58% of respondents have access to the internet, however only 9% have used our website in relation to their Housing Benefit or Council Tax Reduction. We therefore consider that our website needs to be made more accessible and user friendly and we need to make customers aware of what is available.

We will strive to make improvements to our website in the future and advertise what is available to customers online.

Thank you to all our customers who took part in the survey. We will work through all the suggestions and comments you have made to make further improvements to the Benefits Service in the future.

If you would like to see more information about the results of the survey a full report is available at: www.oxford.gov.uk/consultation

Thank you to all those who recently took part in our Customer Satisfaction Survey about the Benefits Service.

Ten per cent of our customers were chosen at random irrespective of gender, age, disability employment status, and the area of the city where they live.

Overall, our customers are overwhelmingly positive about the Benefits Service. Forty per cent rated us as excellent.

The winner of the prize draw for the £25 high-street voucher was Mr B. Webster from Oxford.
**Speed of processing** is an area where we have worked to improve over the last year. This is because we know that getting benefit paid as quickly as possible is really important to our customers, especially after making a new claim.

- 70% of respondents have told us that they expect a new claim to be processed within 10 days of receipt. Our target for processing new claims is 14 days and this is what we strive to deliver to our customers. We have improved our speed of processing for new claims over the last year and we are processing new claims 5 days faster overall than we were in March last year; our average year to date speed of processing for 2014/15 is currently just over 12 days.

- In the last 12 months, 63% of respondents had their new claim processed within 10 days.

We have recently implemented an on-line claim form and a system that requires less documentary evidence to further speed up processing times for new claims; the on-line claim form is available on our website.

- We have consistently met our speed of processing target of 10 days for **changes of circumstances** in the last year. Our average year to date speed of processing for 2014/15 for changes of circumstances is just over 9 days.

We are pleased that overall we are meeting customer expectations however, we realise that there are improvements to be made.

- 88% of respondents said they **understood the letters** we sent them to notify them of our decision regarding their new claim or change of circumstances.

- We are required by law to include certain information in our letters. Whilst most respondents told us they understand our letters, we will continue to keep them as simple as possible and jargon free. We are continually reviewing our letters and are always trying to make improvements to ensure they are clear as possible for our customers.

- 91% of respondent’s told us that our staff are polite, friendly and helpful. Our Assessment officers attempt to contact customers by telephone in the first instance to request information where possible which helps speed up processing times.

---

**Some customer comments:**

- “[you are] doing a great job as is, keep up the good work.”
- “…in Oxford you guys are excellent so I’m very happy! Claim sorted in 5 days, I thought ‘wow!’”
- “It’s as good as I would expect and hope it to be.”

---

**Overall customer satisfaction**

![Bar chart showing overall customer satisfaction levels.](image)