Appendix 1

Customer Contact Centre
Satisfaction Survey
October 2006

1250 questionnaires were issued to our visitors in the Customer Contact Centre for a 3 week period in October.
256 completed questionnaires were returned either by hand or post.
The survey asked customers to tell us about their experience when visiting the Customer Contact Centre.

What they told us:
The most common reason for visiting us was to bring in some documents in person, this accounted for **150 (59%)** of our visitors.

150	Came to bring in some documents in person
26	Were asked by us to come in
20	Needed some information
9	Came to pay a bill
11	Didn't understand a letter they had been sent
4	Either picked up forms, or had phoned us first
2	Were unable to get through on the telephone
1	Telephones first but were unable to resolve their query
29	Came for another reason, mostly to apply for a bus pass

At the first reception point (Meet & Greet) nearly all of our customers were happy with the service given, only 8 of our customers were not happy mainly due to the time they waited to be seen.

We then asked customers the nature of their enquiry. These customers were dealt with by a mixture of the Contact Centre team and staff from the various service areas.

Housing Benefit	136
Council Tax	48
Environmental Health	1
Housing Needs	14
Eastbourne Homes	8
Bus Pass	33
Homeless	3

Of these customers most rated the service as Good or Very Good, 13 customers were not happy with the time they were kept waiting all of which said that no-one explained the reason for the delay.

The way in which the staff dealt with the customers in terms of friendliness, politeness, knowledge and generally how they were treated was very good overall, all customers were happy.

The customers rated the facilities in the Customer Contact Centre in terms of information available, environment, access and privacy as good overall. 11 customers thought we needed more relevant information on display and 13 customers felt they needed more privacy.

The things that mattered most to our customers were that the Customer Contact Centre was pleasant and welcoming and that they valued privacy.

We are continually trying to give our customer more choice in the way in which they do business with us. 38% were not aware of the services available on our website.

Customers were asked to what extent they would consider using our website in future.

Very likely	22%
Possibly	35%
Unlikely	15%
Definitely Not	3%
I do not have access to a computer	26%

Overall **92%** of our customers were **satisfied or very satisfied** with the service they received with only 4% dissatisfied.

Each service area will be provided with their individual results, future surveys will be carried out as part of our continued efforts to improve the service to our customers.

Trish Riley
Customer Services Manager
15.11.06

Survey Results -- Overview

Eastbourne Borough Council

Respondents:	136 displayed, 256 total	Status:	Open
Launched Date:	23/10/2006	Closed Date:	N/A
Display:	Display all pages and questions		1 filter

Disabled

1. Why did you visit us today?

	Response Total	Response Percent
We asked you to come in	14	10%
You needed to bring some documents in person	93	69%
We sent you something you didn't understand	6	4%
You were unable to get through on the telephone	1	1%
You telephoned first but were unable to resolve your query	1	1%
You came to pay a bill	3	2%
You needed some information	9	7%
To pick up a form or a leaflet	1	1%
Any other reason, please specify	6	4%
Total Respondents		134
(skipped this question)		2

2. What do you think about the service given to you by staff at the first reception point?

	Very poor	Fairly poor	Neither good nor poor	Fairly good	Very good	Not applicable to me	Response Total
The friendliness and politeness of staff	0% (0)	0% (0)	1% (1)	15% (20)	84% (114)	1% (1)	136
How well the staff tried to find out about your needs and circumstances in order to help	0% (0)	1% (1)	2% (3)	10% (13)	75% (102)	12% (17)	136
The knowledge of staff about the help available to you	0% (0)	1% (2)	1% (2)	15% (21)	66% (90)	15% (21)	136
The extent to which you were treated with respect as an individual	0% (0)	0% (0)	1% (2)	10% (14)	78% (106)	10% (14)	136
How well the staff provided the help you need	0% (0)	1% (1)	1% (1)	11% (15)	75% (102)	12% (17)	136
The extent to which your privacy was respected	0% (0)	0% (0)	4% (5)	17% (23)	64% (87)	15% (21)	136
						Total Respondents	816

3. How do you rate the service you received at the first reception point?

	Very Poor	Fairly Poor	Neither good nor bad	Fairly Good	Very Good	Not applicable	Response Total
The time you waited to be seen	1% (1)	3% (4)	2% (3)	16% (22)	76% (103)	2% (3)	136
That if you were not seen straight away someone explained the reason to you	1% (2)	2% (3)	7% (9)	10% (13)	27% (37)	53% (72)	136
The extent to which you were able to find out the information you required	0% (0)	2% (3)	4% (6)	10% (14)	55% (75)	28% (38)	136
The help that was available for people who have difficulty with English	0% (0)	1% (1)	1% (1)	4% (5)	21% (29)	74% (100)	136
That you received the correct form or leaflet you asked for	0% (0)	0% (0)	1% (2)	6% (8)	35% (48)	57% (78)	136
						Total Respondents	680

4. If you were given a ticket which service did you see next?

Response Response

	Total	Percent
Housing Benefit	136	100%
Council Tax	0	0%
Environmental Health	0	0%
Housing Needs	0	0%
Eastbourne Homes	0	0%
Bus Pass	0	0%
Homeless	0	0%
Licensing	0	0%
	Total Respondents	136

5. Thinking about the service you ticked in the last question, how do you rate the service provided

	Very poor	Fairly poor	Neither good not bad	Fairly good	Very good	Not applicable to me	Response Total
The time you waited to be seen	2% (3)	4% (5)	3% (4)	16% (21)	70% (95)	5% (7)	135
If you were not seen straight away someone explained the reason for the delay	1% (1)	6% (8)	2% (3)	8% (11)	23% (31)	60% (80)	134
You were able to find the information you required	0% (0)	1% (1)	4% (6)	9% (12)	50% (67)	36% (48)	134
Help that was available for people who have difficulty with English	0% (0)	1% (1)	2% (3)	4% (5)	20% (27)	73% (97)	133
Your questions were answered fully and you received all the help and information you needed	0% (0)	1% (1)	2% (3)	10% (14)	57% (77)	29% (39)	134
						Total Respondents	670

6. And how do you rate the way in which our staff dealt with you?

	Very poor	Fairly poor	Neither good nor bad	Fairly good	Very good	Not applicable to me	Response Total
The friendliness and politeness of staff	0% (0)	0% (0)	0% (0)	14% (19)	81% (110)	4% (6)	135
How well the staff tried to find out about your needs and circumstances in order to help you	0% (0)	1% (1)	1% (2)	13% (17)	70% (94)	16% (21)	135
The knowledge of the staff about the help available to you	0% (0)	0% (0)	2% (3)	15% (20)	64% (86)	19% (26)	135
The extent to which you were	0% (0)	0% (0)	1% (2)	11% (15)	76% (103)	11% (15)	135

treated with respect as an individual							
How well our staff provided the help you need	0% (0)	0% (0)	3% (4)	10% (13)	73% (99)	14% (19)	135
The extent to which your privacy was respected	1% (1)	0% (0)	2% (3)	21% (28)	61% (82)	16% (21)	135
						Total Respondents	810

7. Thinking about your visit to the Customer Contact Centre today can you now please rate the following aspects of our service

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable	Response Total
(A)There was plenty of relevant information available on display	0% (0)	3% (4)	7% (10)	38% (51)	30% (40)	22% (30)	135
(B)The Customer Contact Centre was clean, pleasant and welcoming	0% (0)	0% (0)	2% (3)	34% (46)	54% (72)	10% (13)	134
(C)I was happy with the amount of privacy to discuss my needs	0% (0)	1% (2)	7% (9)	43% (58)	32% (43)	16% (22)	134
(D)Finding my way around the Centre was easy	0% (0)	0% (0)	4% (5)	43% (58)	38% (51)	16% (21)	135
(E)There is good access for those customers with mobility problems	0% (0)	0% (0)	2% (3)	33% (44)	35% (47)	30% (40)	134
(F)The Centre is convenient for me to get to	1% (1)	2% (3)	5% (7)	39% (52)	41% (56)	12% (16)	135
						Total Respondents	807

8. Which one of the options in last question do you consider to be the most important

	A	B	C	D	E	F	Response Total
PLEASE TICK ONE ONLY	14% (18)	29% (38)	24% (31)	5% (7)	12% (16)	15% (19)	129
						Total Respondents	129
						(skipped this question)	7

9. In general how satisfied or dissatisfied were you with the service you received today?

	Response Total	Response Percent
Very Satisfied	87	64%

Satisfied	35	26%
Neither satisfied nor dissatisfied	8	6%
Fairly dissatisfied	2	1%
Very dissatisfied	1	1%
Don't know	2	1%
	Total Respondents	135
	(skipped this question)	1

10. Are you aware that you can make payments, download forms and look up information at our website on http://www.eastbourne.gov.uk ?

	Response Total	Response Percent
Yes	86	65%
No	47	35%
	Total Respondents	133
	(skipped this question)	3

11. To what extent are you likely to consider using our website to obtain information in the future

	Response Total	Response Percent
Very likely	31	23%
Possibly	49	37%
Unlikely	23	17%
Definitely Not	3	2%
I do not have access to a computer	28	21%
	Total Respondents	134
	(skipped this question)	2

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Customer Contact options

Telephones

Customer can either call Benefits staff directly on 415807 or telephone the Contact centre on 410000.
If the public call 410000 the staff in the Contact Centre will engage with the query and deal with it if it is straight forward.
If the enquiry is technical the caller will be forwarded to benefits staff on 415807.
2 Benefits staff are allocated to answer 415807 all day every day.

Visit to Council offices

Customers engage meet and greet who filter the customer.
If it will be a quick query and some document scanning it is performed at the initial counter available.
If the enquiry is technical the customer will be given a ticket number and sent through to queue to see a Benefits Officer in a booth.
2 Benefits staff are allocated to answer enquiries in booths all day every day.
If extra capacity is required the Contact Centre staff alert Benefits and more staff are allocated.

Welfare visits

Vulnerable customers who require a visit to resolve an enquiry or put their claim into payment are referred for a visit to occur.
Most of these visits are performed by the Customer Liaison and Development Officer.
If they are in an Eastbourne Homes property the referral is forwarded to a trained member of their team.

BVPI Customer satisfaction survey final results March 2007.

Question Q1A
Q1. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: The local authority benefits office is somewhere
that is easy for me to get to

	Total
Sample bases	314
1 - Strongly agree	80 25.5%
2 - Agree	165 52.5%
3 - Neither agree nor disagree	26 8.3%
4 - Disagree	25 8.0%
5 - Strongly disagree	6 1.9%
It does not apply/ Don't know	7 2.2%
Not provided	5 1.6%
Base for stats	302
Mean	2.0
Standard error	.05

Question Q1B
Q1. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: The local authority benefits office's opening hours are inconvenient for me

	Total
Sample bases	314
1 - Strongly agree	25 8.0%
2 - Agree	68 21.7%
3 - Neither agree nor disagree	52 16.6%
4 - Disagree	117 37.3%
5 - Strongly disagree	27 8.6%
It does not apply/ Don't know	8 2.5%
Not provided	17 5.4%
Base for stats	289
Mean	3.2
Standard error	.07

Question Q1C
Q1. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Staff tried to sort out my claim on the phone so I
didn't have to go into the office

	Total
Sample bases	314
1 - Strongly agree	18 5.7%
2 - Agree	52 16.6%
3 - Neither agree nor disagree	56 17.8%
4 - Disagree	64 20.4%
5 - Strongly disagree	38 12.1%
It does not apply/ Don't know	63 20.1%
Not provided	23 7.3%
Base for stats	228
Mean	3.2
Standard error	.08

Question Q1D
Q1. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: I was given the name of a person at the local authority benefits office to contact about my claim

	Total
Sample bases	314
1 - Strongly agree	23 7.3%
2 - Agree	52 16.6%
3 - Neither agree nor disagree	33 10.5%
4 - Disagree	83 26.4%
5 - Strongly disagree	47 15.0%
It does not apply/ Don't know	53 16.9%
Not provided	23 7.3%
Base for stats	238
Mean	3.3
Standard error	.08

Question Q1E
Q1. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Overall, I am satisfied with the ways in which I
can contact the local authority benefits office

	Total
Sample bases	314
1 - Strongly agree	47 15.0%
2 - Agree	166 52.9%
3 - Neither agree nor disagree	27 8.6%
4 - Disagree	35 11.1%
5 - Strongly disagree	19 6.1%
It does not apply/ Don't know	5 1.6%
Missing value	1 .3%
Not provided	14 4.5%
Base for stats	294
Mean	2.4
Standard error	.06

Question Q1E VAL
Q1. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Overall, I am satisfied with the ways in which I
can contact the local authority benefits office

	Total
Sample bases	294
1 - Strongly agree	47 16.0%
2 - Agree	166 56.5%
3 - Neither agree nor disagree	27 9.2%
4 - Disagree	35 11.9%
5 - Strongly disagree	19 6.5%
Base for stats	294
Mean	2.4
Standard error	.06

Question Q2
Q2. Did you go to your local authority benefits office when you made your most recent claim?

	Total
Sample bases	314
Did go	228 72.6%
Did not go	68 21.7%
Not provided	18 5.7%

Question Q3A
Q3. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements about the visit(s) you made to the local authority
benefits office: I had to wait a long time before I saw the person I needed to

	Total
Sample bases	228
1 - Strongly agree	32 14.0%
2 - Agree	39 17.1%
3 - Neither agree nor disagree	44 19.3%
4 - Disagree	79 34.6%
5 - Strongly disagree	20 8.8%
It does not apply/ Don't know	3 1.3%
Not provided	11 4.8%
Base for stats	214
Mean	3.1
Standard error	.08

Question Q3B
Q3. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements about the visit(s) you made to the local authority
benefits office: I could talk with this person in a private place if I wanted to

	Total
Sample bases	228
1 - Strongly agree	53 23.2%
2 - Agree	102 44.7%
3 - Neither agree nor disagree	26 11.4%
4 - Disagree	11 4.8%
5 - Strongly disagree	1 .4%
It does not apply/ Don't know	23 10.1%
Missing value	1 .4%
Not provided	11 4.8%
Base for stats	193
Mean	2.0
Standard error	.06

Question Q3C
Q3. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements about the visit(s) you made to the local authority
benefits office: The local authority benefits office was "clean and tidy"

	Total
Sample bases	228
1 - Strongly agree	68 29.8%
2 - Agree	135 59.2%
3 - Neither agree nor disagree	12 5.3%
4 - Disagree	2 .9%
Not provided	11 4.8%
Base for stats	217
Mean	1.8
Standard error	.04

Question Q3D
Q3. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements about the visit(s) you made to the local authority
benefits office: More seats are needed in my local authority benefits office

	Total
Sample bases	228
1 - Strongly agree	8 3.5%
2 - Agree	26 11.4%
3 - Neither agree nor disagree	70 30.7%
4 - Disagree	90 39.5%
5 - Strongly disagree	15 6.6%
It does not apply/ Don't know	6 2.6%
Not provided	13 5.7%
Base for stats	209
Mean	3.4
Standard error	.06

Question Q3E
Q3. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements about the visit(s) you made to the local authority
benefits office: Overall, I am satisfied with the experience of visiting the local authority benefits office

	Total
Sample bases	228
1 - Strongly agree	40 17.5%
2 - Agree	121 53.1%
3 - Neither agree nor disagree	34 14.9%
4 - Disagree	18 7.9%
5 - Strongly disagree	6 2.6%
Not provided	9 3.9%
Base for stats	219
Mean	2.2
Standard error	.06

Question Q3E VAL
Q3. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements about the visit(s) you made to the local authority
benefits office: Overall, I am satisfied with the experience of visiting the local authority benefits office

	Total
Sample bases	219
1 - Strongly agree	40 18.3%
2 - Agree	121 55.3%
3 - Neither agree nor disagree	34 15.5%
4 - Disagree	18 8.2%
5 - Strongly disagree	6 2.7%
Base for stats	219
Mean	2.2
Standard error	.06

Question Q4
Q4. Did you telephone your local authority benefits office when you made your most recent claim?

	Total
Sample bases	314
Did telephone	119 37.9%
Did not telephone	173 55.1%
Not provided	22 7.0%

Question Q5A
Q5. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: The telephone call I made to the local authority
benefits office was answered quickly

	Total
Sample bases	119
1 - Strongly agree	8 6.7%
2 - Agree	34 28.6%
3 - Neither agree nor disagree	13 10.9%
4 - Disagree	28 23.5%
5 - Strongly disagree	31 26.1%
Not provided	5 4.2%
Base for stats	114
Mean	3.4
Standard error	.13

Question Q5B
Q5. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: When I made the call to the local authority benefits office I was transferred between several different people

	Total
Sample bases	119
1 - Strongly agree	14 11.8%
2 - Agree	28 23.5%
3 - Neither agree nor disagree	21 17.6%
4 - Disagree	41 34.5%
5 - Strongly disagree	5 4.2%
It does not apply/ Don't know	3 2.5%
Not provided	7 5.9%
Base for stats	109
Mean	3.0
Standard error	.11

Question Q5C
Q5. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Once the call to my local authority benefits office had been answered, my query was dealt with swiftly

	Total
Sample bases	119
1 - Strongly agree	11 9.2%
2 - Agree	44 37.0%
3 - Neither agree nor disagree	15 12.6%
4 - Disagree	28 23.5%
5 - Strongly disagree	12 10.1%
It does not apply/ Don't know	3 2.5%
Not provided	6 5.0%
Base for stats	110
Mean	2.9
Standard error	.12

Question Q5D
Q5. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: When I called the local authority benefits office
it was difficult to speak to the right member of staff

	Total
Sample bases	119
1 - Strongly agree	13 10.9%
2 - Agree	24 20.2%
3 - Neither agree nor disagree	20 16.8%
4 - Disagree	46 38.7%
5 - Strongly disagree	5 4.2%
It does not apply/ Don't know	4 3.4%
Not provided	7 5.9%
Base for stats	108
Mean	3.1
Standard error	.11

Question Q5E
Q5. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Overall, I am satisfied with the telephone service
provided by my local authority benefits office

	Total
Sample bases	119
1 - Strongly agree	6 5.0%
2 - Agree	41 34.5%
3 - Neither agree nor disagree	26 21.8%
4 - Disagree	23 19.3%
5 - Strongly disagree	16 13.4%
It does not apply/ Don't know	1 .8%
Not provided	6 5.0%
Base for stats	112
Mean	3.0
Standard error	.11

Question Q5E VAL
Q5. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Overall, I am satisfied with the telephone service
provided by my local authority benefits office

	Total
Sample bases	112
1 - Strongly agree	6 5.4%
2 - Agree	41 36.6%
3 - Neither agree nor disagree	26 23.2%
4 - Disagree	23 20.5%
5 - Strongly disagree	16 14.3%
Base for stats	112
Mean	3.0
Standard error	.11

Question Q6A
Q6. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Staff in the local authority benefits office were
friendly

	Total
Sample bases	314
1 - Strongly agree	65 20.7%
2 - Agree	170 54.1%
3 - Neither agree nor disagree	33 10.5%
4 - Disagree	18 5.7%
5 - Strongly disagree	4 1.3%
It does not apply/ Don't know	8 2.5%
Not provided	16 5.1%
Base for stats	290
Mean	2.1
Standard error	.05

Question Q6B
Q6. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: I wasn't always confident that what the staff said
was correct

	Total
Sample bases	314
1 - Strongly agree	29 9.2%
2 - Agree	78 24.8%
3 - Neither agree nor disagree	64 20.4%
4 - Disagree	88 28.0%
5 - Strongly disagree	18 5.7%
It does not apply/ Don't know	12 3.8%
Not provided	25 8.0%
Base for stats	277
Mean	3.0
Standard error	.07

Question Q6C
Q6. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Things were explained in a way I could understand

	Total
Sample bases	314
1 - Strongly agree	41 13.1%
2 - Agree	158 50.3%
3 - Neither agree nor disagree	40 12.7%
4 - Disagree	38 12.1%
5 - Strongly disagree	5 1.6%
It does not apply/ Don't know	9 2.9%
Missing value	1 .3%
Not provided	22 7.0%
Base for stats	282
Mean	2.3
Standard error	.06

Question Q6D
Q6. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: I felt unable to ask the questions I wanted to

	Total
Sample bases	314
1 - Strongly agree	10 3.2%
2 - Agree	32 10.2%
3 - Neither agree nor disagree	50 15.9%
4 - Disagree	152 48.4%
5 - Strongly disagree	28 8.9%
It does not apply/ Don't know	15 4.8%
Not provided	27 8.6%
Base for stats	272
Mean	3.6
Standard error	.06

Question Q6E
Q6. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Staff were in a rush

	Total
Sample bases	314
1 - Strongly agree	11 3.5%
2 - Agree	18 5.7%
3 - Neither agree nor disagree	52 16.6%
4 - Disagree	157 50.0%
5 - Strongly disagree	32 10.2%
It does not apply/ Don't know	15 4.8%
Missing value	2 .6%
Not provided	27 8.6%
Base for stats	270
Mean	3.7
Standard error	.06

Question Q6F
Q6. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Staff treated me with respect

	Total
Sample bases	314
1 - Strongly agree	53 16.9%
2 - Agree	159 50.6%
3 - Neither agree nor disagree	45 14.3%
4 - Disagree	16 5.1%
5 - Strongly disagree	13 4.1%
It does not apply/ Don't know	6 1.9%
Missing value	1 .3%
Not provided	21 6.7%
Base for stats	286
Mean	2.2
Standard error	.06

Question Q6G
Q6. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Overall, I am satisfied with the service provided
by staff in my local authority benefits office

	Total
Sample bases	314
1 - Strongly agree	57 18.2%
2 - Agree	141 44.9%
3 - Neither agree nor disagree	52 16.6%
4 - Disagree	23 7.3%
5 - Strongly disagree	20 6.4%
It does not apply/ Don't know	6 1.9%
Not provided	15 4.8%
Base for stats	293
Mean	2.3
Standard error	.06

Question Q6G VAL
Q6. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Overall, I am satisfied with the service provided
by staff in my local authority benefits office

	Total
Sample bases	293
1 - Strongly agree	57 19.5%
2 - Agree	141 48.1%
3 - Neither agree nor disagree	52 17.7%
4 - Disagree	23 7.8%
5 - Strongly disagree	20 6.8%
Base for stats	293
Mean	2.3
Standard error	.06

Question Q7A
Q7. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: The Housing/ Council Tax benefits claim form was
difficult to fill in

	Total
Sample bases	314
1 - Strongly agree	34 10.8%
2 - Agree	70 22.3%
3 - Neither agree nor disagree	72 22.9%
4 - Disagree	99 31.5%
5 - Strongly disagree	9 2.9%
It does not apply/ Don't know	11 3.5%
Not provided	19 6.1%
Base for stats	284
Mean	2.9
Standard error	.06

Question Q7B
Q7. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: I could fill in the form quickly

	Total
Sample bases	314
1 - Strongly agree	14 4.5%
2 - Agree	79 25.2%
3 - Neither agree nor disagree	69 22.0%
4 - Disagree	92 29.3%
5 - Strongly disagree	26 8.3%
It does not apply/ Don't know	10 3.2%
Not provided	24 7.6%
Base for stats	280
Mean	3.1
Standard error	.06

Question Q7C
Q7. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: The information that came with the form was helpful

	Total
Sample bases	314
1 - Strongly agree	15 4.8%
2 - Agree	134 42.7%
3 - Neither agree nor disagree	91 29.0%
4 - Disagree	30 9.6%
5 - Strongly disagree	9 2.9%
It does not apply/ Don't know	12 3.8%
Not provided	23 7.3%
Base for stats	279
Mean	2.6
Standard error	.05

Question Q7D
Q7. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: The letters sent about my claim were difficult to understand

	Total
Sample bases	314
1 - Strongly agree	45 14.3%
2 - Agree	86 27.4%
3 - Neither agree nor disagree	40 12.7%
4 - Disagree	91 29.0%
5 - Strongly disagree	14 4.5%
It does not apply/ Don't know	10 3.2%
Missing value	1 .3%
Not provided	27 8.6%
Base for stats	276
Mean	2.8
Standard error	.07

Question Q7E
Q7. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Overall, I am satisfied with the Housing/ Council
Tax benefits claim form

	Total
Sample bases	314
1 - Strongly agree	26 8.3%
2 - Agree	117 37.3%
3 - Neither agree nor disagree	73 23.2%
4 - Disagree	48 15.3%
5 - Strongly disagree	23 7.3%
It does not apply/ Don't know	10 3.2%
Not provided	17 5.4%
Base for stats	287
Mean	2.7
Standard error	.06

Question Q7E VAL
Q7. Thinking about your last Housing/ Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements: Overall, I am satisfied with the Housing/ Council
Tax benefits claim form

	Total
Sample bases	287
1 - Strongly agree	26 9.1%
2 - Agree	117 40.8%
3 - Neither agree nor disagree	73 25.4%
4 - Disagree	48 16.7%
5 - Strongly disagree	23 8.0%
Base for stats	287
Mean	2.7
Standard error	.06

Question Q8

Q8. Thinking about your last Housing/ Council Tax benefit claim, how satisfied or dissatisfied are you with the amount of time it took to tell you whether your claim for Housing/ Council Tax benefit was successful or not?

	Total
Sample bases	314
1 - Very satisfied	64 20.4%
2 - Fairly satisfied	115 36.6%
3 - Neither satisfied nor dissatisfied	31 9.9%
4 - Fairly dissatisfied	47 15.0%
5 - Very dissatisfied	46 14.6%
Not provided	11 3.5%
Base for stats	303
Mean	2.7
Standard error	.08

Question Q8 VAL
Q8. Thinking about your last Housing/ Council Tax benefit claim, how satisfied or dissatisfied are you with the amount of time it took to tell you whether your claim for Housing/ Council Tax benefit was successful or not?

	Total
Sample bases	303
1 - Very satisfied	64 21.1%
2 - Fairly satisfied	115 38.0%
3 - Neither satisfied nor dissatisfied	31 10.2%
4 - Fairly dissatisfied	47 15.5%
5 - Very dissatisfied	46 15.2%
Base for stats	303
Mean	2.7
Standard error	.08

Question Q9

Q9. Taking everything into account, how satisfied or dissatisfied are you with the service you receive from the local authority benefits office?

	Total
Sample bases	314
1 - Very satisfied	84 26.8%
2 - Fairly satisfied	116 36.9%
3 - Neither satisfied nor dissatisfied	46 14.6%
4 - Fairly dissatisfied	32 10.2%
5 - Very dissatisfied	28 8.9%
Not provided	8 2.5%
Base for stats	306
Mean	2.4
Standard error	.07

Question Q9 VAL
Q9. Taking everything into account, how satisfied or dissatisfied are you with the service you receive from the local authority benefits office?

	Total
Sample bases	306
1 - Very satisfied	84 27.5%
2 - Fairly satisfied	116 37.9%
3 - Neither satisfied nor dissatisfied	46 15.0%
4 - Fairly dissatisfied	32 10.5%
5 - Very dissatisfied	28 9.2%
Base for stats	306
Mean	2.4
Standard error	.07

Question Q10
Q10. Was your claim successful or unsuccessful?

	Total
Sample bases	314
Successful	238 75.8%
Unsuccessful	25 8.0%
Don't know	39 12.4%
Missing value	2 .6%
Not provided	10 3.2%

Question Q11

Q11. Thinking about the overall service you receive from the local authority benefits office, which one of the list below do you think most needs improving?

	Total
Sample bases	314
The ways in which I can contact the local authority benefits office	10 3.2%
The experience of visiting the local authority benefits office	6 1.9%
The telephone service provided by the local authority benefits office	41 13.1%
The staff service in the local authority benefits office	19 6.1%
The Housing/ Council Tax benefits claim form	54 17.2%
The time it takes to tell me whether my claim for Housing/ Council Tax benefit was successful	78 24.8%
Missing value	18 5.7%
Other	17 5.4%
Nothing	45 14.3%
Don't know	13 4.1%
Not provided	13 4.1%

Question Q12
Q12. Are you male or female?

	Total
Sample bases	314
Male	122 38.9%
Female	188 59.9%
Not provided	4 1.3%

Question Q13
q13. What was your age on your last birthday?

	Total
Sample bases	314
18-24	27 8.6%
25-34	49 15.6%
35-44	64 20.4%
45-54	52 16.6%
55-64	47 15.0%
65+	68 21.7%
Not provided	7 2.2%
Base for stats	307
Mean	49.1
Standard error	1.05

Question Q14
Q14. How long have you/ your household been living in your current accommodation?

	Total
Sample bases	314
Under 1 year	110 35.0%
1-2 years	50 15.9%
3-5 years	41 13.1%
6-10 years	37 11.8%
11-20 years	40 12.7%
21+ years	32 10.2%
Not provided	4 1.3%

Question Q15
Q15. How long have you/ your household been living in this area?

	Total
Sample bases	314
Under 1 year	51 16.2%
1-2 years	32 10.2%
3-5 years	31 9.9%
6-10 years	45 14.3%
11-20 years	47 15.0%
21+ years	103 32.8%
Don't know/ can't remember	1 .3%
Not provided	4 1.3%

Question Q16
Q16. In which of these ways does your household occupy your current accommodation?

	Total
Sample bases	314
Owned outright	47 15.0%
Buying on mortgage	29 9.2%
Rent from council	50 15.9%
Rent from Housing Association/ Trust	43 13.7%
Rented from private landlord	130 41.4%
Missing value	2 .6%
Other	7 2.2%
Not provided	6 1.9%

Question Q17
Q17. How many adults aged 18 or over are living here including yourself?

	Total
Sample bases	314
One	187 59.6%
Two	96 30.6%
Three	14 4.5%
Four	4 1.3%
Five	1 .3%
More than five	3 1.0%
Not provided	9 2.9%

Question Q18
Q18. Which of these activities best describes what you are doing at present?

	Total
Sample bases	314
Employee in full-time job (30 hours plus per week)	38 12.1%
Employee in part-time job (under 30 hours per week)	48 15.3%
Self-employed full or part-time	16 5.1%
On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	3 1.0%
Full-time education at school, college or university	2 .6%
Unemployed and available for work	39 12.4%
Permanently sick/ disabled	53 16.9%
Wholly retired from work	70 22.3%
Looking after the home	28 8.9%
Missing value	5 1.6%
Doing something else	7 2.2%
Not provided	5 1.6%

Question Q19
Q19. Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

	Total
Sample bases	314
Do have	126 40.1%
Do not have	177 56.4%
Not provided	11 3.5%

Question Q20
Q20. Does this illness or disability limit your activities in any way?

	Total
Sample bases	126
Does limit	114 90.5%
Does not limit	12 9.5%

Question Q21
Q21. To which of these groups do you consider you belong to?

	Total
Sample bases	314
White - British	272 86.6%
White - Irish	1 .3%
White - Any other White background	17 5.4%
Mixed - White and Black Caribbean	3 1.0%
Mixed - White and Black African	1 .3%
Mixed - White and Asian	3 1.0%
Black or Black British - African	1 .3%
Asian or Asian British - Indian	1 .3%
Asian or Asian British - Bangladeshi	1 .3%
Asian or Asian British - Any other Asian background	1 .3%
Missing value	2 .6%
Other ethnic group	2 .6%
Not provided	9 2.9%

Question Q22
Q22. Is there anything else you would like to add?

	Total
Sample bases	314
Comment	101 32.2%
No comment	213 67.8%