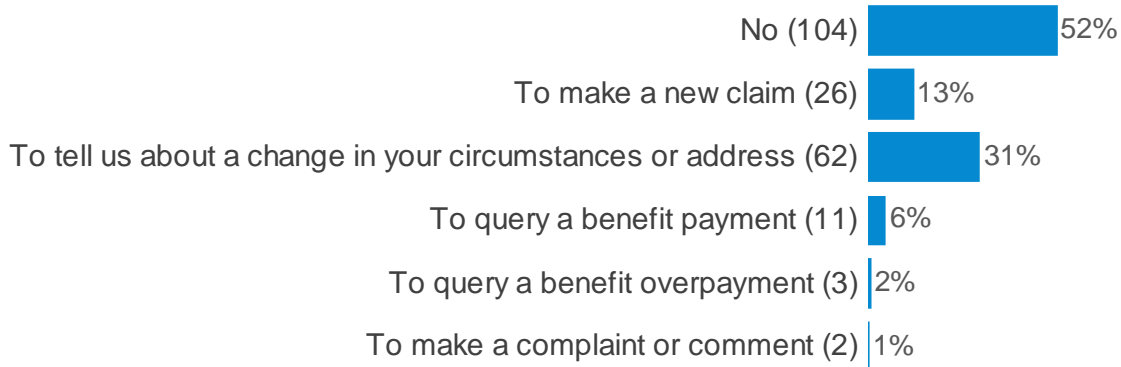


## Benefits Customer Survey Jan 2017

This report was generated on 08/03/17, giving the results for 200 respondents.  
A filter of 'All Respondents' has been applied to the data.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

### Have you had any reason to contact the Benefits Service within the past 12 months? (please indicate all that apply)



### Other, please specify:

brought proof of household income in for us

bring in self employed accounts

SE accounts

update of having child living with him

single claim

to take payment out for rents

regarding benefits been stopped

generally update

to see what next payment would be

was not told ABOUT OVERPAYMENT

new claim

new claim

PARTNER FINISHED WORK TO BECOME A CAREER

change in hours

rebates

overpayment of council tax

re payment

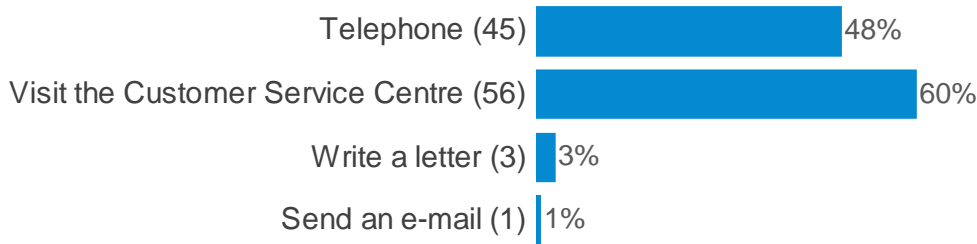
re start claim

payments

new claim

confusion in benefits

## How did you contact us? (please indicate all that apply)



## Other, please specify:

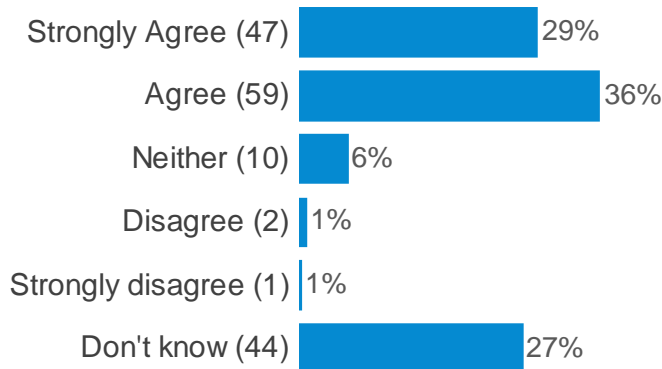
carer let us know

Through Homeless team

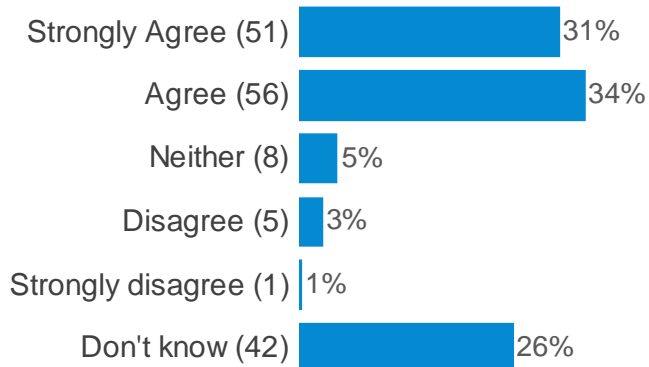
## Was your query solved without you having to contact us again?



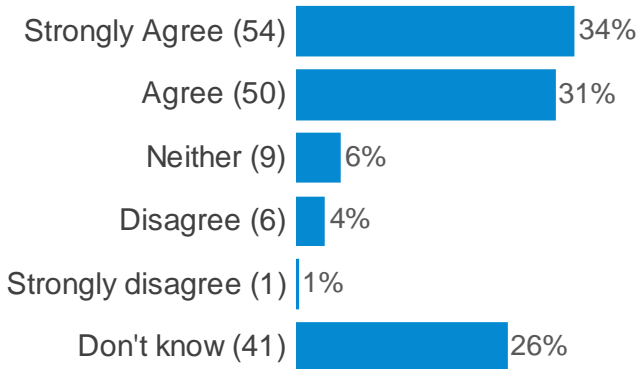
## About your last phone call to us - please state if you agree or disagree with the following statements? (The call was answered quickly)



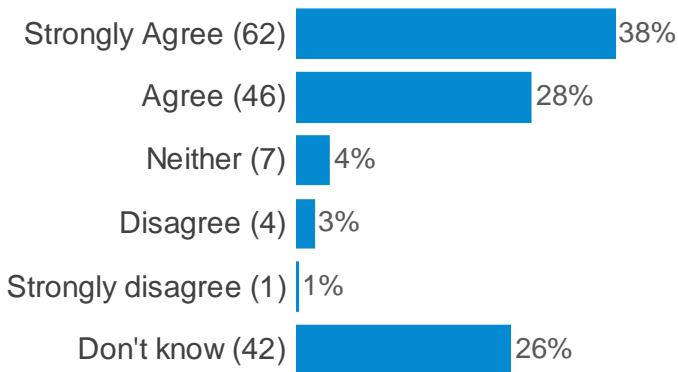
## About your last phone call to us - please state if you agree or disagree with the following statements? (It was easy to get to the right person to deal with my enquiry)



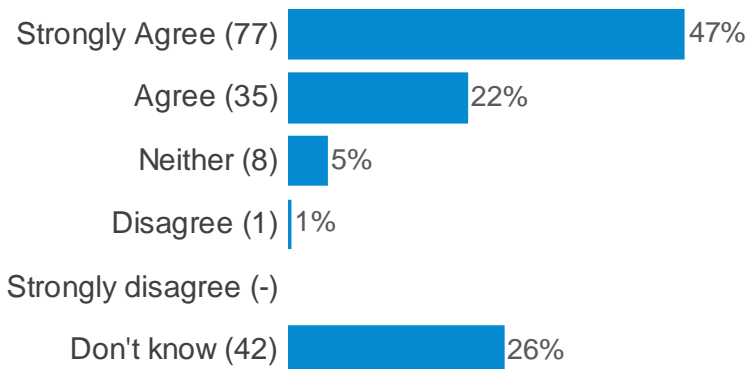
**About your last phone call to us - please state if you agree or disagree with the following statements? (My query was dealt with quickly)**



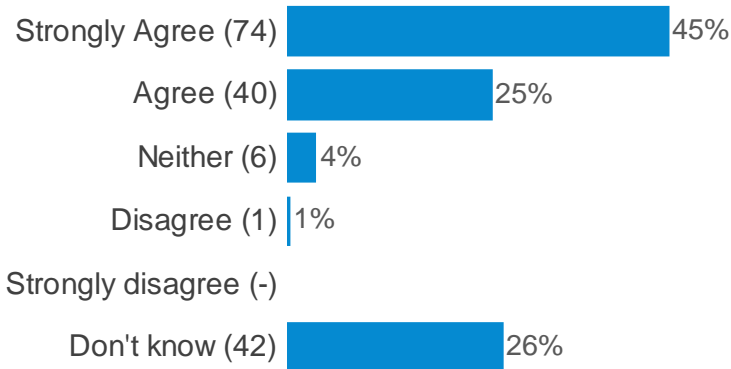
**About your last phone call to us - please state if you agree or disagree with the following statements? (The person I spoke to knew what they were doing)**



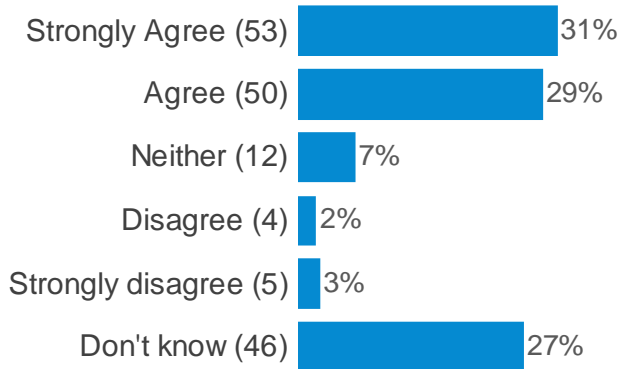
**About your last phone call to us - please state if you agree or disagree with the following statements? (The person I spoke to was polite and helpful)**



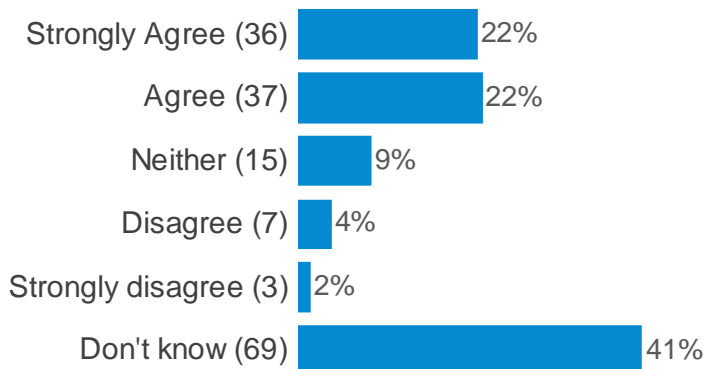
**About your last phone call to us - please state if you agree or disagree with the following statements? (I was treated fairly)**



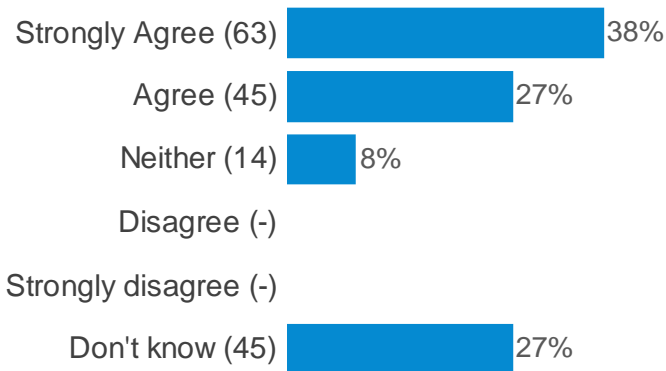
**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (I didn't wait long to be seen)**



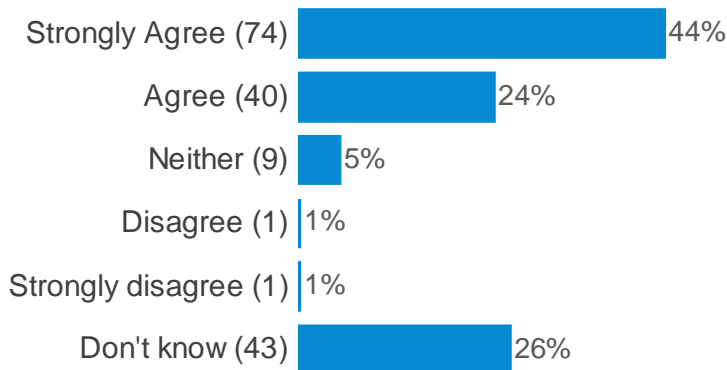
**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (I could talk in a private place if I wanted)**



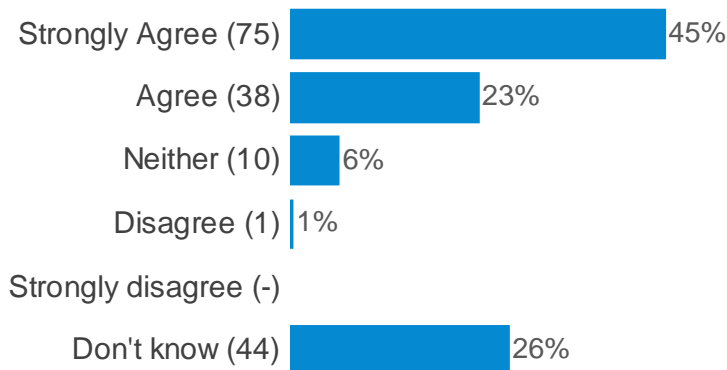
**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (Things were explained in a way I could understand)**



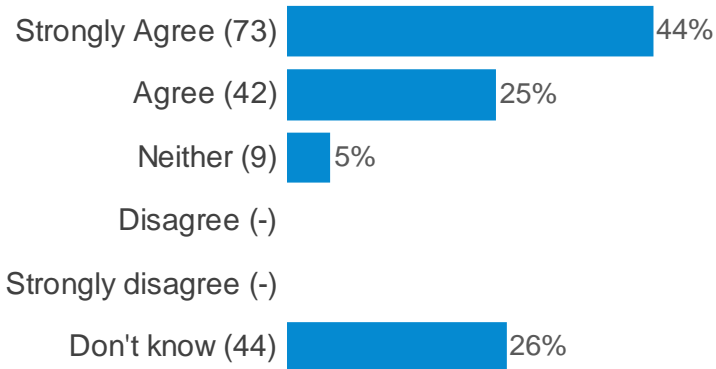
**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (Staff were friendly and polite)**



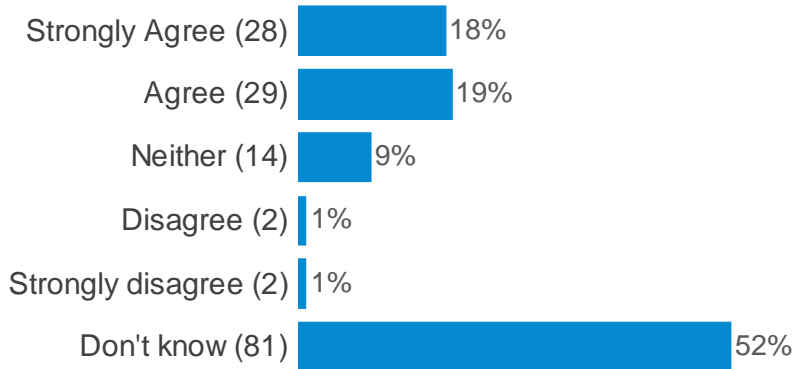
**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (The office was clean and tidy)**



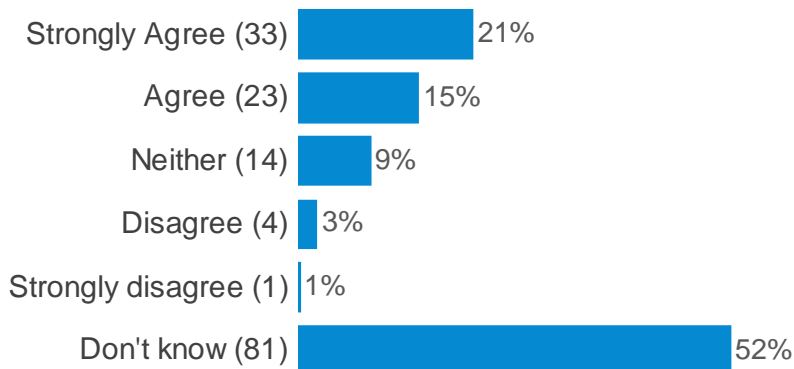
**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (I was treated fairly)**



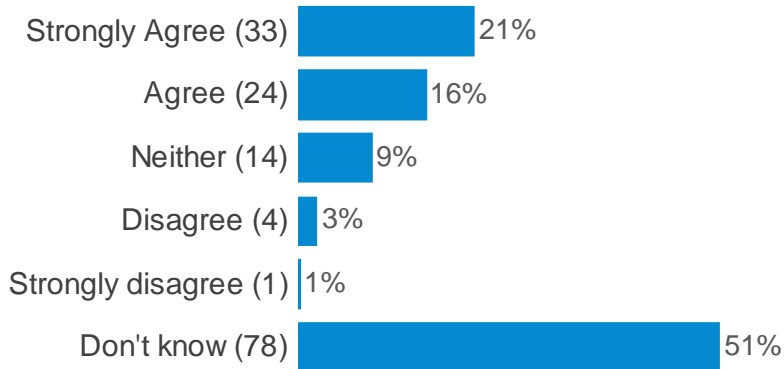
**About your last letter or email - please state if you agree or disagree with the following statements? (I received a quick response)**



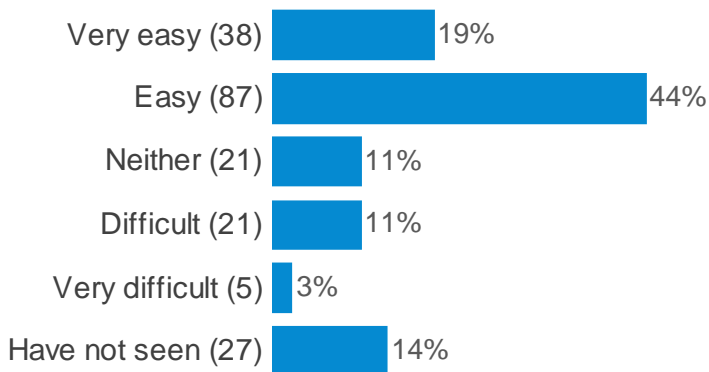
**About your last letter or email - please state if you agree or disagree with the following statements? (My query was resolved fully)**



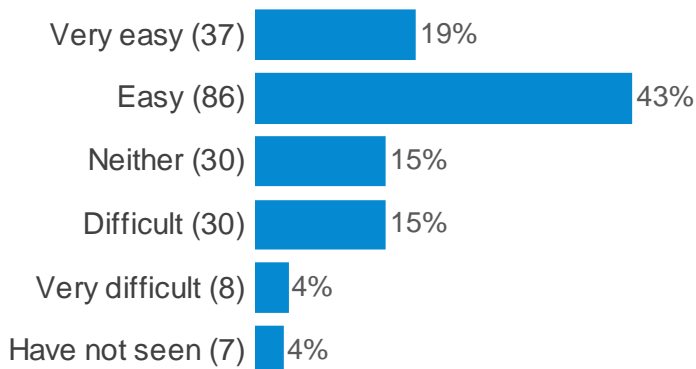
**About your last letter or email - please state if you agree or disagree with the following statements? (Things were explained in a way I could understand)**



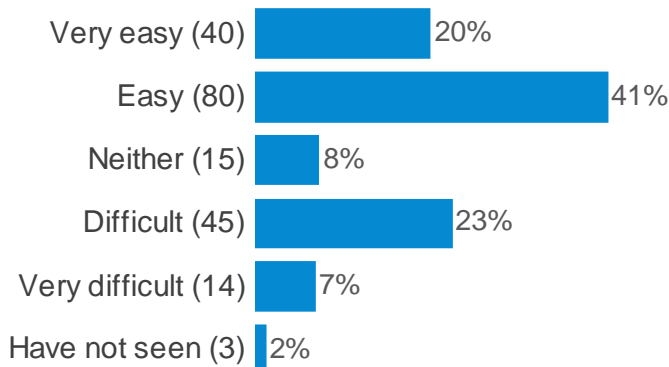
**How easy or difficult is it to understand the following? (Our benefits leaflets)**



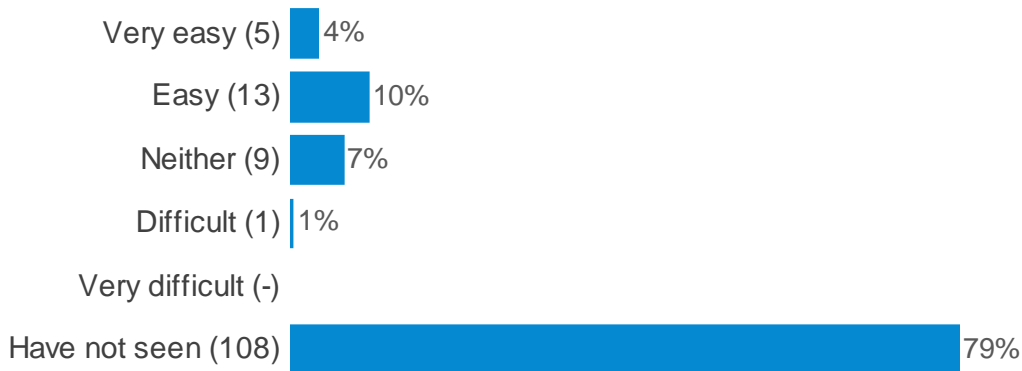
**How easy or difficult is it to understand the following? (Our benefits claim form)**



**How easy or difficult is it to understand the following? (Our letters)**



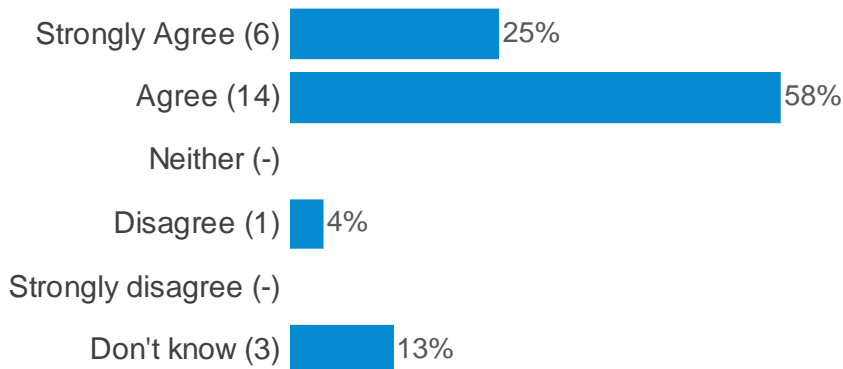
## How easy or difficult is it to understand the following? (Our website)



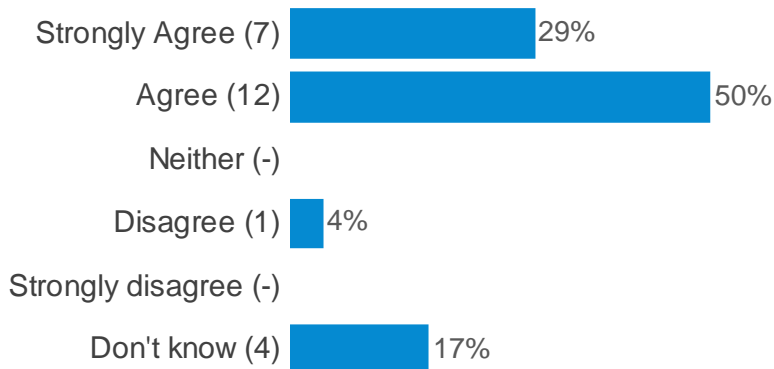
## Have you visited our website for benefits in the last 12 months?



## If you have visited our website for benefits, please state if you agree or disagree with the following statements? (It was easy to find my way around)

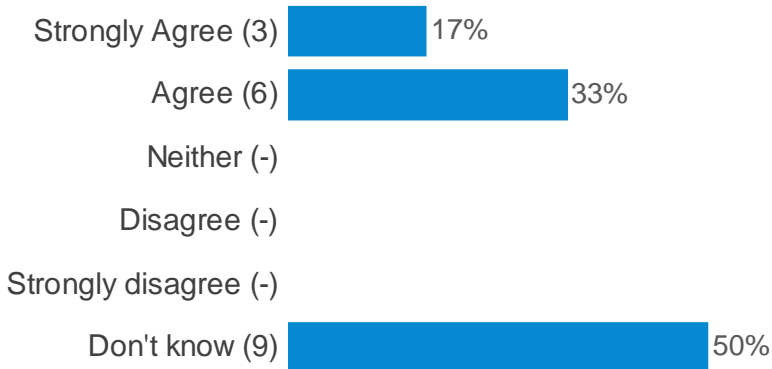


## If you have visited our website for benefits, please state if you agree or disagree with the following statements? (I was able to find the information I wanted)

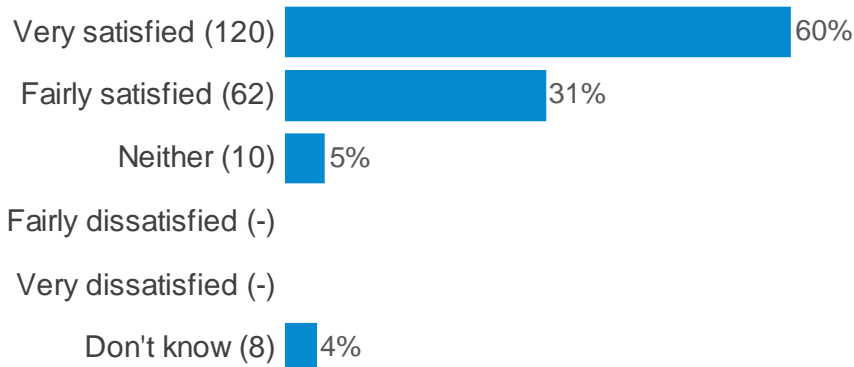




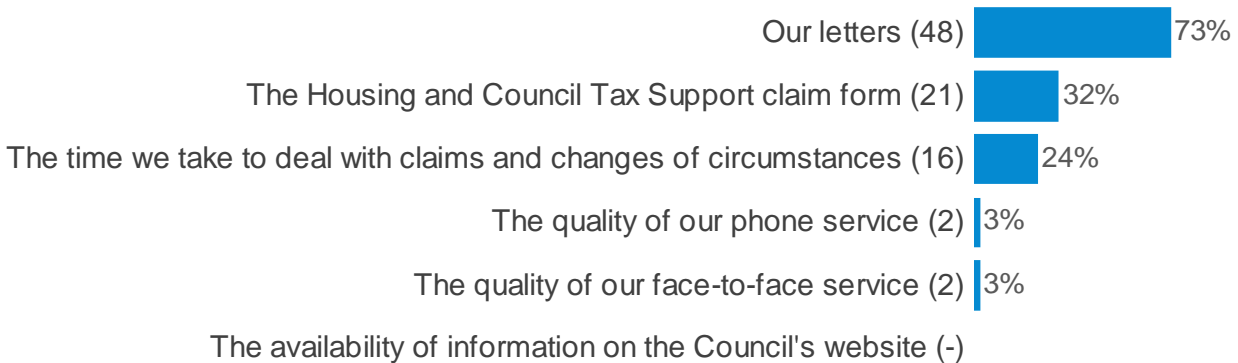
**If you have visited our website for benefits, please state if you agree or disagree with the following statements? (The benefits calculator is easy to use and understand)**



**Taking everything into account, how satisfied are you with the Benefits Service overall?**



**What would you change about the Benefits Service to make it better (please indicate all that apply)**



**Other, please state**

everything is fine

Suggests we ring up if no response to our letters as a letter might not arrive. He gives his phone number but we never ring him.

everything is spot on

everything is fine

don't change anything

To have more notice given before summons letter have been sent as when people are poorly.

Unknown

**Other, please state**

Nothing to change regarding benefits but made comments regarding the point system for on the move.

Nothing

Phrasing of letters can be extreme.

perfect service

break down find difficult to understand

more staff

make forms easier

simplify form

make letters easier to understand

difficulty with understanding calc

nothing to change things ok

change nothing

make easier

nothing

make it easier to understand

nothing

make them easier to understand

SHOULD NOTIFY OF ANY CHANGES TO ACCOUNTS

nothing

Very very impressed with Joe Gregory.

Do not have letters deliver on a Friday/Saturday.

Change the wording on the letters : how much to pay not how much benefit.

Phrasing of the letters

NOTHING

NOTHING

NOTHING

Happy with the service

Everything is fine

Happy with the service

Happy with the service.

Nothing to change

Happy with the service

More than happy with the service

Happy with the service

Happy with the service

No change needed Excellent Service

Happy with the service.

Nothing, more than happy with service

All of the above

Happy with the service

Award letters are complicated.

Happy With Service

nothing to change happy with service

Happy with the service

**Other, please state**

no changes needed

no changes needed

Award letters made easier

Happy with the service

Happy with the service

having to keep filling out forms

Happy with the service

nothing

Happy with the service

Happy with the service

make them easier to understand

Excellent Service

Quick to deal with over payments but not so fast when the council has under paid. Make face to face more private.

No change needed

None service good

Awards letters

Would like to be able to access rent account online.

nothing as not had to contact you for awhile

Self Employed forms/claims

nothing

Happy with the service

nothing

He feels that should be more contact from us this end

Happy with the service.

Perfect Service

nothing

not been in touch

nothing

cant understand calculations

Happy with the service

Happy with the service

Happy with the service

Happy with the service

Happy with the service

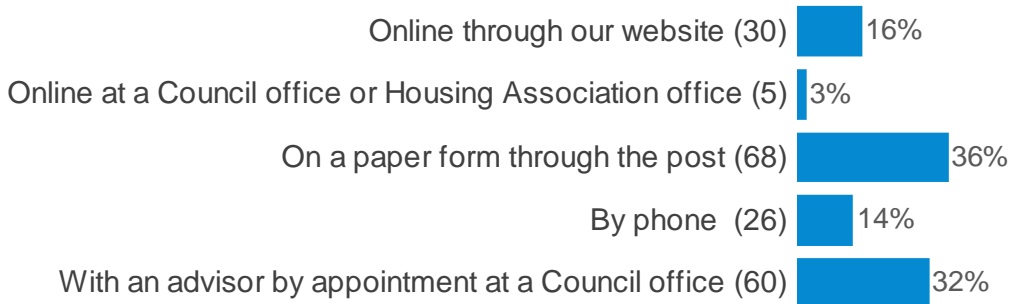
Happy with the service

The award letters could be clearer.

**It is becoming commonplace to receive important documents by email and this is something we plan to introduce for benefits communications. Would you like to receive your benefits letters by email in the future?**

Yes (45)  23%No (155)  78%

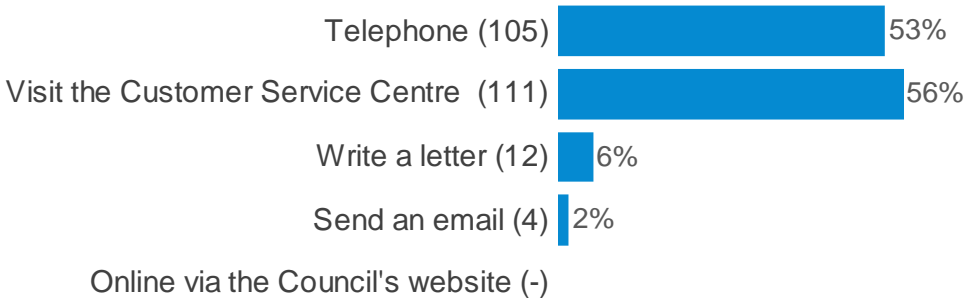
## We plan to offer more options for claiming benefits. Which of the following ways would you prefer to make your claim?



## Are you aware that you have to notify us of changes in circumstances?



## How would you like to tell us if something has changed? (please indicate all that apply)



## Other, please state

Would come in first.  
use both of these  
son deals with it all

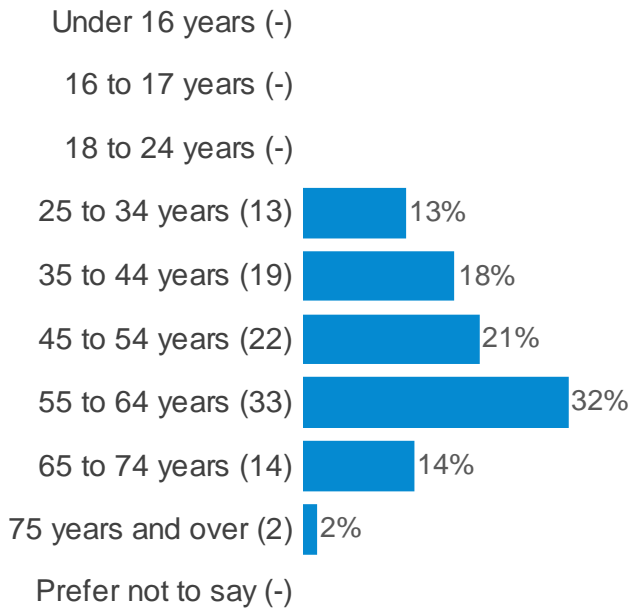
## Happy to answer equalities questions?



## What is your gender?

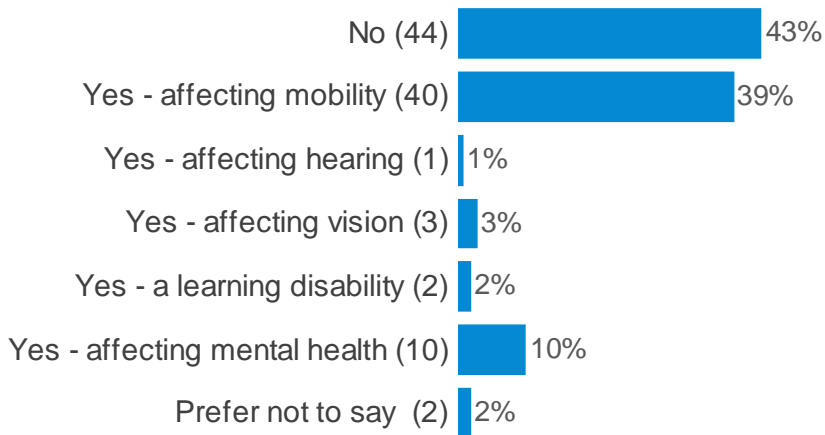


## How old are you?



**The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities.**

## Do you consider yourself to have a disability?



## Other, please specify

copd

learning

Mobility & sight

Medical profession states he has disability but he continues with everyday life

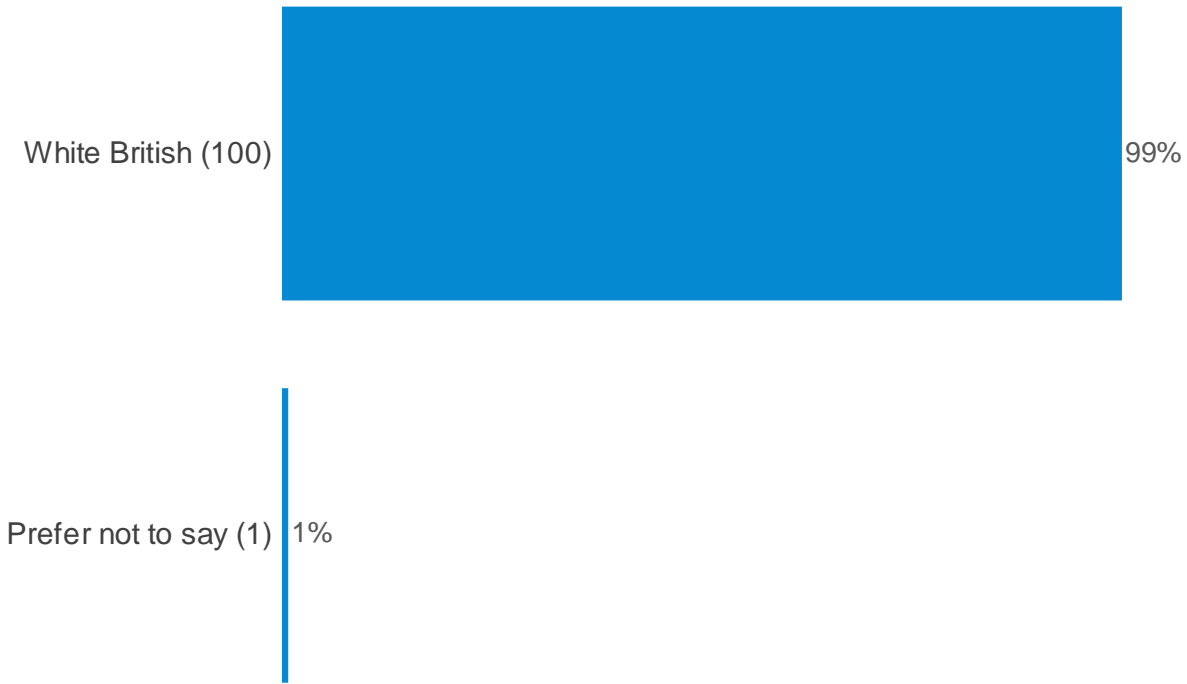
none

COPD & Mental Health

cancer

COPD

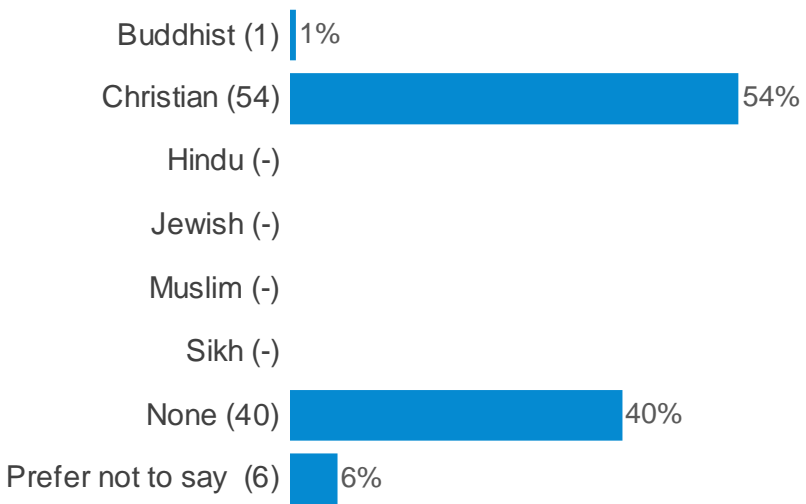
### What is your ethnicity?



### Any other background, please specify

- black british
- English please
- English NOT British

### Which of the following best describes your religion?



### Other, please specify

- Catholic
- Roman Catholic

### Which of the following best describes your sexual orientation?

