



Benefits Survey Results 2010

Out of 29 responses, 62% waited 20 minutes or less at the CSC

Our Customer Service Pledge is to keep waiting times at our customer service centre to under 20 minutes

- Out of 23 responses, 57% of customer's calls were answered within 40 seconds at the CCC

Our Customer Service Pledge is to answer the phone within 40 seconds

- Out of 29 responses, 85% of customers said they received the information they required when they telephoned
- Out of 35 responses, 77% of customers rated the standard of service they received as satisfactory or above
- Out of 5 responses, 20% of customers made their enquiry by email and 80% made their enquiry by letter and 50% of these customers received a prompt reply

Our Customer Service Pledge is to reply to any enquiries within 10 days

- Out of 6 responses, 67% of customers said they received the information they required when they made their enquiry by email/letter
- Out of 12 responses, 92% of customers rated the standard of service they received as satisfactory or above
- 1 customer has made a complaint in the last 6 months.
- Out of 32 responses, 91% of customers are aware that our documents can be provided in other formats e.g. other languages, large print and Braille
- Out of 33 responses, 88% of customers are aware that you can complete a benefit application at our Customer Service Centre or at any of our neighbourhood offices

Did you know?

As a result of previous suggestions made by our customers on our survey....

- We have created an information leaflet to be included in all benefit notification letters.
- We have introduced a Customer Service Unit where staff can deal with both council tax and benefit enquiries.

- We have expanded payment choices to include Payzone outlets.
- You can pay your housing benefit overpayment online using any bank/building society credit or debit card or by telephoning 0141 842 4400.
- An automated service is available to make payments 24 hours a day by calling 0845 602 0355.