

DVA Achieves Top Scores in Benchmarking Exercise

One element of the Customer Service Excellence (CSE) Accreditation requires that the Agency provides evidence to show that it performs well when compared to other Organisations. To facilitate this we engaged a company to compare the results of our annual Customer Satisfaction Survey with those of other similar organisations. The company do not charge for this service. At the end of the exercise the Agency is provided with a report showing how our results compared to other organisations within our benchmarking group. Our benchmarking group was 'Agencies and Government Departments.'

This year there were 37 Agencies/Departments who participated in this exercise, including HM Courts Service, Insolvency Services, Disability & Carers Services (DWP) and the NHS Blood & Transplant Service.

DVA submitted customer satisfaction results for 12 different categories and scored 1st place overall in 10 of them, achieving a 2nd and 3rd place in the other two. The table below shows a summary of the results.

Category	Top Score	DVA Score	DVA Ranking
Overall service received	97	97	1 st
Quality of information and correspondence	95	95	1 st
Time taken to get through to staff on the telephone	93	93	1 st
Time taken to respond to queries	95	95	1 st
Time taken to complete the service or deliver the outcome	94	94	1 st
Knowledge of the member of staff	95	95	1 st
Quality of advice	94	94	1 st
Ease of navigating website	91	91	1 st
Content of website	93	93	1 st
Website overall	92	92	1 st
Clarity of information, forms or correspondence	96	95	2 nd
Politeness/courtesy of staff	99	97	3 rd

If anyone would like to find out more, contact DVA's Customer Services Team on dva.customerservices@doeni.gov.uk