



Working4U Money
Benefit and Money Advice

Customer Satisfaction Results
1st April 2023- 31st March 2024



Introduction	3
Summary	4
Customer Satisfaction Questions.....	4
Question 1: Which of our services have you used?.....	4
Question 2: How did you hear about Working4U Money Service?.....	4
Question 3: How easy did you find contacting the service?	4
Question 4: Did the appointment date/time suit your needs?	5
Question 5: Did you find the appointment style met your needs? (Face to Face, Telephone, Email)	5
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?	5
Question 7: Did our office facilities meet your needs? (Easily Accessible, Private Interview rooms, Toilet Access)	5
Question 8: Did you find the adviser dealing with your case helpful and knowledgeable?	6
Question 10: Would you recommend our service to others?	6
Question 11: 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?	6
Question 12: Please provide any further feedback on your personal experience, or on any of the questions above that you think may help improve our service delivery.....	7
Conclusions and Recommendations	7
Appendix 1: Our Survey Questions	9

List of Tables

Table 1: Survey Return Rate.....	3
Table 2: Proportion of Services Used by Respondents	4
Table 3: Method of Contact	4
Table 4: Ease of Access	5
Table 5: Was the Appointment Suitable?	5
Table 6: Satisfaction with Appointment Style.....	5
Table 7: Satisfaction with Preferred appointment option.....	5
Table 8: Satisfaction with Facilities	6
Table 9: Confidence in Advisers	6
Table 10: Overall Satisfaction.....	4
Table 11: Would You Recommend our Service.....	6

Introduction

Working4U is an accredited provider of welfare benefits, money and debt advice under the Scottish National Standards for Advice and Information Providers.

Our aim is to deliver advice and information services in West Dunbartonshire where anyone can 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 advisers who can help people with:

- In and out of work benefit advice.
- Challenging benefit decisions
- 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 2023/24 the service supported 3,818 people with 6,367 cases. 575 customer satisfaction surveys were issued, and we received responses from 178 people. The return of 178 represents 4.6% of service users and a 31% response rate from those who were issued with a survey.

In 2023/2024 our survey response was:

Table 1: Survey Return Rate

People Supported	3,818
Cases Addressed	6,367
Service Users Surveyed	575
Numbers Returned	178
Number returned as a %age of All supported	4.6%
Number returned as a %age of those surveyed	31%

Summary

The annual customer survey for 2023/2024 sought information and feedback about welfare, benefits, debt, and Macmillan Cancer Support Services delivered by Working4U. The survey was distributed by advisers to service users on completion of their support requirements.

178 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 consisted of 12 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?

We want to know which areas of the service were used. 178 responses.

Table 2: Proportion of Services Used by Respondents

Service		
Debt	Welfare Rights	Macmillan
11.2%	34.8%	64.8%

Key Points

- The Macmillan Benefits Service is most frequently used by those who responded;
- 19 (10.7%) 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. 178 responses.

Table 3: Method of Contact

Answer	%
I have used the service before	10.7%
Recommended by another person	32.6%
Referred to by another service	56.7%

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.

- 10.7% of respondents have previously used the service and are therefore aware of the support that is available;
- Most service users (56.7%) are referred by another individual or agency;
- Further data analysis shows 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. 178 responses.

Table 4: Ease of Access

Answer		
Very Easy	Easy	Difficult
76.4%	21.3%	2.3%

For the most part, people who responded had found the service very easy to contact.

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. 178 responses.

Table 5: Was the Appointment Suitable?

Answer	%
Yes	98.9%
No	1.1%

Overwhelmingly, 98.9% of people who responded found that the appointment time suited their needs.

Question 5: Did you find the appointment style met your needs? (Face to Face, Telephone, Email)

We are interested in how people engage with our advisers. Our service is delivered face to face, on-line and by telephone. We also offer home visits where circumstances require. 178 responses.

Table 6: Satisfaction with Appointment Style

Answer	%
Yes	99.4%
No	0.6%

99.4% of people who responded thought the method of engagement was appropriate.

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. 178 responses.

Table 7: Satisfaction with Preferred appointment option

Answer	%
Face to Face – council office/home visit	24.1%
Face to Face – Community building	10.7%
Face to Face – online via our virtual hub (zoom)	2.3%
Telephone	62.9%

The majority (62.9%) of people who responded were satisfied for the service to predominately be delivered by telephone. This was an increase of 8% choosing telephone as the preferred appointment option compared to last year whilst the number choosing council office/home visit reduced by 9% from last year.

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

We are interested in the views of our facilities within our premises. 178 responses.

Table 8: Satisfaction with Facilities

Answer	%
Yes	31.4%
No	0.6%
Not applicable	68%

The majority of people who responded (68%) chose not applicable as their appointment was not in an office location. 98% of those who did have an office appointment were satisfied with the facilities.

Question 8: Did you find the adviser dealing with your case helpful and knowledgeable?

We are interested in perceptions of the professionalism and approaches adopted by our advisers. 178 responses.

Table 9: Confidence in Advisers

Answer	%
Yes	99.4%
No	0.6%

The majority (99.4%) of people who responded found their adviser helpful and knowledgeable.

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

We want to know how satisfied people are with the service they receive. 178 responses.

Table 10: Overall Satisfaction

Answer	%
Extremely satisfied	91.6%
Satisfied	7.9%
Not at all satisfied	0.5%

Respondents were overwhelmingly satisfied with the service they received.

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. 178 responses.

Table 11: Would You Recommend our Service.

Answer	%
Yes	99.4%
No	0.6%

The majority (99.4%) of people who responded would recommend the service to others.

Question 11: 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. 106 people supplied their details to be considered for participation in a focus group to further evaluate the service.

Question 12: Please provide any further feedback on your personal experience, or on any of the questions above that you think may help improve our service delivery.

We want people to provide further feedback on their experience of using the service and to comment if they think we could improve the service provided based on their experience. 75 people left comments.

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:

- I was referred by hospital to yourselves and have dealt with the adviser several times since and found her knowledgeable and very helpful.
- I called into the Macmillan office within the Beatson not knowing what I was entitled to. I had exemplary service from the adviser. Thank you so very much.

Service user perceptions of the value of the service:

- The adviser was very helpful and explained everything to me and about a grant I would never have known about if they hadn't been so helpful, very good service.
- The adviser that came to my house was so helpful. I honestly can't say that the way I was treated could be improved on.
- The adviser was so helpful during a stressful family time. It was good to have the experience of someone who knows what to apply for as we were clueless.
- The adviser was an absolute godsend for me, and I cannot rate her or the service highly enough. Exemplary.

The role of staff and impact of service:

- The welfare rights officer was great, she helped me complete all the paperwork and treated me with so much respect and compassion at a very difficult time during my treatment. I am so grateful for all her help.
- I was very pleased with the service the Working4U provided for me, they kept in contact with me all through my problems. They done everything to help my mental health and help with the things that I felt I couldn't cope with. I was pleased to say that I would recommend them to other people.
- I was really pleased with the help I got as I was having to give up work due to my diagnosis, and they really helped as I was getting stressed and was worried about money. Excellent service.

Conclusions and Recommendations

The responses to all the questions relating to the staff, knowledge and general service were overwhelmingly positive. There were no comments indicating any improvements or criticism of the service provided.

The response rate across people surveyed is 31% which is an increase from 22% response rate in 2022/23. However, the response rate across people supported overall is 4.6%.

Service users' views and comments within the survey are extremely important to service design and ongoing improvement.

We are currently looking at ways to increase the number of people being surveyed. One of these options is a new and upcoming feature in our Management Information System which will allow us to automate the process.

Appendix 1: Our Survey Questions

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

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Question 9: How satisfied were you with our service?

Question 10: Would you recommend our service to others?

Question 11: 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?

Question 12: Please provide any further feedback on your personal experience, or on any of the questions above that you think may help improve our service delivery.