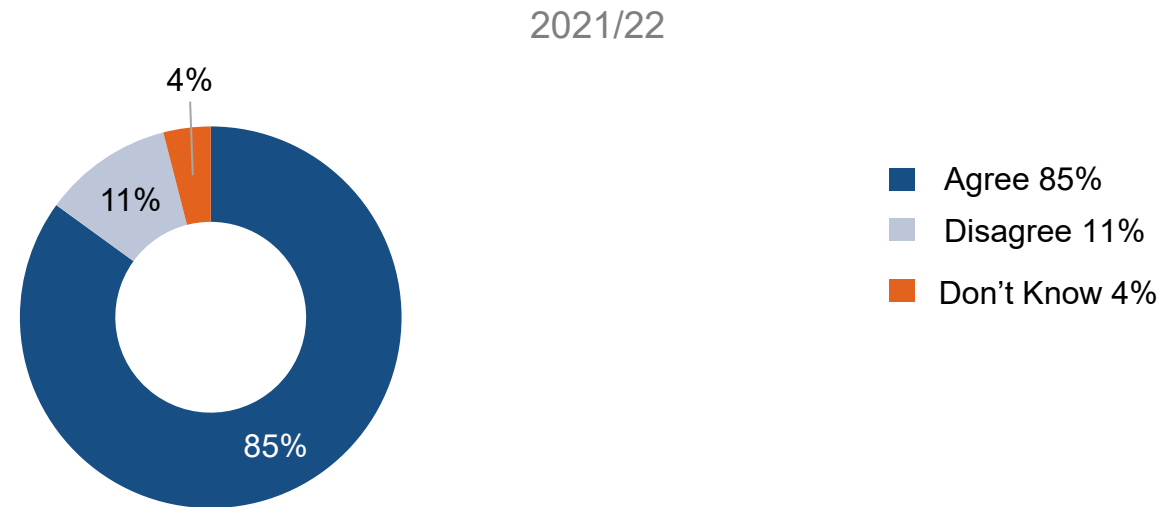


Base: All UC and ESA customers whose most recent appointment was to discuss employment support or their claimant commitment (733).

More than eight out of ten UC customers reported that their work coach tailored their claimant commitment to their personal circumstances

This question was only asked to UC customers. 85 per cent agreed that their work coach tailored their claimant commitment to their personal circumstances, whereas 11 per cent disagreed.

Figure 21: Percentage of UC customers who agreed or disagreed that their work coach tailored their claimant commitment to their personal circumstances



Base: All UC customers who were included in the sample due to attending a mandatory Jobcentre appointment (625).

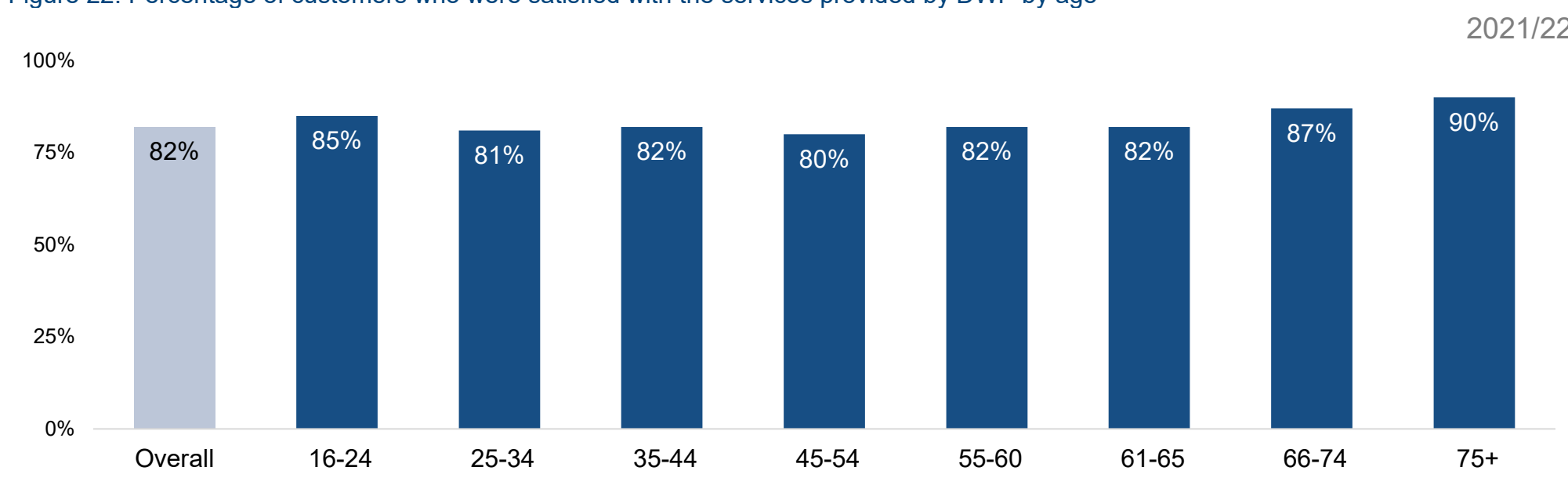
Customer characteristics

The following section explores overall customer satisfaction by age, gender, ethnicity, and whether customers reported having a long-term health condition. It also looks at customers' digital propensity.

Age: Older customers were more likely to be satisfied than younger customers

Customers from the 66+ age groups were more likely to report being satisfied when compared to the 25-65 age groups. These differences in satisfaction are statistically significant. The higher satisfaction scores of those aged 66 and over reflect the higher overall satisfaction observed among PC, SP and AA customers. These are all retirement age benefits, and those in the 66+ age groups are more likely to have been surveyed in relation to one of these benefits. DLAc customers are excluded from the specific age groups as we do not know the age of the parent/guardian who completed the survey on behalf of the benefit recipient.

Figure 22: Percentage of customers who were satisfied with the services provided by DWP by age

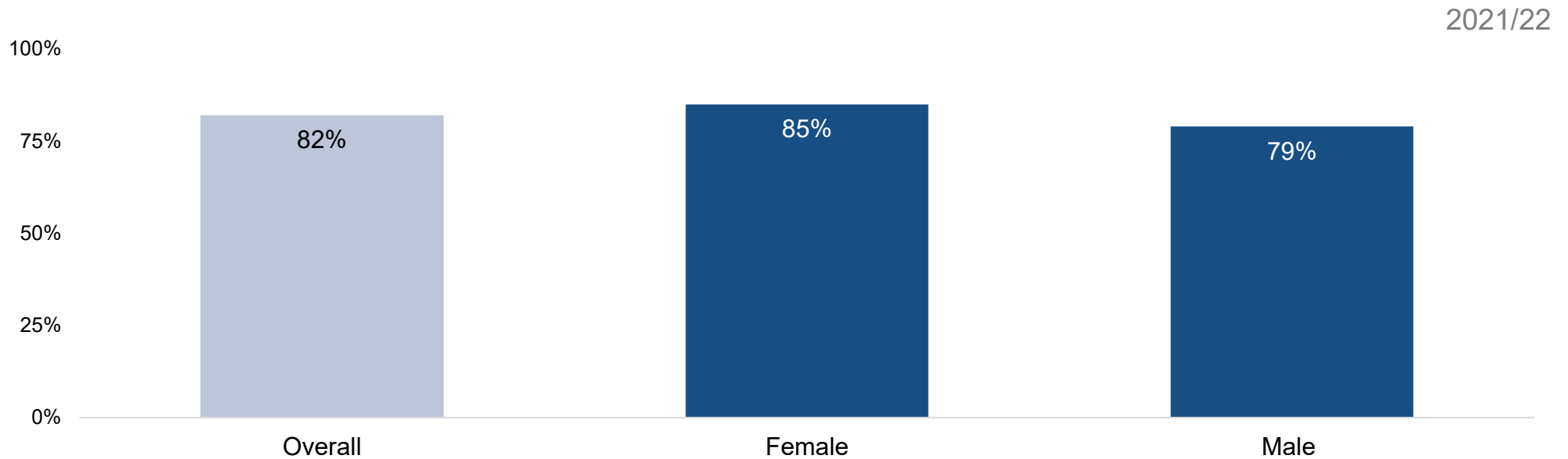


Base: All customers (excluding Don't Know responses and all DLAc customers). Overall (6,508); 16-24 (370); 25-34 (966); 35-44 (1,052); 45-54 (1,103); 55-60 (847); 61-65 (769); 66-74 (891); 75+ (510).

Gender: Women were more likely to be satisfied than men

Satisfaction for women was 85 per cent, six percentage points higher than for men. This is a statistically significant difference.

Figure 23: Percentage of customers who were satisfied with the services provided by DWP by gender



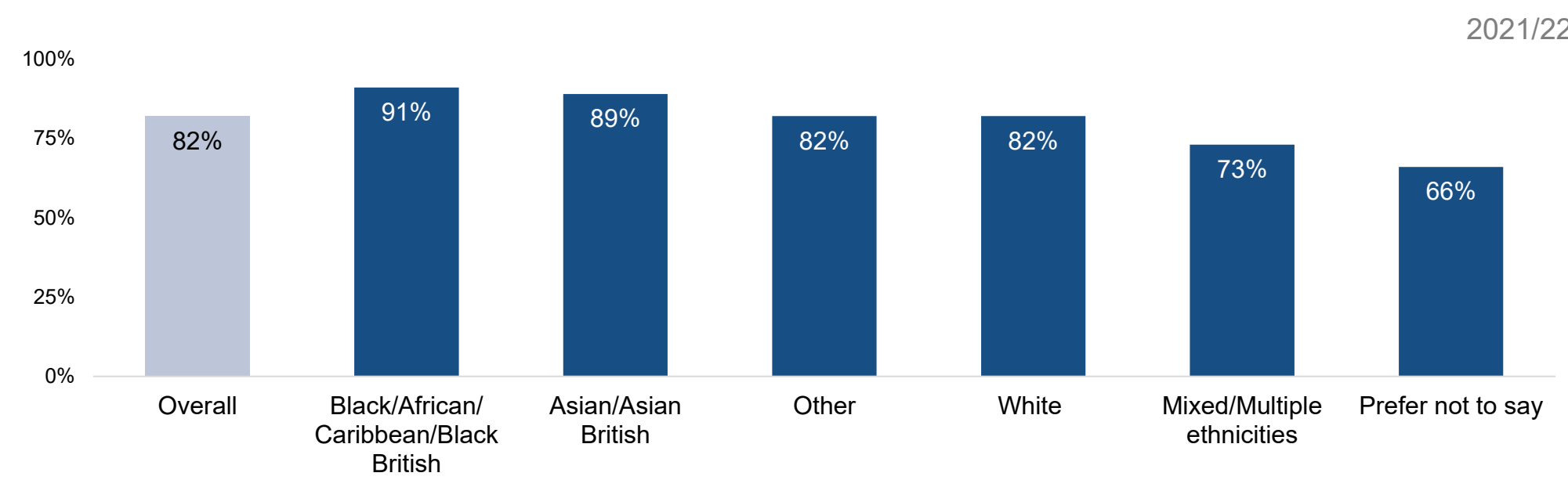
Base: All customers (excluding Don't Know responses). Overall (6,894); Female (3,985); Male (2,909).

Ethnicity: Customers from Black/African/Caribbean/Black British and Asian/Asian British backgrounds were most likely to be satisfied

Satisfaction scores across ethnicity groups ranged from 73 per cent for those who identified as Mixed/Multiple ethnicities to 91 per cent for those who identified as Black/African/Caribbean/Black British. However, at 66 per cent, satisfaction was lowest for those who preferred not to disclose their ethnicity during the survey. Satisfaction was highest among Asian/Asian British and Black/African/Caribbean/Black British customers, whose scores were seven and nine percentage points higher than for White customers respectively. Both differences are statistically significant.

Low base sizes for the Mixed/multiple ethnicities and Other groups mean these scores should be treated with caution.

Figure 24: Percentage of customers who were satisfied with the services provided by DWP by ethnicity



Base: All customers (excluding Don't Know responses). Overall (6,894); Black/African/Caribbean/Black British (275); Asian/Asian British (283); Other (100); White (5,924); Mixed/Multiple ethnicities (131); Prefer not to say (166).

A small number of participants declared they did not know their ethnicity. They were included in the analysis for the Overall group, although they do not appear separately in the chart or the base sizes.

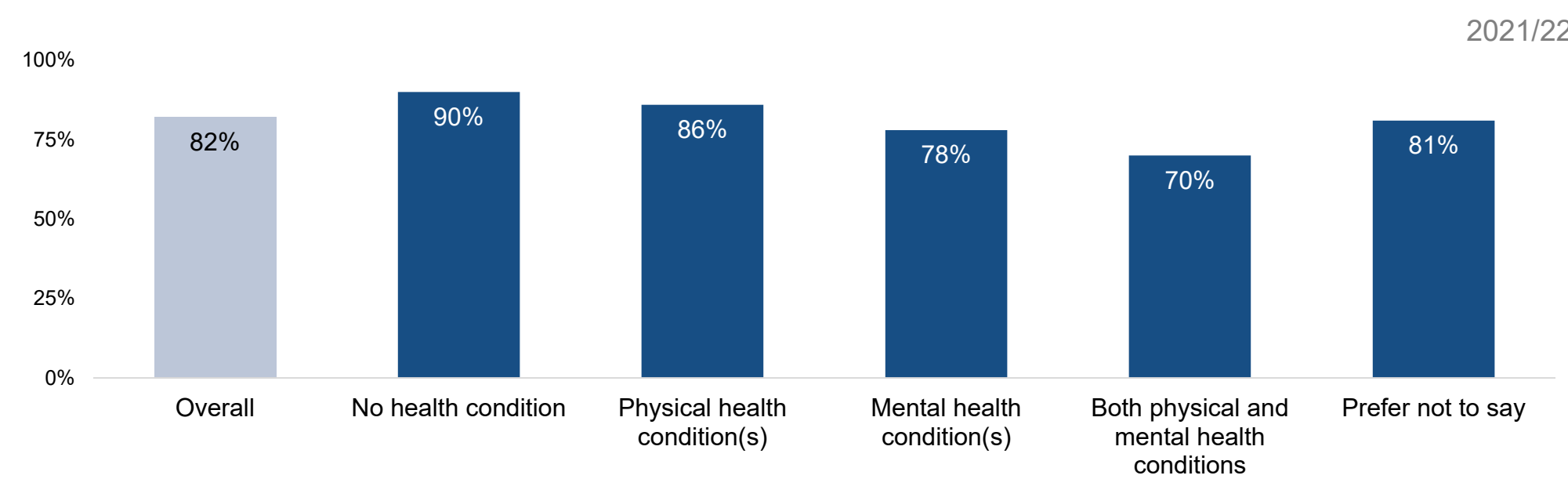
Long-term health conditions: Those who did not have a long-term health condition were more likely to be satisfied than customers with at least one long-term health condition(s)

Customers who did not report having any long-term health conditions were more satisfied (90 per cent) than those who reported having a physical health condition(s), a mental health condition(s), or both. The differences between the satisfaction of all groups with long-term health conditions compared to customers with no long-term health condition are statistically significant.

Amongst customers who reported having a long-term health condition, those who had only a physical health condition(s) were more likely to report being satisfied (86 per cent) compared to those who had only a mental health condition(s) (78 per cent) or reported having both physical and mental health conditions (70 per cent).

A long-term health condition or disability is defined as any physical or mental health condition or illness lasting or expected to last for 12 months or more, as self-reported by customers responding to the survey.

Figure 25: Percentage of customers who were satisfied with the services provided by DWP by whether they reported a long-term health condition



Base: All customers (excluding Don't Know responses). Overall (6,894); No health condition (2,072); Physical health condition(s) (1,751); Mental health condition(s) (942); Both physical and mental health conditions (1,815); Prefer not to say (314).

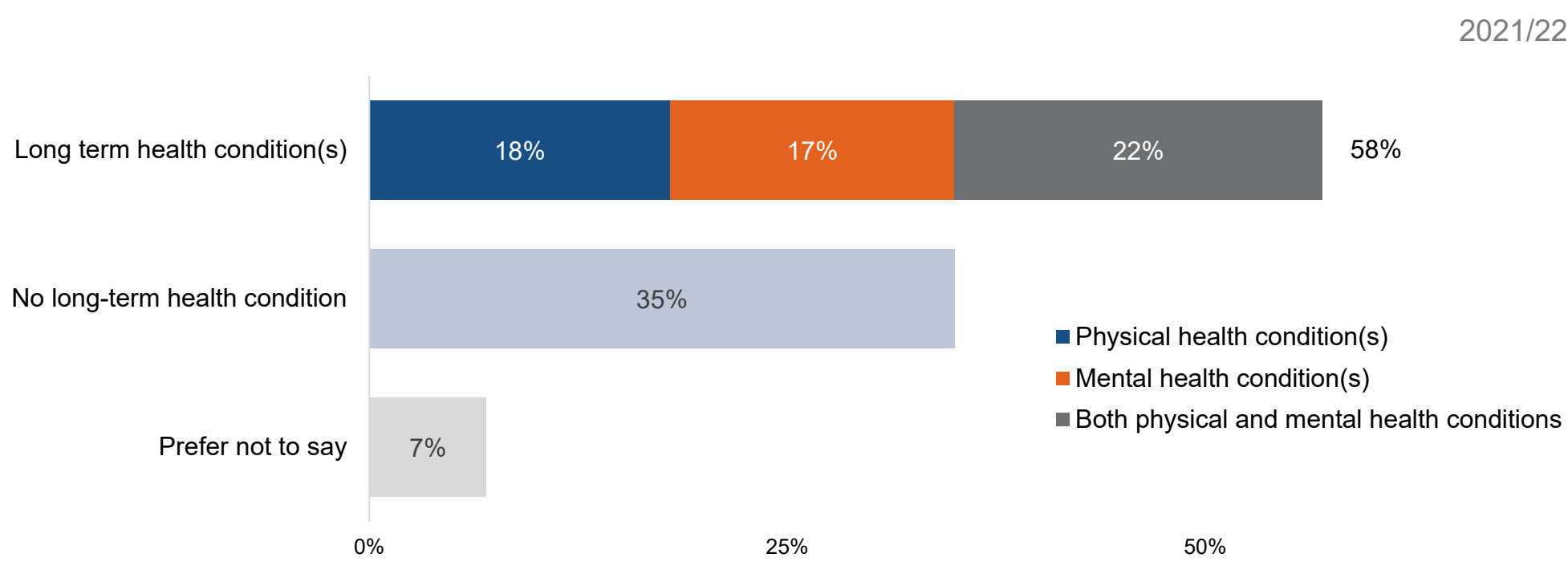
Long-term health condition profile

This section explores the customer composition by long-term health conditions.

Almost six out of ten customers reported having a long-term health condition(s)

18 per cent of customers reported having only a physical health condition(s); 17 per cent reported having only a mental health condition(s); and 22 per cent reported having both physical and mental health conditions. The percentages do not total 58 per cent due to rounding. More than one in three customers reported they had no long-term conditions (35 per cent).

Figure 26: Percentage of customers by whether or not they have a long-term health condition(s)



Base: All customers (7,137).

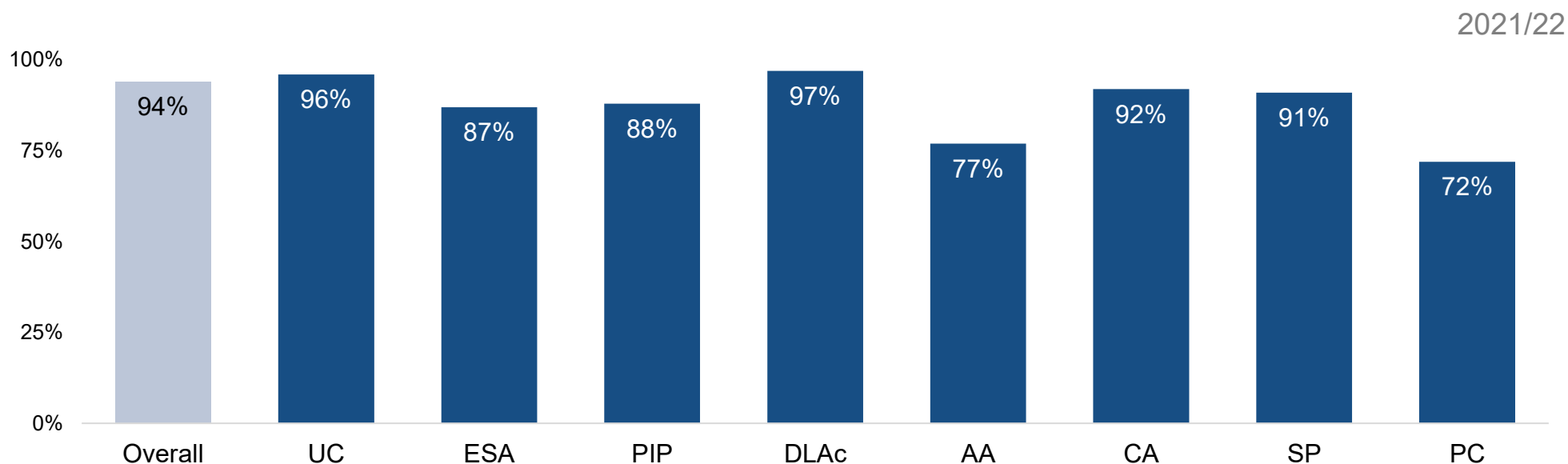
Digital propensity

This section explores customers' digital propensity.

More than nine out of ten of the customers who participated in the survey declared they had internet access

Overall, 94 per cent of participants reported they could access the internet, either at home or elsewhere. However, this varied by benefit, ranging from 72 per cent for PC to 97 per cent for DLAc.

Figure 27: Percentage of customers who had access to the internet

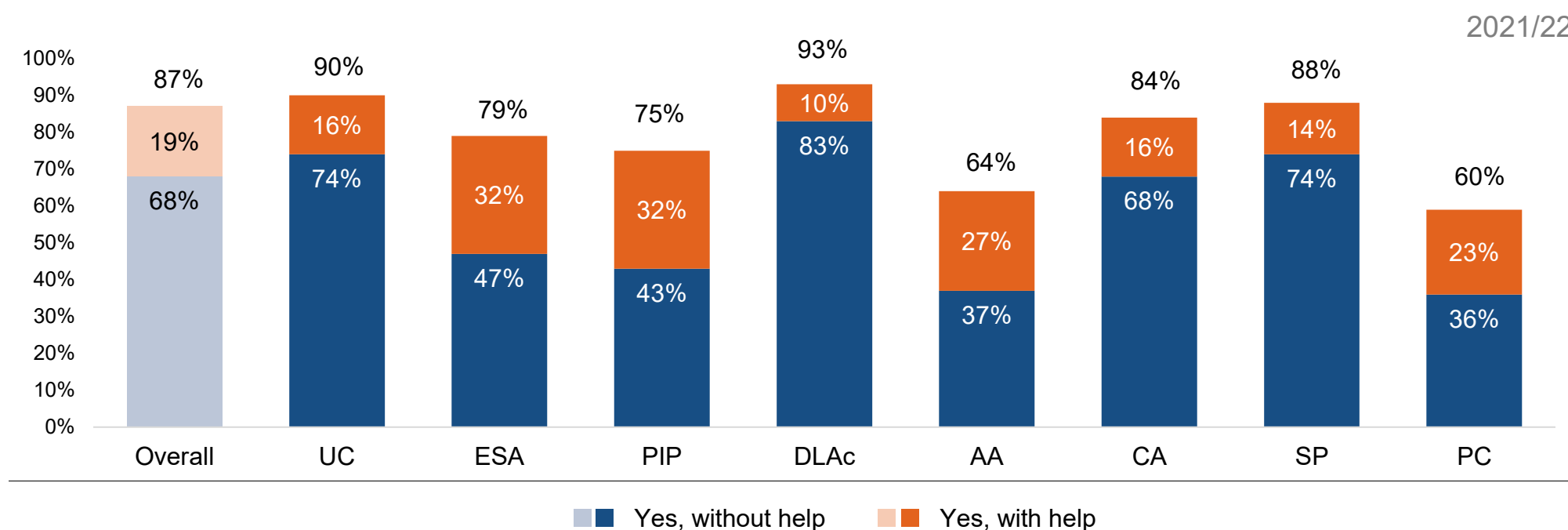


Base: All customers. Overall (7,137); UC (3,006); ESA (1,035); PIP (1,025); DLAc (391); AA (415); CA (405); SP (443); PC (417).

The majority of customers said they could have accessed government services using the internet

Customers were asked if, had it been available, they could have used the internet to access government services. Overall, 68 per cent reported they could do so without help. This varied widely by benefit, from 36 per cent for PC to 83 per cent for DLAc. A further 19 per cent of all customers reported they could have accessed these services with help.

Figure 28: Percentage of customers who could have accessed government services using the internet, if it was available



Base: All customers. Overall (7,137); UC (3,006); ESA (1,035); PIP (1,025); DLAc (391); AA (415); CA (405); SP (443); PC (417).

Note: The group percentages in the chart may not sum to the total percentages due to rounding.