

Customer Satisfaction Survey (Benefits)

For Bracknell Forest Council

3 June 2011



RESEARCH



RESEARCH

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This research has been carried out in compliance with the MRQSA international standard (ISO20:252)

I. Executive summary

Introduction

Qa Research (Qa) was commissioned by Bracknell Forest Council (BFC) to undertake a survey of customers claiming Housing and/or Council Tax Benefit in order to evaluate the service provided by the Benefit Services Team.

This report sets out the objectives of the research, the methodology used, and the key findings arising from the research. The findings are compared (where possible) with the previous survey carried out in 2009 with the then incumbent research agency.

The research took place during April and May 2011.

Aims and objectives

The overall aim of this research is to assess overall levels of customer satisfaction with the Housing and Council Tax Benefit service, and with the following specific elements;

- telephone service
- visiting the service
- assessing customers' claims
- accessing the service
- claim forms/correspondence.

Methodology

Using contact details from a database supplied by Bracknell Forest Council, a postal survey was sent to 900 benefits customers with a follow-up reminder. The sample was split equally between the following groups;

- Working age claimants (450 surveys)
- Claimants aged 60+ (450 surveys)

In total, 436 self-completion surveys were returned. This gives a response rate of 48%, which is higher than the 38.5% response rate achieved for the 2009 survey.

Key Findings

Getting in touch with the Benefits Service

- Overall, 75% of respondents stated that getting in touch with the Benefits Service was easy (NET: 'very easy' and 'fairly easy'). This is comparable with findings from 2009 where the figure was also 75%.
- Most respondents stated that there was no need for improvement. However, a small number of respondents mentioned 'more phone lines or operators' and 'home visits or help filling out forms' which suggests these areas may warrant further attention.

Telephoning the Benefits Service

- Overall, 27% of respondents had reason to telephone the Benefits Service in the last three months; in 2009 the figure was 26%.
- Satisfaction levels have increased since 2009, with 85% of respondents stating the service was good (NET: 'very good' and 'good') – this is an increase on 2009 when the figure was 71%.
- Most respondents felt that no improvements could be made. However, 'more phone lines/operators' and 'more polite, helpful/respectful staff' were mentioned most frequently.

Visiting the Benefits Service Offices

- Within the last year, 36% of respondents had visited one of the Benefits Service offices; in 2009 the figure was 29%.
- The majority (94%) rated the service as good (NET: 'very good' and 'good'). This is higher than in 2009 when the figure was 89%.
- Respondents were most likely to use public transport to visit the Time Square office although the proportion of respondents travelling by public transport was lower this year compared with 2009 (32% vs. 37%).
- Half (50%) of respondents would prefer to visit the Time Square office, 18% would opt for the Outreach Surgery and 20% would be happy with either option.

Application Forms and Leaflets

- Overall, 58% of respondents thought that the forms and leaflets were good (NET: 'very good' and 'good') – this is higher than the figure of 44% recorded in 2009.
- Respondents gave varied reasons for finding the forms/leaflets difficult to understand but personal reasons and the length/repetitive nature of the forms/leaflets and the language used featured most frequently.

Assessment of claims

- This year 59% of respondents felt that their claim/enquiry was responded to quickly (NET: 'very quickly' and 'quickly') compared with 50% in 2009.

The service overall

- Positively, there has been a noticeable improvement this year with 82% of respondents rating the service as good (NET: 'very good' and 'good') compared with 77% in 2009.
- Most respondents commented that no improvements were necessary; however the speed of the service, communication, and a need to simplify the forms was highlighted by some respondents.

2. Introduction

Qa Research (Qa) was commissioned by Bracknell Forest Council (BFC) to undertake a survey of customers claiming Housing and/or Council Tax Benefit in order to evaluate the service provided by the Benefit Services Team.

This report sets out the objectives of the research, the methodology used, and the key findings arising from the research. The findings are compared (where possible) with the previous survey carried out in 2009, with the then incumbent research agency.

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3. Aims and objectives

The overall aim of this research was to assess levels of customer satisfaction with the Housing and Council Tax Benefit Service, and with the following specific elements;

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- claim forms/correspondence.

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Using contact details from a database supplied by Bracknell Forest Council, a postal survey was sent to 900 benefits customers with a follow-up reminder. The sample was split equally between the following groups;

- Working age claimants (450 surveys)
- Claimants aged 60+ (450 surveys)

In total, 436 self-completion surveys were returned and from those that could be identified, 141 were from working age respondents and 290 from those aged 60+¹. This gives a response rate of 48%, which is higher than the 38.5% response rate achieved for the 2009 survey.

¹ NB: A handful of respondents removed the unique ID and could not be identified.

Demographic profile of respondents

The tables below show the sample profile achieved in the research; this is broadly comparable to the profile of the sample in 2009. As shown below, the 60+ age group is more heavily represented than those of working age and as a consequence the proportion of respondents with a long-standing and limiting disability or illness is fairly high. This should be taken into account when interpreting the findings of the research.

	Count	Percentage
Age		
Under 18	1	0%
18-34	43	10%
35-49	58	14%
50-64	88	21%
65-79	147	34%
80+	92	21%
Gender		
Male	155	36%
Female	271	64%
Economic activity		
Working age	141	33%
60+	290	67%
Q7c. Do you have any long-standing illness, disability or infirmity?		
Yes	260	61%
No	165	39%
Q7d. Does this illness or disability limit your activities in any way?		
Yes	225	87%
No	34	13%

	Count	Percentage
Ethnicity		
British	395	93%
Irish	8	2%
Any other White background	6	1%
Nepali	3	1%
African	3	1%
Gypsy/Irish Traveller	1	0%
Indian	1	0%
Pakistani	1	0%
Any other Asian background	1	0%
Caribbean	1	0%
Any other Black background	2	0%
Any other Mixed background	1	0%
Chinese	1	0%
Filipino	1	0%
Other ethnic group	1	0%
Sexual orientation		
Heterosexual/ straight	360	91%
Gay man	2	1%
Lesbian/ gay woman	1	0%
Bisexual	1	0%
Prefer not to say	31	8%
Religion/belief		
Christian (all Christian denominations)	318	76%
None	81	19%
Other	8	2%
Buddhist	6	1%
Jewish	3	1%
Hindu	2	0%
Muslim	2	0%

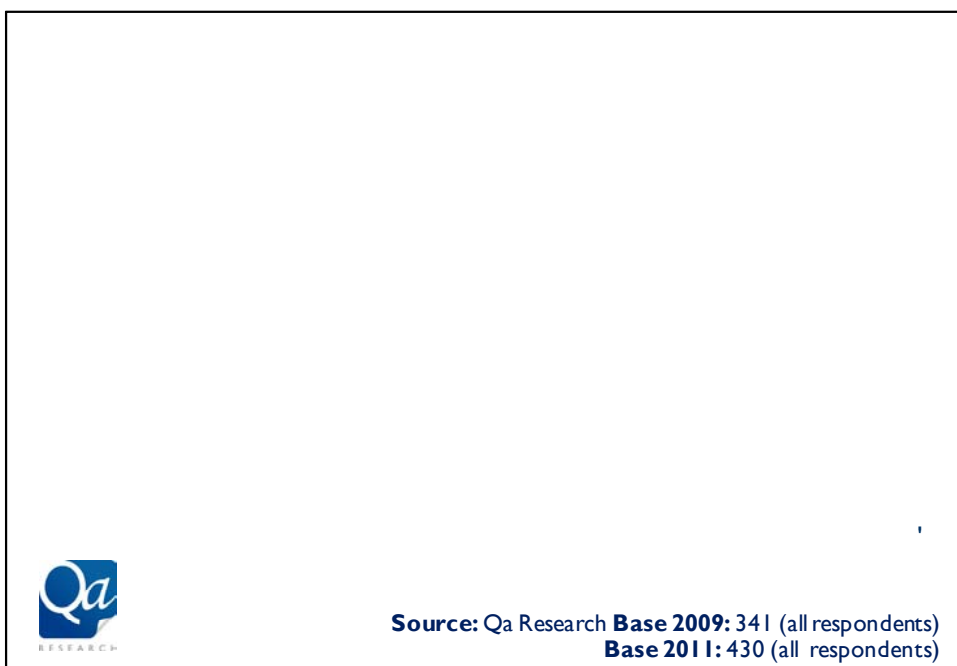
5. Key findings

5.1 Getting in touch with the Benefits Service

5.1.1 General experience

Firstly, respondents were asked a series of general questions about getting in touch with the Benefits Service.

Overall, 75% of respondents stated that getting in touch with the Benefits Service was easy (NET: 'very easy' and 'fairly easy'). This is comparable with findings from 2009 where the figure was also 75%. In fact, this year, the proportion of respondents who stated that getting in touch with the Benefits Service was 'very easy' is higher than in 2009 (37% vs. 34%) – this suggests some improvement in this area.



Sub-group Analysis

Some significant differences exist between sub-groups, for example, respondents aged 35-49 were more likely than those aged 18-34 to state that they found it 'easy' to get in touch with the Benefits Service (84% vs. 63%). Furthermore, respondents who stated that they found the application forms and leaflets easy to understand were more likely than those who didn't to find it easy to get in touch with the Benefits Service (85% vs. 58%).

A similar pattern is apparent in terms of respondents who felt that their claims/enquiries were dealt with quickly. These respondents were more likely to state that it was easy to get in touch with the Benefits Service compared with those who felt their claim was dealt with slowly (89% vs. 57%).

5.1.2 Difficulties getting in touch with the Benefits Service

The small number of respondents who stated that they found it difficult to get in touch with the Benefits Service were asked for the reasons for this. As shown in the table below, 'can't get through to the right person' and 'personal reasons' were the main difficulties experienced by this small number of respondents.

Q1b. Difficulties experienced with getting in touch	Count	Percentage
Can't get through to the right person	4	33%
Personal reasons (e.g. ill health, age, lack of time, etc.)	3	25%
Phone lines engaged or difficult to get through	1	8%
Travelling to the offices	1	8%
Not being able to speak to the same person	1	8%
Customer not understanding the staff	1	8%
Base	12	100

5.1.3 Suggestions for improvement

Finally, respondents were asked what could be done to improve the experience of getting in touch with the Benefits Service. As shown in the table below, most respondents stated that there was no need for improvement. However, a small number of respondents mentioned 'more phone lines or operators' and 'home visits or help filling out forms' which suggests these areas may warrant further attention.

Q1c. Suggestions for improvement	Count	Percentage
No need for improvement	46	51%
More phone lines or operators	7	8%
Other	7	8%
Don't know	5	5%
Offer home visits or help filling out forms	5	5%
More information regarding contact details	4	4%
Provide a faster service	4	4%
Make it free or cheaper to contact you	4	4%
No relevant answer	3	3%
Customer care issues	2	2%
Being able to speak to the same person or a named caseworker	2	2%
Contact me	2	2%
Email or web access	1	1%
Base	91	100

5.2 Telephoning the Benefits Service

The next series of questions examined the experience of telephoning the Benefits Service. Overall, 27% of respondents had reason to telephone the Benefits Service in the last three months. As shown below, this is comparable to the findings from the 2009 survey.



5.2.1 Satisfaction with the service

These respondents were then asked to rate the service they had received. As shown below, satisfaction levels have increased since 2009, with 85% of respondents stating the service was good (NET: 'very good' and 'good') – this is an increase on 2009 when the figure was 71%.



Sub-group Analysis

Respondents who thought the claim/enquiry service was quick were more likely to be satisfied with the telephone service than those who felt the process was slow (100% vs. 56%). However, the base sizes for this question are small so findings must be viewed as indicative.

5.2.2 Reasons for dissatisfaction

Only three respondents offered reasons as to why they felt the service they received was poor, as detailed below;

Q2c. Reasons for poor service	Count	Percentage
Problems getting through	1	33%
Lack of understanding	1	33%
Expensive call	1	33%
Base	3	100

5.2.3 Suggestions for improvement

Respondents were then asked for their suggestions on improving the telephone service. As shown below, most respondents felt that no improvements could be made. However, 'more phone lines/operators' and 'more polite, helpful/respectful staff' were mentioned most frequently.

Q2d. Suggestions for improvement to telephone service	Count	Percentage
It can't be improved	19	37%
Don't know	5	10%
More phone lines or operators	4	8%
More polite, helpful or respectful staff	4	8%
Call us instead	4	8%
Other	4	8%
Provide a faster service	3	6%
Ensure staff can give full answers	3	6%
Allow for Face-to-Face meeting instead	2	4%
No relevant answer	2	4%
Direct lines	1	2%
Put outcome of telephone conversation in writing and send to customer	1	2%
Base	52	100

5.3 Visiting the Benefits Services offices

Next, respondents were asked about their experience of visiting the Benefits Services offices. Within the last year, 36% of respondents had visited one of the Benefits Services offices. This is marginally higher compared with the 2009 survey as shown below;



Sub-group Analysis

As perhaps would be expected, given the levels of limiting illness/disability within the sample, respondents aged 60+ were significantly less likely than those of working age to have visited a Benefits Service office (22% vs. 62%).

5.3.1 Satisfaction with the service

Respondents who had visited an office within the last year were asked to rate the service that they had received. As shown below, the majority (94%) rated the service as good (NET: 'very good' and 'good'). The equivalent figure in 2009 was 68%. However, in 2009 a substantial proportion (23%) of respondents did not answer this question; if these respondents are removed from the calculation the 2009 figure becomes 89%, comparable with that recorded in 2011.



Sub-group Analysis

As discussed earlier, those respondents who felt that their claim/enquiry had been dealt with quickly were more likely than those who considered it slow to rate the service they received on visiting the office as 'good' (98% vs. 76%). However, the base sizes for this question are small so findings must be viewed as indicative.

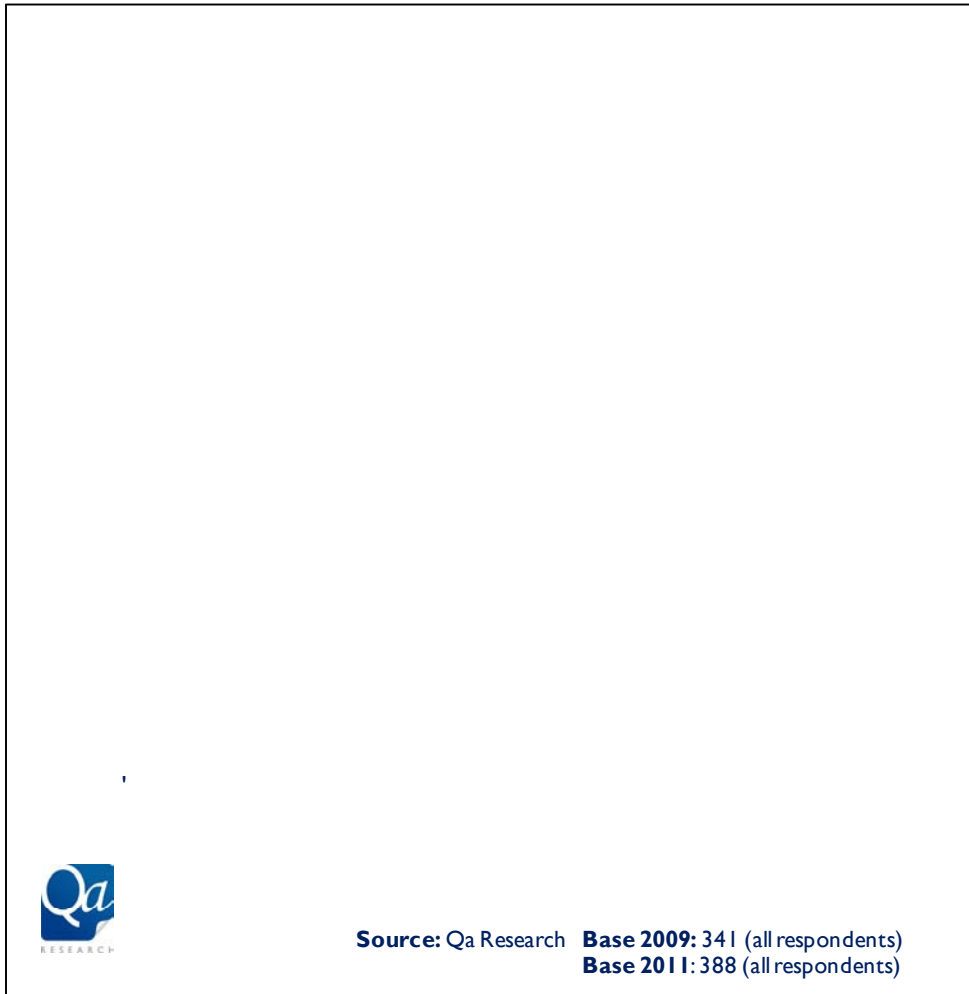
5.3.2 Reasons for dissatisfaction

In total, only **three** respondents stated that the service they had received was poor. Respondents were asked to state which office they had visited, however no further detail was provided by these respondents. Of these respondents, only one respondent provided further detail as to why they felt the service they received was poor; in this case the respondent was unhappy that they had been required to visit more than one office.

5.3.3 Visiting the Time Square office

Next, respondents were asked how they would travel to the Time Square offices if they needed to access services there.

As shown below, public transport was the most popular response this year and in 2009; although the proportion of respondents travelling by public transport was lower this year compared with 2009 (32% vs. 37%). This is also reflected in the higher proportion of respondents travelling by car this year compared with 2009 (29% vs. 20%).

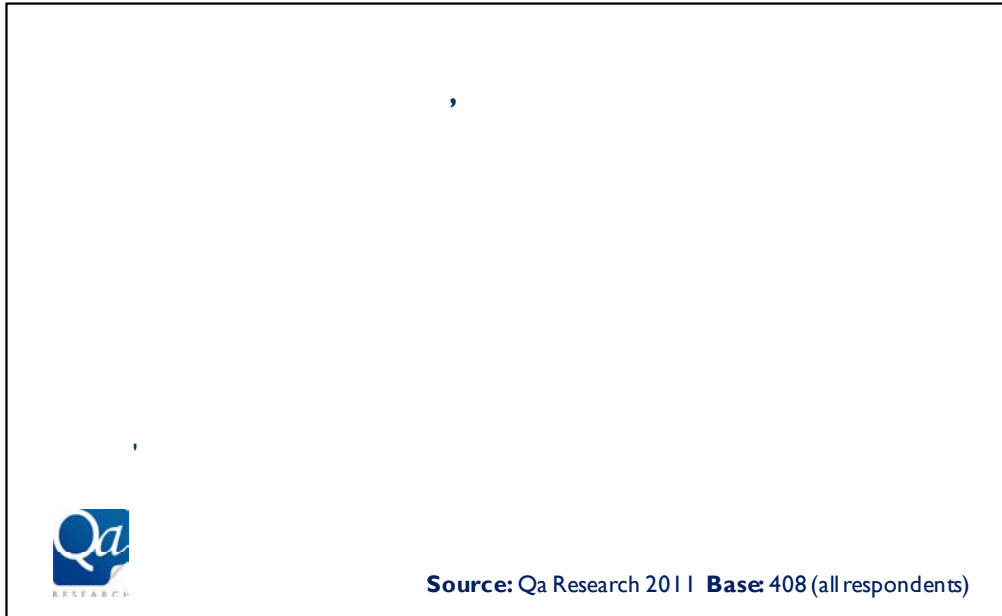


Sub-group Analysis

There were some significant differences by sub-group. As perhaps would be expected given the profile of the sample, respondents of working age were more likely than those aged 60+ to walk to the Time Square office (40% vs. 10%). Those aged 60+ were more likely than those of working age to use public transport (37% vs. 23%) travel as a car passenger (27% vs. 16%) or travel by taxi (13% vs. 4%).

5.3.4 Benefit Outreach Surgeries

Respondents were asked if they would prefer to attend an Outreach Surgery in their local area or visit the office at Time Square. As shown below, half (50%) of respondents would prefer to visit Time Square, 18% would opt for the Outreach Surgery and 20% would be happy with either option. This question was not asked in 2009.



Sub-group Analysis

Respondents who felt that their claim/enquiry had been dealt with slowly were significantly more likely to prefer an Outreach Surgery than those who felt the service was quick (33% vs. 14%) – suggesting a perception that a local service would be able to deal with claims/enquiries faster.

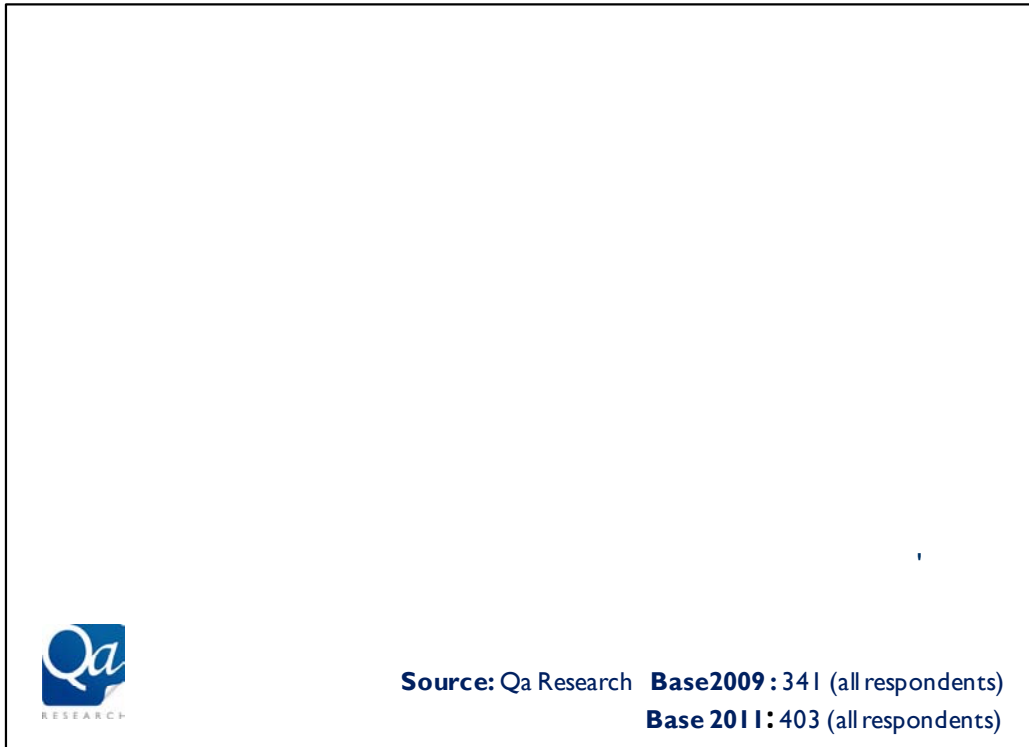
Respondents who stated that they would be happy to attend an Outreach Surgery were asked to state which area they were from. Their responses are shown in the table below:

Q3g. Outreach surgery areas	Count	Percentage
Sandhurst	12	11%
Other	12	11%
Crowthorne	8	7%
Great Hollands	8	7%
Hanworth	8	7%
Harmans Water	8	7%
Priestwood	8	7%
Binfield	7	6%
Crown Wood	7	6%
Owlsmoor	6	6%
Ascot	5	5%
Bullbrook	4	4%
Birch Hill	3	3%
Forest Park	3	3%
Reference to a park	3	3%
Warfield	2	2%
East Hampstead	2	2%
Jennets Park	2	2%
Base	108	100

5.4 Application Forms and Leaflets

5.4.1 Satisfaction with forms/leaflets

This section of the survey asked respondents for their views on the Benefits Services' application forms and leaflets. Overall, 58% of respondents thought that the forms and leaflets were good (NET: 'very good' and 'good') – this is higher than the figure of 44% recorded in 2009.



Sub-group Analysis

Respondents of working age were significantly more likely than those aged 60+ to describe the forms/leaflets as 'good' (66% vs. 55%).

Similar to earlier findings, respondents who felt that it was easy to get in touch with the Benefits Service were more likely to find the forms easier to understand than those who considered it difficult to get in touch with the service (66% vs. 31%). Furthermore, those who felt their claim/enquiry was dealt with quickly were more likely to find the forms/leaflets easy to understand than those who stated that the service was slow (74% vs. 40%).

5.4.2 Reasons for dissatisfaction

Those who found the forms and leaflets difficult to understand were asked to describe the reasons for their difficulties. As shown in the table below, reasons were varied but personal reasons and the length/repetitive nature of the forms/leaflets and the language used featured most frequently.

Q4b. Reasons for difficult to understand	Count	Percentage
Age or ill health	4	15%
Other personal reasons (being unable to read forms)	4	15%
Repetitive questions	4	15%
The length of the application form	4	15%
Too much jargon or red tape	4	15%
General comment on how it isn't easy to understand	4	15%
Other	2	7%
Relevance of questions	1	4%
Base	27	100

5.4.3 Suggestions for improvements

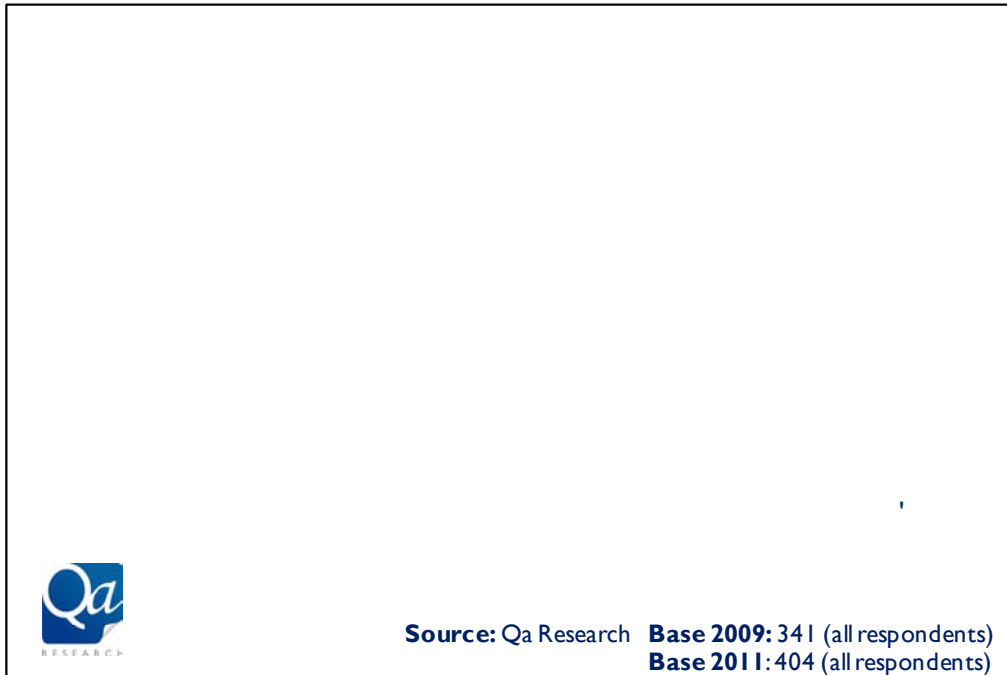
Respondents were asked what improvements they would like to see made to the forms and leaflets. As shown below, simplifying the language used was mentioned most frequently.

Q4c. Improvements to benefits application form/leaflets	Count	Percentage
Simplify the language used	14	20%
No improvement needed	12	17%
Shorten the form by less questions and less required reading	11	16%
Don't know	7	10%
More explanation or detail	7	10%
Other	5	7%
Less jargon	3	4%
Avoid repetition	3	4%
Provide more assistance	2	3%
Avoid unnecessary questions	2	3%
No relevant answer	2	3%
Comment on the format the form could be completed in	2	3%
Base	69	100

5.5 Assessment of claims

5.5.1 Satisfaction with service

Respondents were asked for their views on the speed of response to their claim or enquiry. Encouragingly, improvements are apparent since the 2009 survey; this year 59% of respondents felt that their claim/enquiry was responded to quickly (NET: 'very quickly' and 'quickly') compared with 50% in 2009.

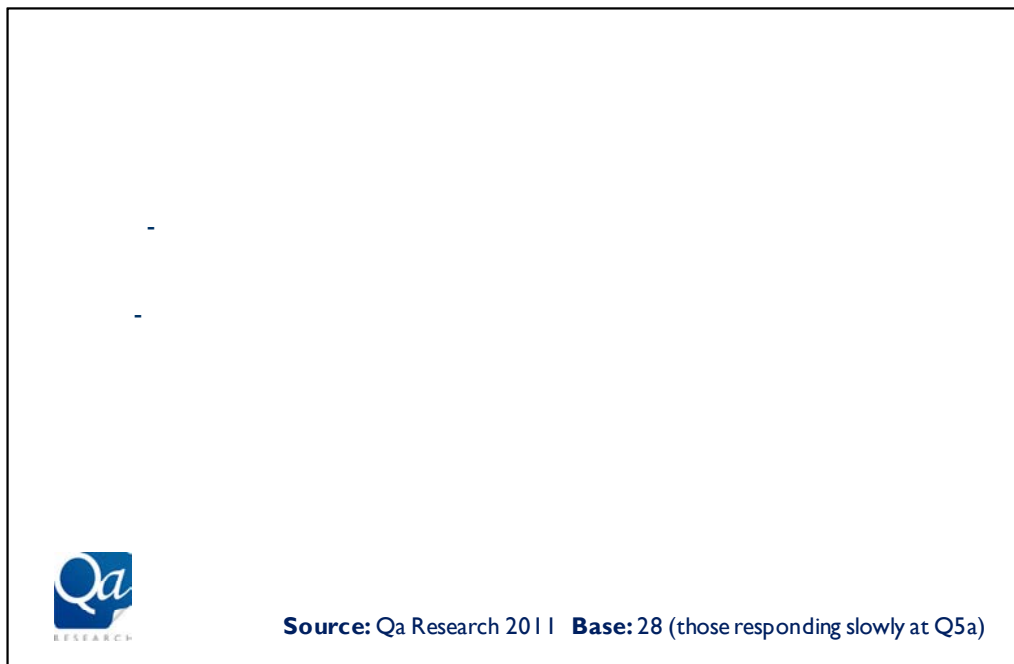


Sub-group Analysis

In line with earlier findings, respondents who felt that it was easy to get in touch with the Benefits Service were significantly more likely than those who experienced difficulties to feel that their claim/enquiry had been processed quickly (68% vs. 19%). Respondents who found the application forms/leaflets easy to use were also significantly more likely to feel that the service was quick (73% vs. 35%). However, the base sizes for this question are small so findings must be viewed as indicative.

5.5.2 Time taken to assess claims/enquiries

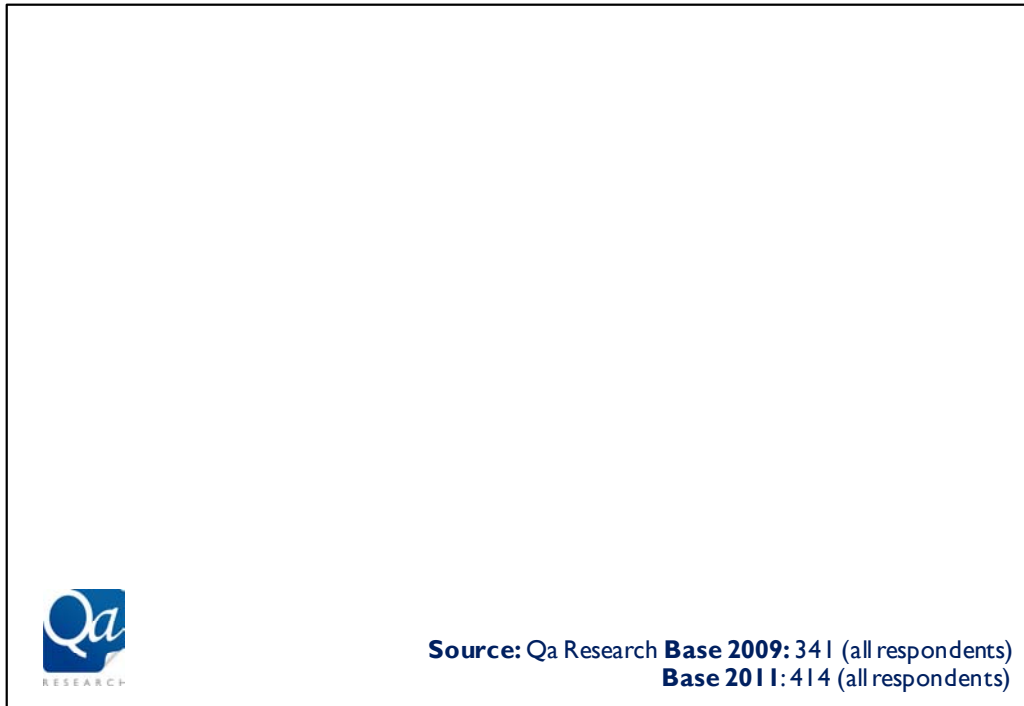
Respondents who felt that the service was slow were asked to state how many days it had taken to assess their claim/respond to their enquiry. As illustrated below, for 46% of respondents their claim/enquiry was resolved in four weeks or less, for a further 38% the timescale was five to eight weeks. Although only a small proportion of respondents perceive the service to be slow, this does perhaps suggest that claimants would benefit from more information about likely timescales at the outset of making their claim/enquiry.



5.6 The service overall

5.6.1 Satisfaction with the service

Finally, the survey asked respondents to give an overall rating of the Housing and Council Tax Benefits Service. Positively, there has been a noticeable improvement this year with 82% of respondents rating the service as good (NET: 'very good' and 'good') compared with 77% in 2009.



Sub-group Analysis

Again, high levels of overall satisfaction are linked to satisfaction with individual elements of the service, with those respondents satisfied with the ease of getting in touch with the service being more likely than those who found it difficult to rate the service as 'good' overall (89% vs. 38%). Those who rated the clarity of application forms/leaflets as 'good' were also more likely than those who responded 'neither good nor poor' or 'poor' to rate the overall service as 'good' (94%, 67% and 58% respectively). However, the base sizes for this question are small so findings must be viewed as indicative.

5.6.2 Reasons for dissatisfaction

Five out of the six respondents who felt that they had been provided with a 'very poor' or 'poor' service, offered reasons as detailed in the table below:

Q6b. Please tell us why you feel the Benefits Service provided you with a poor service?		
Time issues	2	40%
Mistakes perceived to have been made by staff	2	40%
You don't listen	1	20%
Base	5	100

5.6.3 Suggestions for improvement

Finally, the survey asked respondents to suggest any improvements that could be made to the Housing Benefit and Council Tax Benefit Service. Most respondents commented that no improvements were necessary; however the speed of the service, communication, and a need to simplify the forms was highlighted by some respondents.

Q6c. How do you think we could improve the Housing Benefit and Council Tax Benefit Service?		
No improvement can be made	13	20%
Other	11	17%
Don't know	10	16%
Deal with situations more quickly	6	9%
Keep us more informed and up to date	5	8%
Simplification of forms	4	6%
Prompt, polite and caring response to enquiries	3	5%
Get the benefits right more often	3	5%
Longer opening hours	2	3%
Be more sensitive to the difference for individual cases	2	3%
Get more or better staff	2	3%
Comment on the questions or survey	2	3%
Improvement in standards and a more proactive approach	1	2%
Base	64	100

6. Conclusions

Outlined below are the main conclusions from this research;

Conclusion 1: Satisfaction with the Housing and Council Tax Benefit Service is high and there have been measurable improvements since the last survey in 2009. It is apparent that satisfaction with one element of the service is often linked to another e.g. satisfaction with getting in touch with the service is linked to finding the application forms/leaflets easy to understand, which in turn also appears to be linked to feeling that claims/enquiries are dealt with quickly. This emphasises the need to engage with and satisfy customers from the outset to ensure their continued satisfaction.

Conclusion 2: Although satisfaction with the telephone service was high there were a few mentions of difficulties getting through or a need for more phone lines/operators. This may be worth monitoring to make sure the problem is not more widespread.

Conclusion 3: The survey shows that the proportion of respondents visiting the offices has increased since 2009 and is higher than those telephoning, perhaps suggesting a preference amongst some for face to face contact and, positively, satisfaction with this element of the service is higher than for all other elements.

Conclusion 4: There is clear support for Outreach Surgeries although half were still happy to use Time Square. Notably, respondents who perceived the service to be slow were more likely to prefer an Outreach Surgery suggesting that respondents may feel that they will receive a quicker service locally.

Conclusion 5: Application forms and leaflets have the lowest satisfaction levels out of all the elements of the service although there has been improvement since 2009. For those respondents most dissatisfied, reasons relating to age and illness feature alongside the use of complex language. This suggests a need to continually adapt and improve the application forms/leaflets.

Conclusion 6: Although only a small proportion of respondents felt that the service was slow, a variety of time frames were mentioned with four weeks and under being perceived as slow by some. Respondents who felt that the service was slow were also more likely to find the application forms/leaflets difficult to understand. This suggests that there may be a need to provide more clear information up front about likely timescales for dealing with claims/enquiries.

7. Appendix

Housing Benefit and Council Tax Benefit – Customer Satisfaction Survey



Bracknell Forest Benefits Service aims to provide a fast and accurate service to the people of the Borough who need to claim Housing or Council Tax Benefit to help pay their rent/Council Tax. To help us understand what you think about the service we provide, we would be grateful if you would take the time to complete the following questionnaire. Please return the questionnaire by 16 May 2011.

Getting in touch with the Benefits Service

Q1a. How easy is it for you to get in touch with the Benefits Service?
(Please tick ✓ one box only)

Very difficult	Fairly difficult	Neither easy nor difficult	Fairly easy	Very easy	Not sure/ Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

Q1b. If you found it difficult, please can you tell us what particular difficulties you have experienced?
(Please write in the box below)

Q1c. Is there anything we could do to improve how you can get in touch with the council's Benefits Service?
(Please write in the box below)

Telephoning the Benefits Service

Q2a. Have you had to telephone the Benefits Service in the last 3 months?
(Please tick ✓ one box only)

Yes	No	Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

Q2b. If you have had to telephone the Benefits Service in the last 3 months, was the service you received.....?
(Please tick ✓ one box only)

Very poor	Poor	Neither good nor poor	Good	Very good	Not sure/ Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

Q2c. If the service provided when you telephoned was poor please tell us why?
(Please write in the box below)

Q2d. How do you think we can improve our telephone service to you?
(Please write in the box below)

Visiting the Benefits Services Offices

Q3a. Have you visited one of our offices about your Housing or Council Tax Benefit in the last year? (Please tick ✓ one box only)

- | | | |
|-------------------------|-------------------------|-------------------------|
| Yes | No | Don't know |
| <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 |

Q3b. If you have visited one of our offices about your Housing or Council Tax Benefit in the last year was the service you received.....? (Please tick ✓ one box only)

- | | | | | | |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Very poor | Poor | Neither good nor poor | Good | Very good | Not sure/ Don't know |
| <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 | <input type="radio"/> 6 |

Q3c. If the service you received when you visited our offices was poor, please tell us which office you visited? (Please write in the box below)

Q3d. Please describe why you thought the service was poor? (Please write in the box below)

Q3e. If the service you needed required you to visit the Time Square offices, how would you travel there? (Please tick ✓ all that apply)

- | | | | |
|-----------------------|-------------------------|------------------------------|-------------------------|
| Walk | <input type="radio"/> 1 | Car as passenger | <input type="radio"/> 5 |
| Public transport..... | <input type="radio"/> 2 | Taxi | <input type="radio"/> 6 |
| Cycle..... | <input type="radio"/> 3 | Don't know | <input type="radio"/> 7 |
| Car as driver | <input type="radio"/> 4 | Other (please write in)..... | <input type="radio"/> 8 |

Q3f. The Benefits Service is reviewing where it holds Benefit Outreach Surgeries. If you had a benefit query, would you prefer to attend an Outreach Surgery in your local area, or visit the Benefits Service's office at Time Square?
(Please tick ✓ one box only)

Outreach Surgery	Times Square	Either	Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

Q3g. If you would like to attend an Outreach Surgery, please tell us which area you are from?
(Please write in the box below)

Application Forms & Leaflets

Q4a. Do you find the Benefits Application Forms and Leaflets easy to understand?
(Please tick ✓ one box only)

Very poor	Poor	Neither good nor poor	Good	Very good	Not sure/ Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

Q4b. If you found our Benefits Application Forms and Leaflets difficult to understand, please tell us why?
(Please write in the box below)

Q4c. How do you think the Benefits Application Form or Leaflets can be improved?
(Please write in the box below)

Assessing Your Claim.

Q5a. Do you feel we assessed your claim or responded to any enquiries you may have made.....? (Please tick ✓ one box only)

Very slowly	Slowly	Neither quickly nor slowly	Quickly	Very quickly	Not sure/ Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

Q5b. If you found the Service slow please tell us how many days it took to resolve your claim? (Please write in number of days)

days

The Service Overall

Q6a. Overall, how do you rate the Housing and Council Tax Benefits Service provided by the Council? (Please tick ✓ one box only)

Very poor	Poor	Neither good nor poor	Good	Very good	Not sure/ Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

Q6b. If you ticked 'poor' or 'very poor', please tell us why you feel the Benefits Service provided you with a poor service? (Please write in the box below)

Q6c. How do you think we could improve the Housing Benefit and Council Tax Benefit Service? (Please write in the box below)

About You

We value all people in Bracknell Forest and want to make sure that everyone can access our services, that they provide for people's needs and that we continue to improve what we provide.

Please complete these questions which will also help us to see if there are differences between the views of different groups and needs within our community.

All the information you give will be kept completely confidential by Qa Research and no individual will be identified to the council. All details are kept in strict confidence at all times and in compliance with the Data Protection Act 1998.

Q7a. Are you? (Please tick ✓ one box only)

Male	Female
<input type="radio"/> 1	<input type="radio"/> 2

Q7b. Which of the following age categories do you fall into? (Please tick ✓ one box only)

Under 18	18-34	35-49	50-64	65-79	80+
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

Q7c. 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)
(Please tick ✓ one box only)

Yes	No
<input type="radio"/> 1	<input type="radio"/> 2

Q7d. Does this illness or disability limit your activities in any way?
(Please tick ✓ one box only)

Yes	No
<input type="radio"/> 1	<input type="radio"/> 2

Q7e. How would you describe your religion / belief?
(Please tick ✓ all that apply)

None.....	<input type="radio"/> 1	Muslim	<input type="radio"/> 5
Christian (all Christian denominations) ..	<input type="radio"/> 2	Sikh.....	<input type="radio"/> 6
Buddhist.....	<input type="radio"/> 3	Jewish.....	<input type="radio"/> 7
Hindu.....	<input type="radio"/> 4	Other (please write in).....	<input type="radio"/> 8

Q7f. How would you describe your sexual orientation?
(Please tick ✓ all that apply)

- | | | | | | |
|-----------------------------|-----------------------|-----|-------------------------|-----------------------|-----|
| Heterosexual/ straight..... | <input type="radio"/> | O 1 | Bisexual..... | <input type="radio"/> | O 4 |
| Gay man | <input type="radio"/> | O 2 | Prefer not to say | <input type="radio"/> | O 5 |
| Lesbian/ gay woman | <input type="radio"/> | O 3 | | | |

Q7g. To which of these groups do you consider you belong
(Please tick ✓ one box only)

White

- | | | |
|--|-----------------------|-----|
| British | <input type="radio"/> | O 1 |
| Irish | <input type="radio"/> | O 2 |
| Gypsy/Irish Traveller | <input type="radio"/> | O 3 |
| Showpeople/Circus | <input type="radio"/> | O 4 |
| Any other White background
(✓ and write in below) | <input type="radio"/> | O 5 |
| | | |

Asian or Asian British

- | | | |
|--|-----------------------|------|
| Indian | <input type="radio"/> | O 6 |
| Pakistani | <input type="radio"/> | O 7 |
| Nepali | <input type="radio"/> | O 8 |
| Bangladeshi | <input type="radio"/> | O 9 |
| Any other Asian background
(✓ and write in below) | <input type="radio"/> | O 10 |
| | | |

Black or Black British

- | | | |
|--|-----------------------|------|
| Caribbean | <input type="radio"/> | O 11 |
| African | <input type="radio"/> | O 12 |
| Any other Black background
(✓ and write in below) | <input type="radio"/> | O 13 |

Mixed

- | | | |
|--|-----------------------|------|
| White & Black Caribbean | <input type="radio"/> | O 14 |
| White & Black African | <input type="radio"/> | O 15 |
| White & Asian | <input type="radio"/> | O 16 |
| Any other Mixed background
(✓ and write in below) | <input type="radio"/> | O 17 |

Chinese and Other ethnic groups

- | | | |
|--|-----------------------|------|
| Chinese | <input type="radio"/> | O 18 |
| Filipino | <input type="radio"/> | O 19 |
| Other ethnic group
(✓ and write in below) | <input type="radio"/> | O 20 |

Benefits Customer Forum

The Benefits Service has formed a Customer Focus Group to gain customer feedback and input into service improvements.

If you are interested in taking part in the group, please provide your contact details below. Someone from the Benefits Service may then contact you to talk about taking part:

Name

Address.....

Telephone Number.....

Thank you very much for completing this questionnaire.

Please return the completed survey no later than 16th May 2011 in the FREEPOST envelope provided.

If, for any reason, there is no freepost envelope, please return your completed survey to Qa Research, Freepost NAT5853, York, YO24 1ZY, you do not need a stamp.



RESEARCH