

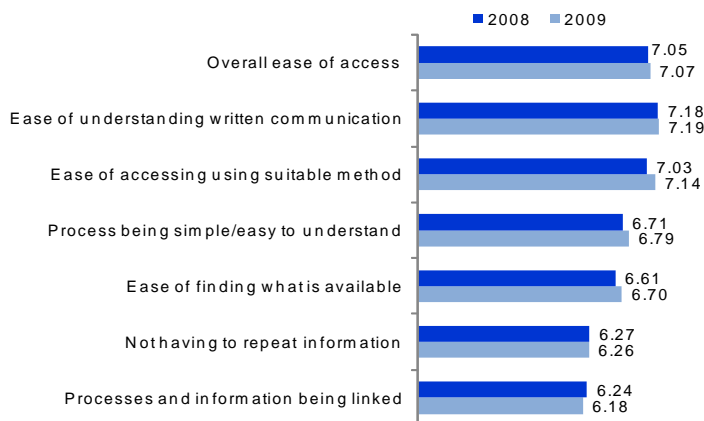
DSO 7: Make DWP an Exemplar of Effective Service Delivery

Indicator 1: Ease of access: The level of customer satisfaction with the ease of access to DWP services

- The Customer Satisfaction Survey has provided a score of 7.07 (on a scale of 1-10) for this key driver of customer satisfaction (Confidence intervals are around ± 0.10)
- This is virtually identical to the 7.05 baseline set in March 2008

Detailed Findings

Mean satisfaction scores for ease of access



(Confidence intervals are around ± 0.10 for each measure)
No significant change

Base: All answering

Methodology: How the Indicator is Measured

This Indicator is measured through a representative customer satisfaction telephone survey of 3,000 (approx) customers who are *in contact* with the Department through the following DWP Agencies: Jobcentre Plus, Pension Service, Disability & Carers Service. The survey was undertaken between February and April 2009. The information is used to report against Departmental Strategic Objective 7 as well as indicate ways in which the Department and its agencies may improve the customer experience.

Customers are asked to rate their satisfaction on a 1 to 10 scale (where 10 is very satisfied and 1 is very dissatisfied) across a range of service delivery elements to create an overall satisfaction score for *ease of accessing* the Department's services. The results presented give the average (mean) satisfaction ratings that customers gave for this element of their interaction with the Department.

Links: The Full DSO7 Narrative Document –
http://statistics.dwp.gov.uk/asd/asd1/dsopsa/DSO7_REPORT.pdf

Next Update to Measurement

At present, the next measurement of this Indicator is due to be undertaken in Spring 2010.