Your Views

Thank you very much to everyone who answered our recent survey.

What we did

We asked everyone who visited our offices, phoned us, e-mailed us or requested a home visit from us between 19th and 30th September 2011 if they would like to complete our survey. It was also available on our website. We asked Housing Associations and local Voluntary Groups for their opinions. We had 218 responses from customers and two focus groups were held.

What you told us

- You are generally happy with the service. 82% of people rated us above average with 1 in 4 giving us a mark of 7 out of 7.

- Our current targets for making decisions on your benefit are in line with the majority of customers’ views. 34% said 11-15 days for a new claim and 36% of people said 6-10 for a change was a reasonable time scale.

- 60% of people have contacted us between 1-6 times in the last 6 months, some of which may be because we have not answered your question the first time.

- 12% of you believe you are currently waiting too long for the phone to be answered, to get an appointment and waiting past your appointment time.

- 8% of you are not sure who to contact within our service or what benefits may be available to you.

- Where English is not your first language this can be a barrier.

- You have asked us to make forms and letters simpler.
Customer Services

Technology

- 50% of you have internet access at home, with another 36% having access outside of your home.

![Bar chart showing How Customers wish to claim](chart)

- 65% of you would be happy to use an on-line claim form and 11% would be happy to claim over the phone.
- Housing Associations and some voluntary groups would be happy to have self-service terminals in their offices.
- Although new technology would be acceptable for most it would not be appropriate for more vulnerable people.
- 48% of people currently prefer to visit our offices and 35% prefer to contact us by phone.
- You have made lots of very helpful suggestions for improvements including asking us to speed up our service, offer more advice on other benefits, improving our website and introducing on-line claiming.

<table>
<thead>
<tr>
<th>Top ten suggestions for improvement</th>
<th>Number of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Generally happy with service</td>
<td>24</td>
</tr>
<tr>
<td>2. Make it quicker</td>
<td>22</td>
</tr>
<tr>
<td>3. Staff helpful/ courteous</td>
<td>14</td>
</tr>
<tr>
<td>4. Make forms simpler/shorter</td>
<td>8</td>
</tr>
<tr>
<td>5. Make letters simpler</td>
<td>7</td>
</tr>
<tr>
<td>6. Deal with same person each time</td>
<td>6</td>
</tr>
<tr>
<td>7. More advice on other benefits/entitlements needed</td>
<td>4</td>
</tr>
<tr>
<td>8. Introduce claiming on-line</td>
<td>4</td>
</tr>
<tr>
<td>9. More money available</td>
<td>3</td>
</tr>
<tr>
<td>10. Put more info on website/ on-line</td>
<td>3</td>
</tr>
</tbody>
</table>

What we will use the information for

We are reviewing all aspects of how we do things in order to try and speed up our service and make it better value for money. Your input will be used to redesign our processes.

Thank you for your help.