

2006 SURVEY RECOMMENDATIONS

Rec No.	Survey Report	Lead Responsibility	Recommendation	Accepted / Rejected	Status	Next milestone	Implementation Date
NA	Medical Examination	Paul Kitchen	No recommendations identified in this survey	NA	NA	NA	NA
1	WPWS Key Partner	Sue Turner	Consider placing cards/posters with contact numbers in receptions or relevant areas at Local Offices.	Accepted	Implemented	NA	19/06/2007
2			Reiterate the remit of the Welfare Support Visitors to ensure clarity of their roles.	Accepted	Implemented	NA	19/06/2007
3			When local offices are unmanned the use of answer phones providing details of alternative contact points, i.e. another Welfare Office or the Helpline number should be utilised.	Accepted	Implemented	NA	19/03/2007
4	WPWS Customer	Sue Turner	Look at the possibility of follow up visits/contact with vulnerable customers.	Accepted	Implemented	NA	19/03/2007
5			Further focus on re-training to enable unemployed ex-service personnel to gain the necessary skills to take up employment.	Accepted	Implemented	NA	19/06/2007
6			When local offices are unmanned the use of answer phone providing details of alternative contact points, i.e. another Welfare Office or the Helpline number should be utilised.	Combined with rec no3.	NA	NA	NA
7			Where possible, consider admin staff contacting customers to ascertain that they are still available for the visit.	Rejected	NA	NA	NA
8			Ensure written communication following a visit is issued to customer within 10 days.	Rejected	NA	NA	NA

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9	Helpline	Erik Newman	Consider the possibility of changing the method of the queuing system to inform the customer of their queue position and waiting time.	Rejected	NA	NA	NA
10			Look into the feasibility of introducing a service for leaving messages and a call back facility.	Rejected	NA	NA	NA
11			Reiterate the importance of Helpline operators informing the customer of their name.	Accepted	Implemented	Cleared	29/03/2007
12	Treatment	Peter Hulme	Consider inserting a clearer link on the Internet site to information relating to treatment.	Rejected	NA	NA	NA
13			Consider placing the legislation regarding treatment onto the website.	Rejected	NA	NA	NA
14			Highlight on leaflets and on the website that priority treatment is not recognised in Northern Ireland.	Accepted	Ongoing	11/08/2007	01/11/2007
15			Include Helpline number on Treatment forms advising that if difficulties encountered then Welfare Service can be contacted.	Rejected	NA	NA	NA
16			Possibly include staff from Treatment team on WPWS visits to organisations such as Combat Stress to highlight services provided.	Rejected	NA	NA	NA
17			Consider re-writing VA leaflets to include more details of what is available from the Treatment team.	Rejected	NA	NA	NA
18			Consider contacting the NHS to highlight Priority Treatment regulations.	Rejected	NA	NA	NA
19			Give some consideration to delivering awareness sessions to Operational staff regarding Treatment and its associated allowances.	Accepted	Ongoing	04/06/2007	04/06/2007

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1	WPWS Key Partner	Sue Turner
2		
3		
4	WPWS Customer	Sue Turner
5		
6		
7		
8		
9	Helpline	Erik Newman
10		

Recommendation	Accepted / Rejected

Implementation Date	Status