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The contents of this report are, however, entirely the responsibility of the authors.
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Summary

The 2007 Jobcentre Plus Customer Satisfaction Survey involved telephone interviews with a representative sample of 4,228 Jobcentre Plus customers. The key findings are as follows:

Customers’ use of services

• There is considerable variation in the nature, frequency and methods by which Jobcentre Plus customers contact and interact with the organisation.

• While the majority of Jobseeker’s Allowance (JSA) customers are in regular contact with Jobcentre Plus, Income Support (IS) and Incapacity Benefit (IB) customers have less frequent interactions.

• In particular, IS and IB customers visit Jobcentre Plus offices much less frequently than do JSA customers.

• The vast majority of all customers had some form of contact with Jobcentre Plus during the 12 months prior to the survey; contact takes place through a combination of face-to-face, telephone and postal means.

• Many Jobcentre Plus customers have some form of contact with other Department for Work and Pensions (DWP) agencies; this is particularly the case for IB customers (Disability and Carers Service) and IS customers (Child Support Agency).

Overall satisfaction with services

• The overwhelming majority of Jobcentre Plus customers state that they are ‘satisfied’ or ‘very satisfied’ with the service that they have received.

• There are some variations by customer type in the extent to which they are satisfied with services received. The least satisfied respondents were:
  – JSA customers;
  – customers who have been claiming benefit for a long time;
  – males;
– older customers;
– customers in London, the South East and Wales;
– customers from black, Chinese or mixed race backgrounds;
– customers who felt that they had some barriers to accessing services.

• Customers were more likely to express dissatisfaction with their experiences of written and/or telephone contact with Jobcentre Plus, as compared with face-to-face contact.

• One in five customers felt that the quality of the service provided by Jobcentre Plus had improved over the 12 months prior to the survey; only six per cent felt that service quality had declined.

• The following groups of customers are more likely than average to have perceived an improvement in service quality:
  – lone parents;
  – customers from non-white ethnic groups;
  – customers in London and the West Midlands.

• Customers who felt that they had experienced barriers to accessing Jobcentre Plus services are more than twice as likely as average to state that service quality has declined.

• The survey results indicate that, in the experience of some customers, Jobcentre Plus, on some occasions, falls short of its service standard targets in relation to timeliness of meetings, telephone response and written response.

• In terms of specific aspects of service delivery, the highest rates of dissatisfaction were recorded in relation to ‘providing relevant information’ and ‘timeliness’.

• Further investigation of customers’ views about the best and worst aspects of the Jobcentre Plus service suggests that:
  – positive feedback outweighs negative comments;
  – more than two in five customers made positive comments about staff attitudes, behaviour and related aspects of service;
  – negative comments tend to focus on technical and system issues such as problems with the telephone system, queues and slow service;
  – customers commented positively and negatively about a range of other issues including information provision (mainly positive but some negative) and the Jobcentre Plus office environment (more negative than positive).

• The variability of the service received by some customers is indicated by the fact that a quarter of respondents rated their most recent experience as ‘better than usual’ and five per cent said that it was ‘worse than usual’.
Satisfaction with channels

- Just over half of all customers, and 93 per cent of JSA customers, had used the Jobpoint service on at least one occasion.

- In most cases, lack of need for Jobpoints, rather than lack of awareness of their existence, is the main reason for customers not using the service.

- A small number of respondents felt that Jobpoints did not accommodate their physical or mental health needs and/or that they did not know how to use Jobpoints.

- Thirty per cent of customers had used the Jobcentre Plus website, with JSA customers being more likely than others to have done so.

- Only a small number of customers felt that lack of access to a computer was preventing them from using the website, with physical and mental health constraints affecting a slightly larger group.

- Almost two in five customers had made use of the ‘warm phones’ in Jobcentre Plus offices, with 22 per cent stating that they were unaware of the service.

- IS and IB customers are less likely than their JSA counterparts to (a) have used or (b) be aware of the warm phones.

- The vast majority of customers declared themselves to be ‘satisfied’ or ‘very satisfied’ with the service they received through these channels.

- However, one in five users of one or more of these channels reported experiencing some type of problem, with technical problems affecting Jobpoints and the website, and problems getting through being the main cause of problems with warm phones.

Other aspects of satisfaction

- Just under one in five Jobcentre Plus customers feel that their access to the service is limited in some way; 23 per cent of IB customers perceived that such barriers exist.

- The nature of these difficulties varies considerably, with some feeling that Jobcentre Plus offices are inconvenient to get to, and physical access problems affecting IB and IS customers in particular.

- Other issues include access to Jobpoints, perceived barriers to arranging face-to-face meetings with staff and problems with telephone contact.

- Fourteen per cent of respondents stated that they had felt like complaining about some aspect of the service at some point during the previous six months; only three per cent actually made a complaint.

- Staff attitudes, lack of knowledge on the part of staff and problems with benefit payments are the most common causes of customer complaint.
• Customers who had gone through the complaints process had mixed opinions about the process and/or the outcome of their complaint.

• Some customers had experienced difficulties with their benefit payments after they had informed Jobcentre Plus about a change of circumstances; others felt that Jobcentre Plus had been given incorrect or inaccurate information by Jobcentre Plus.

• The survey evidence suggests that the majority of customers do not regard it as a problem for them to provide the same information to Jobcentre Plus and other DWP agencies.

Drivers of overall customer dissatisfaction

Multivariate analysis of factors influencing the overall satisfaction of Jobcentre Plus customers with the services provided suggests the following:

• Demographic factors such as age, gender and ethnicity play a relatively minor role in explaining the extent to which individual customers are likely to be dissatisfied with Jobcentre Plus services.

• There is some evidence that there exist two distinct groups of IS customers with differing propensities to express dissatisfaction, with lone parents being significantly more likely to be satisfied than other groups of IS customers, notably males and customers with a disability.

• Region is a very strong predictor of customer dissatisfaction, even when demographic and ‘benefit type’ factors are taken into account. The regional pattern varies slightly between JSA and IB customer groups.

• Analysis of the service factors that appear to be driving overall satisfaction suggests the following:
  – dissatisfaction with office conditions is a major driver of overall dissatisfaction, particularly for JSA customers;
  – provision of incorrect or contradictory information is also important, particularly for IS and IB customers;
  – other key drivers, in order of importance, are the extent to which customers feel that they have limited access to services; excessive time taken to deal with business; missing or incorrect benefit payments and the feeling that customers are not being treated with respect as individuals.

• The precise nature and order of importance of these factors varies slightly by benefit type, but the overall picture remains one in which the most dissatisfied customers overall are those who feel that office conditions are inadequate; that they are not being provided with accurate or relevant information; who feel that their access to services is limited in some way; who feel that it takes too long to deal with their business; that they are not getting the correct benefit payments and/or that they are not being treated with respect as individuals.
1 Introduction

This report presents the main results emerging from the 2007 Jobcentre Plus Customer Satisfaction Survey, conducted by the Policy Research Institute, Leeds Metropolitan University, in association with IFF Research. The report contains:

• a brief description of the survey and the sample (Chapter 2);
• analysis of customers’ use of Jobcentre Plus services (Chapter 3);
• customers’ perceptions of the overall quality of the Jobcentre Plus service and particular elements of it, and their views as to the extent to which the service has improved over the recent past (Chapter 4);
• customers’ use of and experiences with Jobpoints, the Jobcentre Plus website and the ‘warm phones’ (Chapter 5);
• other aspects of customer satisfaction including perceived barriers to access, complaints and experiences of information exchange with Jobcentre Plus (Chapter 6);
• a multivariate analysis of the factors driving the overall (dis)satisfaction of Jobcentre Plus customers with the service provided (Chapter 7);
• a summary of the key findings and outline of some of the implications emerging from the results (Chapter 8).
2 Survey and sample

This report presents the results of the 2007 Jobcentre Plus National Customer Satisfaction Survey, which was conducted by telephone from June to August 2007, with an achieved sample of 4,228 Jobcentre Plus customers, including claimants of Jobseeker’s Allowance (JSA), Incapacity Benefit (IB) and Income Support (IS). This represents a response rate of 67 per cent of those contacted that were eligible to complete the survey.

For those customers who had experienced an interactive contact with Jobcentre Plus in the last six months the focus of the interview was the customer’s most recent contact with the agency (e.g. office visit or telephone contact), and on broader perceptions of the service provided. For those who had not experienced interactive contact in the last six months, a shorter interview was conducted. All customers were asked some general questions including their overall satisfaction with the service provided by Jobcentre Plus. A copy of the questionnaire is reproduced in Appendix C.

The survey adopted a quota sampling methodology whereby targets are set for numbers of achieved interviews in various sample sub-groups (by age, gender, main benefit and region) and then weights are applied in analysis to adjust the data to be representative of the known profile of Jobcentre Plus customers.

All respondents were informed of the survey by letter and given the option to opt out. Any customer who felt that a telephone interview would be problematic for them was given the opportunity to express this at the opt-out stage. Alternative methods including interviews with a translator, proxy interviews, postal and online completion methods were arranged for these customers.

The contact lists provide a customer snapshot in time but there are lags in the process which mean that by the time of the interview, some customers (short-term JSA customers, for example) may no longer be claiming. These customers were still interviewed as their experience of the service is still of interest.

Weights were applied in the analysis of the survey data so that the reported results are representative of the customer population of Jobcentre Plus. Technical details of the weighting process are set out in Appendix A.
Table 2.1 presents details of the weighted sample, illustrating the diverse nature of the Jobcentre Plus customer base. Unweighted bases are included on all tables and figures providing guidance to the reader as to the size of key sub-groups of the sample, which determines the scope for disaggregation of the findings.

### Table 2.1   Weighted sample profile

<table>
<thead>
<tr>
<th>Benefit type</th>
<th>Percentages</th>
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<td>Incapacity Benefit</td>
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<tr>
<td>Income Support</td>
<td>33</td>
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<table>
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<tr>
<th>Age</th>
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<tbody>
<tr>
<td>16 to 24 years of age</td>
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</tr>
<tr>
<td>16 to 24 years of age</td>
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<tr>
<td>16 to 24 years of age</td>
<td>32</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sex</th>
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</thead>
<tbody>
<tr>
<td>Male</td>
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<tr>
<td>Female</td>
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<table>
<thead>
<tr>
<th>Ethnic group</th>
<th>Percentages</th>
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<td>White British</td>
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<tr>
<td>Mixed</td>
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<tr>
<td>Asian</td>
<td>5</td>
</tr>
<tr>
<td>Black</td>
<td>4</td>
</tr>
<tr>
<td>Chinese and any other ethnic group</td>
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| Limiting disability   | 61          |

<table>
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<tr>
<th>Region</th>
<th>Percentages</th>
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<tr>
<td>East Midlands</td>
<td>7</td>
</tr>
<tr>
<td>East of England</td>
<td>7</td>
</tr>
<tr>
<td>London</td>
<td>15</td>
</tr>
<tr>
<td>North East</td>
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<td>North West</td>
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<td>Scotland</td>
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</tr>
<tr>
<td>South East</td>
<td>9</td>
</tr>
<tr>
<td>South West</td>
<td>7</td>
</tr>
<tr>
<td>Wales</td>
<td>7</td>
</tr>
<tr>
<td>West Midlands</td>
<td>10</td>
</tr>
<tr>
<td>Yorkshire and the Humber</td>
<td>9</td>
</tr>
</tbody>
</table>

Base: All respondents (4,228).

Data weighted by: region, age, gender and benefit type.

Defined by customer during the interview: benefit type, age, gender, ethnicity and disability. All other characteristics from Jobcentre Plus database.
3 Customers’ use of Jobcentre Plus services

3.1 Introduction

Jobcentre Plus customers are not an homogeneous group. The previous chapter demonstrated the wide range of demographic and other characteristics represented among Jobcentre Plus customers. Customer satisfaction is likely to be influenced by the type of services used by them and the nature of their interaction with the organisation. This chapter explores how customers interact\(^1\) with Jobcentre Plus.

3.2 Usual mode of contact

Customers may contact Jobcentre Plus in a number of different ways, ranging from visiting a Jobcentre Plus office, interaction over the telephone, written or online communication and, in some cases, home visits by Jobcentre Plus staff. Respondents to the Customer Satisfaction Survey were asked to indicate their usual mode of contact and Figure 3.1 summarises their response.

Half of all respondents stated that they usually visit a Jobcentre Plus office in person and 35 per cent usually contact the organisation by telephone. Ten per cent mentioned a range of other contact modes (most commonly written or online communication) or could not identify a single most common mode of contact. Five per cent did not know or could not remember.

Mode of contact varies according to the customer’s benefit group. The vast majority of Jobseeker’s Allowance (JSA) customers usually visit a Jobcentre Plus office\(^2\), while only 36 per cent of Incapacity Benefit (IB) customers said that this

---

\(^1\) Note that the survey focused on interactive contacts between customers and Jobcentre Plus. One-way communication was excluded.

\(^2\) This is to be expected given that JSA customers are required to attend a Jobcentre Plus office on a fortnightly basis to ‘sign on’.
was their usual method of contact. Conversely, telephone is the most common method of contact between Jobcentre Plus and IB customers, with seven per cent of this group corresponding primarily by written means. A small group of JSA customers indicated that the internet was their primary mode of contact with Jobcentre Plus.

Figure 3.1 Usual contact channels

Not only does the mode of contact vary between customer groups; the frequency with which customers contact Jobcentre Plus differs considerably and may have an important influence on customers’ perceptions of service quality and their experiences of changes over time. It is not easy for the Customer Satisfaction Survey to establish how often customers contact Jobcentre Plus, as customer usage patterns can be very complicated and previous research has shown that (with the exception of JSA customers) many customers do not have contact at regular intervals. However, the time since their most recent interaction with the organisation may be taken as in indication of the frequency of interaction.

Figure 3.2 demonstrates that the overwhelming majority of survey respondents had some form of interactive contact with Jobcentre Plus within the six months

3 It may be reasonable to conclude that a customer who has not been in contact with Jobcentre Plus for a long time is one who interacts infrequently. More recent interaction may not necessarily, however, indicate more frequent interaction. Caution should therefore be used in interpreting some of the results presented in this section.
prior to the survey; indeed, 36 per cent had been in contact at least two weeks prior to the survey. Not surprisingly, the date of last contact varies by benefit group. Sixty-nine per cent of all JSA respondents stated that they had been in contact with Jobcentre Plus during the previous two weeks, a figure that increases to 91 per cent once respondents who were not Jobcentre Plus customers at the time of the survey are excluded from the analysis.

Conversely, IB customers are the least likely to have had recent contact with Jobcentre Plus, less than a quarter having been in contact during the previous fortnight and 13 per cent not having had any contact for over a year. IS customers occupy an interim position, the majority having had some form of contact with Jobcentre Plus during the six months prior to the Customer Satisfaction Survey.

**Figure 3.2 Last interactive contact**

![Bar chart showing the last interactive contact by months, years, and never for all, JSA, IB, and IS customers.]

Base: All current customers (3,713), JSA (823), IB (1,608), IS (1,282). Results calculated from a number of questions asking when the customer last used each aspect of the Jobcentre Plus services.

3.4 Office use

Figure 3.3 shows the usage patterns for customers who visit Jobcentre Plus offices and more details for the two main interactive contacts made there – participating in face-to-face meetings with Jobcentre Plus staff and/or utilising the free ‘warm

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4 The Customer Satisfaction Survey is a snapshot survey using a sample of customer records at a particular point in time. At the time of the interview, some respondents are no longer current customers.
phones’ The vast majority of JSA customers had at least one face-to-face meeting at a Jobcentre Plus office at some point during the six months prior to the survey, and 58 per cent had such a meeting at least two weeks prior to the survey5.

Further investigation of the characteristics of the 19.5 per cent of JSA respondents who were current customers at the time of the survey but said that they had not attended a face-to-face meeting in the previous two weeks did not reveal any systematic patterns. It appears that a number of factors combine to explain this observation, which is not what would be expected given that JSA customers are obliged to ‘sign on’ every fortnight:

- A small number of respondents were ‘new claims’ who may not yet have made a visit to a Jobcentre Plus office to ‘sign on’.
- Some respondents may have missed their ‘signing on’ appointment due to illness or other reasons.
- Some respondents may have been able to ‘sign on’ by post.
- Some respondents may have misunderstood the question and may not have counted ‘signing on’ as a face-to-face meeting.
- Inconsistencies in the answers given by some respondents suggest that they may have wrongly categorised themselves as JSA customers.
- Finally, some respondents may have had difficulty recalling precisely when their last visit to a Jobcentre Plus office took place.

IB and Income Support (IS) customers are much less likely than JSA customers to have (a) visited a Jobcentre Plus office in the recent past and/or (b) participated in a face-to-face meeting with a member of Jobcentre Plus staff. Indeed, 12 per cent of IB customers and six per cent of IS customers stated that they had never had a face-to-face meeting at a Jobcentre Plus office.

While over half of JSA respondents had used a ‘warm phone’ at least once during a visit to a Jobcentre Plus office, around two in five IB or IS customers had done so and only a small percentage had used a ‘warm phone’ during the two weeks prior to the survey.

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5 Some of the respondents who did not report meetings within the previous two weeks were no longer current Jobcentre Plus customers (e.g. they may have moved into employment) but they are still included in the results as their experiences of the service are of interest and relevance.
Base: All current customers (3,713), JSA (823), IB (1,608), IS (1,282). Q33, Q8a and Q8b. ‘Can you tell me when you last...?’
Figure 3.4 Telephone contact

Base: All current customers (3,713), JSA (823), IB (1,608), IS (1,282).
Received = Q8d, called Jobcentre Plus Q8b with Q8c. ‘Can you tell me when you last...?’

[Bar chart showing telephone contact for JSA, IB, and IS]
The prevalence of telephone contact (Figure 3.4) varies by benefit group, but to a much lower extent than does office use. JSA customers are more likely than others to have had recent telephone contact with Jobcentre Plus, but the vast majority of customers had been in some form of telephone contact with Jobcentre Plus at some point, with customers being approximately twice as likely to have phoned Jobcentre Plus as to have received a call from the organisation.

Similarly, patterns of postal contact between Jobcentre Plus and its customers do not vary greatly by benefit group (Figure 3.5). The vast majority of all types of customers had received some form of written communication from Jobcentre Plus, in many cases fairly recently. However, relatively few customers had written to Jobcentre Plus in the recent past.

Finally, home visits from Jobcentre Plus staff members are a relatively rare occurrence for customers in all benefit groups. Only five per cent of JSA customers had ever received such a visit, compared with just over 20 per cent of IB and IS customers, although in many cases the visit took place at least one year prior to the survey.
3.6 Wider DWP contact

A proportion of Jobcentre Plus customers also reported having had contact with other parts of the Department for Work and Pensions (DWP) group (Figure 3.6). The extent and nature of this contact varies by benefit group, with relatively limited contact being reported by JSA customers, while over 40 per cent of IB customers had been in contact with the Disability and Carers Service (DCS) and a similar proportion of IS customers had some dealings with the Child Support Agency.

Figure 3.6 Wider DWP contact

Base: All current customers (3,713), JSA (823), IB (1,608), IS (1,282).
Q88. ‘Can you tell me when the last time you were in contact with...?’
3.7 Key points

- There is considerable variation in the nature, frequency and methods by which Jobcentre Plus customers contact and interact with the organisation.

- While the majority of JSA customers are in regular contact with Jobcentre Plus, IS and IB customers have less frequent interactions.

- In particular, IS and IB customers visit Jobcentre Plus offices much less frequently than do JSA customers.

- The vast majority of all customers had some form of contact with Jobcentre Plus during the 12 months prior to the survey; contact takes place through a combination of face-to-face, telephone and postal means.

- Many Jobcentre Plus customers have some form of contact with other DWP agencies; this is particularly the case for IB customers DCS and IS customers (Child Support Agency).
4 Customer satisfaction

4.1 Overall satisfaction

The vast majority of Jobcentre Plus customers reported that they were either ‘satisfied’ or ‘very satisfied’ with the overall service that they received from Jobcentre Plus (Figure 4.1). It is clear, however, that a small minority of customers feel ‘fairly dissatisfied’ or ‘very dissatisfied’ with the service. This chapter concentrates on this group and examines some of the characteristics that appear to be associated with this group of customers. Chapter 7 employs a more sophisticated multivariate model which recognises that a combination of factors is likely to ‘drive’ (dis)satisfaction with Jobcentre Plus services.

The results presented in Figures 4.2 and 4.3 suggest that the following groups of customers are more likely than average to state that they are dissatisfied or very dissatisfied with Jobcentre Plus services:

- **Benefit type**: Jobseeker’s Allowance (JSA) customers are most likely and IS customers least likely to express dissatisfaction.

- **Duration of benefit**: there appears to be a positive relationship between length of claim and the propensity to express dissatisfaction.

- **Gender**: males are significantly more ‘dissatisfied’, overall, than female customers.

- **Region**: customers in London, the South East and Wales are significantly more likely than average to express dissatisfaction with Jobcentre Plus services. The existence of an Incapacity Benefit (IB) Pathways area appears to make no difference to customer satisfaction, however.

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6 In all cases (and throughout this report) differences noted in the text are statistically significant at the 95 per cent level unless otherwise stated.

7 Multivariate analysis (see Chapter 7) suggests that this may relate partly to benefit type (over-representation of males among JSA customers) and may also reflect relatively higher satisfaction levels among lone parents as opposed to other IS customers.
• **Family circumstances**: lone parents, on average, are more satisfied than other customers.

• **Ethnicity**: the pattern is complex, but it appears that customers from black, Chinese and mixed race backgrounds are more likely than others to express dissatisfaction.

• **Age**: younger people appear to be less positive overall, although they are not (statistically) any more likely than older people to be dissatisfied with the Jobcentre Plus service.

• **Disability** does not appear to be associated with satisfaction. However, people who said that they experienced some barriers to accessing services were significantly more inclined than other customers to express dissatisfaction. Twenty-three per cent of this group were dissatisfied or very dissatisfied, compared with the average figure of 11 per cent.

**Figure 4.1 Overall satisfaction**

<table>
<thead>
<tr>
<th></th>
<th>Dissatisfied</th>
<th>Fairly satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All</strong></td>
<td>11</td>
<td>42</td>
<td>80</td>
</tr>
<tr>
<td><strong>JSA</strong></td>
<td>16</td>
<td>45</td>
<td>74</td>
</tr>
<tr>
<td><strong>IB</strong></td>
<td>11</td>
<td>41</td>
<td>80</td>
</tr>
<tr>
<td><strong>IS</strong></td>
<td>8</td>
<td>41</td>
<td>84</td>
</tr>
</tbody>
</table>

Base: All respondents (4,228) JSA (1,236), IB (1,644) & IS (1,348).
Q6. ‘Thinking about all the services provided by Jobcentre Plus, overall how satisfied or dissatisfied are you with the service?’ (Figures for ‘Neither satisfied nor dissatisfied’ and ‘Don’t know’ not shown).
### Figure 4.2  Overall satisfaction by demographic characteristics

<table>
<thead>
<tr>
<th>Percentages</th>
<th>Dissatisfied</th>
<th>Fairly satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>13</td>
<td>41</td>
<td>76</td>
</tr>
<tr>
<td>Female</td>
<td>8</td>
<td>40</td>
<td>80</td>
</tr>
<tr>
<td>White</td>
<td>10</td>
<td>40</td>
<td>78</td>
</tr>
<tr>
<td>Non-white</td>
<td>12</td>
<td>46</td>
<td>80</td>
</tr>
<tr>
<td>Aged 16-24</td>
<td>11</td>
<td>48</td>
<td>78</td>
</tr>
<tr>
<td>Aged 25-49</td>
<td>11</td>
<td>41</td>
<td>78</td>
</tr>
<tr>
<td>Aged 50+</td>
<td>10</td>
<td>37</td>
<td>77</td>
</tr>
<tr>
<td>Lone parents</td>
<td>6</td>
<td>42</td>
<td>83</td>
</tr>
<tr>
<td>Limiting disability</td>
<td>11</td>
<td>39</td>
<td>77</td>
</tr>
</tbody>
</table>

Unweighted bases: Male (2,144), Female (1,975), 16 to 24 years of age (614), 25 to 49 years of age (2,224), 50 to 64 years of age (1,281), white (3,668), non-white (424), lone parent (923), limiting disability (2,185).

Q6. *Thinking about all the services provided by Jobcentre Plus, overall how satisfied or dissatisfied are you with the service?* (Figures for ‘Neither satisfied nor dissatisfied’ and ‘Don’t know’ not shown).
Satisfaction by contact channel

Respondents were asked to state how satisfied they were with the service received through each of the contact channels that they had experienced in the six months prior to the survey. The findings are summarised in Figure 4.4. The overall picture is similar to that described above in relation to overall satisfaction. In all cases, the vast majority of customers are ‘satisfied’ or ‘very satisfied’, with only small groups expressing some degree of dissatisfaction. In general, satisfaction levels are highest for those contact channels that involve face-to-face contact and lowest for those entailing telephone and/or written contact. ‘Office’ refers to satisfaction with the general appearance of, and facilities available within, Jobcentre Plus offices. More detailed analysis reveals few significant differences between benefit groups, although there is an indication that JSA customers are slightly less satisfied across the board, a finding that corroborates the results in relation to overall satisfaction.

Detailed analysis by customer characteristics of (dis)satisfaction with channels also broadly corroborates the overall findings. Older people appear to be more satisfied

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Note, however, that the sample base for ‘home visit’ is very small and hence, the results are subject to high levels of statistical variance.
than average with face-to-face meetings but less satisfied than average with telephone interactions with Jobcentre Plus. Males are slightly more dissatisfied than female customers with both meetings and with office facilities. Few differences in ‘dissatisfaction rates’ were noted between white and non-white ethnic groups, although there are some suggestions that non-white customers are less inclined than white people to be ‘very satisfied’ with their experiences of face-to-face meetings, telephone contact and written communication with Jobcentre Plus.

Figure 4.4 Satisfaction with contact channels

<table>
<thead>
<tr>
<th></th>
<th>Dissatisfied</th>
<th>Fairly satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting</td>
<td>6</td>
<td>27</td>
<td>89</td>
</tr>
<tr>
<td>Phone</td>
<td>10</td>
<td>30</td>
<td>85</td>
</tr>
<tr>
<td>Office</td>
<td>8</td>
<td>37</td>
<td>86</td>
</tr>
<tr>
<td>Written</td>
<td>13</td>
<td>33</td>
<td>82</td>
</tr>
<tr>
<td>Home visit</td>
<td>5</td>
<td>20</td>
<td>91</td>
</tr>
</tbody>
</table>

Base: All who in the last six months had face-to-face meeting most recently (1,729), phone contact most recently (1,371), visited Jobcentre Plus office at all (2,788), received a reply to written contact at all (433), had a home visit at all (133).
Q18, Q30, Q35, Q46, Q55. ‘How satisfied or dissatisfied were you with the standard of service you received...?’ (‘Neither’ and ‘Don’t know’ not shown).

4.3 Change in service quality over previous year

Two-thirds of customers felt that the quality of the service that they received had remained unchanged compared with the situation one year prior to the Customer Satisfaction Survey (Figure 4.5). Just over 20 per cent felt that service quality had improved and six per cent perceived a year-on-year decline in the quality of service. Differences between groups of customers are small, but there is some indication that JSA customers are more likely than others to feel that service quality had declined.

With regard to different demographic and other groups within the Jobcentre Plus customer population (Figures 4.5 and 4.6):

- **Lone parent** customers are more likely than average to have perceived an improvement in the service.
• Customers in *Pathways to Work* districts are less likely than others to perceive an improvement in the service, but more likely to feel that the service has stayed the same.

• **Regionally**, customers in London and the West Midlands are most likely to have reported an improvement in the service. The highest percentage of customers feeling that the service had declined (nine per cent) was recorded in the South East. Customers in Scotland, the North East, Wales, the South West and North West are more likely than average to feel that the service has been unchanged.

• Customers from non-white **ethnic groups** are significantly more likely than white people to have experienced an improvement in the service that they receive from Jobcentre Plus. Thirty-two per cent of non-white customers reported improved service, compared with 20 per cent of white people. Asian customers in particular (38 per cent) reported service improvements.

• This ethnicity effect may partially explain, overall, the regional result for **London** as 36 per cent of non-white customers (and 44 per cent of Asian customers) reported improved service. Note, however, that London continues to record relatively low satisfaction ratings overall. Part of the explanation for this appears to lie in the composition of the customer group within London (e.g. relatively high proportions of JSA customers and customers from black and ethnic minority groups, who are more likely than average to give low satisfaction ratings). These factors do not fully explain London's position, however, and factors outside the scope of this survey (e.g. staff turnover and the nature of the London labour market) are likely to have contributed.

• Conversely, customers who reported that they had some form of **access difficulties** in relation to Jobcentre Plus services are among the most likely (14 per cent compared with an average of six per cent) to feel that the service has got worse (see Section 6.1 for more analysis of the characteristics of respondents with access difficulties).
Figure 4.5  Change in service over the last year

![Graph showing change in service over the last year by demographic characteristics.]

Base: All respondents (4,228) JSA (1,236), IB (1,644) & IS (1,348).
Q85. ‘In the last year ... do you think that the service you receive has got better, worse or stayed the same?’ (‘Don’t know’ excluded).

Figure 4.6  Change in service in the last year by demographic characteristics

![Graph showing change in service in the last year by demographic characteristics.]

Unweighted bases: Male (2,144), Female (1,975), 16 to 24 years of age (614), 25 to 49 years of age (2,224), 50 to 64 years of age (1,281), white (3,668), non-white (424), lone parent (923), limiting disability (2,185).
Q85. ‘In the last year ... do you think that the service you receive has got better, worse or stayed the same?’ (‘Don’t know’ not shown).
4.4 Service standard ratings

Jobcentre Plus has a number of service quality standards designed to ensure that customers get a consistently high quality service in relation to key aspects of interaction with customers. The Customer Satisfaction Survey asked customers a series of questions designed to elicit whether these standards had been met, at least in relation to the recalled experiences of customers responding to the survey. Key points emerging from this analysis are:

- **Timeliness of meetings**: The Jobcentre Plus Service Standard states that ‘our staff will … always try to see you on time if you have an appointment’. Survey responses indicate that 89 per cent of pre-arranged meetings with Jobcentre Plus staff occurred at the appointed time. The most common reason for lack of timeliness was that Jobcentre Plus were running late, but in several cases the customer was late or other factors accounted for the late meeting.

- **Telephone response**: The Jobcentre Plus Service Standard states that ‘when you contact us by phone … we aim to answer your call within 30 seconds’. Half of all customers who had telephoned Jobcentre Plus said that the phone rang for more than 30 seconds before it was answered. 35 per cent said that they were unable to get through the first time they rang Jobcentre Plus. In the vast majority of cases where Jobcentre Plus had made prior arrangements to contact a customer by telephone, the call took place at the appointed time.
• **Written response**: The Jobcentre Plus Service Standard states that ‘when you contact us by letter, fax or email, we aim to reply fully within ten working days (of receipt)’. Approximately one-third of customers who had written to Jobcentre Plus said that they had received a response within 10 working days\(^9\). The vast majority said that the reply was written in plain English.

4.5 **Satisfaction with specific aspects of delivery**

Amalgamation of results from questions that explored in some detail a range of aspects of service received through the main channels (face-to-face meetings, telephone contact, written contact, home visit) reveals the following (detailed findings are presented in the charts in Appendix B):

- **Polite and friendly service**: Just over four per cent of responses were critical of this aspect of service. JSA customers and female customers were slightly less positive than average; younger people and black, Chinese and mixed race customers were less positive.

- **Treating you with respect as an individual**: five per cent gave a negative response; again younger people and black, Chinese and mixed race customers were more likely than average to rate Jobcentre Plus as ‘fairly poor’ or ‘very poor’ in relation to this aspect of service.

- **Respecting privacy**: four per cent were negative with black, Chinese and mixed race customers being more negative than average.

- **Providing relevant information**: this is the aspect of service about which customers were least positive, with 11 per cent rating the service as ‘poor’ or ‘very poor’. The pattern by customer group is similar to that observed for others aspects of service, with JSA customers, males and black, Chinese and mixed race customers expressing more negative views than average.

- **Timeliness\(^{10}\)**: this aspect yielded the second least positive results, with seven per cent making negative comments. While disability does not appear to affect perceptions of other aspects of service, customers with a limiting illness or disability were particularly negative about the timeliness of the service provided.

For all of the above aspects of service, the most positive responses were given by female customers, older customers, those claiming Income Support (IS) and/or customers with white-British ethnic backgrounds.

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\(^9\) This should be taken as an approximation, as the survey question related to the number of days after the respondent wrote to Jobcentre Plus. Clearly, the respondent is unlikely to be aware of when Jobcentre Plus received the communication.

\(^{10}\) The specific statement in the questionnaire was: ‘completing your business in a reasonable length of time’.
Furthermore, the findings suggest a slightly lower level of customer satisfaction in relation to contacts by telephone as compared to face-to-face contacts. For example, 93 per cent of customers were satisfied that their face-to-face business had been completed within a reasonable length of time, compared with 83 per cent in relation to telephone contact. This finding is consistent across customer groups.

4.6 Best and worst aspects of service

In order to explore in more depth the experiences of Jobcentre Plus customers and to identify more specifically the aspects of the service that they view positively and negatively, respondents were asked the following open questions:

What is the best aspect of the service you receive from Jobcentre Plus?

What is the worst aspect of the service you receive from Jobcentre Plus?

The resulting open responses were coded and Figures 4.8 to 4.13 summarise the views of survey respondents.

Twelve per cent of respondents were unable to come up with a ‘best aspect’ of the Jobcentre Plus service and 41 per cent did not mention a ‘worst aspect’, suggesting the possible existence of a core of dissatisfied customers and a slightly larger group of customers who have had some negative experiences, but on balance are more likely to say positive things about the service that they have received.

Forty-three per cent of respondents’ positive comments fall under the broad category of ‘service delivery’ (Figure 4.10), with a large group commenting on the helpfulness and polite, friendly and/or approachable nature of the staff that they have encountered. Conversely, negative comments on service delivery tend to focus on technical aspects (phones engaged, queues), although more than one in five comments in this category relate to ‘unhelpful’ staff attitudes. Other aspects of services that attracted negative comment include lack of privacy, bureaucracy and slow service.
Other aspects of the Jobcentre Plus service attracted far fewer comments than those associated with staff attitudes and the delivery of the service more generally. Nine per cent of customers provided positive feedback on the quantity and quality of information provided by Jobcentre Plus (Figure 4.11), although four per cent were concerned about poor communication or incorrect or contradictory information or advice.

Jobcentre Plus facilities attracted some comment (Figure 4.12), with Jobpoints receiving positive and negative comments, the former outweighing the latter. Jobcentres situated in locations inconvenient to the customer, overcrowding and lack of facilities (toilets, access, parking, etc.) account for the majority of negative comments under this heading.

Finally, some customers commented on issues regarding policy and regulations (Figure 4.13), primarily focusing on the amount of benefit received and the timeliness with which benefits are paid. Responses on these issues are broadly evenly divided between negative and positive comments.
### Figure 4.9 Best and worst aspects of Jobcentre Plus – overall

<table>
<thead>
<tr>
<th>Worst</th>
<th>Best</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone system, eg always engaged/hard to get through</td>
<td>Helpful staff</td>
</tr>
<tr>
<td>Slow service, eg queues/waiting around jobcentres/not enough staff</td>
<td>Friendly/polite/approachable staff</td>
</tr>
<tr>
<td>Unhelpful staff/uninterested/in a rush to get rid of you</td>
<td>Personal/adviser/named contact</td>
</tr>
<tr>
<td>Staff’s attitudes/lack of respect/looking down on you/suspicious of you</td>
<td>Quick efficient service/fewer queues/less waiting</td>
</tr>
<tr>
<td>Jobcentre environment, eg overcrowding other customers/undesirables/heavy handed security</td>
<td>Face-to-face meetings</td>
</tr>
<tr>
<td>Lack of communication/information - don’t tell what is going on/don’t get back to you/youn can’t contact them</td>
<td></td>
</tr>
</tbody>
</table>

Base: All respondents (4,228).

Q86 ‘What is the best aspect of the service you receive from Jobcentre Plus?’ Q87 ‘What is the worst aspect of the service you receive from Jobcentre Plus?’ Most common answers shown only.
**Figure 4.10 Best and worst aspects of Jobcentre Plus – service aspects**

<table>
<thead>
<tr>
<th>Worst (26%)</th>
<th>Best (43%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone system, eg always engaged/hard to get through</td>
<td>Helpful staff</td>
</tr>
<tr>
<td>Slow service, eg queues/waiting around jobcentres/not enough staff</td>
<td>Friendly/polite/approachable staff</td>
</tr>
<tr>
<td>Unhelpful staff/uninterested/in a rush to get rid of you</td>
<td>Personal/adviser/named contact</td>
</tr>
<tr>
<td>Staff’s attitudes/lack of respect/looking down on you/suspicious of you</td>
<td>Quick efficient service/fewer queues/less waiting</td>
</tr>
<tr>
<td>Lack of privacy/respect of privacy</td>
<td>Face-to-face meetings</td>
</tr>
<tr>
<td>Too bureaucratic/too many forms, etc</td>
<td>Knowledgeable/informative staff</td>
</tr>
<tr>
<td>Slow service, eg amount of time it takes to make a claim/ process a claim/receive</td>
<td>Personalised service/treated as individual/understanding</td>
</tr>
<tr>
<td>Not being treated as an individual/inflexible/lack of consideration or understanding</td>
<td>5%</td>
</tr>
<tr>
<td>17%</td>
<td>34%</td>
</tr>
<tr>
<td>15%</td>
<td>25%</td>
</tr>
<tr>
<td>12%</td>
<td>9%</td>
</tr>
<tr>
<td>10%</td>
<td>9%</td>
</tr>
<tr>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>5%</td>
<td></td>
</tr>
</tbody>
</table>

Base: All respondents mentioning service as worst (1,082) or best (1,809) aspect.

Q86 ‘What is the best aspect of the service you receive from Jobcentre Plus?’ Q87 ‘What is the worst aspect of the service you receive from Jobcentre Plus?’ Most common answers shown only.
Table 4.11 Best and worst aspects of Jobcentre Plus – information aspects

<table>
<thead>
<tr>
<th>Worst (4%)</th>
<th>Best (9%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of communication/information - don’t tell you what is going on/don’t get back to you</td>
<td>General good advice/information</td>
</tr>
<tr>
<td>Given incorrect/contradictory information or advice</td>
<td>Jobsearch service/information</td>
</tr>
<tr>
<td>Lack of communication between departments</td>
<td>Good communication/accessible/keep you informed</td>
</tr>
<tr>
<td>Inappropriate/lack of access to/not enough information on training/courses</td>
<td>Benefits advice/information</td>
</tr>
</tbody>
</table>

Base: All respondents mentioning service as worst (176) or best (361) aspect.

Q86 ‘What is the best aspect of the service you receive from Jobcentre Plus?’ Q87 ‘What is the worst aspect of the service you receive from Jobcentre Plus?’ Most common answers shown only.

Table 4.12 Best and worst aspects of Jobcentre Plus – facilities aspects

<table>
<thead>
<tr>
<th>Worst (6%)</th>
<th>Best (7%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jobcentre environment eg overcrowding other customers/undesirables/heavy handed</td>
<td>Jobpoints</td>
</tr>
<tr>
<td>Location of jobcentre</td>
<td>Website</td>
</tr>
<tr>
<td>Facilities at jobcentre eg no toilets/refreshments/parking/disabled access, etc.</td>
<td>Telephone system, eg being able to claim over the</td>
</tr>
<tr>
<td>Jobpoints</td>
<td>Good environment at jobcentre eg welcoming/pleasant, etc.</td>
</tr>
<tr>
<td>Technical problems, eg Jobpoints down/phones not working</td>
<td>Convenience of location/close to home</td>
</tr>
<tr>
<td>Inaccessible service, eg opening times</td>
<td>Accessible service, eg opening times</td>
</tr>
<tr>
<td>Website</td>
<td>Good facilities in jobcentre</td>
</tr>
</tbody>
</table>

Base: All respondents mentioning service as worst (269) or best (288) aspect.

Q86 ‘What is the best aspect of the service you receive from Jobcentre Plus?’ Q87 ‘What is the worst aspect of the service you receive from Jobcentre Plus?’ Most common answers shown only.
Figure 4.13 Best and worst aspects of Jobcentre Plus – policy and regulations

<table>
<thead>
<tr>
<th>Worst (5%)</th>
<th>Best (4%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefit decisions eg stopping/cutting benefits</td>
<td>The money/benefit received</td>
</tr>
<tr>
<td>Having to attend appointments/sign on/signing on system</td>
<td>Benefits paid on time/money goes into account</td>
</tr>
<tr>
<td>New system – having to use phone instead of face to face/having to make/wait for appointments</td>
<td>Courses/training provision</td>
</tr>
<tr>
<td>Benefits not on time/incorrect</td>
<td>Financial support services eg crisis loans</td>
</tr>
<tr>
<td>Not enough benefits (want more money)</td>
<td></td>
</tr>
<tr>
<td>Lack of access to financial support eg crisis loans/discretionary fund/travel, etc.</td>
<td>7%</td>
</tr>
<tr>
<td>Pressurised into going for unsuitable jobs/training</td>
<td>7%</td>
</tr>
<tr>
<td>Medical decisions/having to attend medicals</td>
<td>4%</td>
</tr>
</tbody>
</table>

Base: All respondents mentioning service as worst (230) or best (179) aspect.

Q86 What is the best aspect of the service you receive from Jobcentre Plus? Q87 What is the worst aspect of the service you receive from Jobcentre Plus? Most common answers shown only.

4.7 How typical was customers’ most recent experience?

The satisfaction ratings described above relate to the respondent’s most recent interaction with Jobcentre Plus. Respondents were asked to state whether they thought that this experience was typical of their general experience, or was better or worse. In two-thirds of cases, respondents stated that their most recent experience was typical; around one-quarter said that it was better than usual and five per cent felt that their most recent experience was less positive than usual. These proportions vary slightly according to the type of contact, but the general picture is clear, with indications of variability in the service provided to individual customers that may affect their perception of the overall quality of services provided.
4.8 Key points

- The overwhelming majority of Jobcentre Plus customers state that they are ‘fairly satisfied’ or ‘very satisfied’ with the service that they have received.

- There are some variations by customer type in the extent to which they are satisfied with services received. The least satisfied respondents were:
  - JSA customers;
  - customers who have been claiming benefit for a long time;
  - males;
  - older customers;
  - customers in London, the South East and Wales;
  - customers from black, Chinese or mixed race backgrounds;
  - customers who felt that they had some barriers to accessing services.

- Customers were more likely to express dissatisfaction with their experiences of written and/or telephone contact with Jobcentre Plus, as compared with face-to-face contact.

- One in five customers felt that the quality of the service provided by Jobcentre Plus had improved over the 12 months prior to the survey; only six per cent felt that service quality had declined.

- The following groups of customers are more likely than average to have perceived an improvement in service quality:
  - lone parents;
  - customers from non-white ethnic groups;
  - customers in London and the West Midlands.

- Customers who felt that they had experienced barriers to accessing Jobcentre Plus services are more than twice as likely as average to state that service quality has declined.

- The survey results indicate that, in the experience of some customers, Jobcentre Plus falls short on some occasions of its service standard targets in relation to timeliness of meetings, telephone response and written response.

- In terms of specific aspects of service delivery, the highest rates of dissatisfaction were recorded in relation to ‘providing relevant information’ and ‘timeliness’.

- Further investigation of customers’ views about the best and worst aspects of the Jobcentre Plus service suggests that:
  - positive feedback outweighs negative comments;
  - more than two in five customers made positive comments about staff attitudes, behaviour and related aspects of service;
– negative comments tend to focus on technical and system issues such as problems with the telephone system, queues and slow service;

– customers commented positively and negatively about a range of other issues including information provision (mainly positive but some negative) and the Jobcentre Plus office environment (more negative than positive).

• The variability of the service received by some customers is indicated by the fact that a quarter of respondents rated their most recent experience as ‘better than usual’ and five per cent said that it was ‘worse than usual’.
5 Awareness and use of contact channels

5.1 Introduction
One of the most important developments in recent years in relation to Jobcentre Plus service delivery has been the establishment of a number of channels through which customers can access the service, or specific elements of the service, notably job search. The most significant of these channels are the Jobpoints, ‘warm’ phones in Jobcentre Plus offices and the Jobcentre Plus website. Figure 5.1 summarises customers’ awareness and use of these channels and this section of the report explores these figures in more detail.

5.2 Jobpoints
Fifty-three per cent of customers said that they had used the Jobpoint service, with significant differences between the main benefit groups (Figure 5.2). The vast majority (93 per cent) of Jobseeker’s Allowance (JSA) customers had used Jobpoints compared with only 37 per cent of Incapacity Benefit (IB) customers and just over half of Income Support (IS) customers.

Two-thirds of customers who had not used Jobpoints stated that they were aware that the service was available for them to use. Only a very small number of JSA customers were unaware of the Jobpoint service, with almost all of those who were unaware of Jobpoints being IB or IS customers.

The majority (around 70 per cent) of customers who were aware of Jobpoints but had not used them said that they had never needed to use them. Around one in eight of this group said that the system did not accommodate their physical or mental health needs and seven per cent said that they did not know how to use Jobpoints.
5.3 Jobcentre Plus website

Thirty per cent of respondents had used the Jobcentre Plus website (Figure 5.1). Again, JSA customers are the most likely to have made use of this service, with 81 per cent of IB customers and 76 per cent of IS customers stating that they had not accessed the website. Three out of five non-users of the website were aware of its existence but had still not used it. Figure 5.2 suggests that around 27 per cent of all customers are unaware of the existence of the Jobcentre Plus website.

Figure 5.1 Awareness and usage of channels

![Chart showing awareness and usage of contact channels]

Base: All respondents (4,228).
Q61 ‘Have you used any of the following Jobcentre Plus services? Are you aware that they are available for you to use?’
Seventy per cent of customers who were aware of the website but had not used it said that this was simply due to the fact that they had never needed to access it. Physical and mental health constraints account for a further 13 per cent of ‘aware non-users’. Only five per cent of this group (one per cent of all Jobcentre Plus customers) said that lack of access to a computer had prevented them from accessing the website.

5.4 Warm phones

Thirty-eight per cent of customers had made use of the warm phones in Jobcentre Plus offices (Figure 5.1). While JSA customers (59 per cent) were most likely to use this service, the difference between benefit groups is less stark than is the case for Jobpoints, with 30 per cent of IB customers and 37 per cent of IS customers using warm phones.

The proportion of non-users of warm phones who said that they were unaware of the service (35 per cent) is similar to the equivalent figure for Jobpoints. As with Jobpoints, it appears that lack of awareness is less likely to be an explanation for lack of use by JSA customers than it is for IB or IS customers. Around 22 per cent of all customers said that they were unaware of the warm phone service.
As with Jobpoints, the majority (71 per cent) of customers who were aware of warm phones but had not used them stated that this was because they had never needed to use the service. Similarly, physical access or mental health needs were felt to be a barrier by about one in eight of ‘aware non-users’ and six per cent did not know how to use the service.

5.5 Satisfaction with channels

The survey asked respondents to indicate their overall satisfaction levels with these three channels and then went on to explore whether they had experienced any problems with Jobpoints, warm phones or the Jobcentre Plus website.

The vast majority of customers who had used one or more of the channels stated that they were fairly or very satisfied overall (Figure 5.3). Three per cent were ‘fairly dissatisfied’ and four per cent ‘very dissatisfied’, with some indication of slightly higher dissatisfaction rates among JSA customers11.

**Figure 5.3 Satisfaction with website, Jobpoints and warm phones**

<table>
<thead>
<tr>
<th>Dissatisfied</th>
<th>Fairly satisfied</th>
<th>Totally satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>7</td>
<td>47</td>
</tr>
<tr>
<td>Percentages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JSA</td>
<td>8</td>
<td>44</td>
</tr>
<tr>
<td>IB</td>
<td>7</td>
<td>49</td>
</tr>
<tr>
<td>IS</td>
<td>7</td>
<td>47</td>
</tr>
</tbody>
</table>

Base: All used of at least one channel (2,972), JSA (2,215), IB (833) and IS (1,924). Q66 ‘Overall how satisfied or dissatisfied are you with these services?’

11 This may be explained by the fact that JSA customers are likely to be the most frequent users of these channels and may, therefore, be expected to experience problems on at least one occasion.
Just under 20 per cent of respondents who had used at least one channel stated that they had experienced some problems with their use. JSA customers are significantly more likely than IB or IS customers to have experienced problems, a finding that may be related to the likelihood that JSA customers are the most frequent users of channels\(^\text{12}\). Further investigation suggests that users of Jobpoints are most likely to have experienced problems (10 per cent of all users; 18 per cent of JSA users), followed by the website (six per cent of all users; nine per cent JSA) and warm phones (five per cent of users across all benefit groups).

The most commonly-cited problems with Jobpoints are:

- the system being down or faulty (53 per cent of problems);
- problems with the job search criteria e.g. bringing up jobs in wrong area or occupation (22 per cent);
- queues or lack of units (seven per cent);
- customer didn’t know how to use Jobpoint (six per cent).

In relation to warm phones, the most common problems are:

- couldn’t get through on the phone (52 per cent of problems);
- system down or faulty (15 per cent);
- queues or lack of units (14 per cent);
- needed help but none available (10 per cent).

Finally, problems with the Jobcentre Plus website were related to:

- system down or faulty (35 per cent of problems);
- problems with the job search criteria e.g. bringing up jobs in wrong area or occupation (29 per cent);
- website not user-friendly (nine per cent);
- customer didn’t know how to use website (eight per cent).

### 5.6 Overview

- Just over half of all customers, and over 90 per cent of JSA customers, had used the Jobpoint service on at least one occasion.
- In most cases lack of need for Jobpoints, rather than lack of awareness of their existence is the main reason for customers not using the service.
- A small number of respondents felt that Jobpoints did not accommodate their physical or mental health needs and/or that they did not know how to use Jobpoints.

\(^{12}\) Respondents were not asked to indicate frequency of use.
• Thirty per cent of customers had used the Jobcentre Plus website, with JSA customers being more likely than others to have done so.

• Only a small number of customers felt that lack of access to a computer was preventing them from using the website, with physical and mental health constraints affecting a slightly larger group.

• Almost two in five customers had made use of the ‘warm phones’ in Jobcentre Plus offices, with 22 per cent stating that they were unaware of the service.

• IS and IB customers are less likely than their JSA counterparts to (a) have used or (b) be aware of the warm phones.

• The vast majority of customers declared themselves to be ‘satisfied’ or ‘very satisfied’ with the service they received through these channels.

• However, one in five users of one or more of these channels reported experiencing some type of problem, with technical problems affecting Jobpoints and the website, and problems getting through being the main cause of problems with warm phones.
6 Other aspects of satisfaction

6.1 Access to services

Survey respondents were asked to indicate whether they experienced any difficulties with access to Jobcentre Plus services. This was asked as a broad question in order to encompass all of the possible difficulties that customers might have, including physical access, issues with mental health, confidence and skills needed to utilise some of the more technologically-based channels such as the website.

**Figure 6.1 Customers that feel their access to services is limited in some way**

<table>
<thead>
<tr>
<th></th>
<th>All</th>
<th>JSA</th>
<th>IB</th>
<th>IS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentages</td>
<td>19</td>
<td>15</td>
<td>23</td>
<td>15</td>
</tr>
</tbody>
</table>

Base: All respondents (4,228), JSA (1,236), IB (1,644) & IS (1,348).
Q68. ‘Do you feel your access to Jobcentre Plus services is limited in any way?’

As illustrated in Figure 6.1, 19 per cent of all respondents felt that their access to Jobcentre Plus services was limited in some way. Incapacity Benefit (IB) customers are most likely to experience access difficulties, with no apparent difference between the experiences of Jobseeker’s Allowance (JSA) and Income Support.
(IS) customers. Further analysis by customer characteristics suggests that younger customers (under 25 years of age) are significantly less likely than older customers to experience access problems, with no significant difference between male and female customers. Customers who had been claiming benefits for six months or more are more likely than average to state that they had access difficulties but lone parents are less likely than average to experience such problems.

The survey suggests some variations by region in perceived access difficulties, with the highest proportion of customers reporting difficulties in Wales (26 per cent), Eastern region (23 per cent) and Yorkshire and the Humber (23 per cent). The lowest incidences of reported access difficulties were in the North East (13 per cent), North West (14 per cent) and Scotland (16 per cent).

Respondents who stated that they experienced access difficulties were asked to elaborate on their response and were also asked a series of questions designed to explore the nature of these access difficulties. Key findings are:

- Sixteen per cent of all respondents stated that their local Jobcentre Plus office was fairly or very inconvenient to get to. This figure is significantly higher (21 per cent) for IB customers and for customers in the older age brackets, but lower for lone parents.

- Two-thirds of respondents who had access difficulties said that they had limited access to the office buildings. Such physical access problems are less apparent among JSA customers, but more prevalent among older and/or longer-term customers.

- Sixteen per cent of the ‘access difficulties’ group said that they found it hard to have face-to-face meetings with staff in the office, with no statistically significant differences apparent between customer groups.

- Access to Jobpoints is a problem for seven per cent of this group, with JSA customers being more likely to mention this issue. Note, however, that this represents a very small proportion of the total customer base.

- Issues concerning telephone contact affect a further 12 per cent of the ‘access difficulty’ group, with younger customers particularly likely to identify problems accessing telephone contact centres.

- The wide range of ‘other’ responses indicate that actual or perceived ‘exclusion’ from Jobcentre Plus services is a complex phenomenon, affecting different customer groups in different ways.

Coding of the open responses given by customers who stated that they had some form of access difficulty, further reinforces the point that a variety of problems are experienced by a minority of customers, relating to a range of issues including physical access, mental health, language, travel, technical problems, the organisation of service and the attitude of staff members.

- The most commonly-mentioned group of difficulties relate to distance between the customer’s home and the Jobcentre Plus office. This is important across all benefit groups and is a particular issue for older customers.
• Secondly, shortfalls in the way in which the system accommodates customers’ physical needs was noted by 28 per cent of all customers experiencing barriers and 37 per cent of IB customers in this group.

• Thirteen per cent of these customers mentioned cost issues and nine per cent (13 per cent of IB customers) who had experienced access problems related these problems to mental health issues such as anxiety or stress.

• A wide range of other issues were raised, including queues or overcrowding in the office, difficulties getting face-to-face information and technical problems with Jobpoints, phones and the website.

• The overall picture is one in which individual customers experience access difficulties that reflect their own individual circumstances, with a mixed picture emerging. Barriers of travel and physical access to offices are clearly problems for a group of Jobcentre Plus customers, with mental health difficulties playing some role, along with changes in service delivery that appear to lead to some customers feeling ‘excluded’ from the process of obtaining information and advice from staff on a face-to-face basis.

6.2 Complaints

Fourteen per cent of respondents stated that they had felt like complaining about some aspect of Jobcentre Plus service at some point during the six months prior to the survey. The proportion of JSA customers who felt like complaining (Figure 6.2) is significantly higher than average, at 27 per cent. Less than a quarter of this group of customers (3.4 per cent of all customers) had actually made a complaint, although nine per cent intended to make a complaint at some point in the near future.

In order of frequency of mention, the most common reasons for customers stating that they felt like complaining are:

• staff attitudes (31 per cent);
• lack of knowledge on the part of staff (14 per cent);
• late or incorrect benefit payments (13 per cent);
• problems with benefit payment procedures (10 per cent).

Customers who had made a complaint were asked to indicate how satisfied they were with the process or way in which their complaint was handled. Just over half of such customers were dissatisfied in some way, with 38 per cent describing themselves as ‘very dissatisfied’. Reasons for dissatisfaction, in order of frequency of mentions, are:

• the process did not achieve the desired result or effect;
• the customer was not kept informed of the progress of the complaint;
• staff dealing with the complaint were unconcerned or uncaring;
• the customer felt that their complaint was not being taken seriously;
• the process was too slow and/or inefficient.

Figure 6.2 Customers that felt like complaining and those that did

A similar picture emerges from analysis of customers’ responses in relation to satisfaction with the outcome of their complaint, suggesting a close relationship between customers’ views of the process of complaints handling and the outcome of that process. The most common cause of dissatisfaction is that the customer felt that their complaint had not been answered or resolved. Other customers were concerned that they did not receive the benefit to which they thought they were entitled and/or did not receive an apology or acknowledgement that their complaint was legitimate.

The majority of customers who had made a complaint (86 per cent) had not taken the matter further; a small number had taken actions such as contacting the Jobcentre Plus office manager, their MP, a solicitor or the Citizens Advice Bureau.
6.3 Other aspects of service

6.3.1 Changes in circumstances and benefit payment

A quarter of all respondents had found it necessary to inform Jobcentre Plus during the previous six months of changes in personal details or circumstances such as a change of address or family circumstances, with IB customers being slightly less likely to be in this position. Of this group, 24 per cent (six per cent of all customers) said that they had experienced some problems with their benefit payment following this.

6.3.2 Information provided by Jobcentre Plus

Seven per cent of respondents (12 per cent of JSA customers) said that they had been given information by Jobcentre Plus during the previous six months that the customer found to be incorrect or contradictory. The most common type of incorrect or contradictory information concerned the amount of benefit to which the customer was entitled (24 per cent of cases), followed by personal details (15 per cent), which type of benefit to apply for (12 per cent) and when the customer would receive their benefit (10 per cent).

6.3.3 Information provided to Jobcentre Plus and other agencies

A majority of respondents (56 per cent) said that they found it necessary to provide the same information to Jobcentre Plus and other Department for Work and Pensions (DWP) agencies such as the Child Support Agency, the Disability and Carer Service or the Pensions Service. This is particularly the case for IS customers. The overwhelming majority (89 per cent) of such customers stated that they were content to supply the same information to more than one agency, but a small number were unhappy about this, many feeling that the Department should share this information, as it was already on the system.

6.4 Overview

• Just under one in five Jobcentre Plus customers feel that their access to the service is limited in some way; 23 per cent of IB customers perceived that such barriers exist.

• The nature of these difficulties varies considerably, with some feeling that Jobcentre Plus offices are inconvenient to get to, and physical access problems affect IB and IS customers in particular.

• Other issues include access to Jobpoints, perceived barriers to arranging face-to-face meetings with staff and problems with telephone contact.

• Fourteen per cent of respondents stated that they had felt like complaining about some aspect of the service at some point during the previous six months; only three per cent actually made a complaint.
- Staff attitudes, lack of knowledge on the part of staff and problems with benefit payments are the most common causes of customer complaint.

- Customers who had gone through the complaints process had mixed opinions about the process and/or the outcome of their complaint.

- Six per cent of all customers had experienced difficulties with their benefit payments after they had informed Jobcentre Plus about a change of circumstances; others felt that they had been given incorrect or inaccurate information by Jobcentre Plus.

- The survey evidence suggests that the majority of customers do not regard it as a problem for them to provide the same information to Jobcentre Plus and other DWP agencies.
7 Drivers of customer satisfaction

7.1 The multivariate model

It is clear from the previous sections of this report that a wide range of factors are associated with the extent to which an individual customer is likely to declare themselves to be ‘satisfied’ or ‘dissatisfied’, in an overall sense, with the service that they receive from Jobcentre Plus. In this chapter we report the results of exploratory multivariate analysis of these factors. In particular, two sets of factors were investigated:

- **Demographic**: the first model investigates which demographic factors (gender, age, ethnicity, location, benefit type, disability etc.) combine to affect the likelihood of a customer expressing dissatisfaction with the Jobcentre Plus service.

- **Key drivers**: this second model concentrates on the experiences of customers in relation to different aspects of the service, in order to identify those experiences that are most likely to result in an individual customer expressing overall dissatisfaction with the Jobcentre Plus service.

This chapter presents a non-technical summary of the main findings.

7.2 Results

7.2.1 Demographic factors

A number of demographic characteristics might be expected to influence the propensity of an individual to express dissatisfaction, partly because different groups of individuals may experience the service differently, partly because different groups of customers may have differing expectations of the quality of service that Jobcentre Plus should provide.
Our analysis considered the relationship between a range of demographic factors and the ‘dependent variable’ – whether an individual is fairly dissatisfied or very dissatisfied with the Jobcentre Plus service. The demographic factors included in the model were:

- age;
- gender;
- lone parent;
- disability;
- ethnicity;
- duration of claim;
- region;
- pathways region.

Separate regression models were estimated for each of the three main benefit groups, with one overall observation being that demographic factors appear to explain only a very small proportion (between one and 10 per cent) of the variation in the propensity of customers to express dissatisfaction. In other words, the explanation for variations in customer satisfaction must lie in a range of other factors independent of the customer’s characteristics.

To the extent that demographic factors are important, age appears to play some role in influencing the satisfaction of Jobseeker’s Allowance (JSA) customers and there are significant variations by region in satisfaction rates for JSA and Income Support (IS) customers.

In the case of IS customers, the multivariate model provides support for the suggestion that there are two broad groups of such customers. Those claiming on the basis of caring responsibilities (primarily lone parents) appear to be significantly more satisfied than those claiming on the basis of incapacity. No evidence emerged from this exploratory analysis of ethnicity playing any significant independent role in influencing customer satisfaction.

### 7.2.2 Key drivers

The second set of models explored the relationship between customers’ ratings of specific elements of the Jobcentre Plus service and their overall (dis)satisfaction. Once again, the dependent variable is a dichotomous (0-1) variable indicating whether a customer is fairly dissatisfied or very dissatisfied overall with the Jobcentre Plus service.

Variables that were tested in the model were:

- dissatisfaction with office conditions;
- office is inconvenient;
• feel they have limited access;
• received Incorrect or contradictory information;
• missed benefit payment after change of details;
• had a negative service experience e.g. missed appointment, etc.;
• poor rating for whether relevant information provision at last contact;
• poor rating for time taken to deal with business at last contact;
• poor rating for respect as an individual at last contact;
• poor rating for friendliness & politeness at last contact;
• poor rating for respect for privacy at last contact;
• dissatisfaction with last contact;
• outstanding issues at the end of last contact;
• had a problem with channels;
• dissatisfaction with channels;
• felt like complaining;
• have/will complain.

All of the above service experiences had a significant correlation with overall dissatisfaction apart from satisfaction with the channels (job points, website & warm phones). This was true for all three benefit types (JSA, IB, IS). There were also – as would be expected – strong relationships between these negative experiences with 60 per cent of those that had one negative experience having at least one other negative experience and 9 per cent having more than five negative experiences.

Further analysis attempted to establish which of the service experiences had the strongest unique relationship with dissatisfaction. In order of their contribution to the model, the following factors emerged from this process:
• dissatisfaction with office conditions;
• poor rating for relevant information provision;
• received Incorrect or contradictory information;
• feel they have limited access;
• poor rating for time taken to deal with business;
• missed benefit payment after change of details;
• poor rating for respect as an individual.

These factors explain approximately 32 per cent (between 17 and 35 per cent depending on the precise model used) of the total variation in dissatisfaction.
It is clear, therefore, that customers’ experiences of aspects of the service pay a much more significant role than their individual characteristics in determining their overall satisfaction with the service. It appears that a relatively small number of customers have an across-the-board poor experience of the service, with a further group having one or two poor experiences that lead them to express negative feelings about the overall service.

The model was estimated separately for JSA, IB and IS customers. In the case of JSA customers, the most important drivers of overall dissatisfaction (in order of importance) are:

- dissatisfaction with office conditions;
- poor rating for relevant information provision;
- received Incorrect or contradictory information;
- office is inconvenient;
- dissatisfaction with last contact;
- feel they have limited access.

For IS customers, the main factors are:

- received Incorrect or contradictory information;
- missed benefit payment after change of details;
- poor rating for time taken to deal with business;
- dissatisfied with channels;
- poor rating for relevant information provision;
- outstanding issues at the end of last contact;
- feel they have limited access;
- dissatisfied with office conditions.

Finally, the main drivers of dissatisfaction for IB customers are:

- poor rating for relevant information provision;
- poor rating for respect as an individual;
- missed Benefit Payment after change of details;
- received Incorrect or contradictory information;
- feel they have limited access;
- poor rating for friendliness & politeness;
- had a negative service experience e.g. missed appointment, etc.;
- dissatisfaction with office conditions.
7.3 Key points

Multivariate analysis of factors influencing the overall satisfaction of Jobcentre Plus customers with the services provided suggests the following:

- Demographic factors such as age, gender and ethnicity play a relatively minor role in explaining the extent to which individual customers are likely to be dissatisfied with Jobcentre Plus services.

- There is some evidence that there exist two distinct groups of IS customers with differing propensities to express dissatisfaction, with lone parents being significantly more likely to be satisfied than other groups of IS customers, notably males and customers with a disability.

- Region is a very strong predictor of customer dissatisfaction, even when demographic and ‘benefit type’ factors are taken into account. The regional pattern varies slightly between JSA and IB customer groups.

- Analysis of the service factors that appear to be driving overall satisfaction suggests the following:
  - dissatisfaction with office conditions is a major driver of dissatisfaction, particularly for JSA customers;
  - provision of incorrect or contradictory information is also important, particularly for IS and IB customers;
  - other key drivers, in order of importance, are the extent to which customers feel that they have limited access to services; excessive time taken to deal with business; missing or incorrect benefit payments and the feeling that customers are not being treated with respect as individuals.

- The precise nature and order of importance of these factors varies slightly by benefit type but the overall picture remains one in which the most dissatisfied customers overall are those who feel that office conditions are inadequate, that they are not being provided with accurate or relevant information, who feel that their access to services is limited in some way; who feel that it takes too long to deal with their business; that they are not getting the correct benefit payments and/or that they are not being treated with respect as individuals.
8 Main findings and implications

8.1 Overview of main findings

The 2007 Jobcentre Plus Customer Satisfaction Survey, in which 4,228 customers were interviewed, suggests that the majority of Jobcentre Plus customers are broadly satisfied with the service that they receive most of the time. The results do suggest, however, that there is scope to improve customer satisfaction ratings by addressing problems experienced by customer groups that have a tendency to express greater levels of dissatisfaction than average. These include Jobseeker’s Allowance (JSA) customers, males, customers in non-white ethnic groups and those living in some areas of the country, notably London, the South East and Wales.

The 2007 survey suggests that some progress has been made in addressing these issues, with these ‘more dissatisfied’ groups tending to report improved experiences of the service to a greater extent than others. In general, customers felt that the service overall had improved over the previous year but there are some signs from the survey results of a degree of inconsistency in the service that might influence customers’ perceptions. In particular, customers tend to be more satisfied with the service they receive through face-to-face contact than they are with telephone-based services. There also appears to be scope to improve customer awareness, perception and experience of technology-based channels such as Jobpoints and the Jobcentre Plus website.

Finally, multivariate analysis of the data reveals that the Jobcentre Plus customer base is highly diverse in its use of, and perceptions of, the service that they receive. The drivers of dissatisfaction are complex and relate to the customer’s individual characteristics and circumstances, type of benefit received, experience of individual offices and individual members of staff, perceived accuracy and usefulness of information provided and in particular problems experienced with issues such as changes in personal circumstances and benefit entitlement. Striving for greater consistency in the provision of services across the various channels while
recognising the diversity of the customer base would appear to be an appropriate strategy to ensure that increasing numbers of Jobcentre Plus customers express satisfaction with the service they receive.

8.2 Detailed findings

8.2.1 Customers’ use of Jobcentre Plus services

• There is considerable variation in the nature, frequency and methods by which Jobcentre Plus customers contact and interact with the organisation.

• While the majority of JSA customers are in regular contact with Jobcentre Plus, Income Support (IS) and Incapacity Benefit (IB) customers have less frequent interactions.

• In particular, IS and IB customers visit Jobcentre Plus offices much less frequently than do JSA customers.

• The vast majority of all customers had some form of contact with Jobcentre Plus during the 12 months prior to the survey; contact takes place through a combination of face-to-face, telephone and postal means.

• Many Jobcentre Plus customers have some form of contact with other DWP agencies; this is particularly the case for IB customers (Disability and Carers Service) and IS customers (Child Support Agency).

8.2.2 Overall customer satisfaction

• The overwhelming majority of Jobcentre Plus customers state that they are ‘satisfied’ or ‘very satisfied’ with the service that they have received.

• There are some variations by customer type in the extent to which they are satisfied with services received. The least satisfied respondents were:
  – JSA customers;
  – customers who have been claiming benefit for a long time;
  – males;
  – older customers;
  – customers in London, the South East and Wales;
  – customers from black, Chinese or mixed race backgrounds;
  – customers who felt that they had some barriers to accessing services.

• Customers were more likely to express dissatisfaction with their experiences of written and/or telephone contact with Jobcentre Plus, as compared with face-to-face contact.

• One in five customers felt that the quality of the service provided by Jobcentre Plus had improved over the 12 months prior to the survey; only six per cent felt that service quality had declined.
The following groups of customers are more likely than average to have perceived an improvement in service quality:

- lone parents;
- customers from non-white ethnic groups;
- customers in London and the West Midlands.

Customers who felt that they had experienced barriers to accessing Jobcentre Plus services are more than twice as likely as average to state that service quality has declined.

The survey results indicate that, in the experience of some customers, Jobcentre Plus falls short on some occasions of its service standard targets in relation to timeliness of meetings, telephone response and written response.

In terms of specific aspects of service delivery, the highest rates of dissatisfaction were recorded in relation to ‘providing relevant information’ and ‘timeliness’.

Further investigation of customers’ views about the best and worst aspects of the Jobcentre Plus service suggests that:

- positive feedback outweighs negative comments;
- more than two in five customers made positive comments about staff attitudes, behaviour and related aspects of service;
- negative comments tend to focus on technical and system issues such as problems with the telephone system, queues and slow service;
- customers commented positively and negatively about a range of other issues including information provision (mainly positive but some negative) and the Jobcentre Plus office environment (more negative than positive).

The variability of the service received by some customers is indicated by the fact that a quarter of respondents rated their most recent experience as ‘better than usual’ and five per cent said that it was ‘worse than usual’.

8.2.3 Customer experience of channels

- Just over half of all customers, and over 90 per cent of JSA customers, had used the Jobpoint service on at least one occasion.

- In most cases lack of need for Jobpoints, rather than lack of awareness of their existence, is the main reason for customers not using the service.

- A small number of respondents felt that Jobpoints did not accommodate their physical or mental health needs and/or that they did not know how to use Jobpoints.

- Thirty per cent of customers had used the Jobcentre Plus website, with JSA customers being more likely than others to have done so.
• Only a small number of customers felt that lack of access to a computer was preventing them from using the website, with physical and mental health constraints affecting a slightly larger group.

• Almost two in five customers had made use of the ‘warm phones’ in Jobcentre Plus offices, with 22 per cent stating that they were unaware of the service.

• IS and IB customers are less likely than their JSA counterparts to (a) have used or (b) be aware of the warm phones.

• The vast majority of customers declared themselves to be ‘satisfied’ or ‘very satisfied’ with the service they received through these channels.

• However, one in five users of one or more of these channels reported experiencing some type of problem, with technical problems affecting Jobpoints and the website, and problems getting through being the main cause of problems with warm phones.

8.2.4 Other aspects of customer satisfaction

• Just under one in five Jobcentre Plus customers feel that their access to the service is limited in some way; 23 per cent of IB customers perceived that such barriers exist.

• The nature of these difficulties varies considerably, with some feeling that Jobcentre Plus offices are inconvenient to get to, and physical access problems affect IB and IS customers in particular.

• Other issues include access to Jobpoints, perceived barriers to arranging face-to-face meetings with staff and problems with telephone contact.

• Fourteen per cent of respondents stated that they had felt like complaining about some aspect of the service at some point during the previous six months; only three per cent actually made a complaint.

• Staff attitudes, lack of knowledge on the part of staff and problems with benefit payments are the most common causes of customer complaint.

• Customers who had gone through the complaints process had mixed opinions about the process and/or the outcome of their complaint.

• Some customers had experienced difficulties with their benefit payments after they had informed Jobcentre Plus about a change of circumstances; others felt that they had been given incorrect or inaccurate information by Jobcentre Plus.

• The survey evidence suggests that the majority of customers do not regard it as a problem for them to provide the same information to Jobcentre Plus and other DWP agencies.
8.2.5 Drivers of customer dissatisfaction

Multivariate analysis of factors influencing the overall satisfaction of Jobcentre Plus customers with the services provided suggests the following:

- Demographic factors such as age, gender and ethnicity play a relatively minor role in explaining the extent to which individual customers are likely to be dissatisfied with Jobcentre Plus services.

- There is some evidence that there exist two distinct groups of IS customers with differing propensities to express dissatisfaction, with lone parents being significantly more likely to be satisfied than other groups of IS customers, notably males and customers with a disability.

- Region is a very strong predictor of customer dissatisfaction, even when demographic and ‘benefit type’ factors are taken into account. The regional pattern varies slightly between JSA and IB customer groups.

- Analysis of the service factors that appear to be driving overall satisfaction suggests the following:
  - dissatisfaction with office conditions is a major driver of overall dissatisfaction, particularly for JSA customers;
  - provision of incorrect or contradictory information is also important, particularly for IS and IB customers;
  - other key drivers, in order of importance, are the extent to which customers feel that they have limited access to services; excessive time taken to deal with business; missing or incorrect benefit payments and the feeling that customers are not being treated with respect as individuals.

- The precise nature and order of importance of these factors varies slightly by benefit type, but the overall picture remains one in which the most dissatisfied customers overall are those who feel that office conditions are inadequate, that they are not being provided with accurate or relevant information, who feel that their access to services is limited in some way; who feel that it takes too long to deal with their business; that they are not getting the correct benefit payments and/or that they are not being treated with respect as individuals.

8.3 Implications

The 2007 Customer Satisfaction Survey is part of an ongoing programme of research designed to investigate and understand customers’ experiences of, and opinions of, the service that they receive from Jobcentre Plus. In particular, a follow-on qualitative study is investigating in more detail some of the issues raised by this quantitative study. Notwithstanding the need for further investigation through qualitative research and detailed interrogation of the survey database, a number of implications emerge from the results that are presented in this report:
• It is clear that one key set of drivers of dissatisfaction relates to customers’ negative experiences of the process of providing Jobcentre Plus with revised information in order to adjust benefit payments or to enable payments to be sent to new addresses, etc. It would appear that there is scope to improve processes (including communications with customers) in this regard.

• A further clear finding is that customers tend to be more dissatisfied than average with telephone-based as opposed to face-to-face experiences. Further work is needed in order to investigate why this is the case (for example some customers may have a natural preference for face-to-face contact) but it seems clear that improvements in the telephone service are likely to lead to improved customer satisfaction ratings overall.

• Customers’ responses suggest that many are experiencing inconsistent levels of service, over time, between regions and districts, between channels and between individual members of staff. While it is difficult to ensure that all customers get precisely the same level of service in every case, it seems that overall customer satisfaction ratings would be improved by a continuing process of training and developing staff, ensuring that procedures are followed consistently and learning from good practice (for example through customer feedback) in order to continually improve.

• Further investigation of the reasons for apparent variation in the perception of service quality by customers in different regions would be helpful in order to highlight those factors that might be addressed by Jobcentre Plus (e.g. staff recruitment and training) and those that are by and large out of the organisation’s control (e.g. customer characteristics, local and regional labour markets).

• Finally, it is important to reiterate to staff and customers that, by and large, Jobcentre Plus customers are satisfied with the service that they receive. While there is no room for complacency, the Customer Satisfaction Survey and associated research provides a strong basis from which the organisation can learn more about its customers and strive to continually improve their experience of the service.
Appendix A
Technical details

A.1 The survey

This report presents the results of the 2007 Jobcentre Plus National Customer Satisfaction Survey. The survey is a follow-up to customer satisfaction surveys conducted in 2003, 2004 and 2005. However, given changes to the service in the last two years, the information needs and priorities of Jobcentre Plus had changed sufficiently to warrant the methodology and content of the survey to be revisited. As such, results of this survey are not directly comparable to the previous surveys.

The survey was conducted by telephone in June to August 2007, with an achieved sample of 4,228 Jobcentre Plus customers, including claimants of Jobseeker’s Allowance (JSA), Incapacity Benefit (IB) and Income Support (IS). This represents a response rate of 67 per cent of those contacted that were eligible to complete the survey, 15 per cent of attempted telephone contacts and 10 per cent of the total number of contacts provided by Jobcentre Plus.

Of the 44,047 contacts that were supplied by Jobcentre Plus the following outcomes were recorded:

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed interview</td>
<td>10%</td>
</tr>
<tr>
<td>Opted out (by post)</td>
<td>12%</td>
</tr>
<tr>
<td>Opted out (by telephone)</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Opt out was ‘Returned to sender’</td>
<td>5%</td>
</tr>
<tr>
<td>Number tried (but no response)</td>
<td>25%</td>
</tr>
<tr>
<td>Number not tried (quota full)</td>
<td>23%</td>
</tr>
<tr>
<td>No longer at address or ‘wrong number’ when called</td>
<td>5%</td>
</tr>
<tr>
<td>Number not available/dead line/no anonymous calls</td>
<td>16%</td>
</tr>
<tr>
<td>Survey not applicable (e.g. not claimed benefit)</td>
<td>1%</td>
</tr>
<tr>
<td>Respondent declined</td>
<td>5%</td>
</tr>
</tbody>
</table>
For those customers who had experienced an interactive contact with Jobcentre Plus in the last six months, the focus of the interview was the customer’s most recent contact with the agency, whatever form that might take (e.g. office visit or telephone contact), and on broader perceptions of the service provided. For those who had not experienced interactive contact in the last six months, a shorter interview was conducted primarily focused on exploring why there had been no contact and whether this was due to any access or service provision issues. All customers were asked some general questions including their overall satisfaction with the service provided by Jobcentre Plus.

The survey adopted a quota sampling methodology whereby targets are set for numbers of achieved interviews in various sample sub-groups (by age, gender, main benefit and region) and then weights are applied in analysis to adjust the data to be representative of the known profile of Jobcentre Plus customers. Quotas were set only for the longer interviews (ie those with contact in the last six months) in order to ensure sufficient sample sizes for detailed analysis in all key sub-groups. This allowed the number of non-contactors to fall out naturally and therefore provide a measure of this aspect. Weighting was applied to all customers to ensure a representative sample overall.

The contact list supplied by Jobcentre Plus was in random order and potential interviewees were contacted in random order. All respondents were informed of the survey by letter and given the option to opt out. Provision was made to ensure that no customer would be excluded from the survey due to the telephone methodology employed. Any customer who felt that a telephone interview would be problematic for them was given the opportunity to express this at the opt-out stage. The individual responses to this were taken into account on a case by case basis. Alternative methods including interviews with a translator, proxy interviews, postal and online completion methods were arranged for these customers.

The contact lists provide a customer snapshot in time but there are lags in the process (Jobcentre Plus database cleaning, the opt out period, etc.) that mean that it is possible that by the time of the interview some customer (especially short-term JSA customers for example) may no longer be claiming. These customers are still interviewed as their experience of the service is still valid. To exclude these customers would be to bias the sample by excluding short-term customers whose experiences and needs may be quite different to other customers.

A.2 Weighting and analysis

Questionnaires were coded and input for analysis using SPSS (Statistical Package for the Social Sciences). Weights were applied in the analysis of the survey data so that the reported results are representative of the customer population of Jobcentre Plus. Weighting is required due to the quota sampling strategy which seeks to achieve sufficient numbers of respondents in each defined quota group to provide a satisfactory basis for analysis. Weighting then adjusts the data in each
sub-group in order that the total data is representative of the total population of customers.

The customer profile provided by Jobcentre Plus contained information on key characteristics in interlocking tables – main benefit, age, gender, region. Where some characteristics for an individual were unknown they were still included in the profile for all other known characteristics. The proportions of customers in each interlocking cell in the profile were then used to create tables indicating the number of survey respondents in each of the interlocking cells that would constitute an exactly representative sample. This provided a target distribution of survey respondents.

The actual data achieved in the survey was then compared to this target distribution. A factor was calculated in each cell (target divided by actual), which constituted the weight applied. Due to the detail of the cells used (by interlocking so many factors) some achieved cells would have been empty. Therefore, it was not possible to weight on the basis of fully interlocked cells but the approach ensured that the totals for each variable were weighted to the correct proportions. Moreover, since all variables have an interlocking effect on other variables, it was necessary to employ a staged/repeated weighting process to reduce any order effect.

A.3 The sample

Table A.1 presents details of the weighted sample, illustrating the diverse nature of the Jobcentre Plus customer base. Unweighted bases are included on all tables and figures providing guidance to the reader as to the size of key sub-groups of the sample, which determines the scope for disaggregation of the findings.
Table A.1 Weighted sample profile

<table>
<thead>
<tr>
<th>Benefit type</th>
<th>Percentages</th>
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<tbody>
<tr>
<td>Jobseeker’s Allowance</td>
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<tr>
<td>Incapacity Benefit</td>
<td>48</td>
</tr>
<tr>
<td>Income Support</td>
<td>33</td>
</tr>
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<table>
<thead>
<tr>
<th>Age</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 to 24 years of age</td>
<td>13</td>
</tr>
<tr>
<td>16 to 24 years of age</td>
<td>54</td>
</tr>
<tr>
<td>16 to 24 years of age</td>
<td>32</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sex</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>51</td>
</tr>
<tr>
<td>Female</td>
<td>49</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnic group</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Mixed</td>
<td>2</td>
</tr>
<tr>
<td>Asian</td>
<td>5</td>
</tr>
<tr>
<td>Black</td>
<td>4</td>
</tr>
<tr>
<td>Chinese and any other ethnic group</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Limiting disability</th>
<th>61</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Midlands</td>
<td>7</td>
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<tr>
<td>East of England</td>
<td>7</td>
</tr>
<tr>
<td>London</td>
<td>15</td>
</tr>
<tr>
<td>North East</td>
<td>6</td>
</tr>
<tr>
<td>North West</td>
<td>14</td>
</tr>
<tr>
<td>Scotland</td>
<td>10</td>
</tr>
<tr>
<td>South East</td>
<td>9</td>
</tr>
<tr>
<td>South West</td>
<td>7</td>
</tr>
<tr>
<td>Wales</td>
<td>7</td>
</tr>
<tr>
<td>West Midlands</td>
<td>10</td>
</tr>
<tr>
<td>Yorkshire and the Humber</td>
<td>9</td>
</tr>
</tbody>
</table>

Base: All respondents (4,228).
Data weighted by: region, age, gender and benefit type.
Defined by customer during the interview: benefit type, age, gender, ethnicity and disability. All other characteristics from Jobcentre Plus database.
Appendix B
Detailed breakdown of customer satisfaction ratings

Figure B.1 Ratings for ‘Treating customers in a friendly and polite way’

<table>
<thead>
<tr>
<th></th>
<th>Fairly good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>23</td>
<td>92</td>
</tr>
<tr>
<td>Meeting</td>
<td>20</td>
<td>94</td>
</tr>
<tr>
<td>Phone</td>
<td>26</td>
<td>90</td>
</tr>
<tr>
<td>Visit</td>
<td>20</td>
<td>93</td>
</tr>
</tbody>
</table>

Base: All respondents who have had verbal contact in the last six months; face-to-face (1,684), home visit (131) or telephone (1,306). Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.
Figure B.2  Ratings for ‘Treating customers in a friendly and polite way’ by Benefit type

### JSA
- **All**
  - Fairly good: 127
  - Very good: 90
- **Meeting**
  - Fairly good: 114
  - Very good: 87
- **Phone**
  - Fairly good: 28
  - Very good: 82
- **Visit**
  - Fairly good: 18
  - Very good: 98

### IB
- **All**
  - Fairly good: 122
  - Very good: 92
- **Meeting**
  - Fairly good: 117
  - Very good: 94
- **Phone**
  - Fairly good: 124
  - Very good: 91
- **Visit**
  - Fairly good: 118
  - Very good: 98

### IS
- **All**
  - Fairly good: 120
  - Very good: 94
- **Meeting**
  - Fairly good: 127
  - Very good: 91
- **Phone**
  - Fairly good: 127
  - Very good: 89
- **Visit**
  - Fairly good: 21
  - Very good: 83

Base: All respondents who have had verbal contact in the last six months; face-to-face JSA (839), IB (307), IS (538), telephone JSA (315), IB (544), IS (447); home visit IB (55), IS (51).

Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.

* Low bases for home visit – JSA insufficient to chart. Caution to be taken with IB and IS figures.

Figure B.3  Ratings for ‘Treating customers with respect as individuals’

### All
- **Fairly good**
  - Fairly good: 21
  - Very good: 91

### Meeting
- **Fairly good**
  - Fairly good: 19
  - Very good: 93

### Phone
- **Fairly good**
  - Fairly good: 24
  - Very good: 89

### Visit
- **Fairly good**
  - Fairly good: 17
  - Very good: 93

Base: All respondents who have had verbal contact in the last six months; face-to-face (1,684), home visit (131) or telephone (1,306).

Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.
### Figure B.4 Ratings for ‘Treating customers with respect as individuals’ by benefit type

**Base:** All respondents who have had verbal contact in the last six months; face-to-face JSA (839), IB (307), IS (538); telephone JSA (315), IB (544), IS (447); home visit IB (55), IS (51).

Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.

*Low bases for home visit – JSA insufficient to chart. Caution to be taken with IB and IS figures.*

<table>
<thead>
<tr>
<th>Benefit Type</th>
<th>Fairly good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JSA</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All</td>
<td>27</td>
<td>90</td>
</tr>
<tr>
<td>Meeting</td>
<td>26</td>
<td>91</td>
</tr>
<tr>
<td>Phone</td>
<td>28</td>
<td>89</td>
</tr>
<tr>
<td>Visit *</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Percentages IB</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All</td>
<td>21</td>
<td>91</td>
</tr>
<tr>
<td>Meeting</td>
<td>16</td>
<td>93</td>
</tr>
<tr>
<td>Phone</td>
<td>23</td>
<td>90</td>
</tr>
<tr>
<td>Visit *</td>
<td>18</td>
<td>98</td>
</tr>
<tr>
<td><strong>IS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All</td>
<td>18</td>
<td>92</td>
</tr>
<tr>
<td>Meeting</td>
<td>14</td>
<td>97</td>
</tr>
<tr>
<td>Phone</td>
<td>23</td>
<td>87</td>
</tr>
<tr>
<td>Visit *</td>
<td>17</td>
<td>83</td>
</tr>
</tbody>
</table>

### Figure B.5 Ratings for ‘Dealing with business in a reasonable time’

**Base:** All respondents who have had verbal contact in the last six months; face-to-face (1,684), home visit (131) or telephone (1,306).

Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.

<table>
<thead>
<tr>
<th>Benefit Type</th>
<th>Fairly good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All</strong></td>
<td>27</td>
<td>88</td>
</tr>
<tr>
<td><strong>Percentages</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting</td>
<td>26</td>
<td>93</td>
</tr>
<tr>
<td>Phone</td>
<td>28</td>
<td>83</td>
</tr>
<tr>
<td>Visit</td>
<td>22</td>
<td>96</td>
</tr>
</tbody>
</table>
Appendices – Detailed breakdown of customer satisfaction ratings

Figure B.6  Ratings for ‘Dealing with business in a reasonable time’  
by benefit type

<table>
<thead>
<tr>
<th>Benefit Type</th>
<th>Fairly good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>33</td>
<td>90</td>
</tr>
<tr>
<td>JSA</td>
<td>33</td>
<td>92</td>
</tr>
<tr>
<td>Meeting</td>
<td>27</td>
<td>87</td>
</tr>
<tr>
<td>Phone</td>
<td>25</td>
<td>84</td>
</tr>
<tr>
<td>Visit *</td>
<td>20</td>
<td>100</td>
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<tr>
<td>IB Percentages</td>
<td></td>
<td></td>
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<tr>
<td>All</td>
<td>22</td>
<td>88</td>
</tr>
<tr>
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<tr>
<td>Phone</td>
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<tr>
<td>Visit *</td>
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<tr>
<td>IS Percentages</td>
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<td></td>
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<tr>
<td>All</td>
<td>23</td>
<td>88</td>
</tr>
<tr>
<td>Meeting</td>
<td>22</td>
<td>90</td>
</tr>
<tr>
<td>Phone</td>
<td>25</td>
<td>87</td>
</tr>
<tr>
<td>Visit *</td>
<td>18</td>
<td>92</td>
</tr>
</tbody>
</table>

Base: All respondents who have had verbal contact in the last six months; face-to-face JSA (839), IB (307), IS (538); telephone JSA (315), IB (544), IS (447); home visit IB (55), IS (51).

Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.

* Low bases for home visit – JSA insufficient to chart. Caution to be taken with IB and IS figures.

Figure B.7  Ratings for ‘Respecting customers privacy’

<table>
<thead>
<tr>
<th>Benefit Type</th>
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<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>23</td>
<td>88</td>
</tr>
<tr>
<td>Percentages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting</td>
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<td>90</td>
</tr>
<tr>
<td>Phone</td>
<td>25</td>
<td>87</td>
</tr>
<tr>
<td>Visit</td>
<td>18</td>
<td>92</td>
</tr>
</tbody>
</table>

Base: All respondents who have had verbal contact in the last six months; face-to-face (1,684), home visit (131) or telephone (1,306).

Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.
Figure B.8  Ratings for ‘Respecting customers privacy’ by benefit type

Base: All respondents who have had verbal contact in the last six months; face-to-face JSA (839), IB (307), IS (538); telephone JSA (315), IB (544), IS (447); home visit IB (55), IS (51).

Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.

* Low bases for home visit – JSA insufficient to chart. Caution to be taken with IB and IS figures.

Figure B.9  Ratings for ‘Information relevant to customer’s needs and circumstances’

Base: All respondents who have had verbal contact in the last six months; face-to-face (1,684), home visit (131) or telephone (1,306).

Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.
## Figure B.10 Ratings for ‘Information relevant to customer’s needs and circumstances’ by benefit type

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<td>Meeting</td>
<td>16</td>
<td>91</td>
</tr>
<tr>
<td>Phone</td>
<td>27</td>
<td>81</td>
</tr>
<tr>
<td>Visit*</td>
<td>21</td>
<td>83</td>
</tr>
</tbody>
</table>

Base: All respondents who have had verbal contact in the last six months; face-to-face JSA (839), IB (307), IS (538); telephone JSA (315), IB (544), IS (447); home visit IB (55), IS (51).

Ratings given for most recent contact Q15 Q27 & Q52 – figures for ‘Neither’, ‘Poor’ and ‘Don’t know’ and ‘Not applicable’ not shown.

* Low bases for home visit – JSA insufficient to chart. Caution to be taken with IB and IS figures.
Appendix C
Survey questionnaire

Hello, my name is …………………….. and I’m calling from the Policy Research Institute at Leeds Metropolitan University / IFF Research. We have been asked by Jobcentre Plus to conduct a survey to find out how satisfied people are with the service they receive from them. You should have received a letter telling you what the survey is about and asking if you would be willing to participate, do you recall seeing it?

(If no, briefly outline the purpose and content of the survey)

Would you be willing to take part? It should take about 10 to 15 minutes to complete. Everything you say will be treated in the strictest confidence and no one can identify you from the results.

A) Can I check that you are…. (READ OUT CONTACT NAME)?
   1. Yes (Go to Section 1 - Q1)  2. No

B) If no, can you tell me your relationship to (CONTACT NAME) and confirm that you are authorised to respond on their behalf?

   CODE ALL THAT APPLY
   1. Spouse / Partner
   2. Mother / Father / Guardian
   3. Son / Daughter
   4. Other relative
   5. Friend
   6. Professional Carer
   7. Other (Please Specify) ..............................................................
   8. NOT AUTHORISED – Terminate Interview

If answering on behalf of the named contact, remind the respondent that all questions directed to “you” are to be answered for that person, not themselves.
Section 1: Respondent Circumstances

1. Before we start the survey can you just confirm that you…….?
   1. Are currently receiving benefits / credits (Go to Question 2)
   2. Have recently made a new claim for benefits / credits (Go to Question 2)
   3. Or are no longer receiving benefits / credits but have received them in the past (Go to Question 2)
   4. Never Received Benefits / Credits - Do not read out this option.
      If respondent states that they have never received benefits prompt with ‘by benefits we mean things like JSA or IB etc…’ if the respondent still maintains they have never received any, then code this option and terminate the interview

2. In the last 6 months have you received any of the following benefits?
   READ OUT OPTIONS AND CODE ONE ONLY - If more than one of the benefits listed was being received then code the MAIN benefit ONLY.
   1. Jobseekers Allowance (Go to Q5)
   2. Incapacity Benefit (Go to Q5)
   3. Income Support (Go to Q5)
   4. No, have not received any of these benefits in the last 6 months (Terminate Interview)
   5. No, had received one of the benefits but not in the last 6 months (Terminate Interview)
   6. Don’t know / Can’t remember (Terminate Interview)

3. And can you confirm that you (ask as appropriate) are receiving / have applied for…. (read out main benefit stated on screen / contact sheet this will be either Jobseekers Allowance, Incapacity Benefit or Income Support)
   CODE ONE OPTION ONLY
   1. Yes, Jobseekers Allowance (Go to Q5)
   2. Yes, Incapacity Benefit (Go to Q5)
   3. Yes, Income Support (Go to Q5)
   4. No (Go to Q4)
   5. Don’t know / Can’t remember (Go to Q5)

4. In the last 6 months have you claimed or received any of the following benefits?
   READ OUT AND CODE ONE ONLY - If more than one of the benefits listed is being claimed / received then code the MAIN benefit ONLY.
   1. Jobseekers Allowance (Go to Q5)
   2. Incapacity Benefit (Go to Q5)
   3. Income Support (Go to Q5)
   4. No (Terminate Interview)
   5. Don’t know / Can’t remember (Go to Q5)
5. Which of the following best describes your current circumstances, are you…….? 
READ OUT AND CODE ONE OPTION ONLY 
1. Registered unemployed and signing on (i.e. receiving JSA) 
2. Claiming benefits and not in work (i.e. not receiving JSA, but receiving another primary benefit eg IS / IB) 
3. In work – not claiming benefits 
4. In work (16 hrs or less) – claiming benefits / credits 
5. In work (more than 16 hrs) – claiming benefits / credits 
6. Not in work & not claiming benefits 
7. On a Jobcentre Plus scheme 
8. Other (Please Specify) ...........................................................

Section 2: Contact with Jobcentre Plus

During this survey I will be asking you about your experiences of Jobcentre Plus services but first I need to read you a statement about Jobcentre Plus.

Jobcentre Plus is the government agency responsible for processing benefit claims and helping people into work. To deliver these services to customers Jobcentre Plus provides a range of contact points including offices, telephone contact centres, a website, leaflets and postal services. Before we discuss these services in more detail I’d like to ask how you feel about the service overall.....

6. So thinking about all the services provided by Jobcentre Plus, overall how satisfied or dissatisfied are you with the service, are you….? 
READ OUT AND CODE ONE OPTION ONLY 
1. Very satisfied 
2. Fairly satisfied 
3. Neither satisfied nor dissatisfied 
4. Fairly dissatisfied 
5. Very dissatisfied 
6. Don’t know 

7. How do you usually contact Jobcentre Plus, is it...? 
READ OUT & CODE ONE OPTION ONLY 
1. By visiting an office 
2. By telephone 
3. By letter / fax / email 
4. Home visit 
5. The Internet / Website 
6. More than one method / can’t decide 
7. Don’t Know / Can’t remember
8. Thinking about your contact with Jobcentre Plus, can you please tell me when you last…….?  

<table>
<thead>
<tr>
<th>Code One Option Per Row</th>
<th>Within the last week</th>
<th>Within the last fortnight</th>
<th>Within the last month</th>
<th>Within the last 3 months</th>
<th>Within the last 6 months</th>
<th>Longer than a year</th>
<th>Never</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Went to a Jobcentre Plus office for a face to face meeting with a member of staff (eg fortnightly review or a Work Focused Interview)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>B Rang Jobcentre Plus using one of the customer access (warm) phones in the Jobcentre Plus office (eg for a benefit enquiry or to find out more about a job vacancy) Please note this DOES NOT include any calls made directly to employers from the warm phones</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>C Rang Jobcentre Plus from your own phone / any phone NOT in a Jobcentre Plus office</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>D Received a phone call from Jobcentre Plus</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

If no contact in any of these ways in the last 6 months, go to Q33

If had contact in last 6 months but it is unclear which of these was the latest go to Q9

If had contact in last 6 months and it is clear which of these was the latest go to Q11 if (A) face to face meeting or Q20 if (B,C or D) telephone contact

9. If unclear as to which was the last contact ask: You said that you had both (insert response 1) and had (insert response 2 etc) in the last (insert time period) which of these was your most recent contact with Jobcentre Plus?

<table>
<thead>
<tr>
<th>Code One Option Only</th>
<th>Went to a Jobcentre Plus office for a face to face meeting with a member of staff</th>
<th>Rang Jobcentre Plus using one of the customer access (warm) phones in the Jobcentre Plus office</th>
<th>Rang Jobcentre Plus from your own phone / a phone NOT in a Jobcentre Plus office</th>
<th>Received a phone call from Jobcentre Plus</th>
<th>Don’t Know / Can’t remember – Go to Question 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Go to routing after Q10 if established which used last
10. **CATI Rotate & randomly select one of the options stated in Q7. If don’t know / can’t remember state: In that case for the survey I’ll be asking you a few questions about the last time you (insert option 1, 2 3 or 4).**

**CODE ONE OPTION ONLY**

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Went to a Jobcentre Plus office for a face to face meeting with a member of staff</td>
<td>1</td>
</tr>
<tr>
<td>Rang Jobcentre Plus using one of the customer access (warm) phones in the Jobcentre Plus office</td>
<td>2</td>
</tr>
<tr>
<td>Rang Jobcentre Plus from your own phone / a phone NOT in a Jobcentre Plus office</td>
<td>3</td>
</tr>
<tr>
<td>Received a phone call from Jobcentre Plus</td>
<td>4</td>
</tr>
</tbody>
</table>

For those respondents whose last form of contact was a face to face meeting ask Q11

For those respondents whose last form of contact was by telephone go to Q20

**Section 3: Face to Face Interaction with Staff**

I’d now like to ask you a few questions about your last face to face meeting with a member of Jobcentre Plus staff.

11. **Firstly can you tell me what was the purpose of the meeting?**

**PROMPT IF NECESSARY AND CODE ALL THAT APPLY**

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>A work focused interview that you were asked to attend after making a new claim for benefits</td>
<td>Use the term adviser in Q15</td>
</tr>
<tr>
<td>To sign on / fortnightly review</td>
<td>2</td>
</tr>
<tr>
<td>13 week / 26 week review meeting</td>
<td>3</td>
</tr>
<tr>
<td>New Deal meeting with an adviser</td>
<td>4</td>
</tr>
<tr>
<td>To make a new claim for benefits</td>
<td>5</td>
</tr>
<tr>
<td>To discuss an existing benefit claim / report non receipt of payment</td>
<td>Use the term member of staff in Q15</td>
</tr>
<tr>
<td>To search for job vacancies</td>
<td>7</td>
</tr>
<tr>
<td>To enquire about / follow up a job vacancy</td>
<td>8</td>
</tr>
<tr>
<td>To inform JC+ of change in circumstances / sign off</td>
<td>9</td>
</tr>
<tr>
<td>To make a complaint</td>
<td>10</td>
</tr>
<tr>
<td>To book an appointment / arrange a meeting (N/A for Q11)</td>
<td>11</td>
</tr>
<tr>
<td>To remind me to attend a meeting (N/A for Q11)</td>
<td>12</td>
</tr>
<tr>
<td>To enquire why I had not attended a meeting (N/A for Q11)</td>
<td>13</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>14</td>
</tr>
<tr>
<td>Don’t know / Can’t remember</td>
<td>15</td>
</tr>
</tbody>
</table>

12. **Did you have an appointment for this meeting?**

**CODE ONE OPTION ONLY**

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Go to Q13</td>
</tr>
<tr>
<td>No</td>
<td>Go to Q15</td>
</tr>
<tr>
<td>Don’t know / Can’t remember</td>
<td>Go to Q15</td>
</tr>
</tbody>
</table>
13. Did the meeting happen at the appointed time…?
   CODE ONE OPTION ONLY
   1. Yes  Go to Q15
   2. No  Go to Q14
   3. Don’t know / Can’t remember  Go to Q15
   4. Not Applicable – no time was specified  Go to Q15

14. If no, why not?
   PROMPT IF NECESSARY & CODE ALL THAT APPLY
   1. I was late
   2. Jobcentre Plus were running late / behind schedule
   3. Jobcentre Plus didn’t have the meeting booked in
   4. There was a mix up over the time
   5. Other (please specify)
   ………………………………………………………………………………………………….
   6. Don’t Know / Can’t remember

15. I’d now like you to rate some aspects of the service you received during this meeting with the adviser (member of staff). After each one I read out I’d like you to say if you thought it was Very Good, Fairly Good, neither Good nor Poor, Fairly Poor or Very Poor.

   First of all can you tell me how good or poor the adviser (member of staff) was at ……?

   CODE ONE OPTION PER ROW

<table>
<thead>
<tr>
<th></th>
<th>Very Good</th>
<th>Fairly Good</th>
<th>Neither Good nor Poor</th>
<th>Fairly Poor</th>
<th>Very Poor</th>
<th>N/A</th>
<th>DK</th>
</tr>
</thead>
</table>
   A | Treating you in a friendly and polite way | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
   B | Treating you with respect as an individual | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
   C | Respecting your privacy | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
   D | Providing information relevant to your needs & circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
   E | Completing your business in a reasonable length of time | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

16. At the end of the meeting, were there any issues that hadn’t been addressed, for example any information that you still needed or any questions that hadn’t been answered?
   CODE ONE OPTION ONLY
   1. Yes  Go to Q17
   2. No  Go to Q18
   3. Don’t know / Can’t remember  Go to Q18
17. If yes ask, what issues had not been addressed?

18. How satisfied or dissatisfied were you with the standard of service you received at the meeting, were you?
READ OUT AND CODE ONE OPTION ONLY
1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don’t know

If usual form of contact at (Q7) is by visiting an office ask Q19:
If usual form of contact at (Q7) is NOT by visiting an office go to the routing before Q32:

19. Was the standard of service you received at this meeting better, worse or the same as that you usually receive during face to face meetings with Jobcentre Plus staff?
CODE ONE OPTION ONLY
1. Better
2. Same
3. Worse
4. Don’t know / Can’t remember

Please go to routing before Q32
Section 4: Telephone Interaction with Staff

Say to all: I’d now like to ask you a few questions about the most recent time you (insert type of phone contact from Q8/9/10).

20. For what reason did you ring Jobcentre Plus / did Jobcentre Plus ring you?  
PROMPT IF NECESSARY AND CODE ALL THAT APPLY

If the respondent rang Jobcentre Plus go to Q25  
If Jobcentre Plus rang the respondent ask Q21

21. Were you expecting this call from Jobcentre Plus…….?  
CODE ONE OPTION ONLY

1. Yes  
2. No  
3. Don’t know / Can’t remember

Go to Q22  
Go to Q27

22. Was the call arranged for a specific time / time period….?  
CODE ONE OPTION ONLY

1. Yes  
2. No  
3. Don’t know / Can’t remember

Go to Q23  
Go to Q27

Don’t know / Can’t remember
23. Did the call happen at the appointed time…?
   CODE ONE OPTION ONLY
   1. Yes  Go to Q27
   2. No  Go to Q24
   3. Don’t know / Can’t remember  Go to Q27

24. If no, why not?
   PROMPT IF NECESSARY & CODE ALL THAT APPLY
   1. I wasn’t available at the time
   2. Jobcentre Plus were running late / behind schedule
   3. Jobcentre Plus didn’t have the call booked in
   4. There was a mix up over the time
   5. Other (please specify)
   6. Don’t Know / Can’t remember

   Now go to Q27

25. When you rang Jobcentre Plus did the phone ring for more than 30 seconds before a member of staff answered?
   CODE ONE OPTION ONLY
   1. Yes
   2. No
   3. Don’t know / Can’t remember

26. Were you able to get through the first time you rang?
   CODE ONE OPTION ONLY
   1. Yes
   2. No
   3. Don’t know / Can’t remember
27. I'd now like you to rate some aspects of the service you received during this phone call. After each one I read out I'd like you to say if you thought it was Very Good, Fairly Good, neither Good nor Poor, Fairly Poor or Very Poor.

First of all can you tell me how good or poor the adviser was at ……?

<table>
<thead>
<tr>
<th>Code</th>
<th>Option</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Treating you in a friendly and polite way</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>Treating you with respect as an individual</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Respecting your privacy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Providing information relevant to your needs &amp; circumstances</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>Completing your business in a reasonable length of time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

28. At the end of the call, were there any issues that hadn’t been addressed, for example any information that you still needed or any questions that hadn’t been answered?

- Yes Go to Q29
- No Go to Q30
- Don’t know / Can’t remember Go to Q30

29. If yes ask, what issues had not been addressed?

30. How satisfied or dissatisfied were you with the standard of service you received during the phone call, were you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don’t know

If usual form of contact at (Q7) is by phone ask Q31

If usual form of contact at (Q7) is NOT by phone go to routing before Q32:
31. Was the standard of service you received during this call better, worse or the same as that you usually receive during calls with Jobcentre Plus staff?
   Code one option only
   1. Better
   2. Same
   3. Worse
   4. Don’t know / Can’t remember

Section 5: Office Visit – General

If last contact was a face to face meeting with an adviser (8a/9a/10a) and the respondent answered section 3 OR
If last contact was by ringing Jobcentre Plus from a warm phone in an office (8b/9b/10b) and the respondent answered section 4 ask Q32
All others go to Q33

32. Was this meeting / When you made this phone call was this the last time you were in a Jobcentre Plus office for ANY purpose?
   Code one option only
   1. Yes
      Go to Q34
   2. No
      Go to Q33
   3. Don’t know / Can’t remember
      Go to Q33

33. Can you tell me when was the last time you………?

   Code one option per row

<table>
<thead>
<tr>
<th>Within the last week</th>
<th>Within the last fortnight</th>
<th>Within the last month</th>
<th>Within the last 3 months</th>
<th>Within the last 6 months</th>
<th>Within the last 12 months</th>
<th>Longer than a year</th>
<th>Never</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Were in a Jobcentre Plus office for ANY purpose</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>
If the respondent has not visited a Jobcentre Plus office (either for a face to face meeting or for any purpose) at all in the last six months please go to Q36

If the respondent has visited a Jobcentre Plus office (either for a face to face meeting or for any purpose) at all in the last six months ask Qs 34 & 35

34. Thinking about your most recent visit to your usual Jobcentre Plus office
I’d now like you to rate some of the conditions at that office. After each one I read out I’d like you to say if you thought it was Very Good, Fairly Good, neither Good nor Poor, Fairly Poor or Very Poor.

First of all can you tell me how good or poor Jobcentre Plus was at…….? 

<table>
<thead>
<tr>
<th>CODE ONE OPTION PER ROW</th>
<th>Very Good</th>
<th>Fairly Good</th>
<th>Neither Good nor Poor</th>
<th>Fairly Poor</th>
<th>Very Poor</th>
<th>N/A</th>
<th>D/K</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Displaying relevant information in the office</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B Providing a pleasant and welcoming environment</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C Providing appropriate privacy for your needs</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D Providing a safe environment</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E Providing help if you needed it</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

35. Overall, how satisfied or dissatisfied are you with the conditions at your local Jobcentre Plus office?
READ OUT AND CODE ONE OPTION ONLY
1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don’t know
Section 6: Written Contact

36. Can you now tell me when you last……...?

<table>
<thead>
<tr>
<th></th>
<th>Within the last week</th>
<th>Within the last fortnight</th>
<th>Within the last month</th>
<th>Within the last 3 months</th>
<th>Within the last 6 months</th>
<th>Within the last year</th>
<th>Longer than a year</th>
<th>Never</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Received a letter / email / fax from Jobcentre Plus (other than about this survey)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>B</td>
<td>Sent a letter / email / fax to Jobcentre Plus</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

If the respondent has NOT sent a letter/fax/email to Jobcentre Plus office in the last six months please go to Q47

If the respondent HAS sent a letter/fax/email to Jobcentre Plus office in the last six months please go to Q37

37. Did you send a…..?

READ OUT & CODE ALL THAT APPLY

1. Letter
2. Fax
3. Email
4. Other (Please Specify) ..........................................................................................................................................
5. Don’t know / Can’t remember

38. For what reason did you write to them?

PROMPT IF NECESSARY AND CODE ALL THAT APPLY

1. A work focused interview that you were asked to attend after making a new claim for benefits (N/A for Q38)
2. To sign on / fortnightly review (N/A for Q38)
3. 13 week / 26 week review meeting (N/A for Q38)
4. New Deal meeting with an adviser (N/A for Q38)
5. To make a new claim for benefits
6. To discuss an existing benefit claim / report non receipt of payment
7. To search for job vacancies
8. To enquire about / follow up a job vacancy
9. To inform JC+ of change in circumstances / sign off
10. To make a complaint
11. To book an appointment / arrange a meeting
12. To remind me to attend a meeting (N/A for Q38)
13. To enquire why I had not attended a meeting (N/A for Q38)
14. Other (please specify) ..........................................................................................................................................
15. Don’t know / Can’t remember
39. How many working days was it before they replied?  
CODE ONE OPTION ONLY 
1. 1-2 days 
2. 3-5 days 
3. 6-10 days 
4. More than 10 days 
5. Never received a reply – but was expecting to receive one (Go to Q47) 
6. Not Applicable – reply not necessary (Go to Q47) 
7. Respondent wrote less than 10 days ago and no reply as yet (Go to Q47) 
8. Don’t know / Can’t remember

40. Did you request a response in a specific format or language eg in Braille or Welsh?  
CODE ONE OPTION ONLY 
1. Yes Go to Q41 
2. No Go to Q43 
3. Don’t know / Can’t remember Go to Q43

41. In what format did you request it?  
PROMPT IF NECESSARY AND CODE ALL THAT APPLY 
1. Large print 
2. Braille 
3. On audio tape 
4. Welsh 
5. In another language (Please Specify) ................................................................. 
6. Other (Please Specify) ......................................................................................... 
7. Don’t know / Can’t remember

42. Did the response arrive in the format you requested?  
CODE ONE OPTION ONLY 
1. Yes 
2. No 
3. Don’t know / Can’t remember

43. Was the reply in plain language that was easy to understand?  
CODE ONE OPTION ONLY 
1. Yes 
2. No 
3. Don’t know / Can’t remember

44. Did the reply deal fully with your query?  
CODE ONE OPTION ONLY 
1. Yes Go to Q46 
2. No Go to Q45 
3. Don’t know / Can’t remember Go to Q46
45. If no, were you told ....?  
READ OUT AND CODE ONE OPTION PER ROW

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>N/A</th>
<th>D/K</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Who was dealing with your letter</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>The reason for the delay</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>If there was anything that you needed to do</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>How long it would be before they could send you a full reply</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

46. How satisfied or dissatisfied were you with the response you received to your letter / fax / email?  
READ OUT AND CODE ONE OPTION ONLY

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don’t know

Section 7: Home Visit

47. Can you now tell me when you last .......

CODE ONE OPTION PER ROW

<table>
<thead>
<tr>
<th>A</th>
<th>Received a home visit from a member of Jobcentre Plus staff</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Within the last week</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

If the respondent has NOT received a home visit from Jobcentre Plus office in the last six months please go to Q48

If the respondent HAS received a home visit from Jobcentre Plus office in the last six months please go to Q51

48. Have you requested a home visit from Jobcentre Plus during the past 6 months?  
CODE ONE OPTION ONLY

1. Yes  
2. No  
3. Don’t know / Can’t remember

Go to Q49  
Go to routing before Q56

Policy Research Institute
49. For what purpose did you request a home visit?

**PROMPT IF NECESSARY AND CODE ALL THAT APPLY**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>A work focused interview that you were asked to attend after making a new claim for benefits</td>
</tr>
<tr>
<td>2.</td>
<td>To sign on / fortnightly review</td>
</tr>
<tr>
<td>3.</td>
<td>13 week / 26 week review meeting</td>
</tr>
<tr>
<td>4.</td>
<td>New Deal meeting with an adviser</td>
</tr>
<tr>
<td>5.</td>
<td>To make a new claim for benefits</td>
</tr>
<tr>
<td>6.</td>
<td>To discuss an existing benefit claim / report non receipt of payment</td>
</tr>
<tr>
<td>7.</td>
<td>To search for job vacancies</td>
</tr>
<tr>
<td>8.</td>
<td>To enquire about / follow up a job vacancy</td>
</tr>
<tr>
<td>9.</td>
<td>To inform JC+ of change in circumstances / sign off</td>
</tr>
<tr>
<td>10.</td>
<td>To make a complaint</td>
</tr>
<tr>
<td>11.</td>
<td>To book an appointment / arrange a meeting (N/A for Q49)</td>
</tr>
<tr>
<td>12.</td>
<td>To remind me to attend a meeting (N/A for Q49)</td>
</tr>
<tr>
<td>13.</td>
<td>To enquire why I had not attended a meeting (N/A for Q49)</td>
</tr>
<tr>
<td>14.</td>
<td>Other (please specify)</td>
</tr>
<tr>
<td>15.</td>
<td>Don’t know / Can’t remember</td>
</tr>
</tbody>
</table>

50. Did Jobcentre Plus agree to the home visit?

**CODE ONE OPTION ONLY**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Yes Go to routing before Q56</td>
</tr>
<tr>
<td>2.</td>
<td>No Go to routing before Q56</td>
</tr>
<tr>
<td>3.</td>
<td>Don’t know / Can’t remember Go to routing before Q56</td>
</tr>
</tbody>
</table>

51. For what purpose did you require this home visit?

**PROMPT IF NECESSARY AND CODE ALL THAT APPLY**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>A work focused interview that you were asked to attend after making a new claim for benefits</td>
</tr>
<tr>
<td>2.</td>
<td>To sign on / fortnightly review</td>
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<td>3.</td>
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<td>6.</td>
<td>To discuss an existing benefit claim / report non receipt of payment</td>
</tr>
<tr>
<td>7.</td>
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</tr>
<tr>
<td>8.</td>
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</tr>
<tr>
<td>9.</td>
<td>To inform JC+ of change in circumstances / sign off</td>
</tr>
<tr>
<td>10.</td>
<td>To make a complaint</td>
</tr>
<tr>
<td>11.</td>
<td>To book an appointment / arrange a meeting (N/A for Q51)</td>
</tr>
<tr>
<td>12.</td>
<td>To remind me to attend a meeting (N/A for Q51)</td>
</tr>
<tr>
<td>13.</td>
<td>To enquire why I had not attended a meeting (N/A for Q51)</td>
</tr>
<tr>
<td>14.</td>
<td>Other (please specify)</td>
</tr>
<tr>
<td>15.</td>
<td>Don’t know / Can’t remember</td>
</tr>
</tbody>
</table>
52. I'd now like you to rate some aspects of the service you received during this home visit. After each one I read out I'd like you to say if you thought it was Very Good, Fairly Good, neither Good nor Poor, Fairly Poor or Very Poor.

First of all can you tell me how good or poor the adviser was at……?

<table>
<thead>
<tr>
<th>CODE ONE OPTION PER ROW</th>
<th>Very Good</th>
<th>Fairly Good</th>
<th>Neither Good nor Poor</th>
<th>Fairly Poor</th>
<th>Very Poor</th>
<th>N/A</th>
<th>D/K</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Treating you in a friendly and polite way</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B Treating you with respect as an individual</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C Respecting your privacy</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D Providing information relevant to your needs &amp; circumstances</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E Completing your business in a reasonable length of time</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

53. At the end of the visit, were there any issues that hadn’t been addressed, for example any information that you still needed or any questions that hadn’t been answered?

CODE ONE OPTION ONLY
1. Yes Go to Q54
2. No Go to Q55
3. Don’t know / Can’t remember Go to Q55

54. If yes ask, what issues had not been addressed?

55. How satisfied or dissatisfied were you with the standard of service you received during the visit, were you?

READ OUT AND CODE ONE OPTION ONLY
1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don’t know

If the respondent has had ANY form of contact (either by visiting an office for a meeting or to use the services, by ringing JC+, by JC+ ringing them, by sending or receiving a letter / fax / email to Jobcentre Plus or by receiving a home visit) in the last 6 months go to Q61
Appendices – Survey questionnaire

**Section 8: No Contact at ALL in last 6 months**

56. To your knowledge has Jobcentre Plus tried to contact you in the last 6 months?
   
   CODE ONE OPTION ONLY
   
   1. Yes
   2. No
   3. Don’t know / Can’t remember

57. Was there any time in the last 6 months when contact with Jobcentre Plus would have been useful to you?
   
   CODE ONE OPTION ONLY
   
   1. Yes Go to Q58
   2. No Go to Q61
   3. Don’t know / Can’t remember Go to Q61

58. During this time did you try and get in touch with Jobcentre Plus?
   
   CODE ONE OPTION ONLY
   
   1. Yes Go to Q59
   2. No Go to Q60
   3. Don’t know / Can’t remember Go to Q61

59. If yes, Why were you unable to get in touch with Jobcentre Plus?
   
   PROMPT IF NECESSARY AND CODE ALL THAT APPLY
   
   1. I didn’t know how to contact them
   2. I didn’t know who to contact
   3. The office was shut
   4. There were no staff available
   5. Couldn’t get through on the phone
   6. Other (please specify)
   
   7. Don’t know / Can’t remember

   Go to Q61
60. If no, Why didn't you get in touch with Jobcentre Plus?

PROMPT IF NECESSARY AND CODE ALL THAT APPLY

1. Thought they wouldn't help me
2. Thought they couldn't help me
3. I didn’t know how to contact them
4. I didn’t know who to contact
5. Forgot / didn’t get round to it
6. Unavailable (eg abroad / hospital / other institution)
7. Unable to get to an office due to a physical health problem
8. Unable to use a telephone due to a physical health problem
9. Unable to get to an office due to a mental health problem
10. Unable to use a telephone due to a mental health problem
11. Not confident / scared to go to an office
12. Not confident / scared to contact them by phone
13. No phone
14. No transport
15. Other (please specify)

16. Don’t know / Can’t remember

Section 9: Generic & Complaints

61. a) Have you used any of the following Jobcentre Plus services? Read out & code one option per row in column A. If no, not used service, ask 61b for each

b) If no ask: are you aware that this service is available for you to use? Code one option per row in column B

<table>
<thead>
<tr>
<th></th>
<th>A) Used</th>
<th>B) Aware</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>1. Jobpoints (the touchscreen jobsearch machines in Jobcentre Plus Offices)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2. Customer access (warm) phones in Jobcentre Plus offices</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3. Jobcentre Plus Website</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>
62. Why haven’t you used any of these Jobcentre Plus services?

CODE ALL THAT APPLY

1. I’ve never needed to use them
2. I don’t know how to use them
3. I haven’t been shown how to use them
4. Queues / lack of units
5. No access to a computer
6. I am uncomfortable with the environment
7. Lack of privacy
8. The system does not accommodate my physical requirements
9. The system does not accommodate my mental health needs
10. Literacy related problem
11. Language related problem (eg English / Welsh is not first language)
12. Other (Please Specify)
    …………………………………………………………………………………………………
    …………………………………………………………………………………………………
13. Don’t know / Can’t remember

Now Go to Q67

63. Have you experienced any problems using any of these services?

CODE ONE OPTION ONLY

1. Yes Go to Q64
2. No Go to Q66
3. Don’t know / Can’t remember Go to Q66

64. With which service(s) have you experienced problems?

CODE ALL THAT APPLY

1. Jobpoints Go to Q65 Record responses in column a
2. Customer access (warm) phones Go to Q65 Record responses in column b
3. Jobcentre Plus Website Go to Q65 Record responses in column c
4. Don’t know / Can’t remember Go to Q66
65. What type of problems have you experienced?

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Code</th>
<th>Code</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>I didn’t know how to use it</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>I needed help &amp; there was no-one available</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Queues / lack of units</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>The system was down / faulty equipment</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>No access to a computer</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>I couldn’t get through on the phone</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>I was uncomfortable with the environment (too crowded / noisy)</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Lack of privacy</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>I couldn’t hear / understand the other person on the phone</td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>The system does not accommodate my physical requirements</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>The system does not accommodate my mental health needs</td>
<td>11</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Literacy related problem (eg problem with reading / writing)</td>
<td>12</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Language related problem (English / Welsh not first language)</td>
<td>13</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>No paper in Jobpoints</td>
<td>14</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>Job search criteria (eg Jobpoint / website brings up wrong type of job or job not in geographic area specified)</td>
<td>15</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Other (Please Specify)</td>
<td>16</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Don’t know / Can’t remember</td>
<td>17</td>
<td>17</td>
<td>17</td>
</tr>
</tbody>
</table>

66. Overall how satisfied or dissatisfied are you with these services?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>1</td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Fairly dissatisfied</td>
<td>4</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5</td>
</tr>
<tr>
<td>Don’t know</td>
<td>6</td>
</tr>
</tbody>
</table>

I'd now like to ask you a few more general questions about Jobcentre Plus, first of all……

67. How convenient is your local office to get to?

<table>
<thead>
<tr>
<th>Convenience Level</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very convenient</td>
<td>1</td>
</tr>
<tr>
<td>Fairly convenient</td>
<td>2</td>
</tr>
<tr>
<td>Neither convenient nor inconvenient</td>
<td>3</td>
</tr>
<tr>
<td>Fairly inconvenient</td>
<td>4</td>
</tr>
<tr>
<td>Very inconvenient</td>
<td>5</td>
</tr>
<tr>
<td>Don’t know</td>
<td>6</td>
</tr>
</tbody>
</table>
68. Do you feel your access to Jobcentre Plus services is limited in any way?
CODE ONE OPTION ONLY
1. Yes Go to Q69
2. No Go to Q71
3. Don’t know / Can’t remember Go to Q71

69. To which parts of the service do you feel you have limited access?
CODE ALL THAT APPLY
1. The office buildings
2. Face to face meetings with staff in the office
3. Jobpoints
4. Warm phones
5. Home visits
6. The telephone contact centre
7. Written communications eg letters / fax / email
8. The Website
9. Other (Please Specify)
10. Don’t know
70. In what way do you feel your access to (Insert service(s) from A to I) is limited…….?  
For each listed above code all that apply in the appropriate column.

<table>
<thead>
<tr>
<th></th>
<th>A) Building</th>
<th>B) Meetings</th>
<th>C) Jobpoints</th>
<th>D) Warm Phones</th>
<th>E) Home Visits</th>
<th>F) Contact Centre</th>
<th>G) Written</th>
<th>H) Website</th>
<th>I) Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<td></td>
</tr>
</tbody>
</table>

71. In the last six months, has it been necessary for you to inform Jobcentre Plus of any changes in your personal details or circumstances, for example a change of address or change in family circumstances?  
Code one option only.

1. Yes  Go to Q72
2. No  Go to Q73
3. Don’t know / Can’t remember  Go to Q73
72. Immediately following this did you have any problems with your benefit payment?
   CODE ONE OPTION ONLY
   1. Yes
   2. No
   3. Don’t know / Can’t remember
   4. Not applicable

73. In the past 6 months, have you been given any information by Jobcentre Plus that you found to be incorrect or contradictory?
   CODE ONE OPTION ONLY
   1. Yes Go to Q74
   2. No Go to Q75
   3. Don’t know / Can’t remember Go to Q75

74. What was the incorrect information concerning?
   PROMPT IF NECESSARY & CODE ALL THAT APPLY
   1. How to apply for benefits
   2. Which benefit to apply for
   3. Other benefits available
   4. How much benefit I would receive
   5. When I would receive my benefit
   6. Job vacancies / job finding
   7. Training
   8. Jobcentre Plus programmes
   9. My personal details
   10. Appointments
   11. Other (Please Specify) .................................................................
   12. Don’t know / Can’t remember

75. In the past 6 months, have you ever felt like complaining about the service you receive from Jobcentre Plus?
   CODE ONE OPTION ONLY
   1. Yes Go to Q76
   2. No Go to Q85
   3. Don’t know / Can’t remember Go to Q85
76. What did you feel like complaining about?
PROMPT IF NECESSARY & CODE ALL THAT APPLY
1. Discrimination from staff (eg age, sex, ethnic group, disability etc.)
2. Discrimination from employers (eg age, sex, ethnic group, disability etc.)
3. Staff’s lack of knowledge
4. Staff attitudes
5. Benefit application procedures
6. Benefit signing-on procedures
7. Benefit payment procedures
8. Late / incorrect benefit payments
9. Waiting times / queues
10. Job vacancies / job finding
11. Jobcentre Plus programmes
12. New Deal
13. Standards of service in general
14. Office layout is not disability friendly
15. Other (Please Specify) ……………………………………………………………….……..
16. Don’t know / Can’t remember

77. Did you make / do you intend to make a complaint?
CODE ONE OPTION ONLY
1. Yes, I have made a complaint Go to Q79
2. Yes, I intend to make a complaint Go to Q85
3. I haven’t decided whether to or not yet Go to Q85
4. No Go to Q78
5. Don’t know / Can’t remember Go to Q85

78. Why did you decide not to complain?
CODE ALL THAT APPLY
1. Couldn’t be bothered
2. Too busy, didn’t have the time
3. No point because the office CAN’T do anything about the problem
4. No point because the office WON’T do anything about the problem
5. Process would take too long
6. Queues too long
7. Worried about repercussions
8. No form available
9. Didn’t know the procedure
10. Not serious enough to complain
11. Feel shouldn’t complain
12. No privacy to complain
13. Not staff’s fault – it’s ‘the system’
14. Other (Please Specify) ……………………………………………………………….……..
79. On the most recent occasion, how did you complain?

PROMPT IF NECESSARY AND CODE ALL THAT APPLY

1. In person
2. By completing a complaint form
3. By letter
4. By telephone/textphone
5. By fax
6. By email
7. Other (Please Specify) ………………………………………………………………
8. Don’t know / Can’t remember

80. How satisfied or dissatisfied are / were you with the PROCESS or WAY IN WHICH your complaint was handled, were you…..?

READ OUT AND CODE ONE OPTION ONLY

1. Very satisfied   Go to Q82
2. Fairly satisfied Go to Q82
3. Neither satisfied nor dissatisfied Go to Q82
4. Fairly dissatisfied Go to Q81
5. Very dissatisfied Go to Q81
6. Don’t know      Go to Q82
7. Don’t know      Go to Q82

81. Why are / were you dissatisfied with the PROCESS or WAY IN WHICH your complaint was handled?

82. How satisfied or dissatisfied were you with the OUTCOME or RESULT of your complaint, were you…..?

READ OUT AND CODE ONE OPTION ONLY

1. Very satisfied   Go to Q84
2. Fairly satisfied Go to Q84
3. Neither satisfied nor dissatisfied Go to Q84
4. Fairly dissatisfied Go to Q83
5. Very dissatisfied Go to Q83
6. Don’t know      Go to Q84
7. Not applicable – no outcome yet Go to Q84

83. Why were you dissatisfied with the OUTCOME or RESULT of your complaint?
84. Following your complaint, have you taken the matter any further?
IF YES, PROMPT IF NECESSARY AND CODE ALL THAT APPLY
1. Yes, contacted the office manager
2. Yes, contacted Jobcentre Plus Chief Executive
3. Yes, contacted my MP
4. Yes, contacted the Ombudsman via my MP
5. No further action
6. Other (Please Specify) ……………………………………………………………….

85. In the last year (or since the start of your current claim if this is less than 12 months) do you think that the service you receive has got better, worse or stayed the same?
CODE ONE OPTION ONLY
1. Better
2. Worse
3. Stayed the same
4. Don’t know

86. What is the best aspect of the service you receive from Jobcentre Plus?
☐, Don’t know ☐, Nothing

87. What is the worst aspect of the service you receive from Jobcentre Plus?

88. Finally, I’d like to ask you about your contact with other parts of the Department for Work and Pensions. Can you tell me when was the last time you were in contact with………?

CODE ONE OPTION PER ROW

<table>
<thead>
<tr>
<th></th>
<th>Within the last week</th>
<th>Within the last fortnight</th>
<th>Within the last 3 months</th>
<th>Within the last 6 months</th>
<th>Within the last year</th>
<th>Longer than a year</th>
<th>Never</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>The Child Support Agency</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>B</td>
<td>The Disability and Carers Service</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>C</td>
<td>The Pensions Service</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>
If no contact with any of A to C in the last 6 months, go to Question 92

89. Was it necessary to give the same information to (insert name of services from Q88) that you had already given to Jobcentre Plus?
CODE ONE OPTION ONLY
1. Yes Go to Q90
2. No Go to Q92
3. Don’t know / Can’t remember Go to Q92

90. Were you content to do this?
CODE ONE OPTION ONLY
1. Yes Go to Q92
2. No Go to Q91
3. Don’t know / Can’t remember Go to Q92

91. Why not?

Section 10: Demographics

THIS IS THE FINAL SECTION AND I’D JUST LIKE TO ASK YOU A FEW DETAILS ABOUT YOURSELF / (RESPONDENT’S NAME) FOR CLASSIFICATION PURPOSES

92. Record Gender
ASK IF NECESSARY - CODE ONE OPTION ONLY
1. Male
2. Female
3. I do not wish to say

93. Would you mind telling me how old you are?

1. 16-18
2. 19-24
3. 25-34
4. 35-49
5. 50-59
6. 60-64
7. 65+
8. I do not wish to say

94. Do you have any long term illness, health problem or disability which limits your daily activities or the work you can do?

1. Yes
2. No
3. Don’t Know
95. To which of these ethnic groups do you consider you belong?

A) White
   1. British
   2. Irish
   3. Any other White background *(Please Specify)*

B) Mixed
   1. White and Black Caribbean
   2. White and Black African
   3. White and Asian
   4. Any other Mixed background *(Please Specify)*

C) Asian or British Asian
   1. Indian
   2. Pakistani
   3. Bangladeshi
   4. Any other Asian background *(Please Specify)*

D) Black or Black British
   1. Caribbean
   2. African
   3. Any other Black background *(Please Specify)*

E) Chinese or other ethnic group
   1. Chinese
   2. Any other *(Please Specify)*

F) Refused
   1. I do not wish to say

96. Is English your first language?
   1. Yes
   2. No
   3. Don’t Know
   4. I do not wish to say

97. Would you be willing to be contacted again to take part in further studies of this type?
   1. Yes
   2. No