



VETERANS WELFARE SERVICE CUSTOMER SURVEY

2008



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Issued by:

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1. Introduction

The Service Personnel and Veterans Agency (SPVA) is an executive Agency of the Ministry of Defence (MOD). SPVA formed on 1 April 07, bringing together the former Armed Forces Personnel Administration Agency and Veterans Agency to provide services to both serving personnel and veterans. Combining the resources and expertise of these two Agencies paves the way for a more integrated and efficient service to both serving personnel and veterans, providing a through-life service.

The mission of SPVA is '**To deliver reliable, trusted and efficient personnel services to the serving and veteran communities**'. For the first time, personnel will be supported throughout their relationship with the MOD by a single organisation, SPVA.

The mission is underpinned by the following key principles:

- Customer Focus - understanding and responding to their needs.
- Efficiency - cohesion, coherence and optimal use of resources.
- Business Excellence - continually seeking improvement.
- Employer of choice - well trained, valued and fully engaged staff.

2. Objective

The objective of this survey is to assist SPVA in establishing the current and future needs of a distinct customer group and focuses on Veterans who have had contact with the Veterans Welfare Service and aims to identify:

- The level of satisfaction with the services provided
- The cause(s) of any dissatisfaction
- Customer choices
- Customer preferences
- Customer priorities
- Customer ideas for improvement

By conducting regular surveys we are able to draw comparisons on services and identify trends. This report details results from this year's survey and provides comparisons with the results from the first survey conducted in 2004 and last years survey.

3. Approach

Questionnaires were issued between May and June 2008 to 1883 randomly selected customers who had contact with the Veterans Welfare Service in April 2008.

Customers that were issued questionnaires had been in contact with a Welfare Officer either in the form of a personal visit, phone call or in writing. Each office supplied a list of contact details based on the size of their customer base. Questionnaires were issued by region to enable further analysis.

4. Customer Targets

Region 1

High Wycombe	111
Tunbridge Wells	118
Balham	202
Havant	69
Total	500

Region 2

Cardiff/Wrexham	97
Cork	7
Bristol	142
Newton Abbott	152
Swansea	26
Belfast	66
Dublin	19
Total	509

Region 3

Norwich	76
Birmingham	103
Nottingham	103
Total	282

Region 4

Leeds	163
Manchester	21
Preston	138
Bootle	85
Total	407

Region 5

Aberdeen	16
Edinburgh	50
Glasgow	41
Inverness	26
Newcastle	52
Total	185

Combined Total **1883**

5. Management Summary

Response Rates

Overall 940 (50%)

Service Quality

- 95% found the standard of communication with the Welfare Service very satisfactory or satisfactory.
 - 93% of respondents said their queries were answered to their satisfaction.
 - 97% said they were dealt with in a professional manner throughout their contact with the Welfare Service.
 - 98% of respondents who received a visit said the service provided was satisfactory or very satisfactory.
- Overall**
- 97% of respondents would recommend the Welfare Service to others.
 - 95% rated the overall service provided as either very satisfactory or satisfactory.

6. Recommendations

Additional comments provided by respondents were evaluated by the VWS Operations Manager and Regional Managers and no recommendations were identified, therefore this years survey does not highlight any additional areas for improvement.

7. Next Steps

Hard copies of this report will be issued to Key Stakeholders. An electronic copy will also be placed on the Veterans UK website and SPVA infoCentre.

DEMOGRAPHICS

Region			
	2004	2007	2008
1	23%	25%	26%
2	21%	17%	26%
3	20%	19%	16%
4	19%	20%	22%
5	15%	16%	10%
6	2%	3%	NA

Age Group			
	2004	2007	2008
16 - 30	4%	3%	4%
31 - 50	12%	18%	20%
51 - 70	29%	26%	27%
Over 70	55%	53%	49%

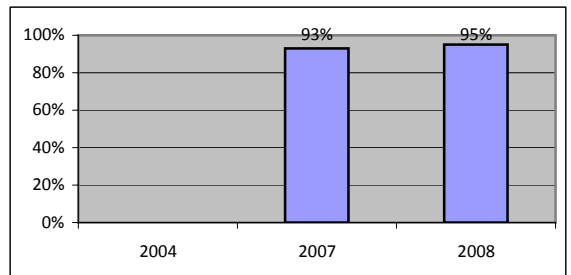
Service			
	2004	2007	2008
Army		60%	48%
Royal Navy		17%	11%
Royal Air Force		18%	14%
Royal Marines		NA	3%
Territorial Army		NA	3%
Widow/Widower		NA	20%
Other		5%	1%

SERVICE QUALITY

1. How would you describe your communication with the VWS?

Region	1	2	3	4	5	Overall
Very Satisfactory	65%	64%	71%	73%	67%	67%
Satisfactory	29%	31%	27%	22%	29%	28%
Unsatisfactory	2%	3%	2%	3%	3%	3%
Very Unsatisfactory	4%	2%	0%	2%	1%	2%

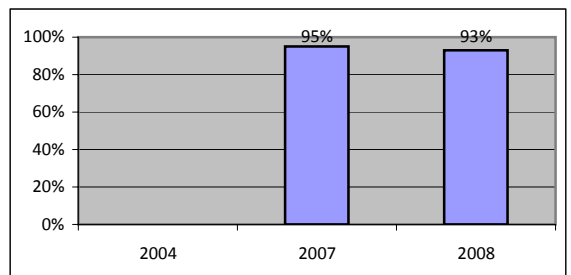
% with positive communication experiences



2. Did the VWS answer any queries to your satisfaction?

Region	1	2	3	4	5	Overall
Yes	92%	92%	92%	97%	97%	93%
No	8%	8%	8%	3%	3%	7%

% of queries answered satisfactorily

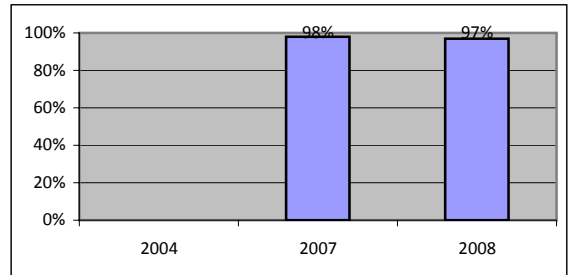


SERVICE QUALITY

3. Were you dealt with in a professional manner?

Region	1	2	3	4	5	Overall
Yes	96%	97%	97%	98%	99%	97%
No	4%	3%	3%	2%	1%	3%

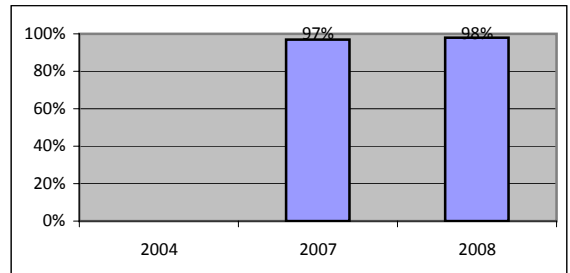
% dealt with professionally



4. How did you rate the service provided during your visit?

Region	1	2	3	4	5	Overall
Very Satisfactory	76%	77%	83%	86%	83%	81%
Satisfactory	20%	18%	17%	13%	16%	17%
Unsatisfactory	1%	4%	0%	0%	1%	1%
Very Unsatisfactory	3%	1%	1%	1%	0%	1%

% of satisfactory visits



THE INTERNET

5. How do you rate VWS information on the Veterans UK website?

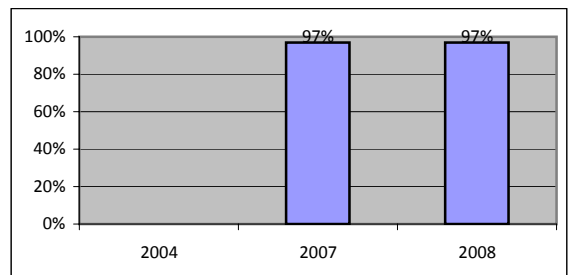
	Excellent	Good	Adequate	Poor
Content	37%	50%	10%	3%
Design	31%	51%	11%	7%

OVERALL

6. Would you recommend the Welfare Service to others?

Region	1	2	3	4	5	Overall
Yes	95%	95%	99%	98%	97%	97%
No	5%	5%	1%	2%	3%	3%

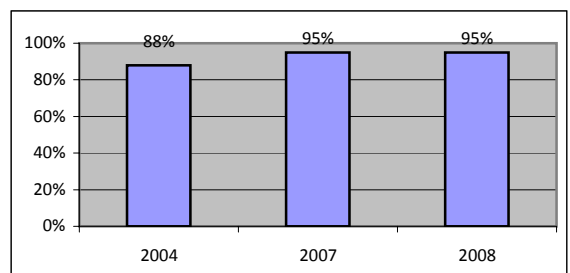
% that would recommend



7. How do you rate the overall service received from SPVA?

Region	1	2	3	4	5	Overall
Very Satisfactory	68%	68%	70%	79%	70%	71%
Satisfactory	25%	25%	28%	17%	24%	24%
Unsatisfactory	3%	5%	2%	3%	6%	3%
Very Unsatisfactory	4%	2%	0%	1%	0%	2%

% of overall satisfaction rate



Annex 1

Samples of free text comments provided by customers with regards to improvements to the service provided.

Service Quality

- Advice on how to deal with sickness benefits and what forms if any I should ask for instead of trying to explain to an assistant.
- Weekend visits due to work commitments.
- Very few people have heard of your agency; need more info in post offices etc.
- Advise social services and interested charities of War Pensioners in their local area.
- Communication with the pension credit dept could be improved in both directions. Nobody at pension credit knew that 'unemployability supplement' existed.
- More inter activity between government departments when dealing with winter fuels payments.

The Internet

- More info on local contacts when available would be appreciated.
- Prominent telephone numbers of local SPVA services earlier in the website.

Overall

- I do believe that all WO must receive supervision from a qualified person to unload some of the servicemen and women's problems they listen to.
- Once an individual has been given medical discharge his documentation should be sent to SPVA for calculation, not one week before actual discharge. This would represent a lead time of some 5 months.