

**Woking Borough Council**  
**BVPI General Survey 2006/07 - Summary Data**

**Introduction**

These are the results of the 2006/07 Best Value Benefits Satisfaction Surveys. The surveys asked respondents their views about the service provided by the Benefits Office. The surveys were sent out in two phases. The first phase surveyed those people who had notifications between 1 June 2006 and 28 July 2006. The second phase surveyed those people who had had notifications between 1 Nov 2006 and 29 Dec 2006.

Across the two phases we were required to try and achieve a response rate of 625 questionnaires with a minimum of 312 responses in each phase. Despite sending out two reminders for each phase and mailing to the maximum number of applicants possible, we only achieved an overall return of 604 surveys. This represented an overall response rate of 44% for both phases. We can however be confident that we have done everything required to maximise our response rate.

The questions in the survey covered the following topic areas:

- Getting in touch with the benefits office
- Visiting the benefits office
- Telephoning the benefits office
- The staff in the benefits office
- The forms you fill in to claim benefits
- Overall service

These results of the 2006/07 Benefits Survey are shown with the 2003 survey results, in order that comparisons can be drawn from the previous results. All results shown are in percentages, where percentage values do not add up to 100% this is likely to be due to rounding up or the exclusion of “no reply” from the analysis. Where they exceed 100% this is likely to be where respondents are allowed to tick more than one answer to a single question.

### Getting in touch with the Benefits Office

Q1 Thinking about your last Housing/Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements:

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
The benefits office is somewhere that is easy for me to get to	19	27	59	54	13	13	7	5	2	2
The opening hours are inconvenient for me	8	14	30	28	20	18	37	35	6	5
Staff tried to sort out my claim on the phone so I didn't have to go into the office	11	13	28	37	20	16	31	25	11	9
I was given the name of a person at the benefits office to contact about my claim	11	10	33	34	17	15	31	31	9	9
Overall, I am satisfied with the ways in which I can contact the benefits office	17	20	63	58	14	12	5	7	2	4

### Visiting the benefits office

Q2 Did you go to the benefits office when you made your most recent claim?

	2003	2006
Yes	56	64
No	44	36

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 office:										
	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
I had to wait a long time before I saw the person I needed to	13	13	26	29	23	20	33	33	6	5
I could talk with the person in a private place if I wanted to	10	9	50	48	22	21	16	16	4	6
The benefits office was "clean and tidy"	31	26	60	66	5	7	3	1	1	1
More seats are needed in the benefits office	6	6	19	17	31	29	40	43	4	6
Overall, I am satisfied with the experience of visiting the benefits office	16	13	56	59	17	16	8	7	3	5

<b>Telephoning the benefits office</b>		
Q4 Did you telephone the benefits office when you made your most recent claim?		
	2003	2006
Yes	32	43
No	68	57

Q5 Thinking about your last Housing/Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements:

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
The telephone call I made to the benefits office was answered quickly	14	16	59	59	10	11	13	10	3	4
When I made a call to the benefits office I was transferred between several different people	5	8	34	26	10	15	46	43	5	8
Once the call was answered, my query was dealt with swiftly	13	13	52	53	13	15	18	12	4	7
When I called the benefits office it was difficult to speak to the right member of staff	2	5	26	18	17	20	47	48	8	9
Overall, I am satisfied with the telephone service provided by the benefits office	14	17	52	55	20	13	9	9	5	6

### The staff in the benefits office

Q6 Thinking about your last Housing/Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements:

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
Staff in the benefits office were friendly	23	19	60	60	12	15	4	4	1	2
I wasn't always confident that what staff said was correct	4	10	24	26	24	25	40	32	7	7
Things were explained in a way I could understand	16	15	62	56	13	15	7	7	2	6
I felt unable to ask the questions I wanted to	3	4	13	15	17	22	57	50	10	10
Staff were in a rush	3	4	10	10	18	19	57	55	13	12
Staff treated me with respect	20	15	57	59	17	15	5	7	2	3
Overall, I am satisfied with the service provided by staff in the benefits office	21	18	59	57	13	14	5	7	2	4

### The forms you fill in to claim benefits

Q7 Thinking about your last Housing/Council Tax benefit claim, please indicate whether you agree or disagree with each of the following statements:

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
The Housing/Council Tax benefits claim form was difficult to fill in	12	12	21	25	27	23	36	36	4	4
I could fill in the form quickly	5	5	35	34	20	24	34	29	7	7
The information that came with the form was helpful	7	8	58	53	26	27	9	9	1	3
The letters sent about my claim were difficult to understand	6	13	21	21	24	22	44	39	5	5
Overall, I am satisfied with the Housing/Council Tax benefits claim form	10	10	53	52	24	24	10	9	3	5

## Overall Service

Q8 Thinking about your last 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?

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
33	31	40	39	12	12	9	9	6	10

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

Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
'03	'06	'03	'06	'03	'06	'03	'06	'03	'06
38	34	40	41	13	12	5	7	4	7

Q10 Was your claim successful or unsuccessful?

Successful		Unsuccessful		Don't know	
'03	'06	'03	'06	'03	'06
93	86	7	6	New in '06	7

Q11 Thinking about the overall service you receive from the benefits office, which one of the list below do you think most needs improving? (Please tick one box only)		
	2003	2006
The ways which I can contact the benefits office	6	4
The experience of visiting the benefits office	10	6
The telephone service provided by the benefits office	9	9
The staff service in the benefits office	11	8
The Housing/Council Tax benefits claim form	27	19
The time it takes to tell me whether my claim for Housing/Council Tax benefit was successful	19	22
Other	4	8
Nothing	21	23
Don't know	10	7