



Do you use a Glasgow JobCentre?

Do you use a Glasgow JobCentre? Then we want to hear from you...

Here at Glasgow Council for the Voluntary Sector (GCVS) we have heard a lot of different stories about people’s experience at their local JobCentre Office, some good and some not so good. We would like to find out more, from a wider range of people, about their experience.

By completing this survey and sharing your views you will help us find out what works well across local JobCentres and where there may be room for improvement – when we have gathered and collated responses we will speak to JobCentre Plus to suggest changes that might help people using their service now and in the future.

A Chance to WIN...

When the survey closes we will pick two responses, at random, both of which will receive a £50.00 voucher of their choice.

Please return your survey to by Monday 28 September 2015 by email to johanna.speirs@gcvs.org.uk or by Freepost to:

Freepost RTST-JZUA-SLCG
Welfare Reform Co-ordinator
Glasgow Council for Voluntary Sector
11 Queens Crescent
Glasgow
G4 9AS

PART 1 – A Bit About You

In this section we want to find out a bit more about you. This will help us find out if different groups of people get a different response from their JobCentre.

Everything you tell us is confidential – we won’t share your individual details with anyone else and we only ask for your initials and date of birth to make sure we only count each response once.

1. Initials: _____ 2. Date of Birth: ____/____/____

3. Are you:

- Male
- Female
- Other
- Prefer not to say

4. What age you?

- 16 to 21
- 22 to 25
- 26 to 35
- 36 to 45
- 46 to 55
- 56 or over

5. How would you describe your sexuality?

- Heterosexual/Straight Gay/Lesbian Bisexual Other
 Prefer not to say

6. How would you describe you ethnicity?

- White Scottish White, Other British White Irish White Polish
 Caribbean, Caribbean Scottish or Caribbean British
 Black, Black Scottish or Black British
 Pakistani, Pakistani Scottish or British
 Indian, Indian Scottish or Indian British
 Bangladeshi, Bangladeshi Scottish or Bangladeshi British
 Chinese, Chinese Scottish or Chinese British
 Middle Eastern North African Mixed/Multiple Ethnic Groups
 Other, please specify: _____

7. What are your family circumstances?

- Single, no children Single, with child/ren Couple, no children
 Couple, with child/ren Living with parents/family Kinship carer
 Carer, living with the person I care for
 Other, please specify: _____

8. Do you consider yourself to have a disability, physical impairment or mental health issue? (please tick all that apply)

- No Physical disability Learning disability
 Physical impairment Mental Health Issue Visual Impairment
 Hearing Impairment
 Other, please specify: _____

9. Where do you currently live?

- Your own Housing Association Tenancy Own Private Rented Tenancy
 Shared Private Rented Tenancy Own home/buying your home
 With parents/guardian With friends
 Rough sleeping/skippering Homelessness Accommodation
 Supported Accommodation Sheltered Accommodation
 No Fixed Abode

Other, please specify: _____

10. Please tell us about your main employment situation. Are you:

- | | |
|----------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Not currently employed | <input type="checkbox"/> Unfit for work due to illness |
| <input type="checkbox"/> Employed part time (< 30hrs per week) | <input type="checkbox"/> Employed fulltime (30hrs + per week) |
| <input type="checkbox"/> Employed zero hours contract | <input type="checkbox"/> Self employed |
| <input type="checkbox"/> Full time carer | <input type="checkbox"/> Looking after child/children |
| <input type="checkbox"/> In education or training | |
| <input type="checkbox"/> Other, please specify: _____ | |

11. If you aren't currently in employment, please tell us when you were last in paid work:

- | | | |
|--------------------------------------------------|-------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> 0 to 5 months ago | <input type="checkbox"/> 6 to 12 months ago | <input type="checkbox"/> 13 to 18 months ago |
| <input type="checkbox"/> More than 18 months ago | <input type="checkbox"/> I've never been in paid work | |

PART 2 – Your Benefits

In this section we want to find out a little more about the benefits you receive and which JobCentre Office you use. This section also asks you some questions about how you manage on the money you receive.

Again, everything you tell us is confidential – we won't use it to identify you.

12. What benefit(s) do you currently receive? (please tick all that apply)

- Job Seekers Allowance
- Job Seekers Allowance but currently sanctioned
- Employment & Support Allowance - Assessment Phase
- Employment & Support Allowance - Work Related Activity
- Employment & Support Allowance - Support Group
- Employment & Support Allowance – currently sanctioned
- Incapacity Benefit
- Universal Credit
- Carers Allowance
- Income Support
- Disability Living Allowance
- Personal Independence Payment
- Housing Benefit
- Council Tax Reduction
- Child Benefit
- I don't current receive benefits
- Other, please specify: _____

13. If you are claiming JobSeekers Allowance (including if you have been sanctioned) please tell us what you think of the Claimant Commitment you have:

	Not at all	Somewhat	Completely
My claimant commitment makes sense to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My claimant commitment reflects my personal goals and aspirations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My claimant commitment is easy for me to meet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My claimant commitment takes into account my current circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel confident that I could change my claimant commitment if things in my life change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Which JobCentre Office do you attend?

- Anniesland Bridgeton Castlemilk Dumchapel
 Easterhouse Govan Langside Laurieston
 Maryhill Newlands Parkhead Partick
 Shettleston Springburn

15. Thinking about the amount of money you receive in benefits how would you describe it?

- The money I get meets all of my needs, I can comfortably pay for everything I need
- The money I get meets some of my needs, it's occasionally difficult to pay for everything I need
- The money I get meets few of my needs, it's often a struggle to pay for everything I need
- The money I get does not meet my needs, it's always a struggle to pay for everything I need
- I have no income at present

16. If you have no income, please tell us how you are managing to get by:

PART 3 – Your JobCentre Experience

In this section we want to find out how well your JobCentre meets the customer charter. Under each section there are a number of statements. Please think about your experience of engaging with your JobCentre and the staff who work there and rate how well they meet the statement.

17. Getting the Right Treatment

	Never	Rarely	Sometimes	Mostly	Always	N/A
Staff the JobCentre do what they say they will do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at the JobCentre are polite and helpful towards me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am treated with dignity and respect by staff at the JobCentre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at the Jobcentre understand my personal circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at the JobCentre understand the challenges I face	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at the JobCentre are approachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The work I do with the JobCentre is helps me/is helping me move closer to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Getting it Right

	Never	Rarely	Sometimes	Mostly	Always	N/A
JobCentre staff give me the right information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The written information I get from the JobCentre is easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The verbal information I get from the JobCentre is easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel confident that any decisions I receive are correct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Keeping you informed

	Never	Rarely	Sometimes	Mostly	Always	N/A
My requests and questions are dealt with quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am kept informed of any changes to my benefit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am told when to expect a decision or an answer and this timescale is met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am given clear information about challenging decision I don't agree with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Easy Access

	Never	Rarely	Sometimes	Mostly	Always	N/A
I know where to access information about benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information available is clear and understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am given clear information about how to get in touch with the JobCentre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When I telephone the JobCentre my calls are answered quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Have you ever take someone along to support you at a JobCentre appointment?

- Yes No *(If no, please go to question 24)*

22. If you have taken someone along to a JobCentre appointment how was the experience?

- The person I took along wasn't allowed in with me
- I felt more confident with someone to support me
- The interview/appointment was more positive with someone to support me
- Having someone with me made no difference to my experience
- Other, please specify: _____

23. Have you ever received a benefit sanction (has your money been stopped or suspended)?

- Yes No *(Please go to question 26)* Not sure *(Please go to question 26)*

24. If you have been sanctioned were you told about:

	Yes	No	Not Sure	N/A
The reason for the sanction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How long the sanction would last	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to challenge the decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to apply for a hardship payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to submit a nil income claim for housing benefit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to submit a nil income claim for Council Tax Reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About other places to go for help and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Please use this space to tell us anything else about your experiences at the JobCentre:

26. To be entered into the prize draw to win a £25.00 voucher of your choice please enter your details below:

Name: _____

Address: _____

City/Town: _____ Post Code: _____

Email Address: _____

Phone Number: _____

Would be willing to speak to a member of GCVS staff in more detail about your survey response?

Yes No

Would you like a copy of the final report, be kept up to date on anything that happens as a result of your input, or take part in future surveys?

Yes No

THANK YOU FOR TAKING PART IN THIS SURVEY