

District Councils' Network

The one voice of district councils in the LGA



Close to people, focused on place

Welfare Reform Bill – Universal Credit

A questionnaire to gather views on the value of face to face contact in the delivery of housing and council tax benefits services

Please tell us the name of the council you are responding on behalf of		
	Yes	No
1a Do you provide a face to face customer service option for your benefits service?		
1b If yes, how many different locations do you provide face to face benefits advice from?		
Please provide details of the face to face services you provide in the space below:		
1c. Do you link face to face advice with back office support and access to other agencies eg: DWP (incl PS & JCP)/Debt Advice/Free School Meals/Blue Badge/Energy Advice/Concessionary Travel/Housing/Local Advice Centres(Voluntary Sector)/CAB?		
If yes, please say how:		

For the following questions if you do not have data available please provide an estimate

	2008/09	2009/10	2010/11
2. How many (please indicate) either 'customers have visited' or 'visits have been made' to your face to face service in the last 3 years			
3. Excluding correspondence received by post, what percentage of your customer contact for the benefits service have been to the face to face service in the last three years?			

	Yes	No
4. Do you anticipate face to face contact increasing in the future?		
Please provide an explanation in the space below:		

	Yes	No
5. Do you collect any other information that shows how well used or how highly valued your face to face benefits service is?		
If yes please provide details in the space below:		

6. For what reasons do you believe face to face contact is important in administering benefit claims?

7. Do you believe councils have a major role to play in delivering benefits service in future years? Please comment