



Working4U Money
Benefit and Money Advice

Customer Satisfaction Results
1st April 2024 - 31st March 2025



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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.

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 2025/25 the service supported 3,520 people with 6,672 cases. 528 customer satisfaction surveys were issued, and we received 224 responses. The return of 224 represents 6.3% of service users and a 42.4% response rate from those who were issued with a survey.

In 2024/2025 our survey response was:

Table 1: Survey Return Rate

People Supported	3,520
Cases Addressed	6,672
Service Users Surveyed	528
Numbers Returned	224
Number returned as a %age of All supported	6.3%
Number returned as a %age of those surveyed	42.4%

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.

224 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. 224 responses.

Table 2: Proportion of Services Used by Respondents

Service		
Debt	Welfare Rights	Macmillan
11.6%	36.2%	61.2%

Key Points

- The Macmillan Benefits Service is most frequently used by those who responded.
- 20 (8.9%) 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. 224 responses.

Table 3: Method of Contact

Answer	%
I have used the service before	11.6%
Recommended by another person	32.1%
Referred to by another service	56.3%

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.

- 11.6% of respondents have previously used the service and are therefore aware of the support that is available.
- Most service users (56.3%) 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. 224 responses.

Table 4: Ease of Access

Answer		
Very Easy	Easy	Difficult
81.3%	17.4%	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. 224 responses.

Table 5: Was the Appointment Suitable?

Answer	%
Yes	99.1%
No	0.9%

Overwhelmingly, 99.1% 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. 224 responses.

Table 6: Satisfaction with Appointment Style

Answer	%
Yes	98.2%
No	1.8%

98.2% 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. 224 responses.

Table 7: Satisfaction with Facilities

Answer	%
Yes	30.4%
No	0.5%
Not applicable	69.2%

Most people who responded (69.2%) chose not applicable as their appointment was not in an office location. 98.6% 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. 224 responses.

Table 8: Confidence in Advisers

Answer	%
Yes	98.2%
No	1.8%

The majority (98.2%) 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. 224 responses.

Table 9: Overall Satisfaction

Answer	%
Extremely satisfied	94.2%
Satisfied	4.5%
Not at all satisfied	1.3%

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. 224 responses.

Table 10: Would You Recommend our Service.

Answer	%
Yes	98.7%
No	1.3%

The majority (98.7%) 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. 116 people supplied their details to be considered for participation in a focus group to further evaluate the service.

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. 118 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:

- Referred to benefit advisor by MacMillan manager at The Beatson. I had been referred previously for AA, but I didn't feel I met the criteria and didn't send the application. That was

2 years ago and since then I've had a recurrence of my cancer. I had seen a campaign on TV advertising that made me wonder if I was entitled and I've been awarded the lower allowance after the advisor submitted the application. Delighted!

- Really appreciate the help given to me from MacMillan as I didn't know anything about this, it was my cancer nurse who told me about it so thank you so much for your help.

Service user perceptions of the value of the service:

- Your system is well-versed to help people who like us did not know what was available from all spheres e.g., Attendance Allowance, Blue Badge
- Your advisor was very approachable and very helpful. He filled in all the details for me. I would have found it very difficult trying to complete the information online. He took that stress from me, 100 percent well done.
- I was quite surprised that this support was available as I've never had any benefits before. I was very impressed with the staff's professionalism and effectiveness which coupled with a 'listening' ear and sensitivity ensured that I felt comfortable engaging with them. Altogether an excellent experience. Thank you.

The role of staff and impact of service:

- After speaking with the adviser, I really feel better and it has taken a lot of confusion and the unknown away, I know where I stand and what the future may hold, she left no stone unturned, extremely grateful for her help and advice.
- Your adviser is an absolute gem!! I was totally unaware of the services she explained everything showing patience, full knowledge and a quiet understanding of the situation. She made me feel informed, safe and comfortable. I will not hesitate to contact her in the future with any queries.
- Your adviser is an amazing person and helped me considerably a time when I was very confused and vulnerable. She has definitely made an impression on my well-being and life.
- Had terrible time getting my ADP form sorted after almost 6 months. Your adviser got it done and sorted within 2 weeks...she was brilliant.

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 42.4% which is an increase from 31% response rate in 2023/24.

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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