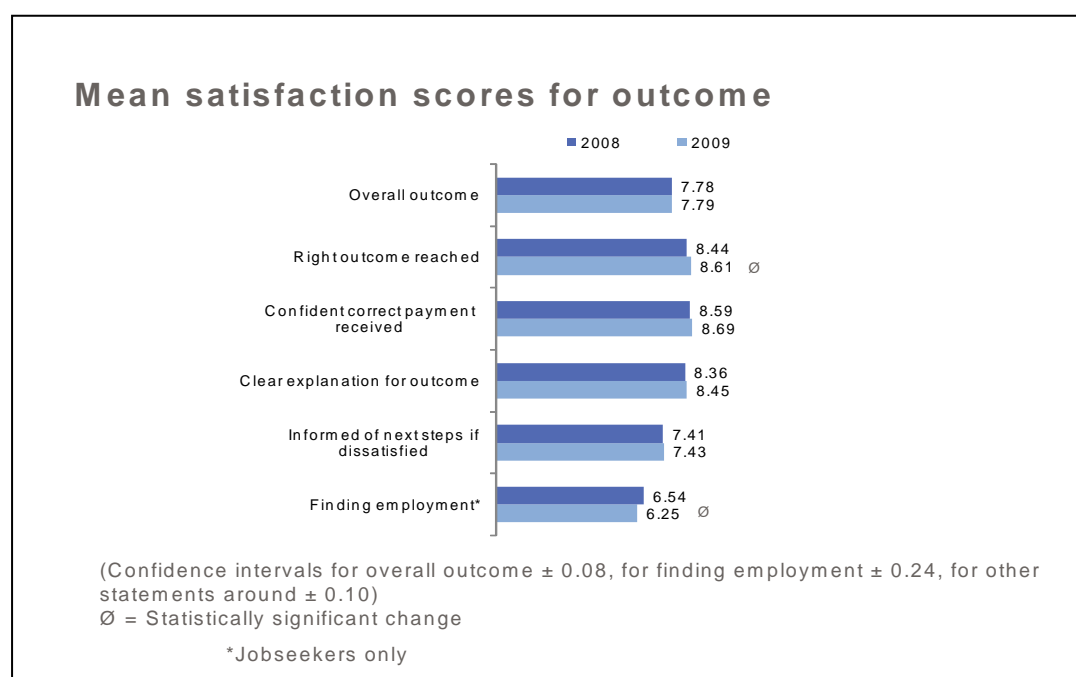


## DSO 7: Make DWP an Exemplar of Effective Service Delivery

### Indicator 4: Right outcome: The level of customer satisfaction with the outcome

- The Customer Satisfaction Survey has provided a score of 7.79 (on a scale of 1-10) for this key driver of customer satisfaction (Confidence intervals are around  $\pm 0.08$ ).
- This is virtually identical to the 7.78 baseline set in March 2008
- There was a significant rise in customers who were satisfied that the 'right outcome was reached'; however this was offset by the finding that satisfaction with 'finding employment' remains relatively low, which is not unexpected given the current economic climate.

#### Detailed Findings



#### 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 with the *outcome* of their contact with the Department. 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](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.