

2009 Jobcentre Plus Customer Satisfaction Research

Appendices

by Andrew Thomas, Nick Coleman,
Jenny Turtle, Sarah Bone, Claire Bassett
and James Mason

Department for Work and Pensions

Research Report No 657

2009 Jobcentre Plus Customer Satisfaction Research

Appendices

**Andrew Thomas, Nick Coleman, Jenny Turtle, Sarah Bone, Claire Bassett
and James Mason**

A report of research carried out by TNS-BMRB Social Research on behalf of the
Department for Work and Pensions

© Crown Copyright 2010. Published for the Department for Work and Pensions under licence from the Controller of Her Majesty's Stationery Office.

Application for reproduction should be made in writing to The Copyright Unit, Her Majesty's Stationery Office, St Clements House, 2-16 Colegate, Norwich NR3 1BQ.

First Published 2010.

ISBN 978 1 84712 775 4

Views expressed in this report are not necessarily those of the Department for Work and Pensions or any other Government Department.

Contents

Appendix A	Technical details	1
Appendix B	Additional analysis.....	9
Appendix C	Comparisons with 2007 survey.....	15
Appendix D	Questionnaire	19
Appendix E	Topic guides	43
	E1 – Qualitative Follow-up Phase 1 Staff Topic Guide.....	43
	E2 – Qualitative Follow-up Phase 2 Customer Topic Guide.....	52
	E3 – Qualitative Follow-up Phase 3 Staff Topic Guide.....	68
	E4 – ESA Customer Topic Guide.....	79
Appendix F	Qualitative analysis methods.....	91

List of tables

Table A.1	Survey response.....	5
Table B.1	Drivers of overall satisfaction (very satisfied).....	9
Table B.2	Multivariate key driver analysis mapped on to DSO7	11
Table B.3a	Multivariate key driver analysis for face-to-face contact.....	11
Table B.3b	Multivariate key driver analysis for telephone contact.....	11
Table B.4	Impact on likelihood of being very satisfied – Sex/SOC	12

List of figures

Figure B.1	Improvement matrix quadrants explained	12
Figure B.2	Drivers of satisfaction with most recent face-to-face or telephone contact – JSA customers.....	13
Figure B.3	Drivers of satisfaction with most recent face-to-face or telephone contact – IS customers.....	13
Figure B.4	Drivers of satisfaction with most recent face-to-face or telephone contact – IB customers	14
Figure C.1	Overall satisfaction with Jobcentre Plus, 2007 v 2009	17

Appendix A

Technical details

A.1 Survey population

As in previous surveys, the survey was based on working-age benefit claimants, specifically recipients of Jobseeker's Allowance (JSA), Income Support (IS) and Incapacity Benefit (IB). At the time the sample for this survey was drawn, Employment and Support Allowance (ESA), which has replaced IB and IS paid on incapacity grounds for new claimants, had only recently been established. The survey therefore excluded those who were currently only receiving ESA. Given the relatively small number of claimants expected to be receiving ESA at the time of the survey, these claimants were instead covered in separate qualitative research.

A.2 Changes between 2007 and 2009

The 2009 survey was limited to customers **who had both claimed/received benefit and had had contact with Jobcentre Plus within the last 12 months**¹. This definition of the customer population was slightly different from the 2007 survey, which excluded customers who had not received benefit within the last six months, but included customers who had had no contact with Jobcentre Plus within the last 12 months (although these customers were asked fewer questions).

One important reason for changing the definition was the seven-nine month time lag between customers appearing on the database from which the sample was to be selected and the interviews taking place. Restricting the sample to those receiving the benefit in the previous six months would therefore skew the sample of JSA claimants towards the long-term unemployed. It was also felt to be a waste of resources to include customers on all types of benefit who had had no recent contact with the service and so could not be asked to answer most of the questions about it.

¹ Strictly speaking, to be eligible for the survey, respondents need only have made a claim for, rather than actually received, one of the three benefits (JSA, IS or IB) in the past 12 months. However, as the sample was based on successful claimants as of December 2008, all of the respondents had actually received one of JSA, IS or IB in the previous 12 months.

Another change between the two surveys is that the 2007 survey used a quota sampling method, while in 2009 a random sample was used.

In spite of these differences in the survey population, it is still possible to compare results from the 2009 survey with those for the 2007 survey on the key 'overall satisfaction' measure, by analysing a comparable subset of the data from each survey. See Appendix C.

A.3 Sample source

The sample was generated by Jobcentre Plus, from the Department for Work and Pensions' (DWP's) National Benefits Database, which holds data about clients drawn from the different benefits systems. The sample was drawn in May 2009 for a June fieldwork start, from the latest monthly snapshot available on the database, which was of customers claiming or receiving benefit in December 2008.

It was not possible to identify customers who had had contact with Jobcentre Plus in the last 12 months from the sample, so screening questions were included at the start of the interview to identify those who were eligible.

A.4 Sample selection

The target sample size for the survey was 4,000, but because a high level of inaccuracy was anticipated in the customer contact details provided and the response rate from those contacted was unknown, a much larger initial sample of 18,000 records was selected.

Before sample selection, the database was stratified by length of claim and benefit type within each of the 11 Jobcentre Plus regions. The regional samples were selected disproportionately to allow the achievement of approximately equal numbers of interviews – about 364 – per region. At the analysis stage the data were weighted to restore the correct proportions for the population.

Contact details including name, address and telephone number were added to the sample. Checks were carried out by the British Market Research Bureau (BMRB) on both addresses and telephone numbers and any established as invalid were removed from the sample. In total, 18,000 customers were sampled for the survey.

The sample was labelled with the region and benefit type variables so that progress could be monitored in field and adjustments made to the issued sample if necessary in order to achieve the target numbers.

A.5 Advance letters and opt-out process

Advance letters were sent to 18,000 customers selected for the research. The letter was in English but for customers living in Wales, a Welsh language version of the letter was also included.

The advance letter explained the background to the survey and emphasised the importance of participation, while making it clear that participation was voluntary. The letter also explained that co-operation or otherwise would not affect entitlement to any benefit or claim in any way, that confidentiality would be respected, and that any information gathered would be used strictly for the purpose of research.

Enclosed with the letter was a separate pro-forma and a reply-paid envelope for its return, to provide customers with a free and easy method of either a) opting out of the survey altogether, b) requesting a postal questionnaire in either English or Welsh, if a telephone interview would be difficult for them, or c) requesting a telephone interview in a non-English language. The offer of an interview in a non-English language was translated on the pro-forma into the main minority languages spoken in the UK (Urdu, Punjabi, Bengali, Gujarati, Somali, Polish, and Arabic). In addition, other customer-requested languages included Farsi, French, Hindi, Kurdish, Russian, Spanish, and Turkish.

The advance letters were sent out approximately two weeks before the start of fieldwork, to allow customers sufficient time to opt out. If they wished, recipients could also opt out of the study by telephone or email. BMRB provided a freephone telephone line for queries, answered personally during normal office hours (9am to 5pm, Monday to Friday), switching to a voicemail service at other times. They also provided an email address for those who preferred this method of contact.

All customers opting out of the survey or requesting a postal questionnaire, plus any whose letters were received marked 'return to sender', were removed from the sample available for telephone fieldwork.

A.6 Data collection

Most interviewing was conducted by telephone, using computer-assisted telephone interviewing (CATI). All fieldwork for the survey was carried out by experienced interviewers working for BMRB's telephone research division and complied with ISO9001 and ISO20252 quality requirements. All interviewers and supervisors involved in the survey received a detailed briefing before the start of fieldwork.

The majority of interviews were conducted by telephone, lasting 15 minutes on average. However, respondents were offered the option of completing a self-completion questionnaire (sent out by post) if they were not able to conduct the survey by telephone. In total, 4,125 interviews were completed between 20 July and 2 October 2009: 3,998 interviews by telephone and 127 by post. Twenty-nine of the telephone interviews were conducted using a non-English language interpreter. The overall response rate was 52 per cent. In order to maximise the response rate, all calls were managed using an automated sample management and dialler system allowing for optimum interviewer management of calls and extended control over times at which calls are made. Additional measures taken include a minimum of ten calls placed to each number across a range of days and times before recording the outcome of the call as a 'non-contact' for any

which go unanswered, and the sample was managed in small batches to allow for maximum call backs and productivity. In addition, all fieldwork was closely monitored and response rates calculated daily.

Details are shown in Table A1.

A.7 Questionnaire development

The majority of the 2009 questionnaire remained the same as in the 2007 survey. Some revisions and additions were made, in consultation with the Jobcentre Plus research team and with the Steering Group.

A small pilot study of 88 interviews was carried out to test the questionnaire. The pilot took place in two separate stages from 16 – 19 June 2009 and 23 – 26 June 2009. At the first stage, a small number of questions had 'cognitive probes' added into the CATI script to test respondent comprehension and interpretation of the question (e.g. a question might be followed up by a supplementary question '*What did you understand by the phrase XXX*'). These probes were restricted to questions that were particularly important, were new questions or where there was an expectation that respondents might misunderstand wording or terminology.

Members of the BMRB research team briefed and debriefed interviewers and listened to a sample of the interviews at each stage of the pilot. After each stage, some changes to the questionnaire were suggested and agreed with Jobcentre Plus.

The survey focused on satisfaction with the Jobcentre Plus customer service standards, including the separate standards set for telephone calls, visits to offices and written forms of contact. Many of the survey results can also be linked, where applicable, to the key indicators of the DWP Departmental Strategic Objective 7: '*To make DWP an exemplar of effective service delivery*' which to some extent overlap with the other measures.

The final questionnaire was structured around the following themes:

- benefits and recent contact (the initial questions established whether the customer was eligible for the survey – i.e. if they had been in contact with Jobcentre Plus in the previous 12 months);
- satisfaction with Jobcentre Plus;
- face-to-face interaction with staff;
- telephone interaction with staff;
- office visits;
- written contact;
- home visits;
- alternative contact channels;
- problems and complaints;
- demographics.

Table A.1 Survey response

	N	Population in scope of study %	Population in scope of fieldwork %
Number sampled	18,000		
Ineligible (not claimed JSA, IS or IB in previous 12 months/no contact with Jobcentre Plus in previous 12 months)	808		
In scope of study:	17,192	100	
Cases not issued to interviewers (opt-outs)	1,333		
Cases not issued to interviewers (invalid addresses)	471		
Cases not issued to interviewers (reserve sample)	3,551		
<i>Invalid cases</i>			
Respondent moved, untraceable	321		
Respondent not known by occupants	66		
Respondent died	19		
Invalid/incomplete number	2,851		
Address business/industrial	80		
	<hr/> 3,931		
<i>In scope of fieldwork</i>	7,906	46	100
<i>Non-contact after agreed number of call-backs</i>			
With anyone at the address	904		
With named person/unresolved	826		
	<hr/> 1,730	36	78
<i>Refusals</i>			
All information refused/postal questionnaire requested but not returned	1,369		
Personal refusal	177		
Proxy refusal	122		
	<hr/> 1,668		
<i>Other reasons for no interview</i>			
Respondent away during fieldwork period	163		
Respondent incapable of interview (e.g. health problems)	123		
Communication problems	92		
Incomplete paper questionnaire returned	4		
	<hr/> 382		
Interviews/response rate	<hr/> 4,125	24	52

A.8 Weighting

The data from the survey has been weighted before analysis. Weighting is carried out for two reasons:

- To correct for differences in sampling fractions across the sample (using so-called design weights).
- To try and reduce bias arising from non-response (using non-response weights).

As mentioned above, the sample was designed to enable us to achieve an approximately equal number of interviews in each of the 11 Jobcentre Plus regions. It was therefore necessary to apply design weights to restore the correct proportions by region. The weighting ensured that the achieved sample matched the actual regional profiles of eligible Jobcentre Plus customers in terms of benefit type.

The weighting used a matrix of 33 cells (benefit type within region). The target weights applied to the sample for each cell were derived from the profile of the original sample supplied by the Performance Measurement and Analysis Division from the December 2008 snapshot database. This was adjusted to take account of the eligibility criteria for the survey, based on the results of the screening questions about contact with Jobcentre Plus. The screening questions excluded different proportions of customers in each cell from the survey.

The effect of the weighting can be seen in the tables in Chapter 2, showing the unweighted and weighted profile of the sample by region and by benefit type.

A.9 Data processing and analysis

Basic computer tables have been produced for all data. These show each question analysed by a small number of standard sub-group variables – for example, region, benefit type, gender, age and ethnicity. A final clean data set, in the form of a fully documented SPSS datafile, has also been produced.

A.10 Derived benefit type

In order to establish derived benefit type (from the questionnaire) for all respondents, the following rules were applied at the analysis stage:

1. If received one benefit only in last 12 months this will be the main benefit type for analysis.

Total to be resolved		4,125
One benefit type in last year	JSA	1,432
	IS	1,240
	IB	870
More than one in last year		583

2. If received one of the three main benefit types and ESA in the last year, ignore ESA and code as other benefit type. (e.g. JSA and ESA, or IS and ESA, or IB and ESA.)

Total to be resolved		583
One benefit type in last year	JSA	39
	IS	14
	IB	19
Other combinations		511

3. If received more than one benefit type in the last year and only one benefit currently, code main benefit type as benefit being received now.

Total to be resolved		511
One benefit type in last year	JSA	103
	IS	56
	IB	45
Receiving more than one now		307

4. If receiving more than one benefit type now, code as benefit type received for the longest period of time.

Total to be resolved		307
One benefit type in last year	JSA	22
	IS	64
	IB	67
Equal longest duration		154

5. For remaining records derive main benefit type using the following rules dependent on working status and disability.

Total to be resolved		154
One benefit type in last year	JSA	19
	IS	16
	IB	119

- If received JSA and IS and currently working, code as IS. (7)
- If received JSA and IS and not working ,code as JSA. (18)
- If received JSA and IB and working less than 16 hours a week, code as JSA. (0)
- If received JSA and IB and not working, code as IB. (5)
- If received IS and IB and working and have a disability, code as IS. (4)
- If received IS and IB and not working and have a disability, code as IB. (105)
- If received IS and IB and working and do not have a disability, code as IS. (0)
- If received IS and IB and not working and do not have a disability, code as IS. (4)
- If received JSA and IS and IB and not working and have a disability, code as IB (9)
- If received JSA and IS and IB and not working and do not have a disability, code as JSA (1)
- If received JSA and IS and IB and working and do not have a disability, code as IS (1)

Appendix B

Additional analysis

B.1 Key driver analysis – overall satisfaction

Reference table for overall satisfaction (list of all variables included in the model and those which have been identified as having a significant impact on overall satisfaction (very satisfied) with Jobcentre Plus services).

Table B.1 Drivers of overall satisfaction (very satisfied)

Survey question	Significant impact on overall satisfaction (very satisfied)	Associated DSO7 ¹ indicator
Q18. Overall, compared with what you expected, how would you rate the services provided by Jobcentre Plus?		
Q23/Q35/Q58. I'd now like you to rate some aspects of the service you received during [phone call/meeting/home visit]. First of all can you tell me how good or poor the [adviser] was at?		
A Treating you in a friendly and polite way	Yes	Treatment
B Treating you with respect as an individual		
C Respecting your privacy		
D Providing information relevant to your needs and circumstances	Yes	Treatment
E Completing your business in a reasonable length of time	Yes	Timely response
Q63 a/b/c. In the last 12 months, have you used....?		
A Jobpoints (the touch screen job search machines in Jobcentre Plus Offices)		
B Customer access (warm) phones in Jobcentre Plus offices		
C Jobcentre Plus website		
Q71. How easy have you found it to get in contact with Jobcentre Plus over the last 12 months?	Yes	Ease of access

Continued

Table B.1 Continued

Survey question	Significant impact on overall satisfaction (very satisfied)	Associated DSO7 ¹ indicator
Q72. How convenient is your local office to get to?	Yes	Ease of access
Q73. Do you feel your access to Jobcentre Plus services is limited in any way?		
Q76. In the last 12 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?		
Q77. Immediately following this did you have any problems with your benefit payment?		
Q78. In the past 12 months, have you been given any information by Jobcentre Plus that you found to be incorrect or contradictory?	Yes	Treatment
Q81. What did you feel like complaining about?		
Q90. Thinking about all of the contact you have had with Jobcentre Plus in the past 12 months, how much improvement, if any, would you say that Jobcentre Plus needs to make to its services?		
Q93. GENDER	Yes	n/a
Q94. AGE		
Q95. Are you currently in paid work?		
Q101 a / b / c. [IF IN WORK: Thinking about your current job] [IF NOT IN WORK: Thinking about your most recent job], what does/did the firm/ organisation you work(ed) for mainly make or do (at the place where you worked)? / What is/was your (main) job? / What did you mainly do in your job?	Yes	n/a
Q102. Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do?		
Q103. To which of these ethnic groups do you consider you belong?		
Q105. Does your household have access to the internet at home?		

Note 1: Departmental Strategic Objective 7.

Table B.2 Multivariate key driver analysis mapped on to DSO7

Driver of overall satisfaction	DSO7 indicator
Whether access to your local Jobcentre Plus office is limited	Ease of access
Satisfaction with conditions at your local Jobcentre Plus office	Ease of access
Providing information relevant to your needs and circumstances	Treatment
Treating you with respect as an individual	Treatment
Respecting your privacy	Treatment
Whether given any incorrect or contradictory information	Treatment
Whether time taken to answer phone was reasonable	Timely response
Completing your business in a reasonable length of time	Timely response
Whether you have any outstanding issues	Outcome
Whether had problems when changed details	Outcome

Table B.3a Multivariate key driver analysis for face-to-face contact

Key driver	Performance %	Relative impact (beta value)
Providing information relevant to your needs and circumstances	59	0.34
Treating you with respect as an individual	71	0.17
Completing your business in a reasonable length of time	65	0.16
Respecting your privacy	67	0.14
Satisfaction with conditions at your local Jobcentre Plus Office	43	0.09
Whether you have any outstanding issues	90	0.07
Whether access to your local Jobcentre Plus office is limited	86	0.03

Base: All respondents who had face-to-face contact.

Table B.3b Multivariate key driver analysis for telephone contact

Key driver	Performance %	Relative impact (beta value)
Completing your business in a reasonable length of time	53	0.31
Providing information relevant to your needs and circumstances	51	0.27
Treating you with respect as an individual	62	0.23
Whether time taken to answer phone was reasonable	77	0.11
Whether had problems when changed details	73	0.07

Base: All respondents who had telephone contact.

Table B.4 Impact on likelihood of being very satisfied – Sex/SOC

Question	Category	How much less likely someone would be 'very satisfied'
Sex	Female	(ref) ¹
	Male	19%
Standard Occupational Classification (SOC)	Not employed/not asked	(ref)
	Managerial / Professional / Associate / Administrative / Secretarial	44%
	Skilled trade / Personal services / Sales / Customer Service	24%

Note 1: 'ref' refers to the reference point from which any change in likelihood to be very satisfied is measured (based on the respondent providing a response to the question other than the 'ref' response as indicated).

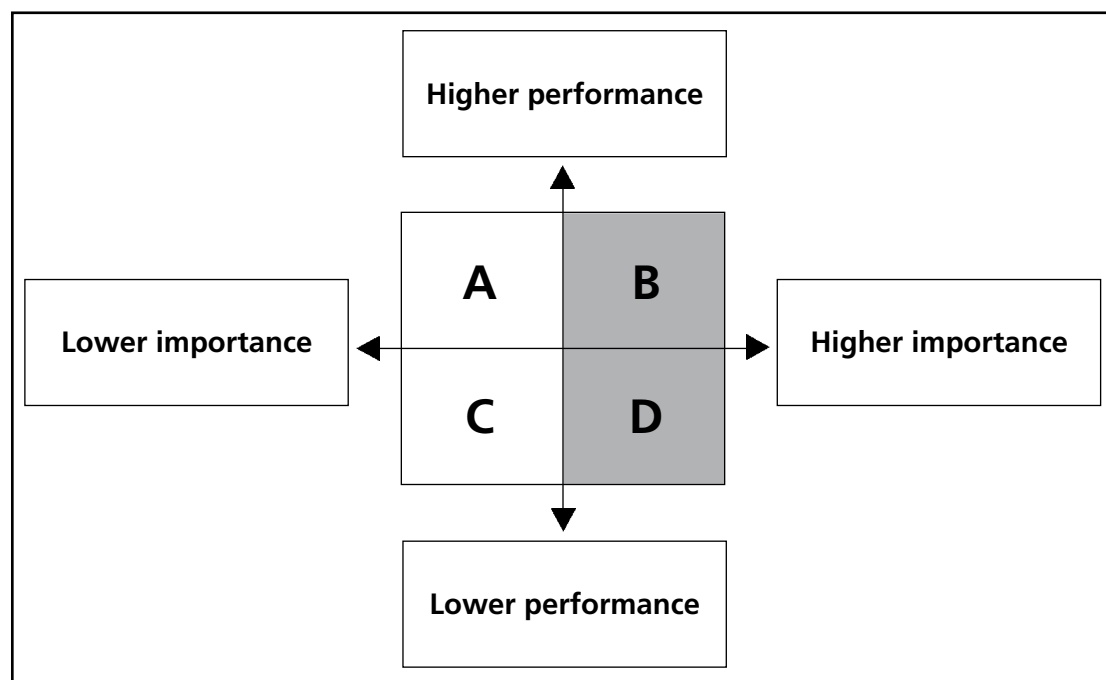
Figure B.1 Improvement matrix quadrants explained

Figure B.2 Drivers of satisfaction with most recent face-to-face or telephone contact – JSA customers

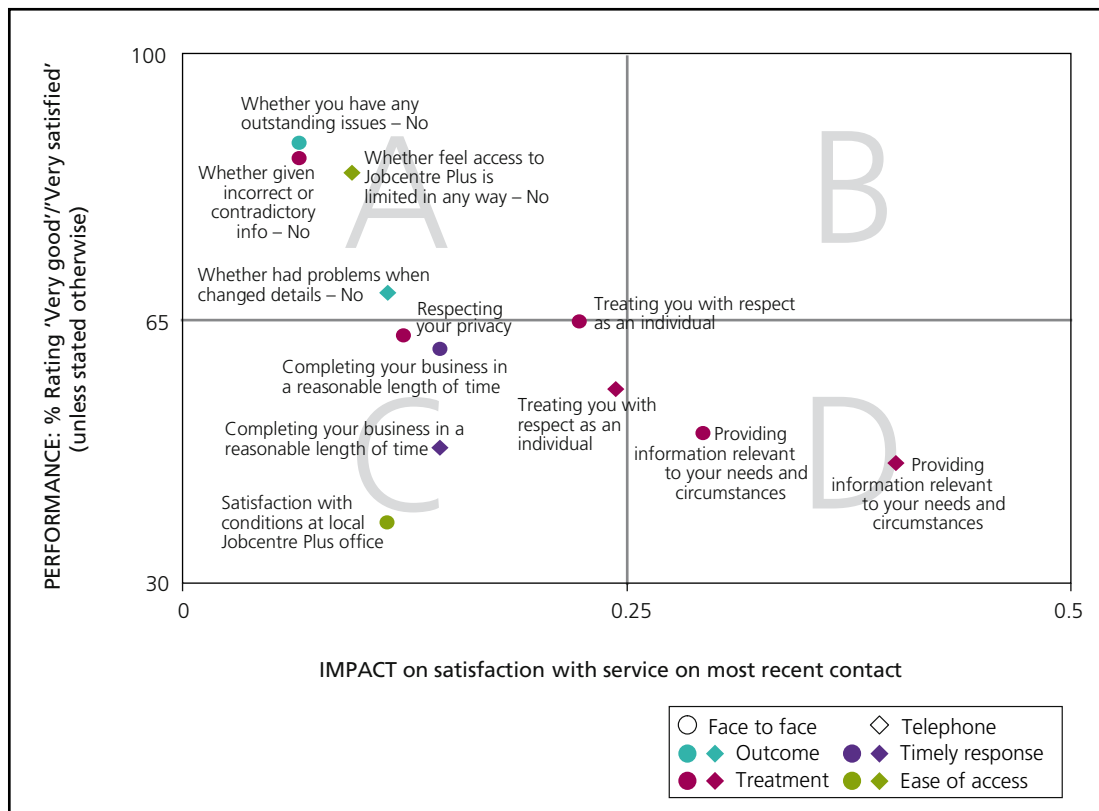


Figure B.3 Drivers of satisfaction with most recent face-to-face or telephone contact – IS customers

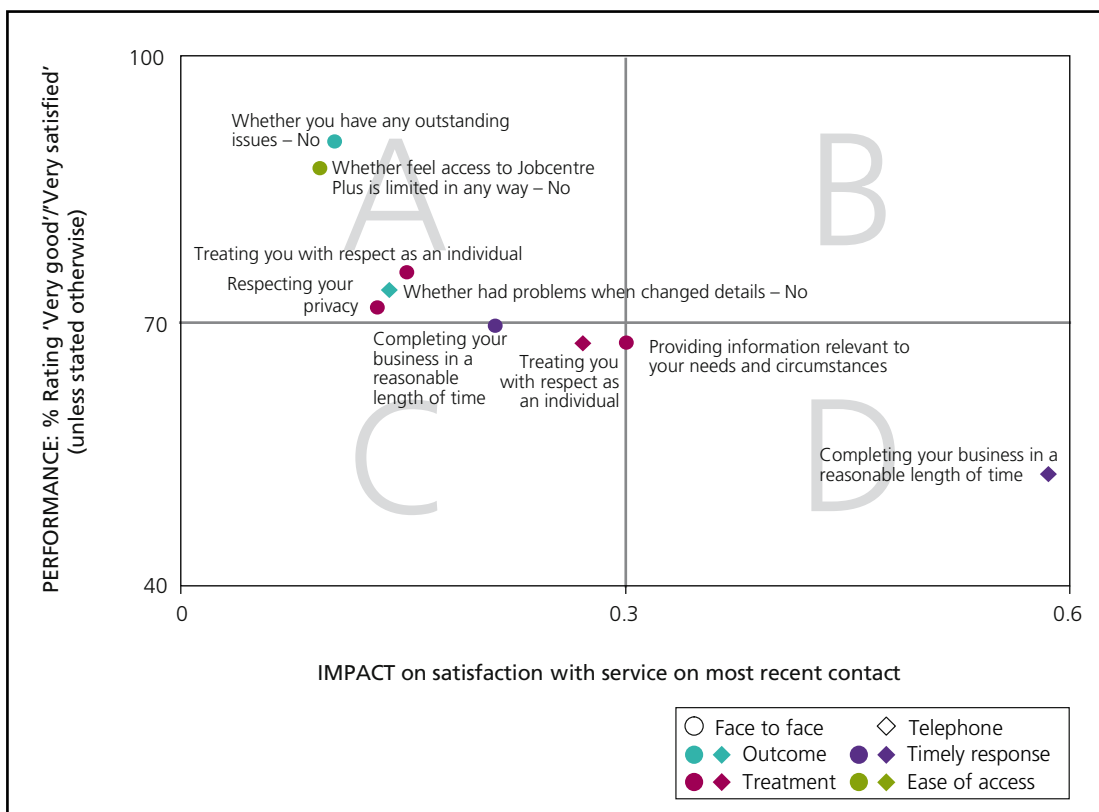
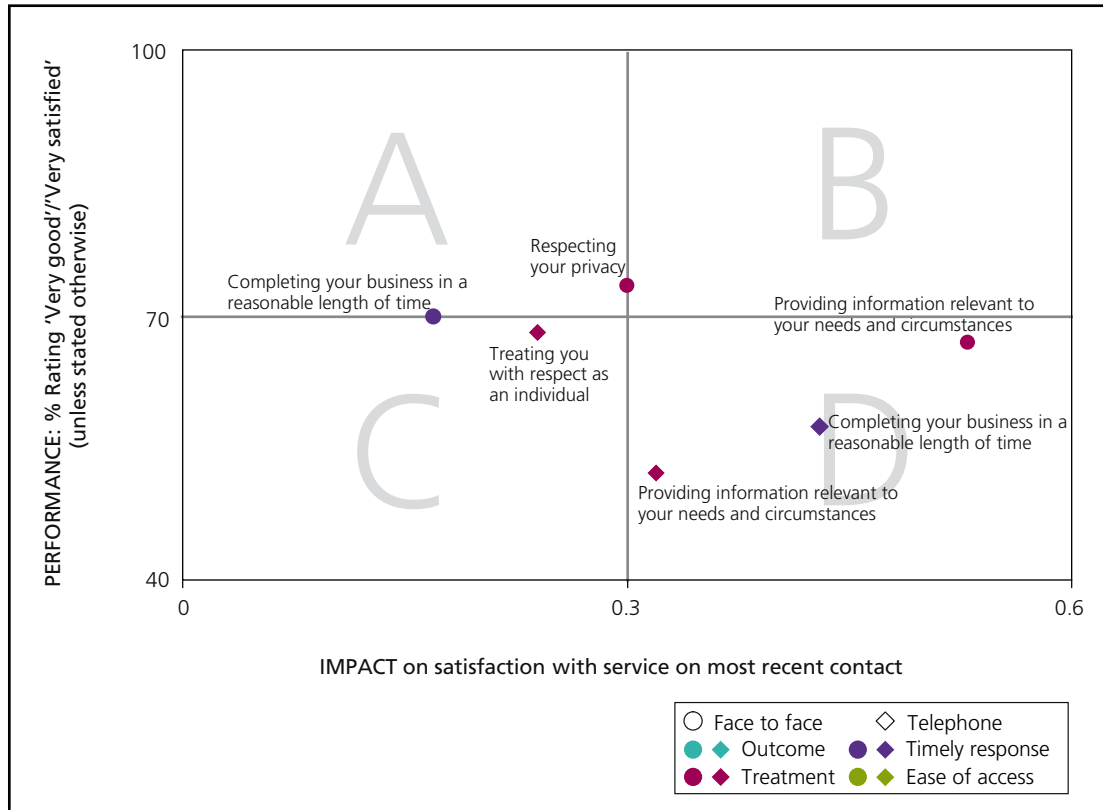


Figure B.4 Drivers of satisfaction with most recent face-to-face or telephone contact – IB customers



Appendix C

Comparisons with 2007 survey

C.1 Introduction

The 2009 questionnaire contained many questions that had been used in the 2007 survey. This gives the potential to compare the results between the two surveys, and therefore monitor progress over time.

However, as noted in the Introduction, there are important differences in the design of the two surveys. Firstly, the sample population was different: the 2009 survey was limited to customers **who had both claimed/received benefit and had had contact with Jobcentre Plus within the last 12 months**. This definition of the customer population was slightly different from the 2007 survey, which **excluded** customers who had not received benefit within the last six months, but **included** customers who had had no contact with Jobcentre Plus within the last 12 months (although these customers were asked fewer questions).

When making comparisons between the two surveys, findings have been adjusted to reduce the impact of these differences: in Appendix C, 2009 data have been re-based to exclude customers who had not received one of the three benefits in the previous six months (in line with the 2007 population), and 2007 data have been re-based to exclude customers who had not had any contact with Jobcentre Plus in the previous 12 months (in line with the 2009 population). However, these adjustments can only partly redress the overall difference in the population covered by the two surveys. Another change between the two surveys is that the 2007 survey used a quota sampling method, while in 2009 a random sample was used. The impact of this difference cannot be quantified, but it could potentially lead to different samples of customers being interviewed.

There have also been a number of changes to the benefit regime since 2007, including the introduction of Employment and Support Allowance (replacing Incapacity Benefit (IB) for new claimants) and changes in eligibility for Income Support (IS) amongst lone parents (lone parents with a youngest child aged between seven and fifteen losing eligibility for IS between 2008 and 2011). As a result, the profile of customers claiming Jobseeker's Allowance (JSA), IS and IB will have changed between 2007 and 2009.

The profile of customers will also be affected by the number of claimants at the time of the survey. In particular, the number of JSA customers was considerably higher in 2009 than in 2007 (over 1.5 million at the time of the 2009 survey fieldwork compared with less than 1 million before October 2008).² As a result, the proportion of JSA customers in the 2009 survey was higher than in previous years, reflecting the rise in the JSA claimant count (37 per cent in 2009, 20 per cent in 2007). Because customers in the three benefit types vary in their attitudes, this difference will affect the findings for the total sample. For this reason, it is important to analyse results by benefit type when making comparisons.

In addition, the profile of the JSA population has changed during the recent economic downturn, with more people from professional, managerial or technical backgrounds claiming JSA. Analysis by standard occupational classification is included in the 2009 survey, but is not available for 2007, so it is not possible to assess the extent to which the changing profile of JSA customers has affected responses.

The issues noted above do not invalidate comparisons between the 2007 and 2009 surveys, but mean that we need to be very careful in interpreting any differences.

C.2 Comparison of overall satisfaction

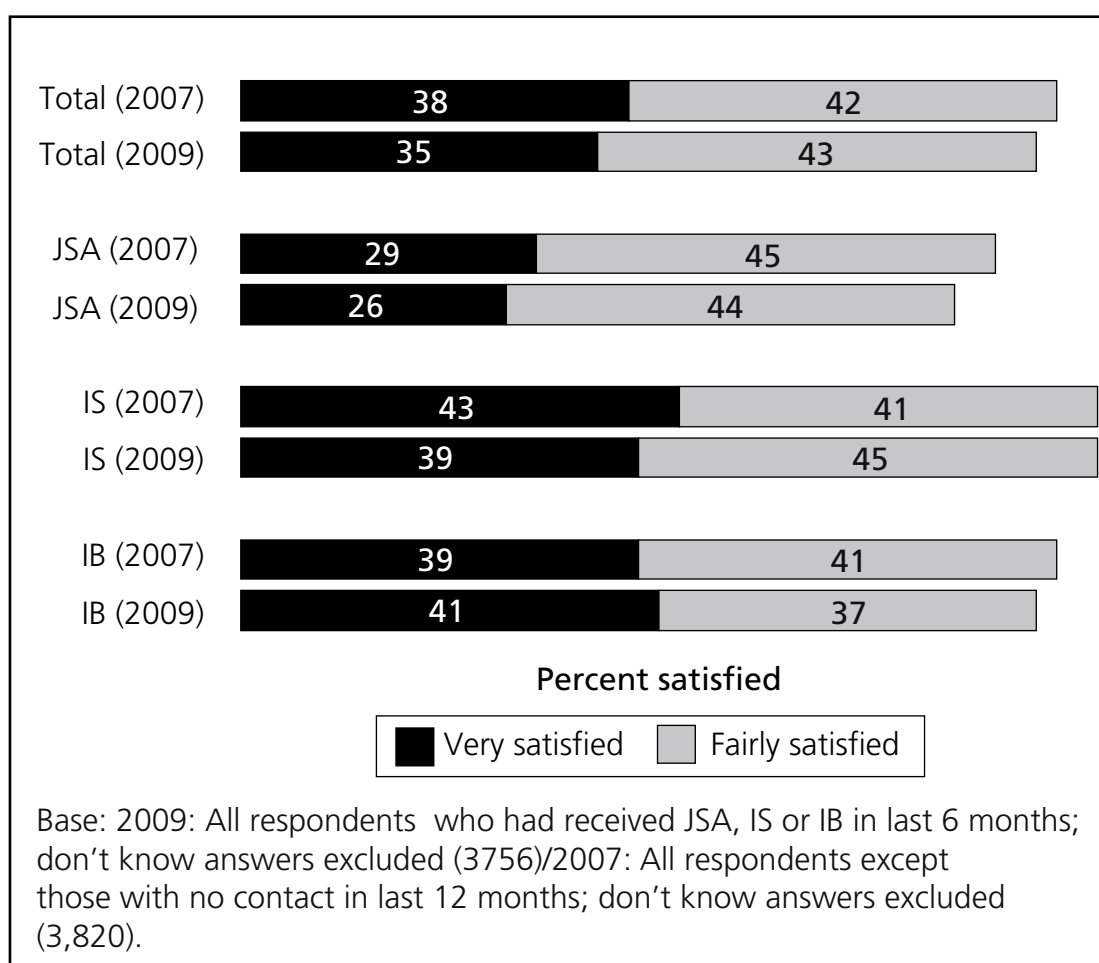
In the 2007 survey report, the figures for customers' overall satisfaction with Jobcentre Plus excluded 'don't know' answers. When comparing these figures with the 2009 survey, we have also excluded 'don't know' answers from the 2009 data, so that findings are consistent. While it would have been possible to include 'don't know' responses in both the 2007 and 2009 data, the 2007 figures (and in particular the figure of 80 per cent satisfied) are now familiar to Department for Work and Pensions staff, so it makes sense to use these figures.

However, when comparing other questions between 2007 and 2009, and in all analysis conducted specifically for the 2009 survey (as covered in the main part of this report), 'don't know' answers have been included, in order to represent the full range of responses given by customers.

² Based on monthly JSA claimant count figures, NOMIS/ONS.

Figure C.1 compares the 2007 and 2009 findings. The proportion satisfied was slightly lower in 2009 than 2007, both overall (78 per cent compared with 80 per cent) and for JSA customers (70 per cent compared with 74 per cent), while the figures for IS and IB customers were very similar. However, given the issues noted in the introduction to this appendix, the minor differences (for the total sample and JSA sample) cannot be interpreted as representing a real change in satisfaction. Rather, the similarity between the 2007 and 2009 figures indicate that satisfaction is at a similar level.

Figure C.1 Overall satisfaction with Jobcentre Plus, 2007 v 2009



C.3 Comparison of other questions

Where the same questions have been asked in 2009 as in 2007, the two sets of findings have been compared. In most cases, findings are very similar, and where there are small differences (e.g. five percentage points or less), it is not possible to interpret these as 'real' differences, because of the issues already noted above. Larger differences between the two surveys (and where differences also apply to individual benefit types, as well as the sample as a whole) are as follows:

- Awareness of the Jobpoints (87 per cent in 2009) and Customer Access Phones (78 per cent in 2009) has stayed at a similar level over time (84 per cent and 78 per cent in 2007), whilst there appears to have been an increase in awareness of the Jobcentre Plus website (82 per cent in 2009 compared with 71 per cent in 2007). Use of the Jobpoints and Customer Access Phones seems to have decreased over time (46 per cent in 2009 compared with 53 per cent in 2007 for Jobpoints, 25 per cent in 2009 compared with 38 per cent in 2007 for Customer Access Phones) while use of the website has increased (45 per cent in 2009 compared with 30 per cent in 2007). It should be noted that the questions were asked slightly differently in 2007, and this may account for the differences.
- Satisfaction with office conditions was lower in 2009 than in 2007 (42 per cent very satisfied compared with 50 per cent in 2007). While figures for the rating of specific aspects of office conditions were mostly similar, customers were less likely to say that the office was very good at providing help if it was needed in 2009 (50 per cent compared with 57 per cent in 2007).
- Customers who had written to Jobcentre Plus were more likely to say that the reply had dealt fully with their query in 2009 (89 per cent compared with 81 per cent in 2007).

Appendix D

Questionnaire

1: Introduction

Ask to speak to (CONTACT NAME) and confirm name when speaking to this person. If named person is not able to complete the interview over the phone (e.g. if s/he is deaf or has learning difficulties), try to arrange an alternative method (e.g. interview in non-English language, proxy interview or postal questionnaire).

Good morning/afternoon/evening, my name is and I'm calling from BMRB Social Research. We have been contracted by Jobcentre Plus to conduct a survey on their behalf to find out people's attitudes to the services they receive. 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.

IF CONDUCTING INTERVIEW WITH PROXY

Qauth (IF SPEAKING TO PROXY): Can I confirm that you are authorised to respond on behalf of [NAME FROM SAMPLE]?

(IF SPEAKING TO NAMED RESPONDENT): Can I confirm that this person is authorised to respond on your behalf?

Yes - Continue

Qname Please can I take your name?

RECORD FULL NAME OF PROXY RESPONDENT, INCLUDING TITLE, FIRST NAME AND SURNAME

Qrel What is your relationship to (NAME FROM SAMPLE)? So you are (NAME FROM SAMPLE)'s...

- Parent/Guardian
- Husband/Wife/Partner
- Child
- Carer (non relative)
- Friend
- Other specify...

Please answer the following questions on behalf of (NAME FROM SAMPLE). Any questions referring to "you" should be answered about (NAME FROM SAMPLE)'s experiences.

2: Benefits and Recent Contact

ASK ALL

Q1. Which, if any, of these benefits have you received in the last 12 months, even if you are not claiming now? ADD IF NECESSARY: Have you received this benefit in your own right: that is where you are the named recipient?

READ OUT. CODE ALL THAT APPLY

- Jobseeker's Allowance
- Income Support
- Incapacity Benefit
- Employment and Support Allowance
- None of these

IF Q1 = NONE OF THESE OR ESA ONLY, TERMINATE INTERVIEW.

IF ANY BENEFIT CODED AT Q1

Q2. And are you receiving..... (READ OUT ALL BENEFITS CODED AT Q1) at present?

- Yes
- No
- Don't know for each benefit

FOR EACH BENEFIT CODED AT Q1

Q2a. For how long have you been receiving (IF STILL RECEIVING)/did you receive (IF NO LONGER RECEIVING)... (BENEFIT AT Q1)? PROMPT TO PRECODES

- Less than 3 months
- 3 – up to 6 months
- 6 – up to 12 months
- 1 – up to 2 years

- 2 – up to 3 years
- 3 – up to 5 years
- 5 – up to 10 years
- 10 years or more
- Don't know

FOR EACH BENEFIT CODED NO AT Q2

Q3. When did you stop receiving.... (READ OUT BENEFIT FROM Q2)? PROMPT TO PRECODES. CODE FOR EACH BENEFIT

- Less than 1 month ago
- 1 – up to 3 months ago
- 3 – up to 6 months ago
- 6- up to 12 months ago
- Don't know/can't remember

ASK ALL EXCEPT TERMINATED

Q4. I'd now like to ask about your contact with 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. So, in the past 12 months, have you....?

READ OUT. CODE ALL THAT APPLY

Been to a Jobcentre Plus office for a face-to-face meeting with a member of staff (e.g. fortnightly review or a Work Focused Interview)

- Been to a Jobcentre Plus office for any other reason
- Phoned Jobcentre Plus using one of the customer access or customer access phones in the Jobcentre Plus office (e.g. 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 customer access phones
- Phoned Jobcentre Plus from your own phone /any phone NOT in a Jobcentre Plus office
- Received a phone call from Jobcentre Plus
- Received a letter, email or fax from Jobcentre Plus (other than about this survey)
- Sent a letter, email or fax to Jobcentre Plus
- Received a home visit from a member of Jobcentre Plus staff
- None of these
- Don't know

IF 'NONE OF THESE' AT Q4

Q5. Can I just check that you have not had any contact at all with Jobcentre Plus

in the last 12 months – is that correct?

ADD IF NECESSARY: This includes any contact with a Jobcentre Plus telephone contact centre or benefit delivery centre.

Correct – no contact

Have had contact – go back and check Q4

IF Q5 = CORRECT/NO CONTACT, TERMINATE INTERVIEW.

Q6. NOT ASKED AT MAIN STAGE

FOR EACH MENTIONED AT Q4

Q7. Please can you tell me when you last....? PROMPT TO PRECODES

Within the last week

Within the last fortnight

Within the last month

Within the last 3 months

Within the last 6 months

Within the last year

Longer than a year/never

Don't Know

IF LONGER THAN A YEAR/NEVER, CHECK ANSWER GIVEN AT Q4: "Can I check, you just said that you in the last 12 months? Is that correct?"

FOR EACH 'DON'T KNOW' AT Q7

Q8. Was this in the last six months or longer ago?

Within the last 6 months

Longer ago

Don't Know

CATI PROGRAM WILL IDENTIFY WHICH OF THE MAIN FOUR TYPES OF CONTACT (FACE-TO-FACE MEETING AND 3 TYPES OF TELEPHONE CONTACT) WAS THE MOST RECENT. IF TWO OR MORE OF THESE ITEMS ARE JOINTLY THE MOST RECENT AT Q7

Q9. Which of these was your most recent contact with Jobcentre Plus? Was it when you.....? READ OUT OPTIONS (SCREEN WILL ONLY SHOW POTENTIAL OPTIONS FOR EACH RESPONDENT)

Went to a Jobcentre Plus office for a face-to-face meeting with a member of staff

Phoned Jobcentre Plus using one of the customer access or customer access phones in the Jobcentre Plus office

Phoned Jobcentre Plus from your own phone /any phone NOT in a Jobcentre Plus office

Received a phone call from Jobcentre Plus

Don't know/can't remember

IF DON'T KNOW/CAN'T REMEMBER AT Q9: In that case for the survey I'll be asking you some questions about the last time you..... [CATI to randomly select one of the options from Q9].

Q10. NOT ASKED AT MAIN STAGE

ASK ALL EXCEPT TERMINATED

Q11. Some people are referred to an organisation that is separate to Jobcentre Plus when they are on a programme like New Deal or Pathways. This could be to get training or help finding work. These organisations are usually not based at the Jobcentre Plus office. Have you had any contact with an organisation like this in the last 12 months?

ADD IF NECESSARY – this is usually a private organisation that gives help and support in finding work, training and work experience – for example if you are on New Deal, Pathways to Work or in Employment Zones.

Yes

No

Don't know

Q12-16. NOT ASKED AT MAIN STAGE

3: Satisfaction with Jobcentre Plus

ASK ALL

During this survey I will be asking you about your experiences of Jobcentre Plus services.

Please answer this and all other questions about the services provided by Jobcentre Plus, rather than any other organisations such as the Child Support Agency, the Disability and Carers Service or the Pensions Service [ADD IF RESPONDENT HAS HAD CONTACT WITH CONTRACTED PROVIDER AT Q11: "or any organisation you have been referred to"].

Q17. 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

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know

Q18. Overall, compared with what you expected, how would you rate the services provided by Jobcentre Plus? READ OUT AND CODE ONE OPTION ONLY

- Much better than expected
- Better than expected
- About as well as expected
- Worse than expected
- or much worse than expected
- Don't know

4: Face-to-face Interaction with Staff

ASK IF MOST RECENT CONTACT WAS A FACE-TO-FACE MEETING

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

Q19. Firstly can you tell me what was the purpose of the meeting?

PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

- A work focused interview that you were asked to attend after making a new claim for benefits
- To sign on / fortnightly review
- 13 week / 26 week review meeting
- New Deal meeting with an adviser
- General enquiry about benefit/to see if I was eligible
- To make a new claim for benefits
- To discuss an existing benefit claim / report non receipt of payment
- To talk about jobs/finding work
- To search for job vacancies
- To enquire about / follow up a job vacancy
- To discuss training opportunities
- Other (please specify)
- Don't know / Can't remember

NOTE: IF ANY OF FIRST 4 ITEMS CODED, USE THE TERM 'ADVISER IN Q20. OTHERWISE USE THE TERM 'MEMBER OF STAFF'.

Q20. Did you have an appointment for this meeting?

- Yes
- No
- Don't know

IF YES

Q21. Did the meeting happen at the appointed time...?

- Yes
- No
- Don't know
- Not applicable – no time was specified

IF NO

Q22. Why not?

PROMPT TO PRECODES IF NECESSARY & CODE ALL THAT APPLY

- I was late
- Jobcentre Plus were running late / behind schedule
- Jobcentre Plus didn't have the meeting booked in
- There was a mix up over the time
- Other (please specify)
- Don't know / Can't remember

ASK IF MOST RECENT CONTACT WAS A FACE-TO-FACE MEETING

Q23. 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 ONLY

- A Treating you in a friendly and polite way
- B Treating you with respect as an individual
- C Respecting your privacy
- D Providing information relevant to your needs & circumstances
- E Completing your business in a reasonable length of time

- Very Good
- Fairly Good
- Neither Good nor Poor
- Fairly Poor
- Very Poor
- Not applicable
- Don't know

Q24. 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?

- Yes
- No

Don't know/can't remember

Q25. NOT ASKED AT MAIN STAGE

ASK IF MOST RECENT CONTACT WAS A FACE-TO-FACE MEETING

Q26. 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

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

Q27. NOT ASKED AT MAIN STAGE

5: Telephone Interaction with Staff

ASK IF MOST RECENT CONTACT WAS BY TELEPHONE

I'd now like to ask you a few questions about the most recent time you..... (TYPE OF PHONE CONTACT AT Qs 4-9).

Q28. Firstly, for what reason [did you ring Jobcentre Plus/did Jobcentre Plus ring you]?

PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

- General enquiry about benefit/to see if I was eligible
- To make a new claim for benefits
- To discuss an existing benefit claim / report non receipt of payment
- To talk about jobs/finding work
- To search for job vacancies
- To enquire about / follow up a job vacancy
- To inform Jobcentre Plus of change in circumstances / sign off
- To book an appointment /arrange a meeting
- To remind me to attend a meeting
- To enquire why I had not attended a meeting
- Other (please specify)
- Don't know / Can't remember

Q29. NOT ASKED AT MAIN STAGE

IF JOBCENTRE PLUS RANG THE RESPONDENT

Q30. Was the call arranged for a specific time or time period?

- Yes
- No

Don't know/can't remember

IF YES

Q31. Did the call happen at the appointed time...?

Yes

No

Don't know

IF NO

Q32. Why not?

PROMPT TO PRECODES IF NECESSARY & CODE ALL THAT APPLY

I wasn't available at the time

Jobcentre Plus were running late / behind schedule

Jobcentre Plus didn't have the call booked in

There was a mix up over the time

Other (please specify)

Don't Know / Can't remember

IF THE RESPONDENT RANG JOBCENTRE PLUS

Q33. When you rang Jobcentre Plus, did the phone ring for more than 30 seconds before a member of staff answered?

Yes

No

Don't know/can't remember

Q34. Were you able to get through the first time you rang?

Yes

No

Don't know/can't remember

Q34a Overall do you feel the amount of time you have had to wait for calls to be answered is reasonable?

Yes

No

Don't know/can't remember

ASK IF MOST RECENT CONTACT WAS BY TELEPHONE

Q35. 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? CODE ONE ONLY

- A Treating you in a friendly and polite way
 - B Treating you with respect as an individual
 - C Respecting your privacy
 - D Providing information relevant to your needs & circumstances
 - E Completing your business in a reasonable length of time
- Very Good
Fairly Good
Neither Good nor Poor
Fairly Poor
Very Poor
Not applicable
Don't know

Q36. 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
- No
- Don't know/can't remember

Q37. NOT ASKED AT MAIN STAGE

Q38. How satisfied or dissatisfied were you with the standard of service you received during the phone call. Were you....? READ OUT AND CODE ONE OPTION ONLY

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

Q39-41. NOT ASKED AT MAIN STAGE

6: Office Visit – General

IF RESPONDENT HAS VISITED A JOBCENTRE PLUS OFFICE (EITHER FOR A FACE-TO-FACE MEETING OR FOR ANY PURPOSE) AT ALL IN THE LAST 12 MONTHS

Q42. 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.....?

- A Displaying relevant information in the office
 - B Providing a pleasant and welcoming environment
 - C Providing appropriate privacy for your needs
 - D Providing a safe environment
 - E Providing help if you needed it
- Very Good
 - Fairly Good
 - Neither Good nor Poor
 - Fairly Poor
 - Very Poor
 - Not applicable
 - Don't know

Q43. Overall, how satisfied or dissatisfied are you with the conditions at your local Jobcentre Plus office? READ OUT AND CODE ONE ONLY

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

7: Written Contact

IF RESPONDENT HAS SENT A LETTER/FAX/EMAIL TO JOBCENTRE PLUS OFFICE IN THE LAST 12 MONTHS (AT Q7)

Q44. You said that you last sent a letter/fax/email to Jobcentre Plus.... [ANSWER AT Q7]. Was this a....?

- Letter
- Fax
- Email
- Other (PLEASE SPECIFY)
- Don't know/can't remember

Q45. NOT ASKED AT MAIN STAGE

Q46. How many working days was it before they replied?

CODE ONE OPTION ONLY

- 1-2 days
- 3-5 days
- 6-10 days
- More than 10 days
- Never received a reply – but was expecting to receive one
- Not Applicable - reply not necessary
- Respondent wrote less than 10 days ago and no reply as yet
- Don't know / Can't remember

IF RECEIVED A REPLY AT Q46

Q46a Overall do you feel the amount of time you have had to wait for a reply was reasonable?

- Yes
- No
- Don't know/can't remember

Q47. Did you request a response in a specific format or language, for example in Braille or Welsh?

CODE ONE OPTION ONLY

- Yes
- No
- Don't know/can't remember

IF YES

Q48. In what format did you request it?

PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

Large print
Braille
On audio tape
Welsh
In another language (Please Specify)
Other (Please Specify)
Don't know / Can't remember

Q49. Did the response arrive in the format you requested?

Yes
No
Don't know/can't remember

IF RECEIVED A REPLY AT Q46

Q50. Was the reply in plain language that was easy to understand?

Yes
No
Don't know/can't remember

Q51. Did the reply deal fully with your query?

Yes
No
Don't know/can't remember

Q52. *NOT ASKED AT MAIN STAGE*

IF RECEIVED A REPLY AT Q46

Q53. How satisfied or dissatisfied were you with the standard of response you received to your [letter / fax / email]?

READ OUT AND CODE ONE OPTION ONLY

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Don't know

Q54-56. *NOT ASKED AT MAIN STAGE*

8: Home Visits

IF RESPONDENT HAS RECEIVED A HOME VISIT FROM JOBCENTRE PLUS OFFICE IN THE LAST 12 MONTHS (AT Q7)

Q57. You said earlier that you have had a home visit from a member of Jobcentre Plus staff in..... [ANSWER FROM Q7]. For what purpose did you require this home visit?

PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

- A work focused interview that you were asked to attend after making a new claim for benefits
- To sign on / fortnightly review
- 13 week / 26 week review meeting
- New Deal meeting with an adviser
- To make a new claim for benefits
- To discuss an existing benefit claim / report non receipt of payment
- To search for job vacancies
- To enquire about / follow up a job vacancy
- To inform Jobcentre Plus of change in circumstances / sign off
- To make a complaint
- Other (please specify)
- Don't know / Can't remember

ASK ALL WHO HAVE HAD A HOME VISIT (AT Q7 OR Q56)

Q58. 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? CODE ONE ONLY

- A Treating you in a friendly and polite way
- B Treating you with respect as an individual
- C Respecting your privacy
- D Providing information relevant to your needs & circumstances
- E Completing your business in a reasonable length of time
- Very Good
- Fairly Good
- Neither Good nor Poor
- Fairly Poor
- Very Poor
- Not applicable
- Don't know

Q59-60. NOT ASKED AT MAIN STAGE

Q61. 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

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

9: Generic and Complaints

Q62. Are you aware that the following services are available for you to use?

- A.** Jobpoints (the touch screen job search machines in Jobcentre Plus Offices)
 - B.** Customer access (customer access) phones in Jobcentre Plus offices
 - C.** Jobcentre Plus Website
- Yes/No/Don't know for each of a-c

FOR EACH AWARE OF AT Q62

Q63. In the last 12 months, have you used....?

- A.** Jobpoints (the touch screen job search machines in Jobcentre Plus Offices)
 - B.** Customer access (warm) phones in Jobcentre Plus offices
 - C.** Jobcentre Plus Website
- Yes/No/Don't know for each of a-c

Q64. NOT ASKED AT MAIN STAGE

IF USED A JOBPOINT AT Q63

Q65. How helpful did you find the Jobpoint the last time that you used one?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know/can't remember

Q66. NOT ASKED AT MAIN STAGE

IF USED A WARMPHONE AT Q63

Q67. How helpful did you find the Customer Access or warm phone the last time that you used one?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know/can't remember

IF USED WEBSITE AT Q63

Q68a. When you last visited the Jobcentre Plus website, what did you use it for?

DO NOT PROMPT

- To find out how to claim a benefit
- To see if I was eligible for a benefit
- To search for jobs
- To find out my nearest office
- To find out how to apply for a loan (e.g. Social Fund, Crisis or Budgeting Loan)
- Other (please specify)
- Don't know/can't remember

Q69. How helpful did you find the Jobcentre Plus website the last time that you visited it?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know/can't remember

Q70. *NOT ASKED AT MAIN STAGE*

ASK ALL

I'd now like to ask you a few more general questions about Jobcentre Plus. First of all.....

Q71. How easy have you found it to get in contact with Jobcentre Plus over the last 12 months? READ OUT

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult
- Don't Know

Q72. How convenient is your local office to get to?

READ OUT AND CODE ONE OPTION ONLY

- Very convenient
- Fairly convenient
- Neither convenient nor inconvenient
- Fairly inconvenient
- Very inconvenient
- Don't know

Q73. Do you feel your access to Jobcentre Plus services is limited in any way?

- Yes
- No
- Don't know

Q74. *NOT ASKED AT MAIN STAGE*

IF YES

Q75. In what way do you feel your access is limited? DO NOT PROMPT. MULTICODE
OK

- Services do not accommodate my physical requirements
- Services do not accommodate my mental health needs (e.g. anxiety issues /stress)
- Literacy related problem
- I am not computer literate
- Language related problem (English /Welsh not first language)
- Cost
- Distance
- Other (Please Specify)
- Don't know

ASK ALL

Q76. In the last 12 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?

- Yes
- No
- Don't know/can't remember

IF YES

Q77. Immediately following this did you have any problems with your benefit payment?

- Yes
- No
- Don't know/can't remember
- Not applicable

ASK ALL

Q78. In the past 12 months, have you been given any information by Jobcentre Plus that you found to be incorrect or contradictory?

- Yes
- No
- Don't know/can't remember

IF YES

Q79. What was the incorrect information concerning?

PROMPT TO PRECODES IF NECESSARY & CODE ALL THAT APPLY

- How to apply for benefits
- Which benefit to apply for
- Other benefits available
- How much benefit I was receiving/would receive
- When I would receive my benefit
- Job vacancies / job finding
- Training
- Jobcentre Plus programmes
- My personal details/circumstances (e.g. whether in work)
- Appointments
- Other (Please Specify)
- Don't know / Can't remember

ASK ALL

Q80. In the past 12 months, have you ever felt like complaining about the service you receive from Jobcentre Plus?

- Yes
- No
- Don't know/can't remember

IF YES

Q81. What did you feel like complaining about?

PROMPT TO PRECODES IF NECESSARY & CODE ALL THAT APPLY

- Staff's lack of knowledge
- Staff attitudes
- Late / incorrect benefit payments
- Waiting times / queues
- Job vacancies / job finding
- Standards of service in general
- Lack of communication between departments/centres
- Incorrect/unclear advice/information
- Delay/slow in responding to/helping me
- Other (Please Specify)
- Don't know / Can't remember

Q82. Did you make, or do you intend to make, a complaint?

- Yes, I have made a complaint
- Yes, I intend to make a complaint
- I haven't decided whether to or not yet
- No
- Don't know / Can't remember

Q83. *NOT ASKED AT MAIN STAGE*

IF YES, MADE A COMPLAINT AT Q82

Q84. On the most recent occasion, how did you complain?

PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

- In person
- By completing a complaint form
- By letter
- By telephone/textphone
- By fax
- By email
- Other (Please Specify)
- Don't know / Can't remember

Q85. 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

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

IF YES, MADE A COMPLAINT AT Q82

Q86. *NOT ASKED AT MAIN STAGE*

Q87. How satisfied or dissatisfied were you with the OUTCOME or RESULT of your complaint. Were you.....?

READ OUT AND CODE ONE OPTION ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know
- Not applicable – no outcome yet

IF VERY/FAIRLY DISSATISFIED

Q88. Why were you dissatisfied with the OUTCOME or RESULT of your complaint? PROBE FULLY.

IF YES, MADE A COMPLAINT AT Q82

Q89. Following your complaint, have you taken the matter any further?

IF YES, PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

- Yes, contacted the office manager
- Yes, contacted Jobcentre Plus Chief Executive
- Yes, contacted my MP
- Yes, contacted the Ombudsman via my MP
- Yes, contacted an Independent Case Examiner
- No further action
- Other (Please Specify)
- Don't know

ASK ALL

Q90. Thinking about all of the contact you have had with jobcentre Plus in the past 12 months, how much improvement, if any, would you say that Jobcentre Plus needs to make to its services? READ OUT

- No improvement
- Slight improvement
- Some improvement
- Much improvement
- Huge improvement
- Don't know

Q91-92. NOT ASKED AT MAIN STAGE

10: Demographics

ASK ALL EXCEPT PROXY INTERVIEW

This is the final section and I'd just like to ask you a few details about yourself for classification purposes.

IF PROXY INTERVIEW: This is the final section and I'd just like to ask you a few details about (NAME FROM SAMPLE) for classification purposes. Please answer the following questions about (NAME FROM SAMPLE) and not yourself.

ASK ALL

Q93. RECORD GENDER

- Male
- Female

Q94. What was your age last birthday? ASK FOR AGE BAND IF NECESSARY

- 16-18
- 19-24
- 25-34
- 35-49
- 50-59
- 60-64
- 65+
- Refused

ASK ALL

Q95. Are you currently in paid work?

- Yes
- No

IF YES

Q96. Are you working.....?

- 16 hours or more per week
- Or less than 16 hours per week

Q97. Is this your first job since you recent spell on [benefit received at Q1]?

- Yes
- No

IF YES

Q98. How long were you out of work before you started this job? PROMPT TO PRECODES

- Less than 1 month
- 1 – up to 3 months
- 3 – up to 6 months
- 6- up to 12 months
- 1 year – up to 2 years
- 2 years – up to 3 years
- 3 years – up to 5 years
- 5 years or more

Q99. Did you get this job through Jobcentre Plus?

- Yes
- No
- Don't know/can't remember

IF NOT IN WORK

Q100. Which of these is your main activity at present? READ OUT. MULTICODE OK

- In training or education (incl at school/college)
- On a Government scheme (e.g. New Deal)
- Unemployed and looking for work/waiting to take up a job
- Caring for children or other people
- Temporarily sick or injured – no job to return to
- Permanently sick or disabled
- Not working for other reason

Q101. [IF IN WORK: Thinking about the last job you did before your recent benefit claim, what was the main reason that job came to an end?] [IF NOT IN WORK: What was the main reason that your last job came to an end]? DO NOT PROMPT

- Left for another job
- Made Redundant
- Dismissed/sacked
- Left because I did not like it/resigned

Temporary job ended
 Work stopped/dried up (e.g. if self-employed)
 Took retirement
 I got ill/injured and had to leave
 Pregnant/left to have baby
 Left to look after family
 Moved area
 Started college/university course
 Have never had a job
 Other reason (TYPE IN)
 Don't know/can't remember

ASK ALL JSA CUSTOMERS (JSA AT Q1) EXCEPT 'NEVER HAD A JOB', AND ALL RESPONDENTS CURRENTLY IN WORK AT Q95

Q101a [IF IN WORK: Thinking about your current job] [IF NOT IN WORK: Thinking about your most recent job], what does/did the firm/ organisation you work(ed) for mainly make or do (at the place where you worked)?

DESCRIBE FULLY - PROBE MANUFACTURING OR PROCESSING OR DISTRIBUTING ETC. AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL ETC.
(Open)

Q101b What is/was your (main) job?
(Open)

Q101c What did you mainly do in your job?

CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB
(Open)

ASK ALL

Q102. Do you have any long term illness, health problem or disability which limits your daily activities or the work you can do?

Yes
 No
 Don't know

ASK ALL

Q103. To which of these ethnic groups do you consider you belong? READ OUT

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

Q104. Is English your first language?

- Yes
- No
- Don't know
- Refused

Q105. Does your household have access to the internet at home?

- Yes
- No
- Don't know

Q106. Would you be willing to be recontacted for further studies of this type? This would mean BMRB contacting you again within the next 6 months. Please be reassured that the purpose of this recontact is for research only and that your answers remain confidential.

- Yes
- No

Appendix E

Topic guides

E1 – Qualitative Follow-up Phase 1 Staff Topic Guide

Introduction

- About BMRB, independent research agency, contracted by Jobcentre Plus to undertake this research
- About the project
 - Overall aim to explore customer experiences and views about satisfaction with the services provided by Jobcentre Plus.
 - A follow-up to the 2009 Customer Satisfaction Survey of IB, JSA and IS customers– we are following up key issues that are emerging. Please note these are **national** findings, and so are not specific to your office / contact centre / BDC.
 - Phase 1 – with Jobcentre Plus staff, Benefit Delivery Centre staff, Contact Centre staff, district and regional managers, to provide a social and economic context for the subsequent customer interviews and understand the environment in which Jobcentre Plus is operating.
- Duration of interview (1 hour)
- Confidentiality
 - Anonymity
 - Findings are reported in such a way that no participants can be identified
 - None of the quotations used are attributed by name
 - Recording – used for analytical purposes and are only available to the BMRB research team

1. Background information

- Current role; time in role
- Brief history of employment within the organisation
- Responsibilities; particularly in relation to customer facing role (via the telephone)

For Contact Centre staff -

Note: staff will have taken nationwide calls, not just calls from their local area

- What Service lines do they operate (e.g. First Contact, Jobseeker Direct, ESA claims, anything else?)
 - o Which are the busiest?
 - o When are the peak busy times?
 - How do they deal with these peaks in service demand?
 - Have they noticed an increase in demand since the recession?
- Is the Contact Centre operating any additional functions at present (e.g. crisis Loan applications)?
 - o What are these?
 - o What impact are these having on the service they deliver?

For Benefit Delivery Centre staff –

- What services do they operate?
 - o E.g. benefit processing (which benefits do they process, do they process Social Fund applications), telephone enquiries (what are they about generally), any other roles?
 - o Which are the busiest aspects of the service?
 - o When are the peak busy times?
 - How do they deal with these peaks in service demand?
 - Have they noticed any increases in demand since the recession? If so how are they coping with increased demand?

2. Social and economic context (5 minutes)

(All staff except Contact Centre staff who take national calls)

- *How would they describe the local / regional / job market*
 - o Type of local employers (e.g. retail, manufacturing, services, professional, etc.)
 - o Who are the major local employers?
 - o Local unemployment level
 - o Changes in level of local unemployment and types of employment available over the past year

- o In what areas of the local economy has the recent economic downturn had most effect?
- o Which type of customers have been most affected?

3. Customer profile (20 minutes)

For Jobcentre Plus / BDC / Contact Centre managers AND Jobcentre Plus Regional and District managers

The recent recession is likely to have had a number of effects:

- *Increasing the number of Jobcentre Plus customers*
- *Introduction of new (professional / managerial) customers*
- *Increasing difficulty of longer-term unemployed to find work*
- Have they seen:
 - o An increase in Jobcentre customers?
 - o An increase in footfall in Jobcentres (including those with and without appointments)?
 - o A change in customer type (socio-economic background, benefit type etc)?
 - o Increasing difficulty of longer-term unemployed to find work?
- What demands has this made on Jobcentre Plus / Contact Centre / Benefit Delivery Centre staff?
- Have these changes in volume / customer type/profile affected their service delivery?
 - o In what way?
- What is being done locally to respond to the recession and the possible changes in customer type? *(take each in turn)*
 - o Staffing
 - o Types of services delivered
 - o Tailoring services
 - o Channels of delivery
- How successful have they been in meeting the needs of:
 - o The increased volume of Jobcentre customers
 - o A 'new' customer group(s)
- What have been the difficulties?
 - o How have these been overcome?
- What more is there to do (if anything)?
 - o What needs to be put in place in order for them to achieve this?

- Do they foresee the (new) customer base as becoming part of the 'traditional' Jobcentre customer base in the long term?
 - o Reasons for their views
- What have been the impact(s) upon existing customers – who do they and their staff feel they should be concentrating face to face resources on?
- Perceived value in changing Jobcentre Plus services to meet the needs of this (new), but possibly short-lived, customer group
- Would there be more appropriate services elsewhere that could better cater for this (new) customer group?
 - o What sort of external services?
- What would they like to see happen in terms of service delivery for their new customer groups?

For front-line staff

- Has the profile of customers contacting / using the Contact Centre / BDC/ Jobcentre (e.g. to apply for benefit or to look for a job through Jobseeker Direct) changed over the past year?
 - o In what way?
 - o How does the **current** profile of customers differ from the customer profile a year ago?
 - o DO NOT PROMPT unless necessary: recently redundant professional and managerial customers
- For each new customer group identified, explore expectations and needs
 - o Does the (new) customer group have different expectations
 - What are their expectations
 - Are their expectations consistent with the service delivery currently provided by the Contact Centre / Jobcentre / Benefit Delivery Centre
 - Can the Contact Centre / BDC / Jobcentre meet their expectations
- Reasons why the Contact Centre / BDC / Jobcentre can / cannot meet (new) customer expectations
 - o Does the (new) customer group have different service needs
 - What are their service needs
 - Are their needs consistent with the services currently provided by the Contact Centre/ BDC / Jobcentre
 - Can the Contact Centre / BDC / Jobcentre meet their service needs
- Reasons why the Contact Centre / BDC / Jobcentre can / cannot meet (new) customer service needs

- Has the Contact Centre / BDC / Jobcentre changed in any way to meet the (new) customer expectations / service needs
 - o In what way
 - o New services?
 - o Different ways of delivering services?
- How successful has the Contact Centre / BDC / Jobcentre been in meeting (new) customers expectations and service needs
 - o Reasons for success / lack of success
 - E.g. experience dealing with (new) customers group
 - Ability to provide different services
 - Ability to deliver services in a different way
 - Etc.
- What could the Contact Centre / BDC / Jobcentre do (if anything) to (further) meet new customer group expectations and service needs
- Do they foresee the (new) customer base as becoming part of the 'traditional' Jobcentre customer base in the long term
 - o Reasons for their views
- Perceived value in changing the Contact Centre / BDC / Jobcentre services to meet the needs of this (new), but possibly short-lived, customer group
- Would there be more appropriate services elsewhere that could better cater for this (new) customer group e.g. external provision tailored to their needs
 - o What sort of external services
- What would they like to see happen in terms of service delivery for their new customer groups?

4. Improving service delivery (15 minutes)

For front-line staff

Early findings from the recent customer satisfaction survey have indicated that while there is an overall high degree of satisfaction with Jobcentre Plus services there are some areas where improvements could be made that may increase customer satisfaction

- o *Delays in getting through to telephone services / receiving a written reply*
- o *Unresolved issues after dealing with a member of staff*
- o *Perceptions of poor or insufficient advice*
- o *Problems with benefit delivery after notifying a change of circumstances*

- From their perspective as customer-facing staff, what would be the areas that they think customers would criticise?
 - o Explore all areas of potential customer criticism
 - o How valid would these criticisms be?
 - o Has Jobcentre Plus made any attempts to deal with these potential criticisms?
 - What has Jobcentre Plus done?
 - How successful was it?
 - Reasons for success / lack of success?
- Do they recognise this as a valid criticism of the service delivered by Jobcentre Plus?
 - o Reasons for / against
 - o How would such an issue arise
 - o What could be done to minimise this

For Managers

- How do these issues arise?
- What have they done to improve the quality of service delivered?
 - o To traditional Jobcentre Plus customers
 - o To the 'new' customer group
- Views about what has worked well / less successful
- Views about what could be done to further improve the quality of service delivered
 - o To traditional Jobcentre Plus customers
 - o To the 'new' customer group
 - o To the longer-term unemployed

5. Complaints (10 minutes)

For Managers

- Do staff know what a complaint is?
- What is the impact of complaint handling on the staff themselves?
- What are their views on how the handling of complaints could be improved?
- Do they understand what options are open to them in resolving a customer's complaint?
 - o Do staff know when a complaint might lead to a special payment?

- Do they ensure that a customer's complaint has been resolved before ceasing action on it?
- What do staff see as their responsibilities in handling customer complaints?

For Jobcentre front-line staff

- Are they aware of any customer complaints made about the service delivered by Jobcentre Plus?
 - o What sort of complaints are made?
 - o Do the complaints arise from specific customer groups or across the board?
- How valid do they consider the complaints to be?
 - o Reasons for views
- How do customers make the complaints? What processes – informal and formal.
- Why do such complaints arise?
- How are such complaints dealt with – is it at a local level?
- How quickly do they try to respond to any complaints?
- Do they also receive positive feedback?
- Has your Jobcentre Plus done anything to reduce the number of complaints it receives? (Looking for any good practice locally?)
- Is there anything (else) that Jobcentre Plus could do to reduce the number of complaints it receive?
- Do staff know what a complaint is?
- What is the impact of complaint handling on the staff themselves?
- What are their views on how the handling of complaints could be improved?
- Do they understand what options are open to them in resolving a customer's complaint?
- Do staff know when a complaint might lead to a special payment?
- Do they ensure that a customer's complaint has been resolved before ceasing action on it?
- What do staff see as their responsibilities in handling customer complaints?

For Contact Centre staff

- Are they aware of any customer complaints made about the service delivered by the Contact Centre?
 - o What sort of complaints are made?
 - o Do the complaints arise from specific customer groups or across the board?

- How valid do they consider the complaints to be?
 - o Reasons for views
- Why do such complaints arise?
- How are such complaints dealt with?
- Has the Contact Centre done anything to reduce the number of complaints it receives?
- Is there anything (else) that the Contact Centre could do to reduce the number of complaints it receives?
- Do staff know what a complaint is?
- What is the impact of complaint handling on the staff themselves?
- What are their views on how the handling of complaints could be improved?
- Do they understand what options are open to them in resolving a customer's complaint?
- Do staff know when a complaint might lead to a special payment?
- Do they ensure that a customer's complaint has been resolved before ceasing action on it?
- What do staff see as their responsibilities in handling customer complaints?

For Benefit Delivery Centre staff

- Are they aware of any customer complaints made about the service(s) delivered by the Benefit Delivery Centre?
 - o What sort of complaints are made?
 - o Do the complaints arise from specific customer groups or across the board?
- How valid do they consider the complaints to be?
 - o Reasons for views
- Why do such complaints arise?
- How are such complaints dealt with?
- Has your Benefit Delivery Centre done anything to reduce the number of complaints it receives?
- Is there anything (else) that your Benefit Delivery Centre could do to reduce the number of complaints it receives?
- Do staff know what a complaint is?
- What is the impact of complaint handling on the staff themselves?
- What are their views on how the handling of complaints could be improved?

- Do they understand what options are open to them in resolving a customer's complaint?
- Do staff know when a complaint might lead to a special payment?
- Do they ensure that a customer's complaint has been resolved before ceasing action on it?
- What do staff see as their responsibilities in handling customer complaints?

6. Self service channels (8 minutes)

- For each of the following:
 - o Jobpoints
 - o Warm phones
 - o Web site
- What are their views about having such self-service channels available to customers?
 - o Positives / downsides
- Which are used the most/least?
- Are there ever queues for Jobpoints / warm phones?
- Any feedback from customers about how they feel about using these self-service channels?
- Any feedback from customers about the value and usefulness of these self-service channels – what do customers like and dislike about each of them?
- From their perspective, is there anything that could be improved about each of the self-service channels that would improve the customer experience?

7. DWP Customer Charter (5 minutes)

- The DWP Customer Charter was introduced in August 2009 (show it) – how aware are you aware of the Charter?
- Is it up on the office walls?
- How was it communicated to you?
- Question on their perspective of the four Drivers – does it capture how to achieve customer satisfaction?

8. Finally (2 minutes)

- Overall, what could improve the delivery of services to Jobcentre Plus customers?

E2 – Qualitative Follow-up Phase 2 Customer Topic Guide

Background (3 minutes)

- About BMRB, independent research agency, contracted by Jobcentre Plus to undertake this research on their behalf
- About the project

You recently took part in a survey that we undertook with Jobcentre Plus customers to assess their satisfaction with the services they receive from the organisation. This research is intended to follow-up and gain more detail about some of the survey findings.

We are interested in your honest views of the services you received, why they were good or bad and how they might be improved. We will not reveal your identity to anyone else. During the interview we would like to refer to some of the answers you gave in the earlier survey and ask you for a little more detail. Jobcentre Plus and the Department for Work and Pensions are interested in the views of their customers so that they can improve the quality of services that they provide.

As I said, we will not reveal your name or identity to anyone as a result of taking part in this interview and it will not affect any entitlement that you have to benefits or access to any other government service. With this in mind are you happy to proceed with the [telephone] interview and that we record it to ensure that we record your views accurately (the recording will not be passed to anyone outside of this organization and will not be able to be linked to your name or other identifying details).

The interview will take about an hour. You may stop the interview at any time if you wish to.

Notes to researcher:

- o If there is any indication that the customer is upset or distressed, remind them that the interview can be terminated, or they can stop for a while and resume later
- o Go through the consent form

1. Background information (2 minutes)

- Household composition; who lives with them?
 - If receiving benefits, which ones – IB, IS, JSA, ESA (no one was claiming ESA at the time of the survey. As a priority, get customers to talk about the benefits they were claiming at the time of the survey. Some customers may have moved onto a different benefit since the survey)
 - o How long have they been receiving them?

2. Employment status and social and economic background (5 minutes)

- Recent employment (what job did they do?) / unemployment experience
- *If unemployed*
 - o How long have they been unemployed
 - How did they become unemployed
 - o How long have they been looking for work
 - o What types of jobs are they looking for (i.e. in what sector)
 - o Who are the main employers within this sector
 - o Are there many of these jobs available
 - If not, why?
 - o Have they noticed any changes in the jobs available (over the past year)
 - Reasons for this
- *If employed*
 - o What job do they do
 - o How long have they been doing this job
 - o How did they find this job ; role of Jobcentre Plus
 - o If the job was found through Jobcentre plus
 - o How did they apply for the job
 - Interaction with Employer Direct contact centre
 - Applied direct to the employer
 - o Are there many of these jobs available at the moment
 - If not, why?
 - o Who are the main employers for the job they do in their area
 - o Have they noticed any changes in the jobs available (over the past year)
 - Reasons for this

3. Satisfaction with the customer experience (10 minutes)

Note to moderator:

- *Emphasis should be on customer satisfaction with each element of the process, rather than what the process was per se*
- *Customers may have claimed one of many different benefits e.g. JSA, IB, IS, ESA (or a combination of these)*
- *Explain to customers that they will be talking about satisfaction around the customer journey, from the point of the initial claim onwards*

3.1 Initial contact

This is often by telephone, although it can also be face to face or online. Refer to the appropriate section below

Making an initial contact / benefit claim using the telephone

- How did they make their initial contact with Jobcentre Plus
 1. By telephone (via Contact Centre)
 2. On line
 3. In person (at Jobcentre Plus office)
- o When was this
- o How long did it take to get through on the telephone (roughly as this is subjective)
 - Number of calls before they got through to where; time taken to answer
- o Views on call
 - Did the automated service (automatic voice on the phone) meet their expectations? (note - the IVR system (Interactive Voice Response) gives information)
 - Reasons why / why not
 - Were they told during the call how long the call might take
 - Did the call length keep to the length stated (note call length quoted is an average and actual length depends on customer circumstances)
- o What information were they asked for
 - (Note – answers to this question depend upon what service line is rung / reasons for calling. If customer was ringing to make a claim the amount of information asked for would be quite long – limit length of customer's response as appropriate)

- o Were they able to understand the new claims process and answer the agent's questions?
- o Did the agent have all of the information necessary to complete your claim? if not, what did they do (note – agents will have information to answer a wide range of questions but not for every enquiry)
- o What was the manner of the telephone adviser like
 - Note – answers to this question may be influenced by
 - Customer attitude
 - Information that they have requested
 - Possibility of advisor providing the information (in some cases this may not be possible)
- o Overall satisfaction with the process of making initial contact / benefit claim by telephone
 - Positive aspects
 - Aspects that need improving; in what way
- o Following the telephone call, tell us about the speed of Jobcentre Plus in processing your claim, the speed of Jobcentre Plus in paying your benefits, and your satisfaction with the actual decision of which benefit they were put on.

Making initial contact / benefit claim online

Note: can only apply for JSA online

- o When was this
- o Where did they do this (home, Jobcentre Plus site, etc.)
- o How long did this take
- o Were there any difficulties
 - *Ask about*
 - Navigation
 - Clarity of information required
- o Overall satisfaction with the process of making initial contact / benefit claim online
 - Positive aspects
 - Aspects that need improving; in what way
- o Following the on-line application, tell us about the speed of Jobcentre Plus in processing your claim, the speed of Jobcentre Plus in paying your benefits, and your satisfaction with the actual decision of which benefit they were put on.

Making initial contact / benefit claim face to face

- o When was this
- o What happened
 - Did they have a meeting
 - Who with
 - What was the purpose of the meeting
 - What was discussed
 - How long did it take; were they told this in advance
 - Did it take longer / shorter than expected
 - Did they have to fill in forms
 - Which ones
 - *Ask about*
 - o Ease of completing forms; what were the difficulties; did they ask for / receive help
 - o Did they have the information readily available
- o Views about JCP staff
 - Manner
 - helpfulness
- o Overall satisfaction with the process of making initial contact / benefit claim face to face
 - Positive aspects
 - Aspects that need improving; in what way
- o Following the face to face claim interview, tell us about the speed of Jobcentre Plus in processing your claim, the speed of Jobcentre Plus in paying your benefits, and your satisfaction with the actual decision of which benefit they were put on.

3.2 Face to face contact with staff and advisers

Note:: after initial contact / benefit claim, customers will have a face to face meeting

Throughout – make sure talking about Jobcentre staff (IB customers in Pathways areas will have their work focussed interviews at a provider)

- Initial meeting
 - How long did it take
 - What was discussed
- What was the manner of the member of staff like?
 - Overall satisfaction with the meeting
- Subsequent meetings; *explore where relevant below*
 - Fortnightly Job Reviews
 - Work focused interviews
 - Interview with DEA or specialist adviser

3.3 Fortnightly Job Reviews

*(Note: **Will not apply** to IB/IS customers but should apply to all JSA customers)*

- Views and experiences
 - Timeliness of appointment
 - Advice on jobsearch given
 - Helpfulness of staff (including their understanding of any problems you face in finding work)
 - Attitude of staff
- Overall positives / negatives
- How did this affect overall satisfaction

3.4 Work Focussed Interviews

- Views and experiences
 - Staff encouragement of their aspirations
 - Were their aspirations recorded in JSA / Action Plan. Were they given a copy of the Action Plan
 - Encouragement/advice to find work
 - Staff ability to advise on opportunities available
- Overall positives / negatives
- How did this affect overall satisfaction?

3.5 DEA or other specialist adviser interviews

Note: customers may not know whether they have been in contact with a specialist adviser e.g. Disability Employment Adviser. Ask the customer if they know what type of adviser they have had (as below). If the customer does not know, note the circumstances of the customer and probe as appropriate..

- Did they have a specialist adviser?
- Views and experiences
 - Staff understanding of barriers to work
 - Views on staff ability to advise on how to overcome barriers
 - Staff encouragement of their aspirations etc
 - Were their aspirations recorded in JSA / Action Plan. Were they given a copy of the Action Plan
 - Encouragement / advice to find work
 - Staff ability to advise on opportunities available
- Overall positives / negatives
- How did this affect overall satisfaction?

3.6 General views of adviser

- How many times did (have) they seen a personal adviser – satisfied with this
- Was it the same adviser each time
- Did they change? If yes, how often?
- Was the person knowledgeable
- Were they able to advise on the opportunities available?
- How did they feel they were treated
- Did they feel they were given the right information
- Were they able to ask questions
- Were their questions answered in a way that was useful to them
- What kind of advice was given
- How useful was this
- Overall satisfaction with the adviser
 - o Positive aspects
 - o Aspects that need improving; in what way

3.7 Other support received

- Did they receive any other kind of support
 - o e.g. workshops, training sessions, advice
 - o have they been referred to external providers at all?
- When was this
- What did this support consist of
- Where did it take place
- What was discussed
- Was this support offered within the Jobcentre or somewhere else
 - o If somewhere else, where was this
- How often did this support happen
- Views about the support they received
- Did it meet expectations
 - o Why / why not
- Was it useful
 - o Why / why not
- Satisfaction with the experience
 - o Positive aspects
 - o Aspects that need improving; in what way
 - o Has Jobcentre Plus been able to help you to overcome or begin to overcome any problems you might have experienced in finding work?

3.8 General phone contact throughout customer journey

Note:: customers may not know which phone line they have used – ask the following.

Jobcentre Plus has several phone lines – which ones have they used?

- Central Jobcentre Plus Claim line / Contact Centre (0800 number)
- Benefit Delivery Centre to make an enquiry
- Jobseeker Direct (to look for jobs over the phone)
- Phoned their local Jobcentre
- Any other phone call

Thinking about the telephone contact they have had with Jobcentre Plus, apart from their initial contact

- How often
- When did this take place
- Why did they make contact on each occasion
- Did they have a particular query or issue when they made contact? What was this?
- How long did it take to get through
- Were they told how long the call might take
 - o Did the call keep to time
- What information were they asked for
- What was the manner of the person on the telephone
- Were they told how long the process would take (the query they had e.g. updating personal details)
- Were their issues dealt with
- Were they told how long the benefit claim process would take (note – customers are not advised of this at First Contact)
 - o If yes, how long were they told it would take
- Satisfaction with the experience
 - o Positive aspects
 - o Aspects that need improving; in what way

4. Specific service needs of new Jobcentre Plus customers – where relevant (8 minutes)

The recent recession is likely to have resulted in emerging customer types:

- o *New (professional /managerial) customers*
- o *Those who had been in work for many years and not claimed benefits before*

Note:: bearing in mind their experiences of the customer journey, ask the customer the following

- What do they expect from Jobcentre Plus?
 - o *Spontaneous, then prompt*
 - Ability to make a benefit claim
 - Ability of Jobcentre Plus to undertake a job search
 - Advice on job search

- Training – CV-writing, interview, etc.
- Anything else
- o Do they feel that Jobcentre Plus can meet / has met their needs?
 - What needs have they met?
 - What needs have they not met?
- Are there any aspects of service that they feel have been particularly useful to them?
 - o *E.g. provision targeted at managerial / professional level customers*
- Overall views
 - o What aspects of service work well for them?
 - o What aspects of service have not worked so well for them?
 - o What could improve the service for them overall?

Ask the following for professional / managerial customers (this section focuses on some of the questions covered above but in more detail)

- o Did they think that JCP Advisers understood their professional needs / concerns?
 - If not, why not?
 - How could advisers have done better in this area?
- o What were their expectations of the support they would get from Jobcentre Plus before initial contact / face to face interview?
 - Were these expectations met?
 - Why / why not?
- o What did they think about the types of jobs on offer (a) through Jobcentre Plus (b) elsewhere?
- o Have they attended any provisions for training and skills?
 - If yes did these meet their needs?
 - If no, what provisions need to be available?
- o Which stages of the Jobcentre Plus experience did they most value and not value? (prompts Fortnightly Job reviews, Jobseekers Agreement (JSAG), jobsearch facilities (eg Jobpoints, Jobseeker Direct telephone line) Why/why not?
- o What sort of support / help would they like from JCP (e.g. CV writing, Jobsearch, selling transferable skills, professional support workshops etc)
- o Did you feel you received sufficient information to enable you to make informed choices? (If not what information would you have liked?)

Ask the following for those who have been in work for many years and not claimed benefits before (this section focuses on some of the questions covered above but in more detail)

- o Were the services easy to access?
- o Why / why not?
- o What type of access did they use (if not mentioned, prompt with face to face)?
 - Why did they choose this method of contact?
- o What were their expectations of what support they would get from Jobcentre Plus before initial contact / face to face interview?
 - Were these expectations met?
 - Why / why not?
- o What did they think about the types of jobs on offer (a) through Jobcentre Plus or (b) elsewhere?
- o Have they attended any provisions for training and skills?
 - If so did these meet their needs?
 - If not, what needs to be made available?
- o Are they aware of what benefits they may be entitled to / how to get access to them?
- o How are they aware of these?

5. Self service channels (5 minutes)

- Self service channels
 - o Website
 - o Warm phones (free phones in Jobcentre Plus offices)
 - o Jobpoints
 - o Awareness of these self service channels
 - o Did they use any of these self service channels?
 - Views about self service channels
 - Positive aspects?
 - Aspects that need improvements? If so, what?

Additional question around the website

- o If they have used the website
 - How easy / difficult is it to use? (*note – if they haven't used the website, skip to range of services question below*)

- How easy was it to find the information they required on-line?
- o Where did they access it from e.g. home, library, mobile (other – specify)
- o Views on range of services on the website
 - Anything missing? What?
- o What else would they like to see (get spontaneous response first then prompt with the following)
 - Info on localised services
 - Information in different languages
 - Virtual adviser to return questions posted
 - Social media networking
 - Jobsearch and skills discussions with peer groups
- o Would they like to access services via other media?
 - Which media (get spontaneous response first) then prompt
 - Interactive Digital TV, mobiles
 - What services would they want to see on these other media channels (get spontaneous impressions first then prompt with list above – info on localised services etc)
- o Would they interact / communicate with Jobcentre Plus online?
 - If not, why not
- o What would make them more willing to do so (get unprompted response then prompt using the following)
 - If I could be confident personal details were secure
 - If I knew it was quicker than other routes
 - If I knew I could call someone if I didn't understand what I was being asked to do online
 - If there was better information in jobcentres / on the phone about what help is available online
 - If it meant I didn't have to visit the jobcentre / repeat information on the phone as often

Additional questions around Jobpoints

- o Are there ever queues for Jobpoints / warmphones?
 - How long are they
 - Do they affect usage of service? How
 - Impact on satisfaction

- o What other services would they like to see at Jobpoints? (get spontaneous response first then prompt with the following)
 - Internet to access jobs from other sources
 - Ability to access single customer account to view history and notification
- o When did they last use the Jobpoints?
- o Were they working?
- o Are Jobpoints easy to access?
- o How could access be improved (prompt on placement issues)?

6. Follow-up questions from the Customer Satisfaction Survey (25 minutes)

Section 1 – Complaints

Customers in the survey who said they felt like complaining but did not complain

- What was it that they felt like complaining about / did complain about?
- Why didn't they pursue it?
- Did you know how you could complain?
- What would have made them pursue it (i.e. what could be different)?

Customers in your survey interview who complained

- What was their complaint about?
- How did they complain? Processes – informal and formal.
- Who dealt with the complaint?
- What was the outcome?
- Do they feel that the response to the complaint addressed needs/ issues?
- Do they feel that Jobcentre Plus provided a clear explanation in response to complaints? – was a clear explanation given / redress offered?
- If not, why not?
- Which aspects of your complaint were handled well?
- How could the complaints service be improved?
- Impact on overall satisfaction

Customers who said in the survey they were dissatisfied with the outcome of their complaint

- What was their complaint about?
- Why were they dissatisfied with the outcome?
- What could be improved?

Customers who said in the survey that they were dissatisfied with the complaints process

- Why were they dissatisfied with the complaints process?
- What could improve the complaints service?
- Impact on overall satisfaction?

Section 2 – Unresolved issues

Customers who said in the survey that they had experienced unresolved issues

- What kind of unresolved issues did they mean?
 - o What would have improved the situation? – what information would they have liked to receive?
 - o How did this affect satisfaction?
 - o Why?
- If issues remained unresolved by advisers after telephone call
 - o What kind of issues?
 - o Why were they unresolved – what happened?
 - o How could things have been dealt with better?
 - o How did this affect satisfaction?
 - o Why?
- If problems arose after a change in circumstances
 - o What happened?
 - o How could things have been dealt with better?
 - o How did this affect satisfaction?
 - o Why?
- If there are perceptions of poor or insufficient advice
 - o What information / advice did they need?
 - o How could things have been dealt with better?
 - o How did this affect satisfaction?
 - o Why?

Section 3 – Speed of response

Customers who in the survey were dissatisfied with the speed of Jobcentre Plus response

- Can they tell us the circumstances when the speed of response was poor?
- What were their expectations; how were they not met?
- What would they see as an improvement?
- How did this experience affect satisfaction overall?

Section 4 – Views on self service channels

Customers who did not find the following self service channels helpful::

- *Website*
- *Warm phones*
- *Jobpoint*

- For each of these
 - o Which did they use?
 - o How useful were they?
 - If not useful, why not?
 - o How could they be improved?
 - o How important are these services to their overall satisfaction?
 - o Why?

Section 5 – Improvements to service

Customers who said in the survey that they thought the service needs improvement

- Overall, what are the aspects of the service that need to be improved?
 - o Why?
 - o How important is making improvements to their overall satisfaction with the services?

7. DWP Customer Charter (5 minutes)

- Have they heard of it? / seen it?
- Where have they seen it e.g. posters? Seen it on the website?
- Can they remember what it is / areas it covers (test spontaneous response)
- (*Show them showcard*)
- What are their thoughts on it?
- Does it cover all areas necessary for satisfaction?
- If yes, why?
- Is there any anything missing? If yes, what?
- Which of the four aspects do they think is the most important for customer service? (on time, right outcome, right treatment, easy access)
- Do they feel that the Customer Charter adequately states DWP responsibilities?
- If not, why not?
- Do people feel that the Customer Charter adequately states what DWP and Jobcentre Plus expects from its customers?
- If not, why not?
- Do they feel it supports them in challenging what they can expect from Jobcentre Plus?

8. Finally.... (2 minutes)

- Overall, what could improve the delivery of services to Jobcentre Plus customers
- In their view, what are the top 3 improvements needed
 - o Reasons for ranking choice
- What is the best aspect of the service they receive/have received from Jobcentre Plus?
- What is the worst aspect of the service they receive/have received from Jobcentre Plus?

THANK AND CLOSE

- Give customer the option to opt out of the interview. Explain that if they do opt out the interview will be destroyed and not used for the purposes of research

E3 – Qualitative Follow-up Phase 3 Staff Topic Guide

Background (3 minutes)

- About BMRB, independent research agency, contracted by Jobcentre Plus to undertake this research on their behalf.
- About the project
 - Overall aim to explore customer experiences and views about satisfaction with the services provided by Jobcentre Plus.
 - A follow-up to the 2009 Customer Satisfaction Survey of IB, JSA and IS customers– we are following up key issues that are emerging. Please note these are **national** findings, and so are not specific to your office / contact centre / benefit delivery centre.
 - Aim of Phase 3 - with Jobcentre staff, Contact centre staff, benefit delivery staff, local managers and regional managers, to reflect on the findings of the survey and the Phase 2 customer interviews and consider options for improvements in service delivery.
- Duration of interview (1 hour)
- Confidentiality
 - Anonymity
 - Findings are reported in such a way that no participants can be identified
 - None of the quotations used are attributed by name
 - Recording – used for analytical purposes and are only available to the BMRB research team

1. Background information (2 minutes)

- Current role; time in role
- Brief history of employment within the organisation

Note on feedback

Throughout, staff will be given examples of customer feedback and then they will be asked for their views

Not all feedback is relevant to all staff

For senior staff

- **Regional and District Managers will be given all feedback**, as they will have a broader perspective on the issues
- **Jobcentre / Contact Centre / Benefit Delivery Centre managers will be asked for their views on some items of feedback, but not others.** This is because they may not be informed enough to comment on certain issues. For example, Jobcentre managers may not be able to comment on feedback relating to Benefit Delivery Centre services and vice versa.

For front line staff

- **Benefit Delivery Centre customer facing staff, Contact Centre customer facing staff, Jobcentre customer facing staff will be asked for their views on some items of feedback, but not others.** This is because they may not be informed enough to comment on certain issues. For example, customer facing staff in Contact Centres will not be able to comment on feedback relating to Benefit Delivery Centre services and vice versa.

2. Feedback around service delivery (12 minutes)

Survey Feedback

Early findings from the recent customer satisfaction survey have indicated that while there is an overall high degree of satisfaction with Jobcentre Plus services there are some areas where improvements could be made that would increase customer satisfaction:

- Delays in getting through to telephone services / receiving a written reply (**give feedback to Contact Centre staff / Benefit Delivery Centre staff / Regional and District managers ONLY**)
- Unresolved issues after dealing with a Jobcentre Plus adviser or Contact centre / Benefit Delivery Centre member of staff (**give feedback to all staff**)
- Perceptions of poor or insufficient advice / information (**give feedback to all staff**)
- Problems with benefit delivery after notifying a change in circumstances (**give feedback to Benefit Delivery Centre staff and Regional and District Managers ONLY**)
- A number of customers felt that an aspect of the service needed improving (**give feedback to all staff**)

Feedback from the Phase 2 customer interviews

- A customer had their benefit stopped and they did not understand why. When staff at the Benefit Delivery Centre were asked for explanation they couldn't give an answer (**give feedback to Benefit Delivery Centre staff and Regional and District managers ONLY**)

- *A customer couldn't get an appointment with a Lone Parent Advisor for 6 weeks. The customer had to turn down a job offer because they wanted to find out how taking on a new job would affect their income (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*
- *A customer was dissatisfied because every time they go into the Jobcentre they get allocated to a different adviser (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*
- *A customer was criticised for being late for an appointment at the Jobcentre – however the customer had arrived early and had to spend 10 minutes in a queue at the reception desk (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*
- *BDC staff told the customer that they had withheld information (payslips) when the customer had actually been told by a different member of BDC staff that they did not need to provide payslips (**give feedback to Benefit Delivery Centre staff and Regional and District managers ONLY**)*

For each item of feedback go through the following questions

- What are their first thoughts on this feedback?
- Is it surprising?
- Do they recognise this as a valid criticism of the service?
 - o Reasons for / against
- How does this issue arise / what causes it?
- Can it be avoided?
 - o How?
 - o If not, why not?
- Have any steps been made to resolve such issues?
 - o If yes, what has been done?
 - o If no, why not?
- What steps have been more successful / less successful in improving area of service covered by the examples above?
- Moving forward, what else could be done to further improve the quality of service in the examples mentioned above?
- Taking the examples above, how do they think satisfaction could be improved in each case?
 - o Probe

- Could the examples have been prevented?
 - o How?
- Any other ideas on how to improve the service in the above areas?
 - o For existing Jobcentre Plus customers
 - o For the new customer groups (e.g. customers from a professional/managerial background and customers who had not claimed benefits before)
 - o For the longer term unemployed (people who have been claiming benefits for a long time)

3. Feedback around complaints (12 minutes)

Feedback from the survey

- *Despite the high level of overall satisfaction, a number of customers felt like complaining about the service they received from Jobcentre Plus. Of those who felt like complaining, the following reasons are given*
 - o *Staff attitude (**give feedback to all staff**)*
 - o *Delays (**give feedback to all staff**)*
 - o *Incorrect / unclear information / advice (**give feedback to all staff**)*
- *Of the customers who subsequently made a complaint, a number were dissatisfied with the complaints process and a number were dissatisfied with the outcome (**give feedback to all staff**)*
- *(Note – a number of customers felt like complaining and didn't go on to make a complaint. This area will be explored).*

Feedback from the Phase 2 customer interviews

- *A customer felt like complaining but didn't because they thought that there would be loads of complaints coming in and the chances of their complaint being acknowledged was minimal (**give feedback to all staff**)*

For each item of feedback, go through the following questions

- What are their first thoughts on this feedback?
- Is it surprising?
- Do they recognise this as a valid criticism of the service?
 - o Reasons for / against?
- How does this issue arise / what causes it?
- Can it be avoided?
 - o How?
 - o If not, why not?

- Have any steps been made to resolve such issues?
 - o If yes, what has been done?
 - o If no, why not?
- What steps have been more successful / less successful in improving area of service covered by the examples above?
- Moving forward, what else could be done to further improve the quality of service in the examples mentioned above?
- Taking the examples above, how do they think satisfaction could be improved in each case?
 - o Probe
- Could the examples have been prevented?
 - o How?
- Any other ideas on how to improve the service in the above areas?
 - o For existing Jobcentre Plus customers
 - o For the new customer groups (e.g. customers from a professional/managerial background and customers who had not claimed benefits before)
 - o For the longer term unemployed (people who have been claiming benefits for a long time)

For customers who are satisfied with process / outcome of complaints

- Why do they think this was the case
 - o Why was the customer satisfied in this particular instance (probe depending on example)
- How can satisfaction with complaint process / outcome be improved overall?

4. Feedback from new customers (12 minutes)

4a New customers (customers who have a professional / managerial background)

Feedback from the survey

- *As a result of the recession there has been an increase in the number of customers from this group accessing Jobcentres*
- *This group are less satisfied with services overall compared to other groups*
(give feedback to all staff)

Feedback from the Phase 2 customer interviews

Examples of feedback relating to dissatisfaction:

- Staff rude when customer rang in to inform them that they were going to be late for a fortnightly review (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)
- No suitable roles found in the job search (customer was formerly in IT but made redundant) (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)
- Pressure to take jobs that customers do not want (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)
- Help with CV was too basic and not 'advanced' enough for the needs of the customer (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)
- Lack of understanding of the areas where the customer is trying to find work (IT) (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)

Examples of feedback relating to satisfaction

- Staff being friendly and approachable (**give feedback to all staff**)

For each item of feedback, go through the following questions

- What are their first thoughts on this feedback?
- Is it surprising?
- Do they recognise this as a valid criticism of the service?
 - o Reasons for / against
- How does this issue arise / what causes it?
- Can it be avoided?
 - o How?
 - o If not, why not?
- Have any steps been made to resolve such issues?
 - o If yes, what has been done?
 - o If no, why not?
- What additional work have you done to cater for the needs of customers from a professional/managerial background?
- What steps have been more successful / less successful in improving area of service covered by the examples above

- Moving forward, what else could be done to further improve the quality of service in the examples mentioned above?
- Taking the examples above, how do they think satisfaction could be improved in each case?
 - o Probe
- Could the examples have been prevented?
 - o How?
- Are there any differences in expectations of the service amongst customers from a professional/managerial background?
- If so what are they?
- Are they (staff) able to cater for them?
- Are these customers able to restrict their job search to their specific type of work they are trained in, or do Advisers have to submit them to jobs they may not be interested in?
- Any other ideas on how to improve the service in the above areas
 - o For the new customer groups

In relation to the satisfaction feedback

- Why do they think this was the case?
 - o Why was the customer satisfied in this particular instance? (probe depending on example)
- How can the satisfaction of professional / managerial customers be improved overall?

4b Those who had been in work for many years and had not claimed benefits before (from any other employment background)

Feedback from the Phase 1 staff interviews

- *Staff interviewed during phase 1 of the qualitative work mentioned that they have noticed an increase in this group of customers accessing Jobcentres since the recession.*

Feedback from the phase 2 customer interviews

Examples of feedback relating to dissatisfaction are:

- *Jobcentre crowded with an unpleasant atmosphere (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*
- *Customer given incorrect advice about what hours they can work and still claim IB (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*

- *Jobpoints do not have many suitable vacancies (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*

Examples of feedback relating to satisfaction are:

- *Staff being friendly and approachable (**give feedback to all staff**)*

For each item of feedback, go through the following questions

- What are their first thoughts on this feedback?
- Is it surprising?
- Do they recognise this as a valid criticism of the service?
 - o Reasons for / against
- How does this issue arise / what causes it?
- Can it be avoided?
 - o How?
 - o If not, why not?
- Have any steps been made to resolve such issues?
 - o If yes, what has been done?
 - o If no, why not?
- What steps have been more successful / less successful in improving area of service covered by the examples above?
- Moving forward, what else could be done to further improve the quality of service in the examples mentioned above?
- Taking the examples above, how do they think satisfaction could be improved in each case
 - o Probe
- Could the examples have been prevented?
 - o How?
- Any other ideas on how to improve the service in the above areas?
 - o For the new customer groups

For customers who are satisfied

- Why do they think this was the case?
 - o Why was the customer satisfied in this particular instance (probe depending on example)
 - o What does Jobcentre Plus do well?
 - o Have they (staff) done anything locally to reduce complaints?
- How can the satisfaction of this new customer group be improved overall?

5. Feedback around self service channels (*Jobcentre Staff and District and Regional Managers only*) (12 minutes)

Feedback from the survey

- *Jobcentre Plus has a number of self service channels- Jobpoints, warm phones and the web site.*
- *Earlier findings from the customer satisfaction survey suggest a modest proportion of customer do not find these facilities useful although most customers do find them useful (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*
- *Feedback on self service channels will be gathered from phase 2. However as phase 2 has not happened yet, the following feedback from the survey will be used.*

Feedback from the Phase 2 customer interviews

- *Dissatisfied with Warmphones because of queues and lack of privacy (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*
- *Jobpoints are too close to the entrance so that those queuing up for reception get mixed up with those queuing for the Jobpoint (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*
- *Not many Warmphones available (**give feedback to Jobcentre staff and Regional and District Managers ONLY**)*

For each item of feedback, go through the following questions

- What are their first thoughts on this feedback?
- Is it surprising?
- Do they recognise these as valid criticisms of the service?
 - o Reasons for / against
- How do these issues arise / what causes them?
- Can they be avoided?
 - o How?
 - o If not, why not?
- Have any steps been made to improve quality of the warm phones, Jobpoints and the website? / Have any steps been made to improve quality of service in the areas covered by the example?
 - o If yes, what has been done?
 - o If no, why not?
- What steps have been more successful / less successful in improving area of service covered by the examples above

- Moving forward, what else could be done to further improve the quality of service in the examples mentioned above?
- Taking the examples above, how do they think satisfaction could be improved in each case?
 - o Probe
- Could the examples have been prevented?
 - o How?
- Any other ideas on how to improve the service in the above areas?
 - o For traditional Jobcentre Plus customers
 - o For the new customer groups
 - o For the longer term unemployed

6. DWP Customer Charter (5 minutes)

- *Note – ask all staff the following questions*
- The DWP Customer Charter was introduced in August 2009 – how aware are they of the Charter?
- How was it communicated to them?
- Have they communicated this to their staff? If so how?
- Which of the four aspects do they think is the most important for customer service? (on time, right outcome, right treatment, easy access)
- Do they think it covers all areas necessary for satisfaction?
- Question on their perspective of the four Drivers – does it capture how to achieve customer satisfaction?
 - If not, what is missing
- Read the following to the respondent:
 - *“We know from research that Treatment is extremely important to customers and has a heavy bearing on their levels of satisfaction with service delivery. In addition, we know that unemployed customers often have a poorer perception of how they are treated than other customers of the Department such as retired customers, lone parents, disabled customers.”*
- What are the most important elements to include in customer service to make sure that customers feel well treated (probe for phone and face to face service)?
 - o Why do they think these elements are important?

7. Finally... (2 minutes)

- What three actions would they like to see happen that could improve the delivery of services to Jobcentre Plus customers?
- In their view, what are the top 3 improvements needed for each of the follow-up areas of interest (service delivery (*which can refer to the following: delays in getting through on the telephone, unresolved issues, perceptions of poor or insufficient advice and information, problems with benefit payments after notifying a change in circumstances*) complaints, new customers, self-service channels).

THANK AND CLOSE

E4 – ESA Customer Topic Guide

Background (2 minutes)

- About BMRB, independent research agency, contracted by Jobcentre Plus to do this research on their behalf
- About the project
 - To explore experiences and views about satisfaction with the services provided by Jobcentre Plus from the perspective of customers who have claimed ESA
 - This is one of a number of interviews being conducted with ESA customers around the country for Jobcentre Plus
- Duration of interview (1 hour)
- Confidentiality
 - Anonymity
 - Findings are reported in such a way that no customers can be identified
 - None of the quotations used are attributed by name
 - Recording: **gain their consent for recording the interview. If consent is not given, proceed to take notes.** Recordings are only available to the BMRB research team
- Remind customers that they may terminate the interview at any time
 - o If there is any indication that the customer is upset or distressed, remind them that the interview can be terminated, or they can stop for a while and resume later.
- **After above areas are covered, go through consent form with the customer. Also, emphasise that the customer is free to opt out at any time - before, during or after the interview**

1. Background information (5 minutes)

To get started, perhaps you would tell me a little about yourself and your household...

- Household composition; who lives with them
- Current daytime activity
 - o Working (ft/pt); what sort of work are they doing
 - o Not working
 - Part of Work-Related Activity Group
 - Part of Support Group
 - Not currently on ESA (application may have been rejected, may have withdrawn – may be on another benefit e.g. JSA, may have progressed to work)

- Introduce ethnicity showcard / demographic questionnaire - give to customers to complete (Note – in the event of literacy problems the options can be read out)
 - If they have a disability / health condition
 - o What sort of disability / health condition do they have
 - o *Note: some people may have a terminal illness; handle sensitively and do not pursue any further health-related questions. Decide whether it is appropriate to continue with the interview or to terminate.*
 - o How does their disability / health condition affect them (briefly)
- Introduce disability showcard / demographic questionnaire – give to customers to complete (Note – in the event of literacy problems the options can be read out)
 - Establish whether they transferred to ESA from IB or IS
 - Previous benefit experience (Briefly; will be discussed more fully later)
 - o What previous benefits have they claimed (IB or IS)
 - o How long were they claiming these
 - Do they deal with the Jobcentre Plus or have they been referred to another organisation that deals with them

Note: if they have been referred to an external organisation and there is limited contact with Jobcentre Plus they are in a Provider-led area; otherwise they are in a Jobcentre Plus-led area.

2. Satisfaction along the customer journey (15 minutes; less if did not complete journey and either withdrew application or was deemed ineligible for ESA)

- **Becoming aware of ESA**
 - o How they became aware of ESA
 - Explore how they found out about ESA; local or national advertising; word of mouth; sent information (important to find out from were)
 - o If they were in receipt of IB / IS prior to ESA how did they hear about ESA
 - What information did they receive
 - Where did the information come from
 - Why do they think they were given this information
 - o Did they speak to anyone about ESA?
 - Who / How (face to face, phone etc)
 - If they spoke to Jobcentre Plus
 - Was the person knowledgeable about ESA
 - How did they feel they were treated?

- Were they given the right information?
- Were they able to ask questions?
- Were their questions answered in a way that was useful to them?
- Did they ask for assistance with making their ESA claim?
 - o Were they satisfied with the response?
- Were they told how long the ESA claim process would take; was this correct?

- **Making a claim**

Note:: there are different forms involved in the process. These are listed below (in order of completion). When discussing forms make sure it is clear which form is being spoken about.

1. ESA claim form

2. ESA50 form

3. WCA form

4. WFHRA form

- o Did they understand why they may be entitled to ESA rather than IB?
- o How they made the claim for ESA; explore in the relevant section below
 - By telephone (A)
 - By paper form (B)
 - Face to face (C)
- o **(A) Explore what happened during the telephone call to make the ESA claim**
 - o How long did it take to get through?
 - Speed of answering; number of calls had to make to get through
 - o Any difficulties getting through?
 - o Any difficulties getting through to an agent who could deal with ESA?
 - o Were they told how long the call might take? (*Note: this information might be given a short way into the telephone call*)
 - *Were they given the option to discontinue if they wished*
 - *Did the call keep to time*
 - o What information were they asked for?
 - o Did they have the information readily available; if not, what did they do?

- o What was the manner of the telephone adviser like?
- o Were they told how long the process would take?
- o Satisfaction with the process of making an ESA claim by telephone
 - Any issues arising?
- o **(B) Receiving a paper form to complete**
 - o *Note: this section is about the application form, NOT the ESA50 form which asks for evidence of health problems*
 - o Did they receive a form to complete?
 - o How long after the telephone call to Jobcentre Plus did they receive the form?
 - o Was it already partially completed with your information or did you have to complete it in its entirety?
 - Was this correct; any changes required?
 - o How did they go about answering the questions on the form?
 - Any difficulties?
 - If any difficulties, what were these; were they resolved to their satisfaction?
 - o Was a prepaid envelope included?
 - o Were they told how long it would take to make a decision?
 - And how long did it take?
 - o Satisfaction with the paper form application process?
 - Any issues arising?
- o **(C) Face to face application at Jobcentre Plus**
 - o Reasons for face to face application
 - o Was the person knowledgeable about ESA?
 - o How did they feel they were treated?
 - o Were they given the right information?
 - o Were they able to ask questions?
 - o Were their questions answered in a way that was useful to them?
 - o Satisfaction with the face to face application
 - Any issues arising?
- Preference for making a claim on paper, by telephone, face-to-face
 - o reasons

If the customer withdrew their application or was deemed ineligible for ESA go to next section

- **Work Focussed Health Related Assessment (WFHRA)**

Show customer a copy of the WFHRA form

- o Do they recall completing this form?
- o What did they think the form was for?
- o How did they feel about the questions?
 - Any difficulties in answering the questions?
 - Which ones?
 - Reasons why?

- **Work Capability Assessment**

Note: The Work Capability Assessment is undertaken by an external organisation – Atos Healthcare.

- o How were they referred to a Work Capability Assessment?
 - Letter, phone call, etc.
- o Was the Assessment time convenient for them?
- o How did they get to the Assessment centre?
 - Any difficulties; transport access to building, etc.
 - How were these resolved
- o How they felt they were treated at the assessment?
- o Did the assessment keep to time?
 - Start time
 - Length of assessment
- o Were they told when they would receive the result?
 - And was this correct
- o How did they receive the result of the Work Capability Assessment?
 - Letter, phone call, etc.
- o Did they understand why they received their particular decision?
- o Overall satisfaction with the Work Capability Assessment
 - Any issues arising

If the customer withdrew their application or was deemed ineligible for ESA go to next section

- **Receiving a decision**

- o How was the decision about whether they were eligible for ESA communicated to them?
- o Views about the communication; clarity; what could be changed?
- o Did they understand why they received their particular decision?

If the customer was deemed ineligible for ESA go to next section

- **Being allocated to a personal adviser**

- o Were they allocated to a personal adviser?
 - Did the adviser change (see note above)
- o How long did this take – satisfied with length of time?
- o How many times did (have) they seen a personal adviser – satisfied with this?
- o Was it the same adviser each time?
- o How knowledgeable was the personal adviser?
- o Views about the advice given
- o Views about the tone and manner in which the personal advice sessions operated
- o Overall satisfaction with the personal adviser service
 - Any issues arising

- **Outcome of ESA claim process**

- o After they attended the Work Capability Assessment did the amount of their benefit change?
- o How was it adjusted?
- o How quickly did it change? (*Note: change should occur at Day 92*)
- o Were they allocated to a particular ESA 'group'
 - Which one?
 - Work Related Activity Group
 - Support Group
- o In their view was this the right decision?; reasons

- o Was there any discussion about which group they would be allocated to?
 - Views about these discussions; content, tone and manner

3. ESA Support group (5 minutes – where relevant)

ASK ONLY if customer is allocated to the Support Group

- Views about being allocated to the Support Group
- From their point of view, what does being allocated to the Support Group do for them?
- Have you seen an adviser at all?
 - o What was discussed?
 - o How useful was seeing an adviser?
- Any support they would like that has not been provided?

Note: those who used to claim Incapacity Benefit (IB) can volunteer for Pathways to Work.

For those who used to claim IB ask the following

- What are their thoughts on this?
- Were they aware they could do this?

4. Work-Related Activity Group (5 minutes – where relevant)

ASK ONLY if customer is allocated to the Work-Related Activity Group

- Views about being allocated to the Work-Related Activity Group
- What type of support are they receiving?

Determine whether the provision is Jobcentre Plus or contracted out

- Were they involved in any discussions about the support they required?
 - o Views about the support they are receiving
- Do they have an action plan?
 - o What is it?
 - o Views about it?
- Do they review the support they receive?
 - o How often?
 - o How well does this work?
- Have they had a Work-Focussed Interview (WFI)?
 - o How they were treated – respect, privacy, did appointment keep to time?

5. Customers who are not currently receiving ESA (5 /10 minutes where relevant)

EITHER

a) If the customer withdrew their application (5 minutes)

- o Explore reasons why they withdrew their application
- o Why they withdrew at that stage of the process
- o What are they doing now?
 - If working, how they went about finding work
 - What sort of work are they doing

SKIP to next section

b) If the customer was deemed ineligible for ESA (10 minutes)

- o Explore whether they understood the reasons why their application was turned down
 - o How they felt the decision was handled by Jobcentre Plus
 - o Did they discuss the decision with Jobcentre Plus?
 - Who with?
 - How was the discussion handled by Jobcentre Plus?
 - Were they satisfied with the outcome of the discussion; reasons why / why not?
 - Did they appeal against the decision?
 - o Reasons why / why not?
 - o What did they have to do to make an appeal?
 - o Did they receive any help; from whom?
 - o What was the outcome of the appeal?
 - o Views about how the appeal was handled
 - o Were they satisfied with the outcome of the appeal; reasons why / why not?
 - What are they doing now
 - o If working, how they go about finding work
 - o What sort of work are they doing?
- #### **c) If the customer is not currently receiving ESA and is now in work (5 minutes)**
- o How long were they claiming ESA for?
 - o When did they stop claiming ESA?
 - Why / what happened?

- o What are their thoughts on what happened?
- o Are they working at the moment?
- o If yes
 - When did they start work?
 - Where do they work?
 - How long have they worked there?
 - How did they find work?
- d) If the customer is not currently receiving ESA and has not yet had a decision (note – these customers will have been through the medical stage) (5 minutes)**
 - o Have they had contact with the provider so far
 - With who?
 - When was this?
 - What was discussed?
 - How was contact made e.g. by phone, face to face?
 - Have they completed any forms?
 - Which ones?
 - o Are they waiting for a decision?
 - o How long have they been waiting?
 - What are their thoughts on this?

6. Obtaining information and methods of contact (10 minutes)

- What were the usual methods of contact (spontaneous)?
 - o Face-to-face
 - o Telephone
 - o Letter
 - o Home visits (if received)
- Views about each of these?
 - o Which worked well?
 - o Which worked less well?
 - o Reasons
 - o What could be improved?
- Sources of information
 - o Awareness of:

- o Did they use any of:
 - Website
 - Warm phones
 - Jobpoints
- Views about each of these
 - o Which worked well?
 - o Which worked less well?
 - o Reasons
 - o What could be improved?

7. Overall customer satisfaction (15 minutes)

Thinking about their overall experience of claiming ESA...

- How does it compare with claiming IB / IS? *(if relevant)*
 - o In what way is ESA better?
 - o In what way is ESA worse?
 - o Did the ESA claim process meet their expectations?; reasons?
 - o How could the ESA claim process be improved?
- How does the support offered through ESA compare with IB / IS? *(if relevant)*
 - o In what way is ESA better?
 - o In what way is ESA worse?
 - o Does the support offered meet their expectation?; reasons?
 - o How could the ESA support be improved?
- Customer Satisfaction issues
 - o Overall, how they felt they were **treated** by Jobcentre Plus *(do not actively pursue issues around atos)*
 - Knowledgeable staff
 - Being able to ask questions
 - Being listened to
 - Feeling comfortable discussing issues
 - Any examples of where they felt they were treated particularly well
 - Any examples of where they felt they were treated poorly
 - Ever felt like complaining and if so why

- Does the way they were treated meet their expectation; reasons
- What could be improved
- o Views about the outcomes
 - Satisfaction with outcome of ESA claim process
 - If the outcome was not the one desired, satisfaction with explanation for outcome
 - Any examples of where this was handled particularly well
 - Any examples of where this was handled poorly
 - What could be improved
- o Accessing Jobcentre Plus
 - Preferred methods of contact with Jobcentre Plus
 - Views about those they used (select from :)
 - Face-to-face
 - Telephone
 - Letter
 - Home visits
 - Website
 - Warm phones
 - Jobpoints
 - How **accessible** were staff at the Jobcentre?
 - Could they access the Jobcentre when they needed to?
 - Did it meet their expectations?; reasons?
 - How accessible was the Jobcentre in terms of physical access?
 - Any difficulties?
 - How were they resolved?
 - Were they resolved to your satisfaction?
 - Views about any written correspondence
 - How understandable?
 - Did they need help?; what with?
 - Any improvements needed?; what?

- o Speed of response
 - Were they always told how long the processes would take?
 - How accurate were these estimates?
 - Did they feel they were being **kept in touch** with the claim process?
 - Reasons for / against
 - Views about overall length of ESA claim process
 - Which parts took longer than expected?
 - Did it meet their expectations?
- What is the best aspect of the service you receive/have received from Jobcentre Plus?
- What is the worst aspect of the service you receive/have received from Jobcentre Plus?

8. Finally.... (3 minutes)

- Did the ESA claim process meet their expectations?; reasons?
- What would be the three things they would do in order to improve the ESA claim process?
- Anything else about the ESA claim process they would like to comment on?

THANK AND CLOSE

Appendix F

Qualitative analysis methods

Qualitative research was adopted to allow for individuals' views and experiences to be explored in detail. Qualitative methods neither seek, nor allow, data to be given on the numbers of people holding a particular view nor having a particular set of experiences. The aim of qualitative research is to define and describe the range of issues emerging and explore the links between them, rather than to measure their frequency.

All the interviews were carried out by four experienced qualitative researchers who have been trained in the techniques of non-directive interviewing. The recorded interviews were then transcribed and analysed using TNS-BMRB's analytical method – Matrix Mapping.

Matrix Mapping uses a set of matrices that are constructed around the key themes emerging from the research. In this case the key themes for the Employment and Support Allowance (ESA) customer research were:

- household, employment and health background;
- a customer journey through the ESA application process;
- views on the ESA groups – the Support Group and the Work-Related Activity Group;
- how customers obtained information about ESA;
- overall satisfaction with the ESA claim process.

The key themes for the staff research (follow-up research Phases 1 and 3) were:

- the Jobcentre Plus Customer Profile;
- views about service delivery, including specific issues such as unresolved issues and service delays that arose from the quantitative survey;
- perceptions of the Jobcentre Plus self-service channels;

- views about the DWP Customer Charter;
- how complaints are dealt with.

The key themes for the follow-up customer research (Phase 2) were:

- household and employment background;
- making initial contact with Jobcentre Plus;
- follow-up contact with Jobcentre Plus;
- the customers' specific service needs;
- views about service delivery, including specific issues such as unresolved issues and service delays that arose from the quantitative survey;
- views about the DWP Customer Charter.

Each of these themes is then divide into a number of sub-themes. For example, the major theme 'Views about the DWP Customer Charter' was sub-divided into:

- awareness of the charter, views about the charter;
- whether the charter comprised the right issues from the interviewee's perspective; and
- potential issues for change.

Each interview is then summarised into the matrices. When completed, the matrices represent all of the interviews carried out in summary form and structured so that it is possible to identify all the issues arising under a specific theme. By ordering the matrices according to the various recruitment criteria (such as benefit type, etc) it is possible to identify whether particular issues arise across the sample of customers as a whole or in conjunction with specific types of customer. The analysis then forms the basis of this report.

When reporting we have used quotations to illustrate the points made – such quotations are referenced according to the customer's characteristics (benefit type and age group).

This report presents the findings of the national 2009 Jobcentre Plus Customer Satisfaction Research, which included:

- a quantitative survey of Income Support, Incapacity Benefit and Jobseeker's Allowance customers;
- qualitative follow-up research with Jobcentre Plus staff and customers; and
- a small-scale qualitative study of satisfaction amongst claimants of Employment and Support Allowance.

The research reports levels of customer satisfaction with Jobcentre Plus services and identifies the key drivers of satisfaction.

If you would like to know more about DWP research, please contact:
Paul Noakes, Commercial Support and Knowledge Management Team,
3rd Floor, Caxton House, Tothill Street, London SW1H 9NA

<http://research.dwp.gov.uk/asd/asd5/rrs-index.asp>