

Customer Services for Benefits 2009 Consultation and Review



Dear Resident,

To help us improve the service we offer you, please answer all questions in the following survey. Your views will help the Council to find out how residents feel about the current service provided. We'll publicise the outcome of this survey to show you how your views will help to make a difference.

All the information you give will be treated in the strictest confidence and will only be used to monitor the Council's services. The results are held on a secure database in accordance with the Data Protection Act 1998 and no individuals will be identifiable at any point.

If you need help to read or understand this information, or have any queries about this survey please contact the Survey helpline number 01202 634295 or email financialservices@poole.gov.uk.

Please return the questionnaire by

Thank you

Please use a black pen and write in BLOCK CAPITALS as much as possible.

Put a cross in the box by your answer, for example

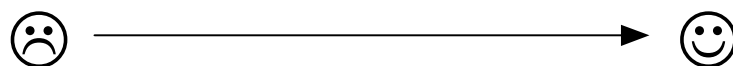
If you make a mistake shade in the box and put a cross in the box you want.

If there are any questions that you do not wish to answer, please leave them blank.

Section A

Q1 On a scale of 1 to 10, how satisfied or dissatisfied are you with the following aspects of the Benefits service?

Where 1 is very dissatisfied and 10 is very satisfied. (Cross one box per row)



	1	2	3	4	5	6	7	8	9	10	Don't know	n/a
a) A high level of customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Having my claim processed correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Having my claim processed quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Clear and understandable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) How we work alongside other government agencies*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The facilities available at our Civic Centre office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Being made aware of all benefits available to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Being treated fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Minimal amount of paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Service is accessible to everyone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* e.g. Job Centre Plus, The Pension Service (DWP), Working and Child Tax Credits (HMRC).

Section B

Q2 On a scale of 1 to 10, how important or unimportant do you consider the following aspects of the Benefits service?

Where 1 is not very important and 10 is very important. (Cross one box per row)

	1	2	3	4	5	6	7	8	9	10	Don't know	n/a
a) A high level of customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Having my claim processed correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Having my claim processed quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Clear and understandable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) How we work alongside other government agencies*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The facilities available at our Civic Centre office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Being made aware of all benefits available to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Being treated fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Minimal amount of paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Service is accessible to everyone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* e.g. The Job Centre, Working and Child Tax Credits (DWP), The Pension Service

Any additional comments:

Section C

Q3 How do you contact the Council about your claim for Housing Benefit and/or Council Tax Benefit? (Cross all that apply)

- | | |
|--|---|
| <input type="checkbox"/> In person at the Civic Centre | <input type="checkbox"/> Email |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Other, please write in |
| <input type="checkbox"/> Post | <div style="border: 1px solid black; width: 100%; height: 20px;"></div> |

Q4 How would you prefer to contact the Council about your claim for Housing Benefit and/or Council Tax Benefit? (Cross all that apply)

- | | | |
|--|------------------------------------|--|
| <input type="checkbox"/> In person at the Civic Centre | <input type="checkbox"/> Email | <input type="checkbox"/> Children's Centres |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Website | <input type="checkbox"/> Other locally based access points |
| <input type="checkbox"/> Post | <input type="checkbox"/> Libraries | <input type="checkbox"/> Other, please write in |

Q5 Were you directed to our service from any of the following Government agencies or organisations? (Cross all that apply)

- Job Centre Plus Your Landlord
 The Pension Service A welfare or money advice agency
 Poole Housing Partnership None
 Your Housing Association Other, please write in

Q6 On the day you contacted us about your Housing and/or Council Tax Benefit claim did you need to use any other services provided by the Council? (Cross one box only) Yes No Don't know

If you answered yes, which other services did you use?

Q7 When you visit the Civic Centre Benefit office are you happy with the private areas provided to speak confidentially? (Cross one box only) Yes No Don't know

If you answered No, how could we improve the private areas?

Q8 If you wanted to visit or make contact with us, what time would be most convenient to you? (Cross all that apply)

	8 - 9am	9 - 10am	10am - 12pm	12 - 2pm	2 - 4pm	4 - 5pm	5 - 6pm
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Are you aware of the Fraud Hotline on 08000 963596? Yes No Don't know

What would be your preferred method of reporting fraud?

The confidential freephone benefit fraud hotline allows callers to give information about anyone they know that they suspect of deliberately cheating the benefits system on **08000 963596**

Section D

All information will be treated in confidence according to the Data Protection Act 1998. These questions are optional, but will help us to see how views differ.

Q10 What was your age on your last birthday?

Q11 Are your day-to-day activities limited because of a health problem or disability which has lasted, or expected to last at least 12 months?

Yes, limited a lot Yes, limited a little No

Please tell us how:

Q12 Is there any way we could improve our service for customers with a disability?

Q13 Which of these groups do you consider you belong to?

Please x one box only and write in

- White British
- White Irish
- Any other White background
- Mixed (*White & Black Caribbean, White & Black African, White & Asian, Any other background*)
- Asian (*Indian, Pakistani, Bangladeshi, Any other Asian background*)
- Black or Black British (*Caribbean, African or any other Black background.*)
- Chinese
- Gypsy or Traveller
- Other ethnic group *Please write in.*

Q14 What is your full Postcode?

Thank you for taking part in this survey

Contact us at:

Corporate Research Team
Strategy Directorate
Freepost SWB21053
Borough of Poole
Civic Centre
Poole, BH15 2ZZ
financialservices@poole.gov.uk



We can give you help to read or understand this information



(01202) 634295
Text Relay 18001 01202 634295



boroughofpoole.com/accessibility