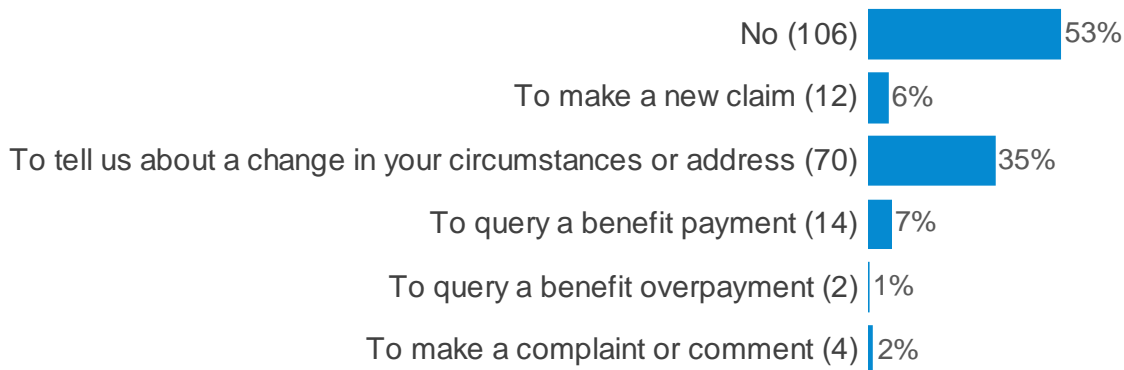


## Benefits Customer Survey Jan 2018

This report was generated on 27/03/18, 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:

pension change proofs

PARTNER MOVED IN.

wife left

bring in wage slips

On UC now

brought in self employed accounts for Jane Eyley - said Jane very patient with her and understanding because she is agrophobic

Spoken to Anne Kitchen re change of circs in benefits

review form

claimed for ESA - do new claim

accounts brought in

Rent changes

ESA and PIP change. Rent change

Eldest daughter moved out

Got a DHP form

query and change of circs

Wrong information on claim, had to sort that out. Had not checked claim since 2010

to query tax credit information we had a tax credits. was querying year end date.

Moved benefits

Advise regarding his children moving in

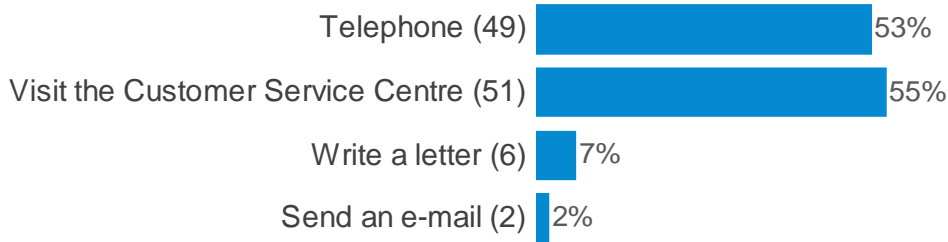
Other organisation not telling us information

Issues with CTS

Moved address

Sons benefits how would it affect hers

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



## Other, please specify:

Customer's Sister, who I actually spoke to on the phone, comes in / calls on behalf of her Brother's benefits.

because dwp messed his uc claim up

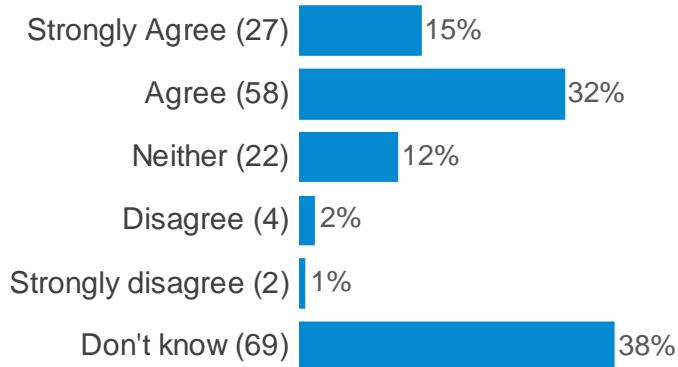
Forward letters on as originally advised.

review form every 6 months

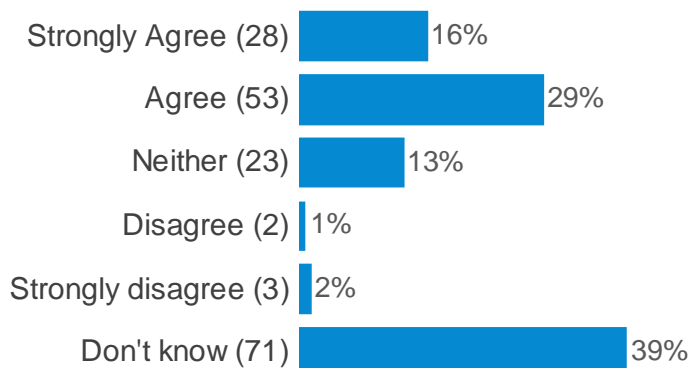
## Was your query solved without you having to contact us again?



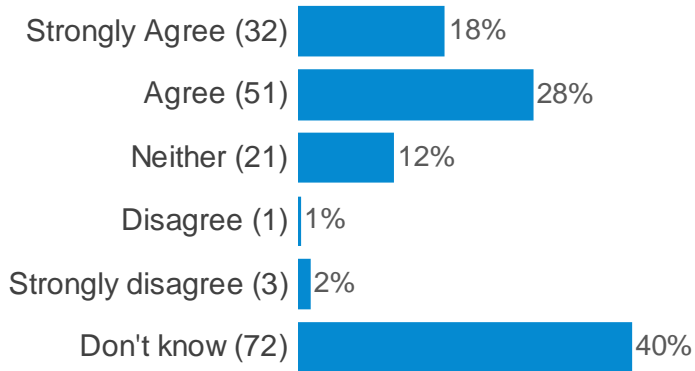
## About your last phone call to us - please state if you agree or disagree with the following statements? *(The call was answered quickly)*



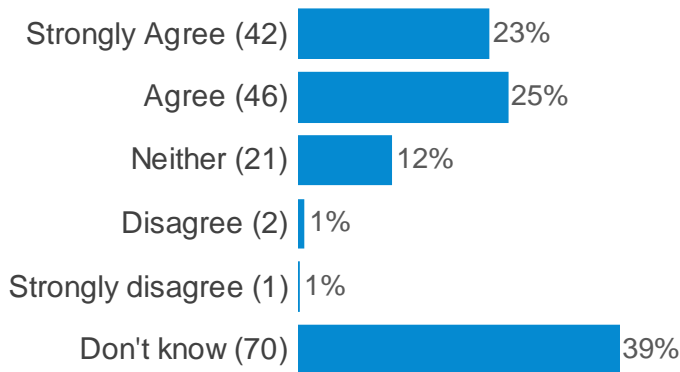
## About your last phone call to us - please state if you agree or disagree with the following statements? *(It was easy to get to the right person to deal with my enquiry)*



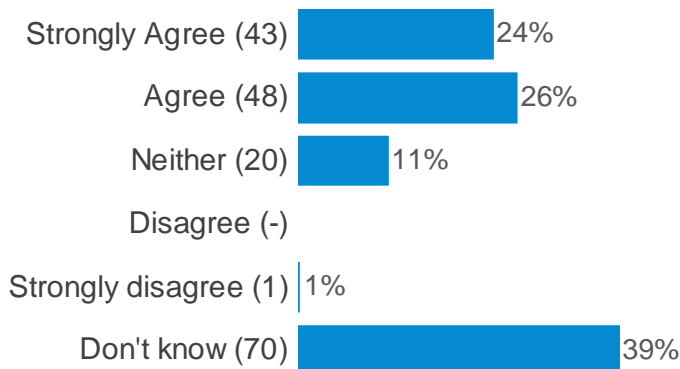
**About your last phone call to us - please state if you agree or disagree with the following statements? (My query was dealt with quickly)**



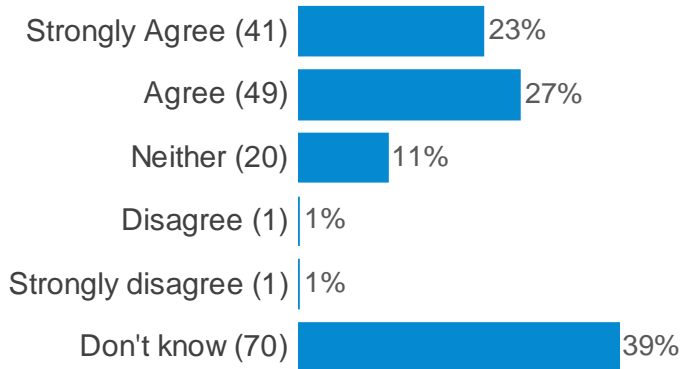
**About your last phone call to us - please state if you agree or disagree with the following statements? (The person I spoke to knew what they were doing)**



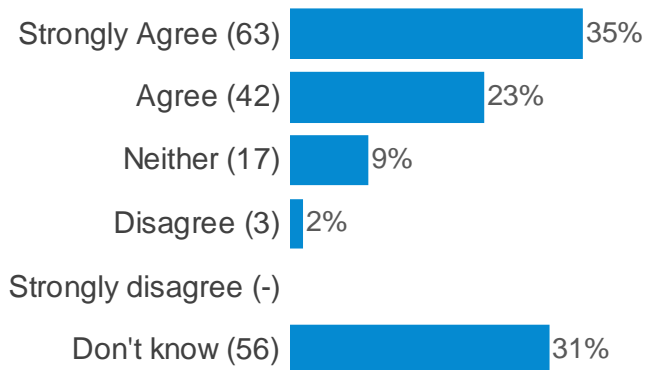
**About your last phone call to us - please state if you agree or disagree with the following statements? (The person I spoke to was polite and helpful)**



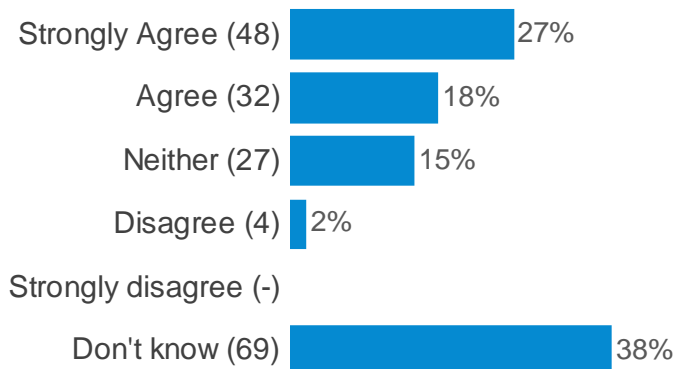
**About your last phone call to us - please state if you agree or disagree with the following statements? (I was treated fairly)**



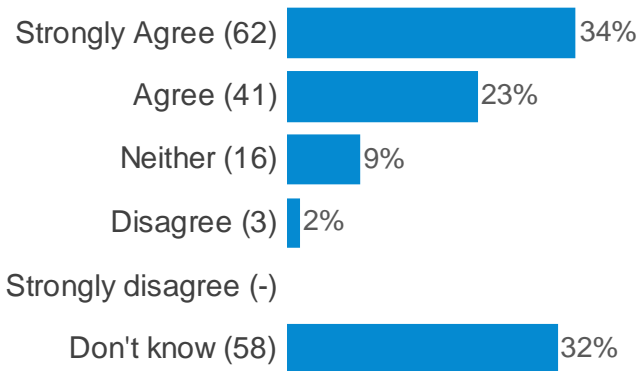
**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (I didn't wait long to be seen)**



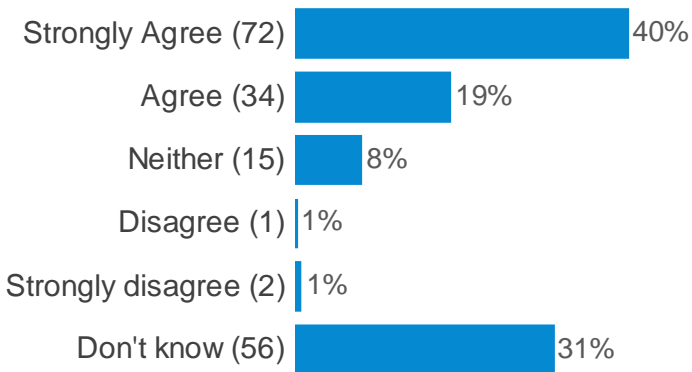
**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (I could talk in a private place if I wanted)**



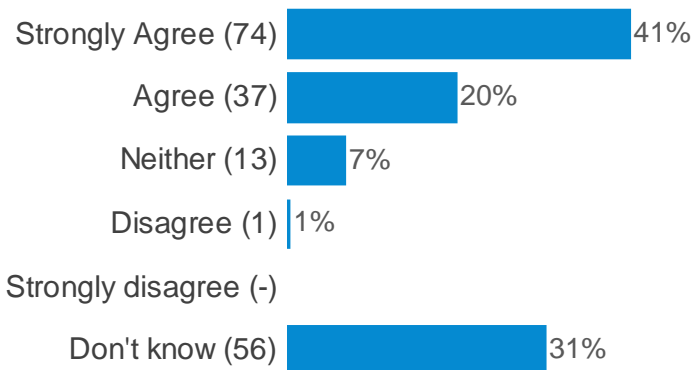
**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (Things were explained in a way I could understand)**

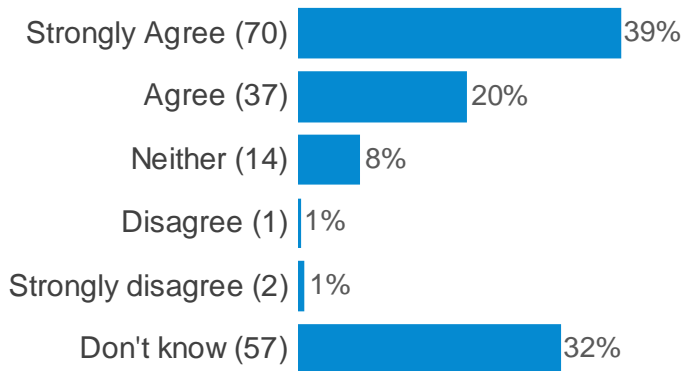
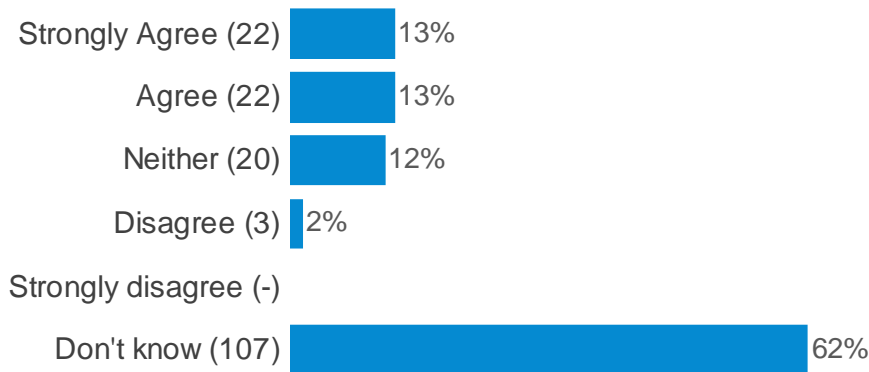
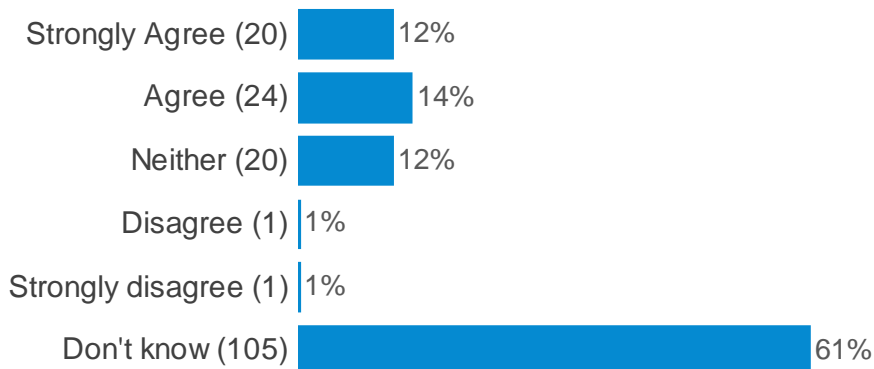


**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (Staff were friendly and polite)**

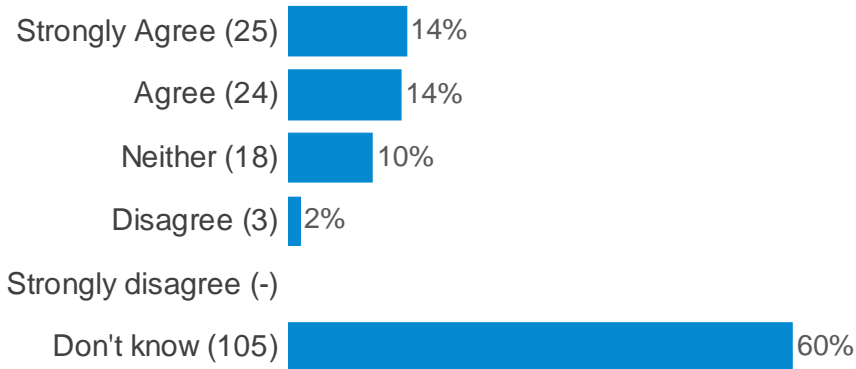


**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (The office was clean and tidy)**

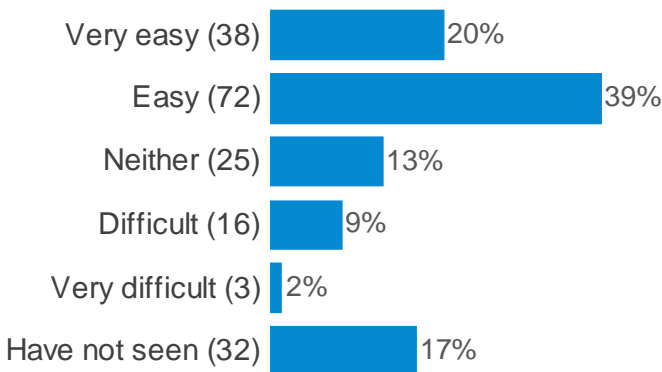


**About your last visit to the Customer Service Centre - please state if you agree or disagree with the following statements? (I was treated fairly)****About your last letter or email - please state if you agree or disagree with the following statements? (I received a quick response)****About your last letter or email - please state if you agree or disagree with the following statements? (My query was resolved fully)**

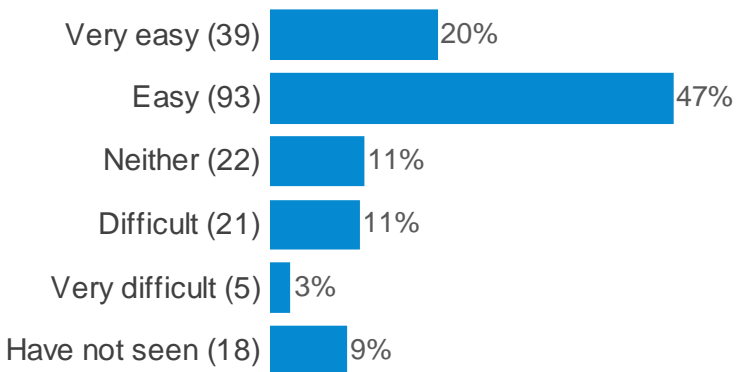
**About your last letter or email - please state if you agree or disagree with the following statements? (Things were explained in a way I could understand)**



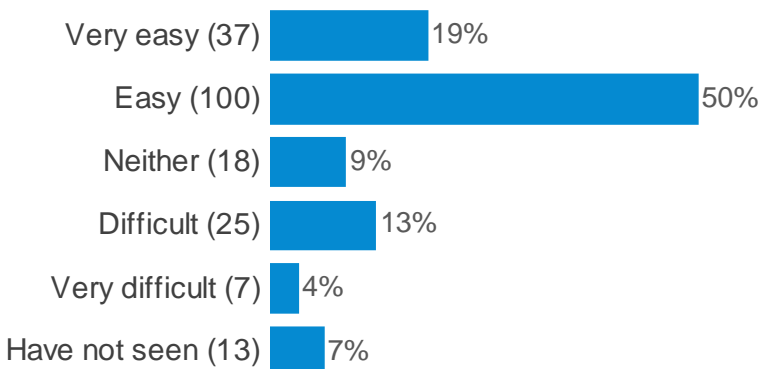
**How easy or difficult is it to understand the following? (Our benefits leaflets)**



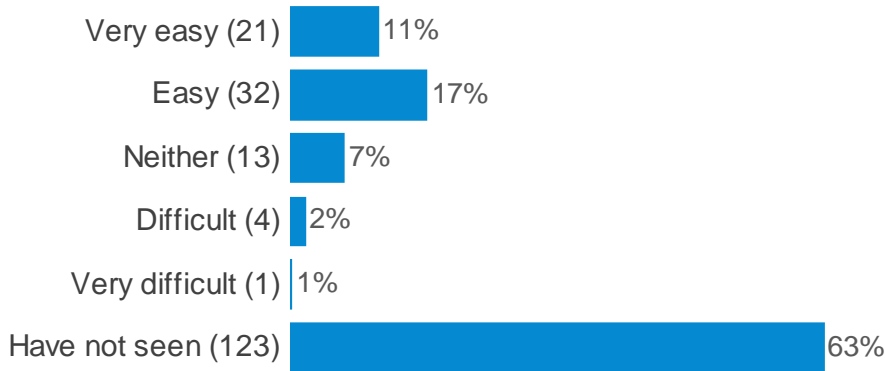
**How easy or difficult is it to understand the following? (Our benefits claim form)**



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



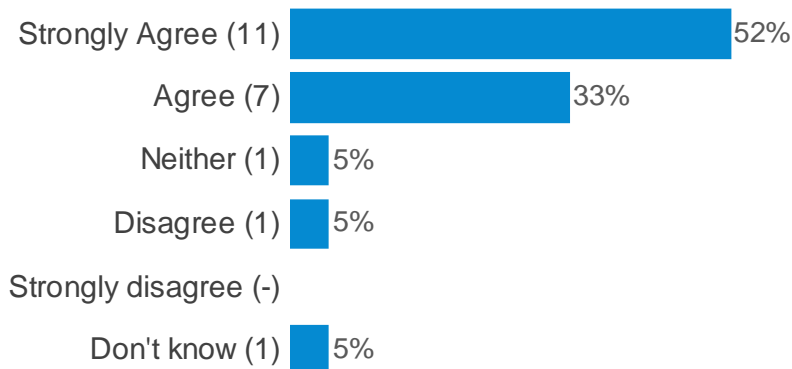
## How easy or difficult is it to understand the following? (Our website)



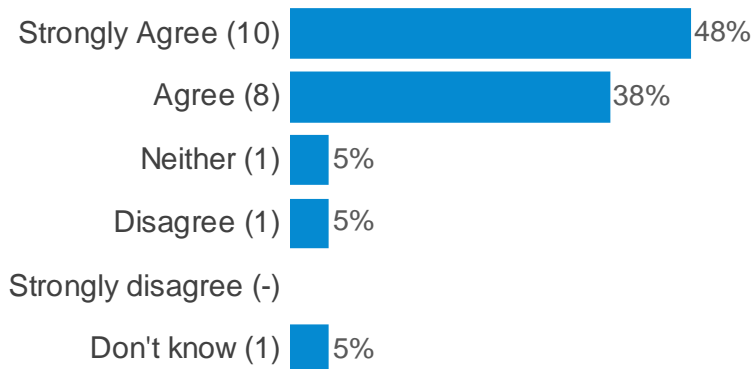
## Have you visited our website for benefits in the last 12 months?



## 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)

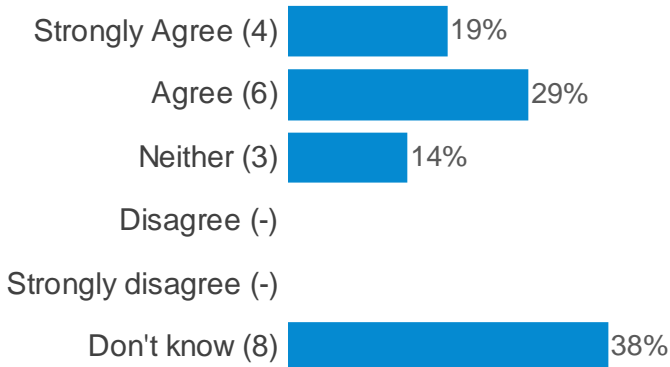


## If you have visited our website for benefits, please state if you agree or disagree with the following statements? (I was able to find the information I wanted)

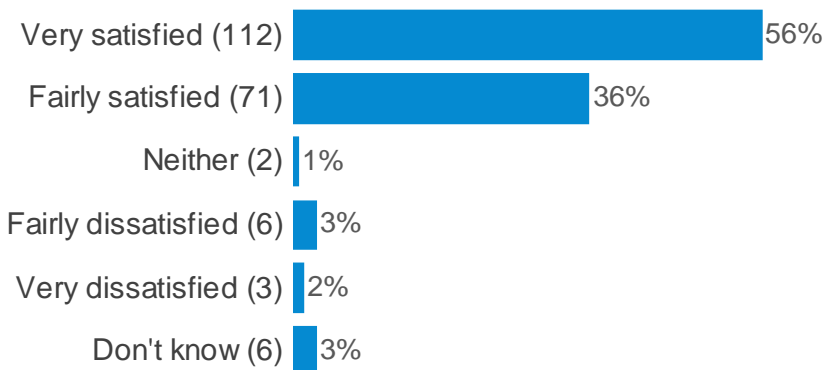




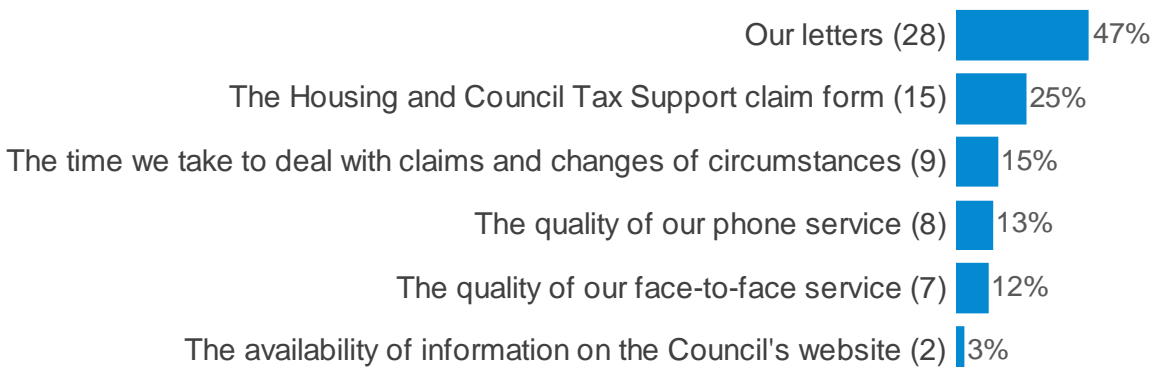
**If you have visited our website for benefits, please state if you agree or disagree with the following statements? (The benefits calculator is easy to use and understand)**



**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**

Nothing

nothing

nothing

nothing

can't understand it

HB award letter says how much HB you will receive but doesn't state how much rent to pay once to take HB off rent charge. lots of people get confused.

nothing- bit slow sometimes

Nothing

**Other, please state**

Nothing

Nothing. Customer couldn't remember her last interactions with us (whether it was on the phone, in person, etc.) She answered as best as she could though.

Nothing

Customer wishes for our claim forms and award notification letters to be made simpler. She finds it very difficult and frustrating to work out her award and also to even apply for HB.

Customer explains that he's claimed HB in the past, but not anymore. So didn't want to comment on how to make the service better. Customer didn't know how to answer questions about the call centre / customer service centre, so he had to answer "don't know."

Customer explained that he didn't receive HB anymore and wasn't able to fully answer all questions.

Nothing.

Nothing

Our claim forms and letters could be worded in a more customer-friendly way. Customer explains that she doesn't always understand the jargon and that the claim forms themselves can be quite daunting.

Nothing. Customer also explains that it's been a "long time" since she's had to complete any HB claim forms, so couldn't remember.

Customer didn't know how to answer most questions. He wasn't sure how satisfied he was, and couldn't remember the last time he visited us in person / called us on the phone, so couldn't comment on that.

Nothing.

Nothing. Customer kept asking when survey would be finished, so I didn't ask him the final personal questions, due to him being pressed for time.

Nothing. Customer states that his Wife deals with benefits and calling/visiting the council with proofs, etc. He couldn't comment on the phone waiting times or queues in the CSC - as he doesn't deal with this.

Nothing

award letters are very complicated, need simplifying to what got to pay not 15 page calculation, waste of paper.

nothing very satisfied with service

more information on rent account - be able to view balance online or post out statements more regularly, never know if in front, behind or what

quite happy with service always someone to talk to if don't understand something

none happy with service

in the customer service centre Revenues hall - should be more private - how the desks are situated other people can hear your business. lady did ask for private consultation and was told there were no rooms.

letters easier to understand - just say how much you need to pay etc. other services are fine

letters and claim form could be made easier to understand and complete

claim forms could be more self explanatory and letters (award) are very long and contain lot of same information

nothing - happy with service

communication breakdown - asking specifically if could occupy 4 bedroom property and wouldn't be penalised with bedroom tax. Was told one thing - yes - then received an unannounced visit from someone from council saying unoccupying. said staff were unsure of age / under occupier rules etc.

claim form easier to complete

WOULD LIKE MORE INFORMATION LEAFLETS ON MAJOR CHANGES SUCH AS BEDROOM TAX AND UNIVERSAL CREDIT ETC. ALWAYS RUMOURS GOING ROUND. WOULD LIKE INFORMATIVE REAL INFO.

clearer instruction of what to pay and faster process

consistency- asked for large print but only some letters come that way

**Other, please state**

short on staff at benefit revenues hall

Wouldn't really change anything. Mr Buxton thinks CBC offer the best services in the country for benefits/customer service compared to any other authority.

nothing

council messed up her hb claim which has taken a long time to correct and left her with money problems.

nothing

all ok

all fine

nothing

make forms simple terms

not with benefits only repairs section

nothing very happy

updates on circ for uc

nothing

Nothing

nothing

Nothing

When we send letters in the post the amount of paper we waste is ridiculous. Doesn't need it breaking down all he wants to know what he is getting in help wise.

Nothing

Nothing, break down on the letter confuses her a little as so many sheets of paper.

Nothing

All alright how it is

Nothing other than making claim forms shorter

Had complications with not getting a letter that HB had been suspended, no letter on the system was sent out so as you can imagine not happy as been served eviction notice from LL

nothing

EXPLAIN LETTERS CALCULATIONS IN EASIER WAY

Happy with everything

letters (award) are complicated

happy with everything

nothing - very happy with service

None of above - happy with service

rather have face to face to complete form to help in completing

nothing - quite happy with the service get

nothing - happy with service

Nothing - happy with service

Nothing

little things...stopped benefits and he was not happy about that

Nothing, very happy

felt a bit over the top with the amount of letters and times has had to come in to try and sort claim out when working

having to go through triage when you get to face to face centre no matter what it is. if something needs changing it can take a while and some things go wrong, etc.

constant contact

quite happy with everything - claim forms could be easier

**Other, please state**

quite happy with everything - claim form could be easier to complete

One certain member of female staff in CSC is not friendly at all

We waste too much paper with the letters, could we look at reducing this and the amount of information we put on. It is not clear.

Nothing

More people to deal with the benefit service.

Nothing

Nothing

Nothing

Nothing, is happy with everything

Nothing, very happy with everything

More organisation communication

Able to speak direct to benefits advisor over the phone

Nothing is very happy

The ability to change lead claimant easily.

Less pages in the letters

Nothing

Nothing

Nothing, never really had issues with the benefits side of things

Nothing

Too long

Nothing is very happy

**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 (44)  22%

No (156)  78%

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

Online through our website (26)  14%

Online at a Council office or Housing Association office (3)  2%

On a paper form through the post (43)  23%

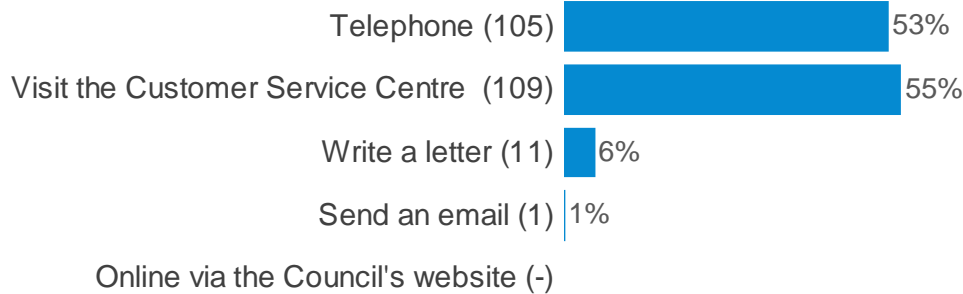
By phone (40)  22%

With an advisor by appointment at a Council office (73)  40%

## 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

any

Customer was aware he had to notify us of change in circs when he was previously claiming benefits (not anymore.)

Customer at work, so she didn't want to answer the further, more personal questions.

Customer's wife would come in to see us.

Customer's Sister would come and notify us of any changes,

claimant has problems - agrophobia. She says we tell her she has to contact us re change of circs but when she does that we already know through CIS says that seems a waste of time ringing

via tenancy support officer

Takes the paper work in at the same time

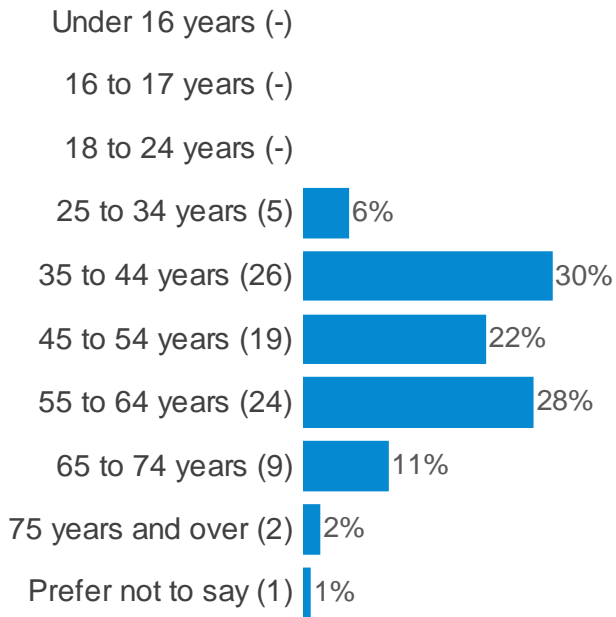
## Happy to answer equalities questions?



## What is your gender?

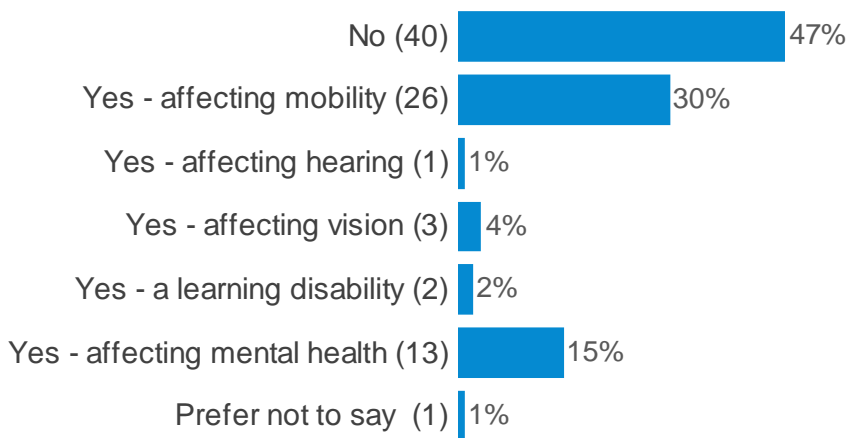


## How old are you?



**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

has had two knee replacements and diabetes  
and affecting mental health.

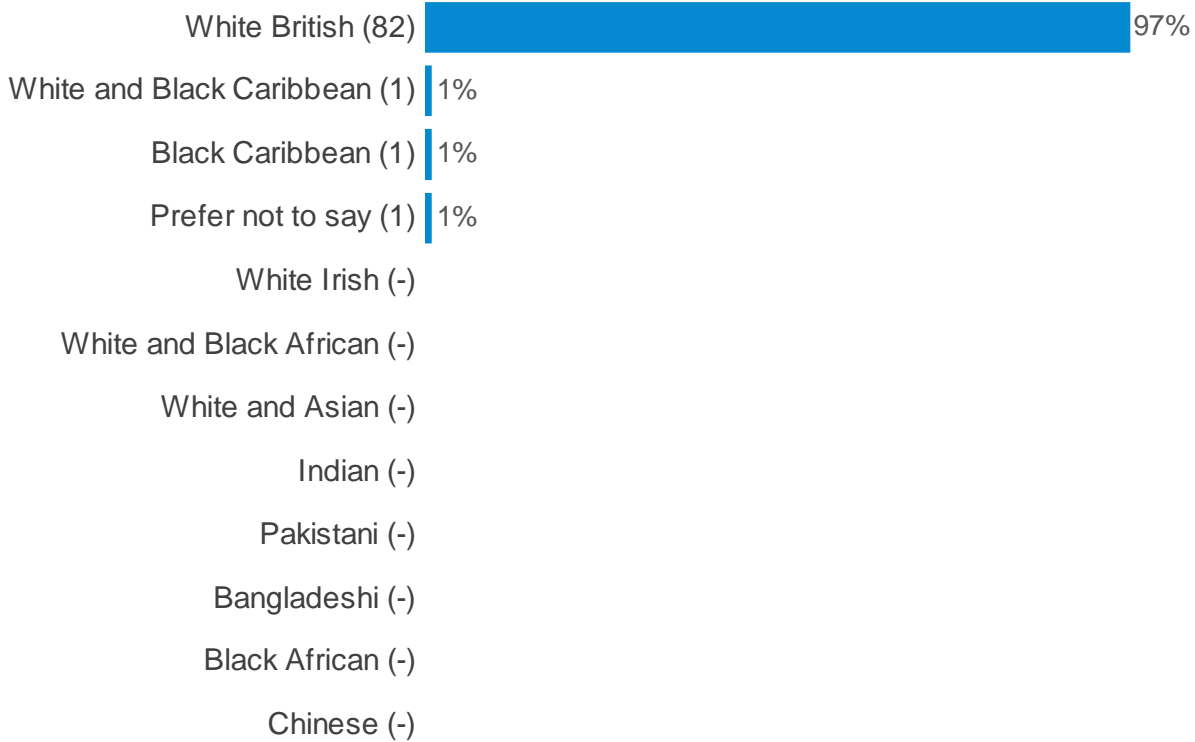
suffer with agoraphobia adhd depression anxiety so yes - gets pips  
affects mobility as well

back problem

learning difficulties and memory loss

bad road accident facial injuries

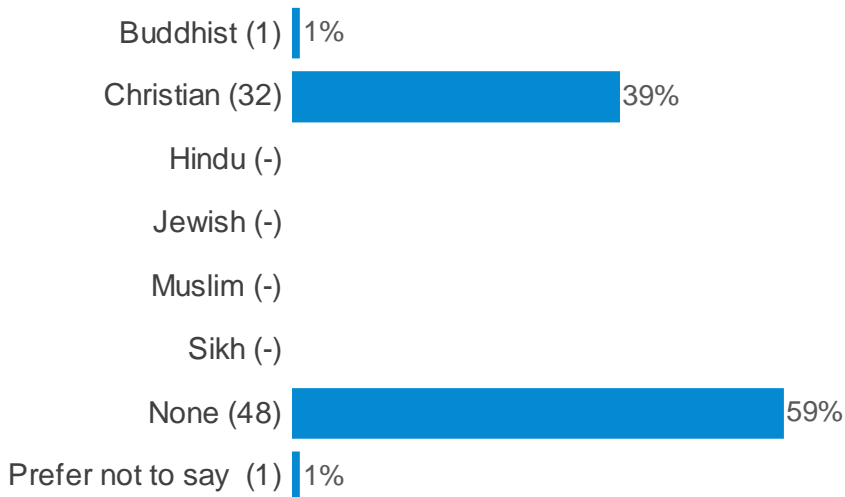
## What is your ethnicity?



## Any other background, please specify

britsn citizen

## Which of the following best describes your religion?



## Other, please specify

Church of England

Jehovah's Witness

Church of England

latter day saint mourmon

Catholic

methodist

Methodist

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

