



VETERANS WELFARE SERVICE CUSTOMER SURVEY

2007



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Issued by:

Service Personnel and Veterans Agency

Tomlinson House
Norcross
Thornton Cleveleys
FY5 3WP

General Enquiries:

Freephone: 0800 169 22 77
(UK only)

Textphone facility:
0800 169 34 58 (UK only)

Overseas: +44 1253 866043

Telephone lines are open:
8.15am to 5.15pm Monday to
Thursday; and
8.15am to 4.30pm Friday

veterans.help@spva.gsi.gov.uk

Survey Enquiries:

Business Improvement Team
Tel: 01253 338537
Fax: 01253 338891
chris.pinder@spva.gsi.gov.uk

Website:

www.veterans-uk.info

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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 surveys conducted in 2004 and 2006.

3. Approach

Questionnaires were issued between June and August 2007 to 1964 randomly selected customers who had contact with the Veterans Welfare Service between May and July 2007.

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	151
Tunbridge Wells	56
Balham	154
Havant	120
Total	481

Region 2

Cardiff/Wrexham	103
Bristol	145
Newton Abbott	122
Swansea	13
Total	383

Region 3

Norwich	75
Birmingham	139
Nottingham	132
Total	346

Region 4

Leeds	123
Manchester	61
Preston	63
Bootle	121
Total	368

Region 5

Aberdeen	16
Edinburgh	45
Glasgow	131
Inverness	13
Newcastle	129
Total	334

Region 6

Belfast	44
Dublin	8
Total	52

Combined Total 1964

5. Management Summary

Response Rates

Overall 973 (50%)

Access and Contact

- 93% found the standard of communication with the Welfare Service very satisfactory or satisfactory.
- 95% of respondents said their queries were answered to their satisfaction.
- 98% said they were dealt with in a professional manner throughout their contact with the Welfare service.

Service Quality

- 97% of respondents who received a visit said the service provided was satisfactory or very satisfactory.
- 97% of respondents would recommend the Welfare Service to others.
- 44% of respondents considered acknowledging written enquiries within 5 days as the most important of the Welfare Services Targets and Service Standards.
- 95% rated the overall service provided as either very satisfactory or satisfactory.
This is an increase of 6% from last year.

6. Recommendations

No generic recommendations were identified from this survey; however several individual comments have been highlighted and will be progressed by the VWS Operational Manager.

7. Next Steps

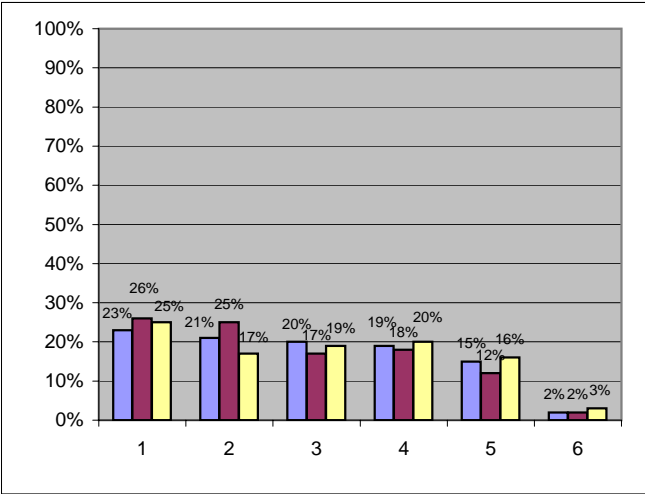
Hard copies of this report will be issued to Key Stakeholders. An electronic copy will also be placed on the Veterans UK website and SPVA infoCentre.

DEMOGRAPHICS

Regional Area

Total Respondents

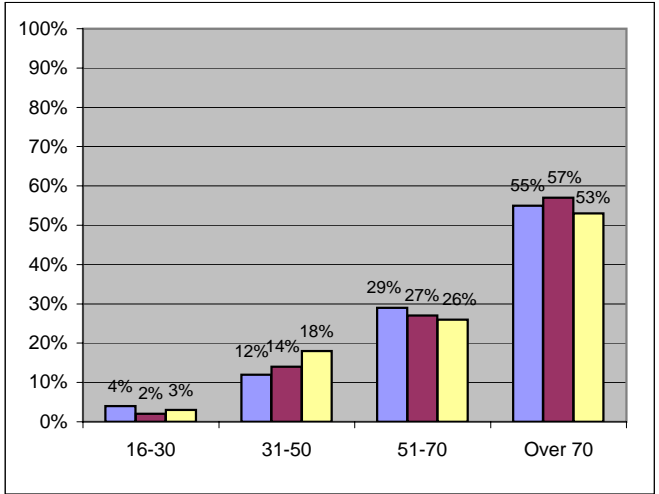
2004	2006	2007
908	861	973



What age group are you?

Total Respondents

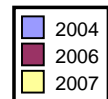
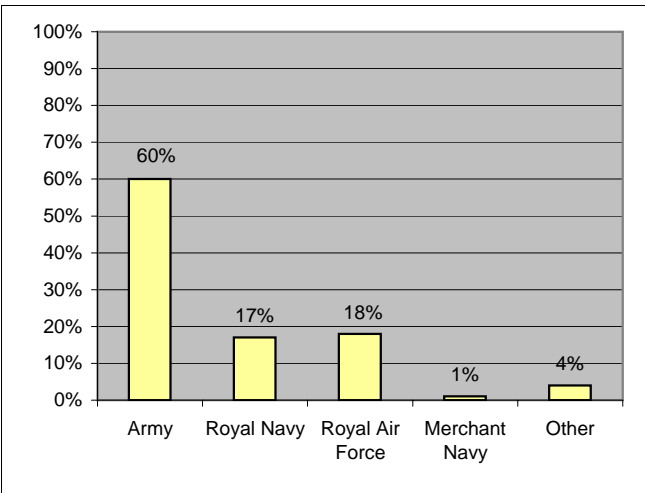
2004	2006	2007
864	832	957



Which of the following did you serve in?

Total Respondents

2004	2006	2007
NA	NA	917



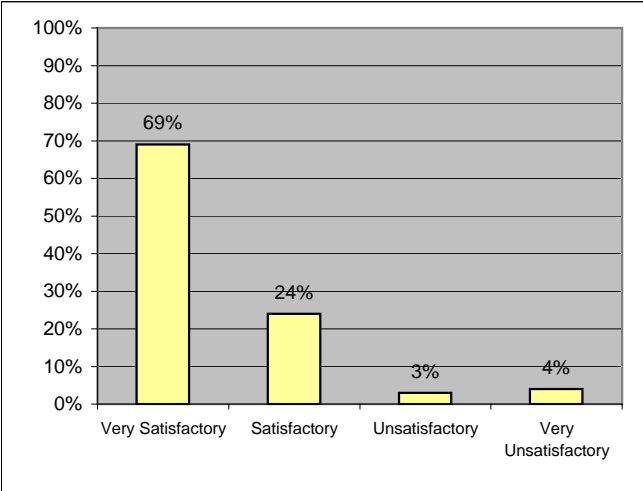
ACCESS AND CONTACT

1. How did you find your communication with the Welfare Service?

2. When contacting the Welfare Service regarding any queries, did they answer them to your satisfaction?

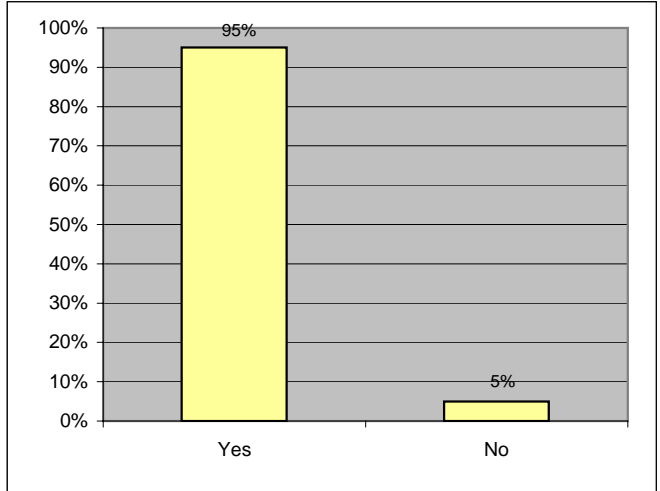
Total Respondents

2004	2006	2007
NA	NA	937



Total Respondents

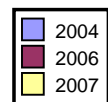
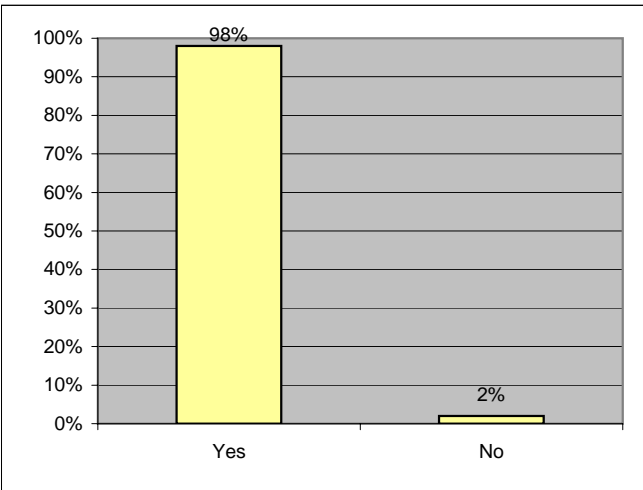
2004	2006	2007
NA	NA	910



3. Were you dealt with in a professional manner throughout your contact with the Welfare Service?

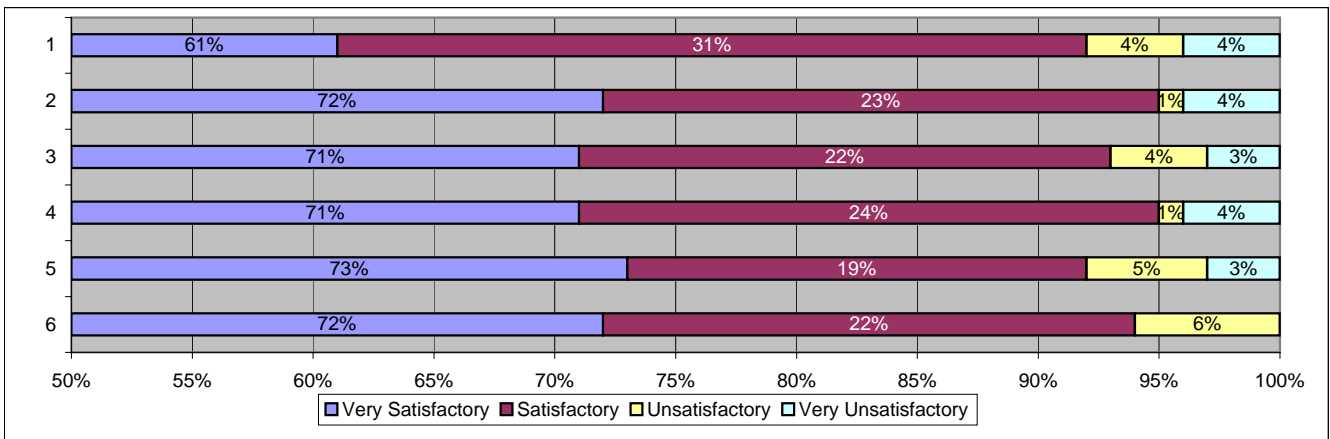
Total Respondents

2004	2006	2007
NA	NA	920

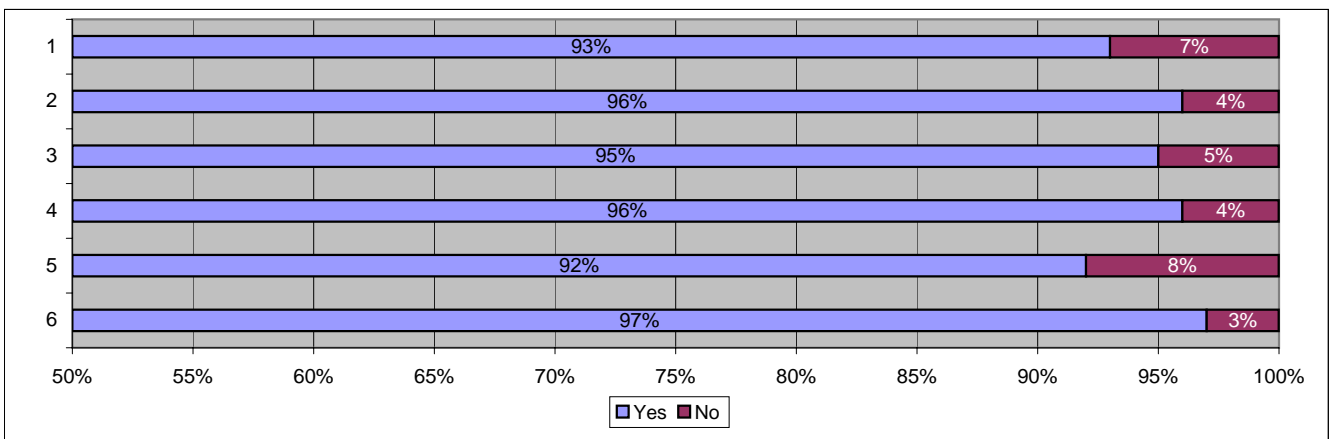


ACCESS AND CONTACT - REGIONAL RESPONSE RATES

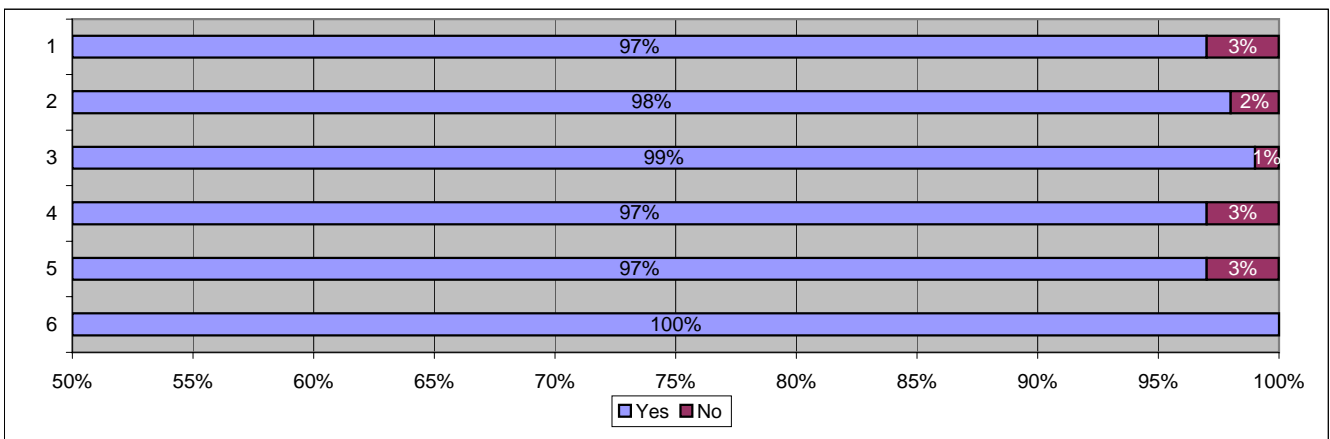
1. How did you find your communication with the Welfare Service?



2. When contacting the Welfare Service regarding any queries, did they answer them to your satisfaction?



3. Were you dealt with in a professional manner throughout your contact with the Welfare Service?

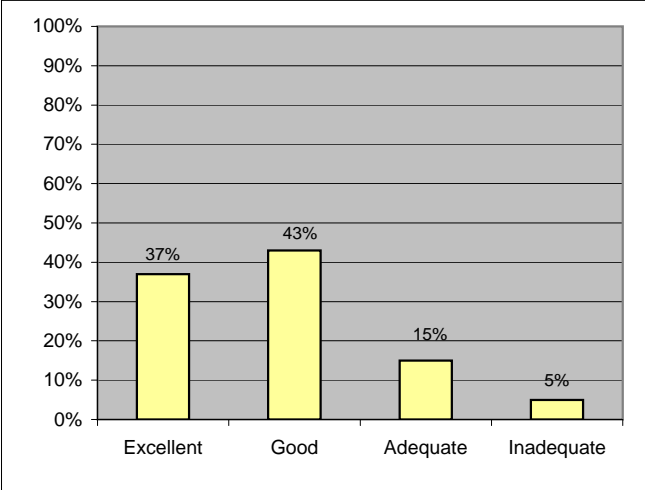


THE INTERNET - OVERALL

4. If you use the Veterans UK website, how do you rate the content of the information relating to the Welfare Service?

Total Respondents

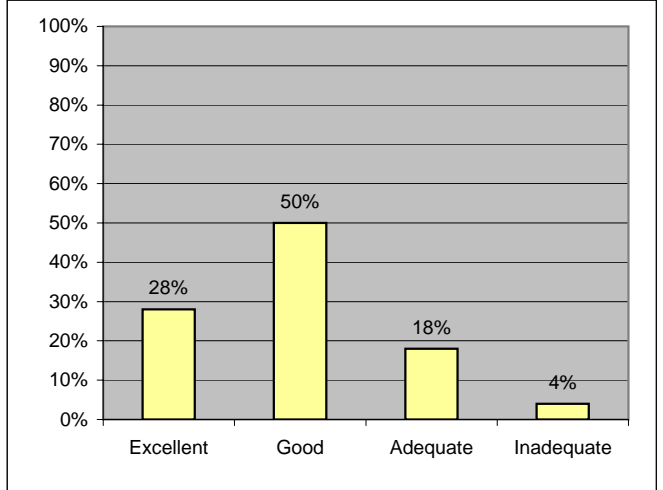
2004	2006	2007
NA	NA	126



5. If you use the Veterans UK website, how do you rate the design?

Total Respondents

2004	2006	2007
NA	NA	117

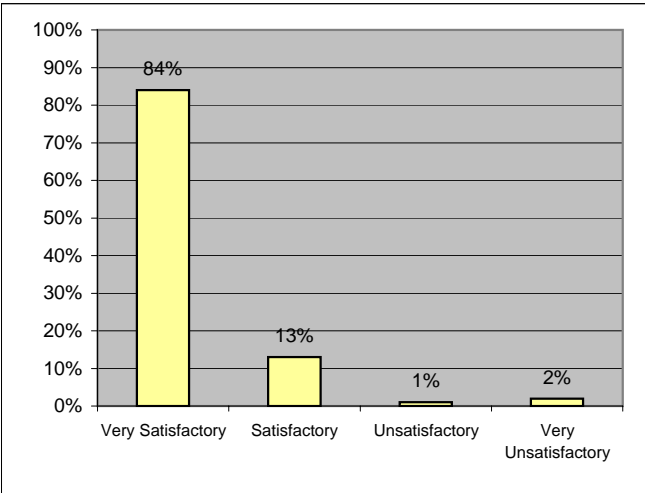


SERVICE QUALITY - OVERALL

6. If you received a visit from the Welfare Officer, how did you rate the service provided during the visit?

Total Respondents

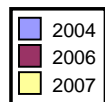
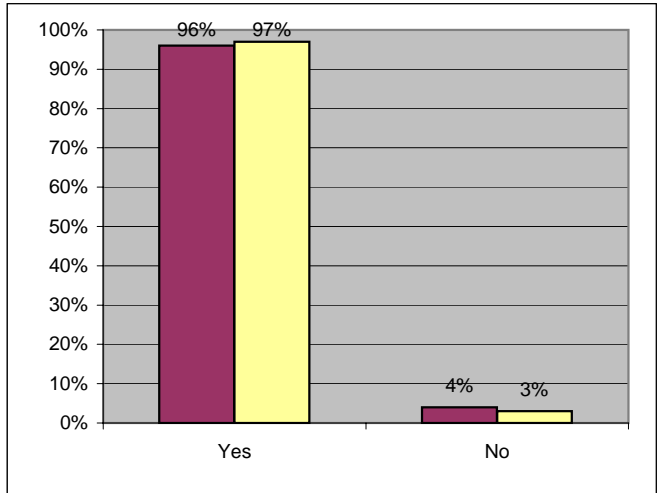
2004	2006	2007
NA	NA	718



7. Would you recommend the Welfare Service to others?

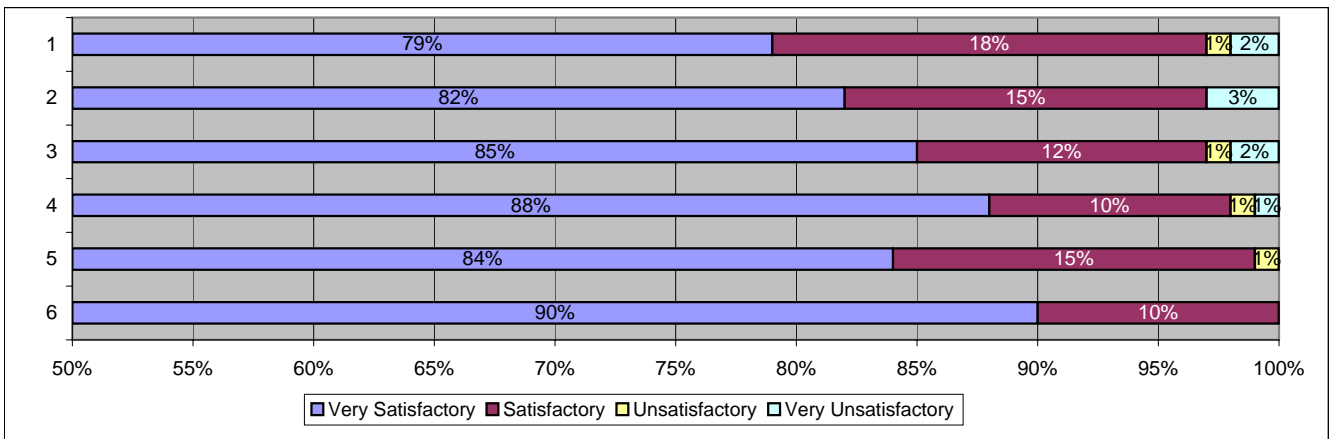
Total Respondents

2004	2006	2007
NA	851	900

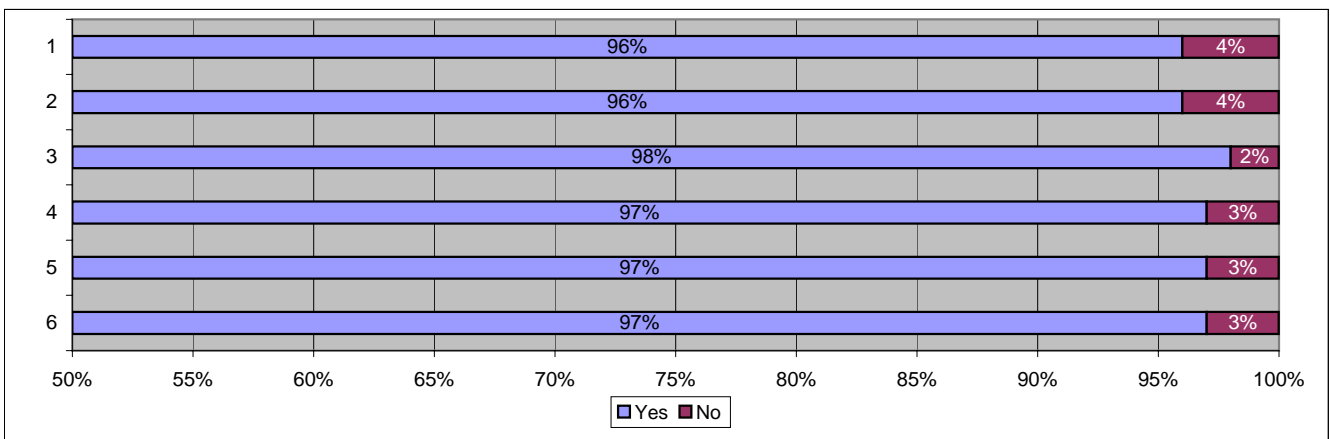


SERVICE QUALITY - REGIONAL RESPONSE RATES

6. If you received a visit from the Welfare Officer, how did you rate the service provided during the visit?



7. Would you recommend the Welfare Service to others?

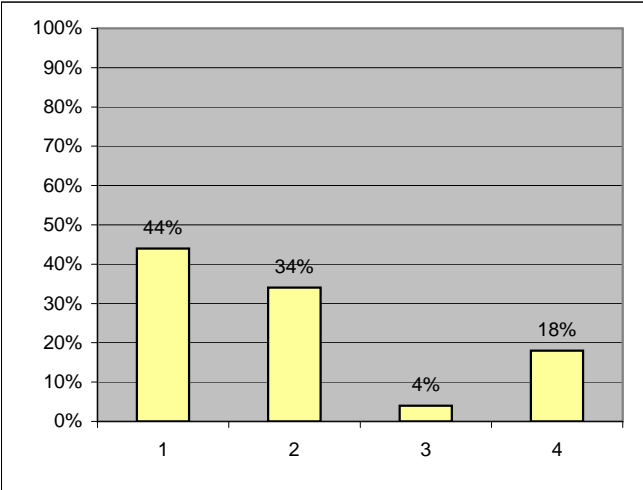


SERVICE QUALITY - OVERALL

8. The Welfare Service has targets and service standards that it recognises as important to customers. The most important to customers was:

Total Respondents

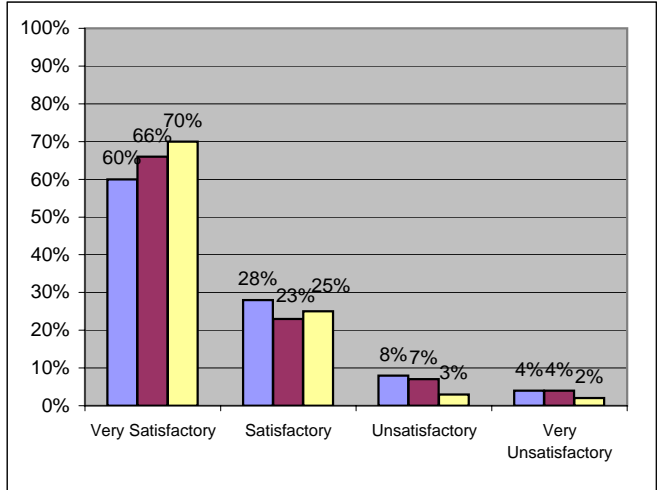
2004	2006	2007
NA	NA	819



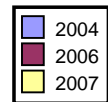
9. How do you rate the overall service provided by the Welfare Service?

Total Respondents

2004	2006	2007
871	839	922

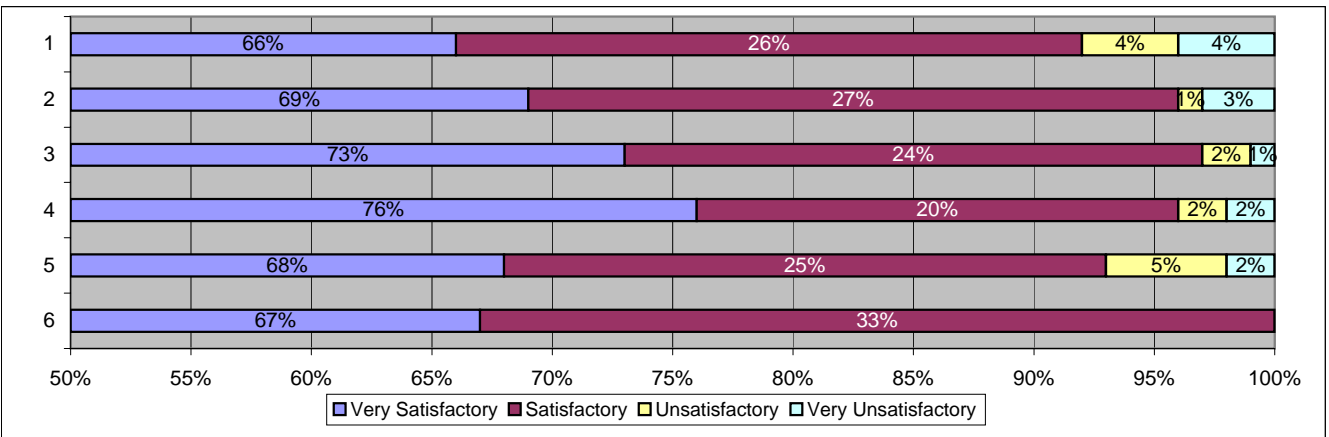


- 1 Acknowledge written enquiries within 5 days
- 2 Respond to written enquiries with 10 working days
- 3 To attend visitors to a Welfare Office within 10 minutes of arrival/appointment
- 4 To visit all newly bereaved widows within 15 working days



SERVICE QUALITY - REGIONAL RESPONSE RATES

9. How do you rate the overall service provided by the Welfare Service?



FURTHER COMMENTS

The following is a list of additional comments completed by individuals in the free text area provided on the questionnaire. Where numerous similar comments were received they have been collated and summarised. Any further one-off comments of relevance or suggesting potential improvements to the service have also been included.

1. How did you find your communication with the Welfare Service?

77 recipients stated that staff were very helpful during their contact.

I have always been impressed with the service I have received from SPVA, it has been superb. The visit to me from the Welfare Officer was brilliant, very helpful and informative. If the new Agency is as good for me I will be very pleased.

The service could be improved by being asked to make a visit if required earlier. In my case I had to wait 5 weeks for a Welfare Officer to visit me.

Your representative was like a breath of fresh air, concise positive and most helpful.

2. When contacting the Welfare Service regarding any queries, did they answer them to your satisfaction?

Difficult to improve on perfection.

Excellent. If they couldn't answer my question they would find out and ring me back.

The welfare service contacted following the death of my husband. It was a complete surprise and although they were unable to help I was very grateful for their attempt.

3. Were you dealt with in a professional manner throughout your contact with the Welfare Service?

17 additional comments highlighted that staff dealt with customers professionally.

Time keeping good, presentation good, respect without talking down to you.

5. How do you rate the design of the website?

Hard to find information at times i.e. rates of pension.

Slight problem finding the site expected it to be under SPVA as oppose to Veterans UK which was a bit misleading at first.

6. If you received a visit from the Welfare Officer, how did you rate the service provided during the visit?

My Welfare Officer is understanding and very helpful, I would be lost without him.

At present I am seen every 3 months by a welfare officer where the standard of service is always of the highest standard and I would like to take this opportunity to say thank you for an outstanding service.

My Welfare Officer is very helpful and easy to get hold of when needed. He can't do enough to help when he comes out.

7. Would you recommend the Welfare Service to others?

Good except the Welfare officer. However a colleague has said how helpful he was I just got a different experience and I know that not everything is perfect.

I have recommended the service to two others and they are both now in touch with it.

9. How do you rate the overall service provided by the Welfare Service?

Had problems with the local council, but it was resolved thanks to your intervention. SPVA was what I required to beat the red tape.

Overall I found the Agency dealt with me to a high standard that I have not found in other organisations

The service that I received from this Agency both from a home visit and phone calls was extremely first class and the staff very helpful. Something that is very hard to find in the world of today.