



Working4U Money
Benefit and Money Advice

Customer Satisfaction Results
1st April 2025 - 31st March 2026



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Introduction

Working4U is an accredited provider of welfare benefits, money and debt advice under the Scottish National Standards for Advice and Information Providers and are currently going through the reaccreditation process.

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 several key areas:

- The service used.
- Methods of contact.
- Suitability of services; and
- Levels of satisfaction.

The full set of 11 questions are set out in **Appendix 1**.

During 2025/26 the service supported 3,277 people with 6,029 cases. 711 customer satisfaction surveys were issued, and we received 240 responses. The return of 240 represents a 33.8% response rate from those who were issued with a survey.

In 2025/2026 our survey response was:

Table 1: Survey Return Rate

People Supported	3,277
Cases Addressed	6,029
Service Users Surveyed	711
Numbers Returned	240
Number returned as a %age of those surveyed	33.8%

Summary

The annual customer survey 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.

240 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 11 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. 240 responses.

Table 2: Proportion of Services Used by Respondents

Service		
Debt	Welfare Rights	Macmillan
10%	43.8%	54.25%

Key Points

- The Macmillan Benefits Service is most frequently used by those who responded.
- 19 (8%) 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. 240 responses.

Table 3: Method of Contact

Answer	%
I have used the service before	11.3%
Recommended by another person	24.2%
Referred to by another service	64.6%

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.

- 11.3% of respondents have previously used the service and are therefore aware of the support that is available.
- Most service users (64.6%) 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. 240 responses.

Table 4: Ease of Access

Answer		
Very Easy	Easy	Difficult
77.5%	21.3%	1.3%

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. 240 responses.

Table 5: Was the Appointment Suitable?

Answer	%
Yes	100%
No	0%

Overwhelmingly, 100% 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. 240 responses.

Table 6: Satisfaction with Appointment Style

Answer	%
Yes	97.9%
No	2.1%

97.9% of people who responded thought the method of engagement was appropriate.

Question 6: 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. 240 responses.

Table 7: Satisfaction with Facilities

Answer	%
Yes	23.8%
No	0%
Not applicable	76.2%

Most people who responded (76.2%) chose not applicable as their appointment was not in an office location. 100% of those who did have an office appointment were satisfied with the facilities.

Question 7: 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. 240 responses.

Table 8: Confidence in Advisers

Answer	%
Yes	99.2%
No	0.8%

The majority (99.2%) of people who responded found their adviser helpful and knowledgeable.

Question 8: Overall, how satisfied were you with our service?

We want to know how satisfied people are with the service they receive. 240 responses.

Table 9: Overall Satisfaction

Answer	%
Extremely satisfied	90%
Satisfied	9.2%
Not at all satisfied	0.8%

Respondents were overwhelmingly satisfied with the service they received.

Question 9: 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. 240 responses.

Table 10: Would You Recommend our Service.

Answer	%
Yes	99.6%
No	0.4%

The majority (99.6%) of people who responded would recommend the service to others.

Question 10: 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. 119 people supplied their details to be considered for participation in a focus group to further evaluate the service.

Describe our service in one word.

We asked people to describe our service with one word. These were the most popular words used. 221 responses



Question 11: 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. 125 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:

- My details were forwarded by my cancer nurse at the Beatson Hospital after I was told that I had less than a year to live. The advisor who contacted me was very reassuring and supportive. She explained the support and services that I would be entitled to or could call on (i.e. government, council and local/MacMillan cancer support). She then facilitated access to that support and provided her contact details in case of any future questions. They were very knowledgeable on cancer support and the contacts, systems and processes to access it. Her help was invaluable at a time that I had a lot to process and allowed me the time to concentrate on my family and friends. Many thanks.
- I originally applied on my own but, via Beatson, your advisor contacted me, took me through the process and took over on my behalf. Very well handled, polite, professional and the whole procedure was completed in a very timely manner. Thank you
- Very helpful, i couldn't have done it without the help I received. I also received regular calls for an update.

Service user perceptions of the value of the service:

- Very satisfied, thank you. You go above and beyond to help.
- Very helpful and caring towards me, taking stress away from me.
- Really helpful service at a difficult time in life.
- I am extremely grateful, I would recommend this service to others, and I know I have support if I need it in the future.
- I was in a very dark place in my life then your advisor swooped in and helped me through it. I cannot advocate enough for the work they do; they are very much needed. Thank you.

The role of staff and impact of service:

- The advisor was brilliant and so helpful and reassuring. Before I spoke with t I was struggling with mental health and stress due to my debt. I now have a payment arrangement in place that I can afford and feel a big weight lifted as I can live my life without worry now. I can't thank this vital service enough for sorting everything out for me.
- At a time when you are stressed and worried about treatment and prognosis, they take all the worry about trying to apply for these benefits. I cannot thank them enough.
- Extremely helpful, took a lot of weight of my shoulders.
- I was very satisfied with the way my claim went, was treated as a person and not just a number. The advisor was very helpful and understood my needs.

Conclusions and Recommendations

The responses to all the questions relating to the staff, knowledge and general service were overwhelmingly positive. There a few comments indicating a negative experience of the service provided or providing constructive feedback, which will be reviewed.

The response rate across people surveyed is 33.8% which is a decrease from the 42.4% response rate in 2024/25.

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

We have been looking at ways to increase the number of people being surveyed. A new feature utilised in our Management Information System within the last few months allows us to automate the process on case closure when advice or support has been provided.

Appendix 1: Our Survey Questions

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Question 7: Did you find the adviser dealing with your case helpful and knowledgeable?

Question 8: How satisfied were you with our service?

Question 9: Would you recommend our service to others?

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