

<b>London Borough of Bromley</b>				
<b>CUSTOMER SATISFACTION SURVEY RESULTS FOR 2006 AND 2008 – BENEFITS</b>		<b>Total % for 2006</b>	<b>Total % for 2008</b>	<b>Total % for 2009</b>
Q1	The local authority benefits office is somewhere that is easy for me to get to			
	Strongly agree	18	18.5	<b>25</b>
	Agree	56	52	<b>44</b>
	Neither agree or disagree	8	15.5	<b>11</b>
	Disagree	12	11	<b>10</b>
	Strongly disagree	4	3	<b>10</b>
Q2	The local authority benefits office's opening hours are convenient for me			
	Strongly agree	7	17	<b>18</b>
	Agree	42	65	<b>68</b>
	Neither agree or disagree	15	13	<b>9</b>
	Disagree	27	2.5	<b>4</b>
	Strongly disagree	8	2.5	<b>1</b>
Q3	Overall, I am satisfied with the way that I can contact the local authority benefits office			
	Strongly agree	16	20.5	<b>27</b>
	Agree	54	62	<b>58</b>
	Neither agree or disagree	12	12.5	<b>6</b>
	Disagree	11	3	<b>4</b>
	Strongly disagree	6	2	<b>5</b>
Q4	Overall, I am satisfied with the experience of visiting the local authority benefits office			
	Strongly agree	13	22	<b>19</b>
	Agree	63	51	<b>49</b>

	Neither agree or disagree Disagree Strongly disagree	11 8 4	20 4 3	<b>20</b> <b>7</b> <b>5</b>
Q5	Overall, I am satisfied with the telephone service provided by my local authority benefits office  Strongly agree Agree Neither agree or disagree Disagree Strongly disagree	15 41 12 19 14	15 57 14 10 4	<b>15</b> <b>52</b> <b>16</b> <b>11</b> <b>6</b>
Q6	The Housing/Council Tax benefit claim was difficult to fill in  Strongly agree Agree Neither agree or disagree Disagree Strongly disagree	11 24 19 42 4	7.5 28 27 31.5 6	<b>9</b> <b>33</b> <b>27</b> <b>28</b> <b>3</b>
Q7	The letters sent about my claim were difficult to understand  Strongly agree Agree Neither agree or disagree Disagree Strongly disagree	13 22 18 45 3	4 22 25 39 10	<b>12</b> <b>26</b> <b>21</b> <b>39</b> <b>2</b>
Q8	How satisfied are you with the amount of time it took to tell you whether your claim for Housing/Council tax benefit was successful or not  Strongly agree	31	11	<b>8</b>

	Agree	34	54	<b>57</b>
	Neither agree or disagree	10	24	<b>14</b>
	Disagree	10	7	<b>13</b>
	Strongly disagree	15	4	<b>8</b>
Q9	Taking everything into account, how satisfied are you with the service you receive from the local authority benefits office			
	Strongly agree	34	19.5	<b>24</b>
	Agree	40	58	<b>54</b>
	Neither agree or disagree	10	16	<b>13</b>
	Disagree	7	3	<b>6</b>
	Strongly disagree	8	3.5	<b>3</b>
Q10	Thinking about the overall service you receive from the local authority benefits office, which <u>one</u> of the list below do you think most needs improving			
	The ways in which I can contact the local authority benefits office	6	7	<b>9</b>
	The experience of visiting the local authority benefits office	3	8	<b>7</b>
	The telephone service provided by the authority benefits office	13	13	<b>20</b>
	The staff service in the authority benefits office	4	1	<b>3</b>
	The Housing/Council Tax benefits claim form	15	14	<b>15</b>
	The time it takes to tell me whether my claim for Housing/Council Tax benefits was successful	26	15	<b>13</b>
	None of these	34	42	<b>33</b>

