Quarter 1&2 2025-26

SWF Customer Satisfaction Survey Results and Analysis

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1. Introduction

This report provides an overview of the feedback gathered from customers of SPSO's Scottish Welfare Fund Review service, during quarter two of 2025-26. It covers response rates, satisfaction from customers who received a decision, and plans for improvement generated from feedback.

The main findings during each quarter are listed below:

2. Quarter 2

- A response rate of 14% was recorded, representing a slight increase from the previous quarter 10%.
- We received almost double the number of responses compared with Q1 (19 versus 10) leading to more representative feedback.
- The majority of responses across all seven questions were positive (scores of between 74% and 84%)
- Particularly strong performance was noted in areas relating to process clarity, expected timeframes/progress updates, and overall timeliness.
- The lowest scoring question related to whether we listened to understand the review and the applicant's desired outcome (21% gave a negative response).

3. Distribution and Returns

The SWF satisfaction survey is sent to customers the day after they receive the decision on their review. Surveys are sent by email unless otherwise requested. The return rate is calculated on the number of surveys returned at the end of each calendar month.

Quarter 2

Total no. of surveys issued	132
Total no. of surveys completed	19
Response rate %	14%

Quarter 1

Total no. of surveys issued	100
Total no. of surveys completed	10
Response rate %	10%

We are pleased to report a 4% increase in response rates in Quarter 2 (14%) compared to Quarter 1 (10%). It was also encouraging to see the number of responses more than double (19 in Q2 versus 10 in Q1), reflecting both a higher volume of surveys issued and improved engagement. This contributes to more reliable results. The current response rate remains within acceptable limits set by LT, which advises action only if the rate falls below 10%.

4. **Quantitative and Qualitative Survey Results**

Quarter 2 : link to survey results

Quarter 1 : link to survey results

5. Analysis of Customer Satisfaction Feedback

Feedback has been analysed by the Head of Service and SWF Operational Manager and shared with SPSO's Leadership Team, Service Improvement Forum and all SWF colleagues:

Quarter 2

Notable points of improvement	Relevant service standard(s)	Management response/action/recommendation. Date of any action taken
1. The lowest scoring question focused on whether staff listened to understand the review and the applicant's desired outcome, with 21% responding negatively. A similar trend was observed in Quarter 1 regarding listening to understand circumstances, (although the questions have since been slightly revised).	**Understanding**	A management quality check of casework is planned for Q3/Q4. Although these views represent a minority and may reflect decision bias rather than poor service, similar concerns were raised in Q1. We aim to assure ourselves that no improvement action is being overlooked so we will ensure that this point forms part of our checks.
2. When asked how we could improve, six substantive comments were received (one wrongly categorised). Two related to receiving an award,	**Fairness and understanding.**	No action is proposed regarding comments on awards or savings criteria, as these reflect the application of existing guidance. In response to feedback on

one to understanding, one to no support through the process, one to considering health impacts, and one to not penalising applicants with savings.		understanding and the impact of clothing on wellbeing, a management quality check of casework is planned for Q3/Q4. Although these views represent a minority and may reflect decision bias rather than poor service, similar concerns were raised in Q1. We also want to explore the 'no support provided' comment as part of this exercise. We aim to assure ourselves that no improvement action is being overlooked so we will ensure these points form part of our checks.
Notable points of satisfaction	Relevant service standard(s)	Management response/action/recommendation. Date of any action taken
1. The majority of responses to all seven questions were positive, with 74% to 84% falling into the 'agree' or 'strongly agree' categories, indicating high overall satisfaction with the service.	**All**	Share report with team after sign off by LT (November 2025) and at team meeting scheduled in November 2025.
2. 14 substantive comments were received when asked what we did well. These	**Respect and dignity, clarity, timeliness,**	Share report with team after sign off by LT(November 2025) and at team

demonstrate very high levels of satisfaction with the service including reference to efficiency, being made to feel human, and excellent communication.	**keeping you informed**	meeting scheduled in November 2025.

Quarter 1

Notable points of improvement	Relevant service standard(s)	Management response/action/recommendation. Date of any action taken
1. The lowest scoring questions were linked to whether we clearly explained the decision and listened to understand applicant's circumstances. A minority of customers (30%) disagreed with these statements.	**Reaching sound outcomes; Understanding**	A project is already underway to improve the accessibility of our written communication; this may help resolve issues around understanding. Will discuss feedback at team meeting in August 2025 around listening to understand circumstances (while being mindful this feedback is from a minority of customers and could be linked to dissatisfaction with decision).
2. Six comments were received expressing dissatisfaction (four included detail). Themes included not	**Fairness, understanding and impartiality**	As above, discuss feedback with team in August 2025 around listening to understand circumstances (while being

taking into account the seriousness of the situation/ listening to individual circumstances and questions around independence.	**and independence**.	mindful this feedback is from a minority of customers and could be linked to dissatisfaction with decision). Also check our messaging on independence and what we can consider.
Notable points of satisfaction	Relevant service standard(s)	Management response/action/recommendation. Date of any action taken
1. Responses to all eight survey questions were largely positive, with most falling into the 'agree' or 'strongly agree' categories, reflecting high satisfaction with the service."	**All**	Share report with team after sign off by LT (late July 2025) and at team meeting scheduled in August 2025.
2. Nine comments were received expressing satisfaction (six included detail). Themes included clear explanation, being nice, timely decisions, and strong communication.	**Respect and dignity, clarity, timeliness, keeping you informed**	Share report with team after sign off by LT (late July 2025) and at team meeting scheduled in August 2025.

6. Significant comparison points between quarterly feedback

Strong performance was evident across both quarters, with the majority of responses being positive. Quarter 2 showed slightly stronger scores, though overall results were

broadly comparable. Minor changes to the questions, made to reflect upcoming Customer Service Standards, did not appear to affect satisfaction levels.

Quarter 2 saw a 4% increase in response rates compared to Quarter 1 (14% vs. 10%), remaining within acceptable limits as per LT guidance. The higher response rate and increased volume of comments in Q2 contributed to a more reliable picture of overall customer satisfaction.

Overall, the results indicate high levels of customer satisfaction, with consistent performance across both quarters. Planned quality checks will help ensure that any areas for improvement are identified and addressed appropriately.