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| Working4U Money  Benefit and Money Advice    Customer Satisfaction Results  1st April 2022- 31st March 2023 | |
|  | Scottish National Standards Accredited logo |

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# Introduction

Working4U is an [accredited provider](https://www.slab.org.uk/advice-agencies/scottish-national-standards-for-information-and-advice-partners/list-of-agencies-already-accredited/) of welfare benefits, money and debt advice under the [Scottish National Standards for Advice and Information Providers](https://www.gov.scot/policies/access-to-justice/improving-information-and-advice/).

Our aim is to deliver advice and information services in West Dunbartonshire where anyone is able to obtain the information and advice and support they need, when they need it and obtain access in the way they need it.

We have experienced advisors who can help people with:

* In and out of work benefit calculations.
* In and out of work benefit claims.
* Benefit appeal representation.
* Assistance with debt issues.

Customer Satisfaction is a measure of how well our services meet the needs of service users. Service users views play an important role and are essential in keeping our services relevant.

In addition, quality standards for service provision have set standards of accessibility and customer care that require evidence that can only be obtained from service users. This includes, for example, information about levels of awareness and accessibility and information about the service and relevance of information received.

Our on-line customer satisfaction survey, which is not mandatory, is issued to service users with an email address on completion of their support and focusses on a number of key areas:

* The service used;
* Methods of contact;
* Suitability of services; and
* Levels of satisfaction.

The full set of 12 questions are set out in **Appendix 1**.

During the course of 2022/23 the service supported 5,266 people with 7,217 cases. 1,081 customer satisfaction surveys were issued and we received responses from 237 people. The return of 237 represents 4.5% of service users and a 22% response rate from those who were issued with a survey.

In 2022/2023 our survey response was:

Table 1: Survey Return Rate

|  |  |
| --- | --- |
| People Supported | 5,266 |
| Cases Addressed | 7,217 |
| Service Users Surveyed | 1,081 |
| Numbers Returned | 237 |
| Number returned as a %age of All supported | 4.5% |
| Number returned as a %age of those surveyed | 22% |

# Summary

The annual customer survey for 2022/2023 sought information and feedback about welfare, benefits, debt and Macmillan services delivered by Working4U. The survey was distributed by advisers to service users on completion of their support requirements.

237 people responded to questions about our service. In the ‘Customer Satisfaction Questions’ section we review the responses. We have found that service users are overwhelmingly positive about the service, how it is delivered and complimentary about our staff and their approaches.

# Customer Satisfaction Questions

The survey consist of 10 questions, which require a response that is designed to provide us with information about the relevance and effectiveness of our service.

We have summarised the responses in a series of tables

### **Question 1:** Which of our services have you used?

Table 2 summarises information about the service used. 237 people answered.

Table 2: Proportion of Services Used by Respondents

| **Service** | | |
| --- | --- | --- |
| Debt | Welfare Rights | Macmillan |
| 15.6% | 41.8% | 51% |

Key Points

* Macmillan Service is most frequently used by those who responded;
* 20 (8.4%) service users used more than one service;

### **Question 2:** How did you hear about Working4U Money Service?

We want to know how people engage with our services. 237 responses.

Table 3: Method of Contact

| **Answer** | **%** |
| --- | --- |
| I have used the service before | 13.5% |
| Recommended by another person | 36% |
| Referred to by another service (please provide name in comments field) | 39% |
| Other (please specify) | 39% |

Agencies referring included Social Work, Housing and Homeless services, HSCP, Macmillan, Beatson, Carers Centre, GP practices among others meaning staff within other departments and agencies are aware of support available through W4U.

* 13.5% of respondents have previously used the service and are therefore aware of the support that is available;
* The majority of service users are referred by another individual or agency;
* We receive a substantial number of referrals from health practitioners.

### **Question 3:** How easy did you find contacting the service?

We want to know how easy it is for people to engage with the service. 237 responses.

Table 4: Ease of Access

| **Answer** | | |
| --- | --- | --- |
| Very Easy | Easy | Difficult |
| 77.6% | 20.7% | 1.7% |

For the most part people who responded had found the service very easy to contact. A further 27 people provided comments, the majority of which were positive, with specific emphasis placed on the importance of the caseworker.

### **Question 4:** Did the appointment date/time suit your needs?

We are interested in the suitability of the appointment time and location. In effect, the way we provide support. 237 responses.

Table 5: Was the Appointment Suitable?

| **Answer** | **%** |
| --- | --- |
| Yes | 99% |
| No | 1% |

Overwhelmingly, service users found that the appointment time suited their needs. 1 responded indicating difficulty in getting an appointment. Other comments were positive around staff going out of their way to accommodate their needs.

### **Question 5:** Did you find the appointment style met your needs?

We are interested in how people engage with our advisors. Our service is delivered face to face, on-line and by telephone. We also offer home visits where circumstances require. 237 responses.

Table 6: Satisfaction with Appointment Style

| **Answer** | **%** |
| --- | --- |
| Yes | 99.5% |
| No | 0.5% |

99.5% of people using our service thought the method of engagement was appropriate. Specific emphasis was placed on alternative methods of contact with those who were affected by covid restrictions, relying on working family members and unable to attend an office visit. The predominant method of contact is telephone.

### **Question 6:** Given the changes to our service delivery over the last 2 years, what would be your preferred appointment option for accessing our service?

We are interested in the preferred appointment option for accessing our service. 152 responses.

Table 7: Satisfaction with Preferred appointment option

| **Answer** | **%** |
| --- | --- |
| Face to Face – council office/home visit | 33% |
| Face to Face – Community building | 11% |
| Face to Face – online via our virtual hub (zoom) | 1% |
| Telephone | 55% |

The majority of the comments centred on the service provision which was conducted by telephone because of issues around mobility/being housebound, convenience around hospital appointments, lack of digital skills and anxiety and depression. However, for some, home visits worked better for those unable to leave their home due to illness or disability.

There were no substantial concerns raised about the method of contact.

### **Question 7:** Did our office facilities meet your needs? (Easily Accessible, Private Interview rooms, Toilet Access)

We are interested in the facilities within our premises. 237 responses.

Table 7: Satisfaction with Facilities

| **Answer** | **%** |
| --- | --- |
| Yes | 54% |
| No | 1.5% |
| Other (please specify) | 44.5% |

The selection of ‘Other’ and associated comments centred on the service provision, which was conducted by telephone or home visits. There were no concerns raised about the method.

### **Question 8:** How would you rate the advisor dealing with your case?

We are interested in perceptions of the professionalism and approaches adopted by our advisors. 237 responses.

Table 8: Confidence in Advisors

| **Answer** | **%** |
| --- | --- |
| Very helpful and knowledgeable | 91.6% |
| Helpful and knowledgeable | 7.6% |
| Not very helpful or knowledgeable - (Please provide reason in comment field) | 0.8% |

There were 2 incidences where service users found our advisors to be unhelpful. One indicated they could have done the task themselves and another had difficulty getting in touch with advisor due to advisors part time work pattern.

A further 57 comments offered were all positive with substantial praise for the staff and the service they deliver. Descriptions used by service users illustrate that our staff are:

* **Empathetic:** ‘easy to talk to’, ‘very helpful’, ‘put at ease’, ‘listened’, ‘understanding’, ‘eased anxiety’.
* **Insightful:** ‘very knowledgeable’, ‘professional’, ‘expert’, ‘great communication skills’, ‘reassured’.
* **Kind:** ‘amazing’, ‘brilliant’, ‘nice approach’, ‘kind’, ‘wonderful’, ‘confident’,
* **Effective**: ‘first class service’, ‘efficient’, ‘superb’, ‘above and beyond’, ‘great communication’.

**Question 9:** Overall, how satisfied were you with our service?

We want to know how satisfied people are with the service they receive. 146 responses.

Table 9: Overall Satisfaction

| **Answer** | **%** |
| --- | --- |
| Extremely satisfied | 94.1% |
| Satisfied | 5.1% |
| Not at all satisfied - (Please provide reason in comment field) | 0.8% |

The service users were overwhelmingly satisfied with the service they received.

Comments made in support of this level of satisfaction expressed thanks and praise for staff. The praise centred on staff supporting service users through difficult benefit application processes; which the service users felt would not have been achieved without the help provided by the service.

Although extremely satisfied one customer was disappointed in the waiting time to get an advisor.

### **Question 10:** Would you recommend our service to others?

A clear sign of the level of satisfaction is the willingness of service users to recommend the service to others. 237 responses.

Table 10: Would You Recommend our Service

| Answer | % |
| --- | --- |
| Yes | 99.2% |
| No | 0.8% |

The vast majority of service users would recommend the service to others. Two responded by saying they would not. We do not have any information on the rationale for the response.

### **Question 11:** Would you like to add any additional comments/feedback?

131 people chose to provide feedback.

We have created a ‘wordcloud’ that reproduces the responses with emphasis placed on the frequently recurring responses.



The comments reinforced the positive perception of the service; the value placed on the support provided; gratitude for the support; and the positive support provided by staff.

We have reproduced some of the comments received that reinforce service user views about:

Connecting with the service:

* ‘First time I’ve ever received any money from the gov. First class service & put myself at ease as I’ve never had to do anything like this before.’
* ‘Excellent service helping with application and excellent follow up.’
* ‘Liked the honest approach shown, was told right from start that there were a waiting time to speak to Advisor. Time was actually less than expected + form was completed + sent away.’
* ‘Such a good Service for people going through really difficult times. I was also nervous about making contact but was made to feel comfortable speaking about my journey and what I was going through. Really appreciate all the help and advice that I was given by staff.’
* ‘A service which I never thought I’d have to use has been made straightforward and easy with the help of staff.’

Service user perceptions of the value of the service:

* ‘Overall experience was outstanding. Could not have done or got anywhere without the help.’
* ‘Please keep up your extremely great work and I’ll definitely be using your work in the future’
* ‘I have nothing but great things to say about this service. At this point in my life I have been helped so much, it is a great feeling to have people who are on point for you and I thank them for their support, time and effort.’

The role of staff and impact of service:

* ‘Absolutely lovely, made me feel comfortable when dealing with me, and made sure I never went without, was very kind on the phone to me and just made me feel dead at ease, such a lovely women and definitely recommend her to deal with more people who struggle to reach outwith things like this would like to say a huge thank you again to her.’
* ‘Staff really is my guardian angel. Always there to listen, help and so fast at helping you out in anyway. She’s amazing.’
* ‘Staff was extremely kind and helpful. I am undergoing chemo so I am slower than normal and feeling weak. She did not rush me in any way and came to my home. I cannot express how grateful I am for her kindness, understanding and help.’
* ‘Very pleasant and helpful. Really listened to me, helped ease my anxiety and gave me the steps and motivation to take control and move forward.’
* ‘His knowledge filled me with confidence.’
* ‘I couldn't have achieved results without staff’s help. She was always there with real help, and go as far as to say the assistance I received is most important needed for people like myself. Real help to the community. I’ve had help many times from this young lady from money4U now. Not once was I judged. So pleasant, patient and understanding, all for helping, went the extra miles for me. Thanks isn't enough, there to help when you can't help yourself anymore. Girl lets you know you’re not alone, even when you think you are, you get wee text just to check on status of ongoing battle your up against, and reassurance you’re not fighting alone, to me girls amazing, polite helpful and most kind and understanding. A real hard thing to find these days. Thank god for folk like me,,,, there’s folk like you. That's all I can say. The most help I’ve ever had. Amazing work you do for the community...thanks just isn't enough. What a help to my life...🏆🏆🏆.’

### **Question 12:** Would you be happy to be contacted in the future to help us look at customer feedback and discuss how we could use it to improve our service?

We want to engage and consult with people about the service they received and use feedback for service improvement.

Respondents are asked to provide their contact details if they are happy to give further feedback about the service received. 108 people supplied their details. The team will contact these people and invite them to participate in a focus group to further evaluate the service.

# Conclusions and Recommendations

The response rate of 4.5%, while providing an insight into the service provision may be considered comparatively low. However, it is worth noting that the response rate is much higher at 22% when the number of surveys sent out is taken into consideration.

**Recommendation 1: Reinforce with all staff the importance of seeking feedback from service users with the aim of increasing requests for feedback and returns.**

**Recommendation 2: Consider alternative methods of obtaining service user feedback.**

There appears to be many routes into the service with a broad range of referral sources. However, there was some indication in the comments that people, in some circumstances may not be aware of the service or did not know how to contact us.

**Recommendation 3: Review referral sources and through discussion and consultation explore ways of raising awareness of the service where most needed.**

The responses show the preferred options being telephone or face to face in Council Office/Home Visit, with comments providing rational for choice. There was considerable less preference for online platforms or using community buildings by those surveyed although some comments indicated limitations with technology use. Comments left relating to telephone were a mix of preference of calls and texts.

**Recommendation 4: Explore the options for examining service provision from a service user perspective in more detail through ‘lived experience’ focus groups with the aim of incorporating service user views on the design of services.**

The responses to perceptions of staff input, knowledge and the general service were overwhelmingly positive; emphasising the importance of the approaches adopted by staff. Further consultation will take place with face to face focus groups.

**Recommendation 5: Team Leaders ensure that the staff are aware of the consultation results; the importance of the staffs’ approach and input; and the value placed on this by service users.**

The responses to perceptions of staff input, knowledge and the general service were overwhelmingly positive; emphasising the importance of the approaches adopted by staff. There were some minor criticisms of service provision. These appear to have been based on the time it takes for contact with an advisor. We are currently carrying out a review of service delivery, which will reduce waiting times for contact with the service user.

## 

# Appendix 1: Our Survey Questions

**Question 1:** Which of our services have you used?

**Question 2:** How did you hear about Working4U Money Service?

**Question 3:** How easy did you find contacting the service?

**Question 4:** Did the appointment date/time suit your needs?

**Question 5:** Did you find the appointment style met your needs

**Question 6:** Given the changes to our service delivery over the last 2 years, what would be your preferred appointment option for accessing our service**?**

**Question 7:** Did our office facilities meet your needs? (Easily Accessible, Private Interview rooms, Toilet Access)

**Question 8:** How would you rate the adviser dealing with your case?

**Question 9:** Overall, how satisfied were you with our service?

**Question 10:** Would you recommend our service to others?

**Question 11:** Would you like to add any additional comments/feedback?

**Question 12:** Would you be happy to be contacted in the future to help us look at customer feedback and discuss how we could use it to improve our service?