

## **Customer Perceptions**

### **Welfare Rights**

1. WRU ask customers for whom they have set up a file to complete a Commendations, Comments and Complaints form once their case has been concluded. Some client feedback in 2014/15 includes;

'I act as the advocate of a lady with learning difficulties. With Welfare Rights help I was successful in claiming Attendance Allowance. The worker kept in contact with me during the period to let me know how things were progressing. The support and kindness I have received from the worker has been unbelievable. I struggled for 6 months however when Welfare Rights got involved they got an outcome which was amazing. '

'Welfare Rights helped me claim PIP after I was turned down. I couldn't have done this on my own. They made sure everything was correct and I couldn't have done this without Welfare Rights help.'

'When I retired I looked at Pension Credit but did not think I qualified. If not for your letter I would not now be receiving £136.64 every four weeks which has gone a long way to paying my care costs. Normally it's difficult to access information about what you're entitled to so your way of being proactive came as a pleasant surprise.'

### **SDAIS**

2. SDAIS carries out a Client Satisfaction Survey for all clients assisted with casework.

The following were the results for 2014-15:

Was SDAIS able to assist you?	Yes – 99%; No – 1%;
How useful was the service provided by SDAIS?	Very useful – 99%; Fairly useful – 1%;
Overall Satisfaction	Very Satisfied – 100%.

Some client feedback from recent surveys:

'I am totally satisfied and would recommend the SDAIS service to anyone' (benefits client).

'Great service from a professional worker' (benefits client).

'Welfare Benefit caseworker was very approachable, knowledgeable and helpful, made a very stressful situation much easier' (benefits client).

'I found SG was a great help and support to me during turmoil in my life, I couldn't of managed without her' (benefits client).

'Helped me step by step to negotiate monthly repayments' (debt client).

### **Members' Survey**

3. During September 2014 a survey was carried out amongst Members to establish levels of satisfaction with referrals that had been made to SDAIS and the WRU. 100% of respondents who had referred constituents to SDAIS, WRU or both said that they were very satisfied with the service provided.