



MINISTRY OF DEFENCE

**VeteransAgency**

An Executive Agency of the Ministry of Defence

# WAR PENSIONERS WELFARE SERVICE

## CUSTOMER SURVEY

### 2006

Produced by the Business Improvement Team



## WAR PENSIONERS WELFARE SERVICE CUSTOMER SURVEY 2006

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## 1. Introduction

The mission of the Veterans Agency (VA) is to “deliver modern, high-quality, customer-focused services to war disablement pensioners, war widows, their dependants and carers, and other veterans and in-Service beneficiaries of AFCS; and to deliver them consistently, efficiently and effectively in recognition of the many extraordinary and unique personal sacrifices made in defence of the nation”.

To help the War Pensioners Welfare Service achieve this, VA issues an annual survey concentrating on customers contacted by a representative from one of the Welfare Service regional offices either via telephone, email or following a home visit.

## 2. Objective

By issuing and analysing questionnaires the performance of the Welfare Service can be evaluated in the following areas:

- Access and contact
- Home visits
- The Internet
- Service quality

This survey questions customers about their experiences when dealing with the Welfare Service. The objective of this research programme is to assist the Agency and Welfare Service in establishing the needs of current and future customers with particular emphasis on determining:

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

By conducting annual surveys we are able to draw comparisons on services and identify trends. This report details results from this years survey and provides comparisons with the results from 2004 and 2005.

## 3. Approach

In September 2006 questionnaires were issued to 2004 customers. This years overall response rate was 45% (901) - 1% higher than last year.

## 4. Management Summary

### Access and Contact

- 38% said they found out about the Welfare Service from VA. 16% found information in the Armed Forces Discharge Pack.
- 58% of respondents would prefer to contact the Welfare Service with a direct call to their local office.
- 41% would prefer the Welfare Service to contact them in writing – a 30% increase. In 2005 73% preferred to be contacted by telephone, this has decreased to 25%.
- When contacting the Welfare Service by telephone:
  - 96% were given the operators name.
  - 99% were spoken to politely.
  - 97% stated the person they spoke to was interested.
  - 96% had details explained to them clearly.
  - 95% were allowed to ask questions.
- When contacted in writing 98% of respondents did not have any difficulties understanding the letters.
- When writing to the Welfare Service, 83% of customers received an acknowledgement within 2 weeks.
- 92% considered the time to respond to their phone call was either excellent or good.
- When emailing the Welfare Service, 82% considered the time to respond was either excellent or good.
- 85% considered the time to respond to their letter was either excellent or good.

### The Visit

- 98% of those who received a visit from a Welfare Officer were visited within an acceptable period of time.
- 96% of Welfare Officers identified themselves using a picture identification pass when visiting customers.

## **The Visit**

### **➤ During the visit:**

99% explained the reason for the visit.  
99% of visiting officers spoke to customers politely.  
99% appeared to be interested.  
98% of visiting officers explained things clearly.  
99% allowed the individuals to ask questions.  
98% verbally confirmed the action they intended to take.

➤ Following the visit, 90% of Welfare Officers confirmed the action taken in writing. Of those, 81% sent written confirmation within 10 days – 18% less than last year.

➤ 97% felt the written confirmation accurately reflected the visit.

## **The Internet**

➤ Of the customers who access the VA website, 80% were aware of the Welfare Service and 36% used it.

➤ 94% of individuals were able to find the information they required on the website.

## **Service Quality**

➤ 96% of customers would recommend the Welfare Service to others.

➤ 89% of respondents felt the service they received from the Welfare Service was excellent or good, 1% less than last year.

## 5. Recommendations

Identified areas for improvement	Recommendations
“Provide a follow up call/letter after action has been taken to check if all is okay in 1-3 months time”.	Look at the possibility of follow up visits/contact with vulnerable customers.
“I think the welfare service should help you more regarding job finding and re-training”.	Further focus on re-training to enable unemployed ex-service personnel to gain the necessary skills to take up employment.
“I find it very irritating when I have to wait until a Friday before I can speak to my welfare officer”.	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.
“Found welfare officer very helpful but difficult to reach at times”.	
“Ask people to confirm the interview as people could be away when they receive the letter”.	Where possible, consider admin staff contacting customers to ascertain that they are still available for the visit.
Question 16 on survey shows an 18% reduction on customers receiving confirmation within 10 days.	Ensure written communication following a visit is issued to customer within 10 days.

## 6. Next Steps

Hard copies of this report will be issued to Directors. It will also be placed on the VA Internet and VA Intranet websites. Recommended areas for improvement will be considered and taken forward where appropriate.

## 7. Comments/Enquiries

Any comments/enquiries about this report should be made to:

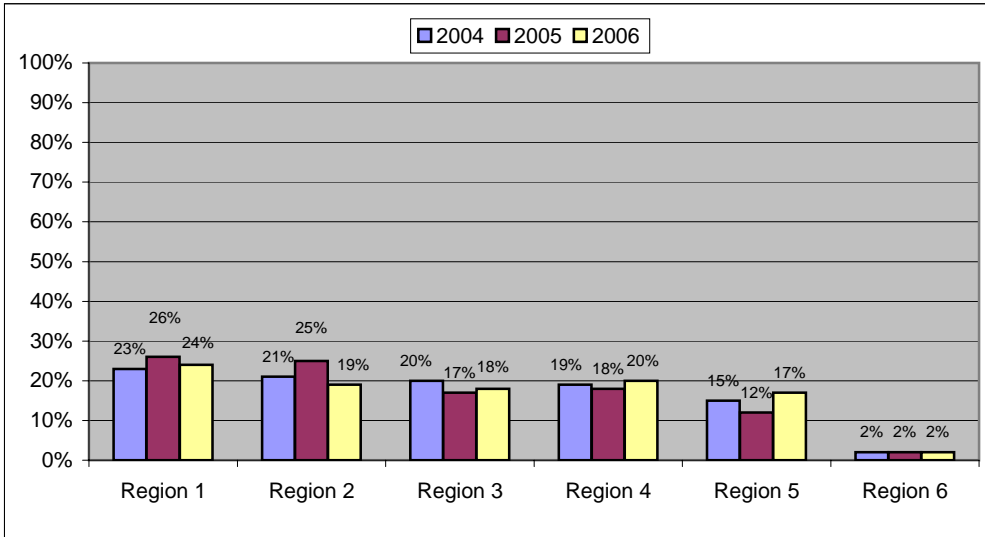
Chris Pinder  
VA Customer Research Manager  
Room 6421  
Tomlinson House  
Norcross  
Blackpool  
FY5 3WP  
Tel: 01253 338537  
Email: [chris.pinder@veteransagency.gsi.gov.uk](mailto:chris.pinder@veteransagency.gsi.gov.uk)

## DEMOGRAPHICS

### Regional area response rate?

	2004	2005	2006
Region 1	23%	26%	24%
Region 2	21%	25%	19%
Region 3	20%	17%	18%
Region 4	19%	18%	20%
Region 5	15%	12%	17%
Region 6	2%	2%	2%

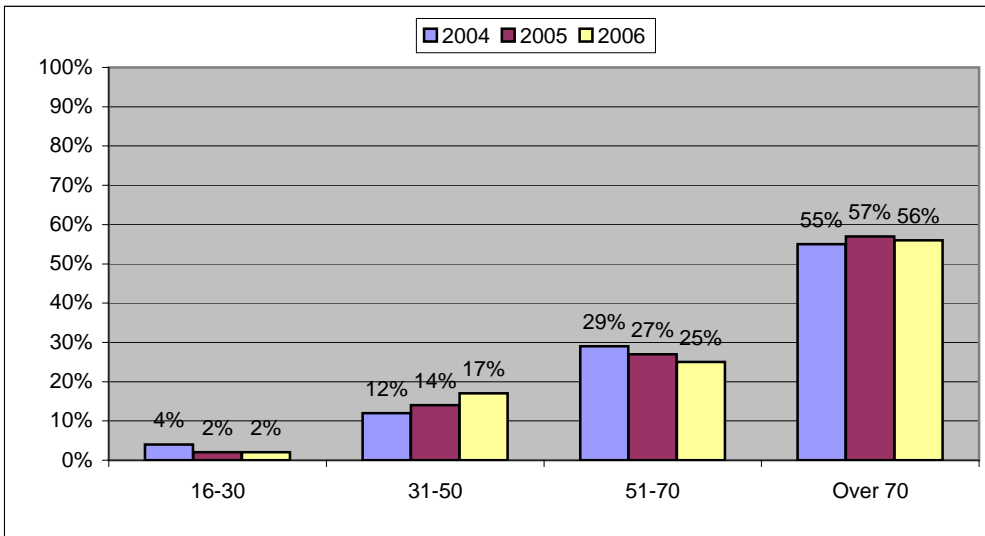
<b>Total Respondents</b>	<b>908</b>	<b>861</b>	<b>908</b>
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### What age group are you?

	2004	2005	2006
16-30	4%	2%	2%
31-50	12%	14%	17%
51-70	29%	27%	25%
Over 70	55%	57%	56%

<b>Total Respondents</b>	<b>864</b>	<b>832</b>	<b>883</b>
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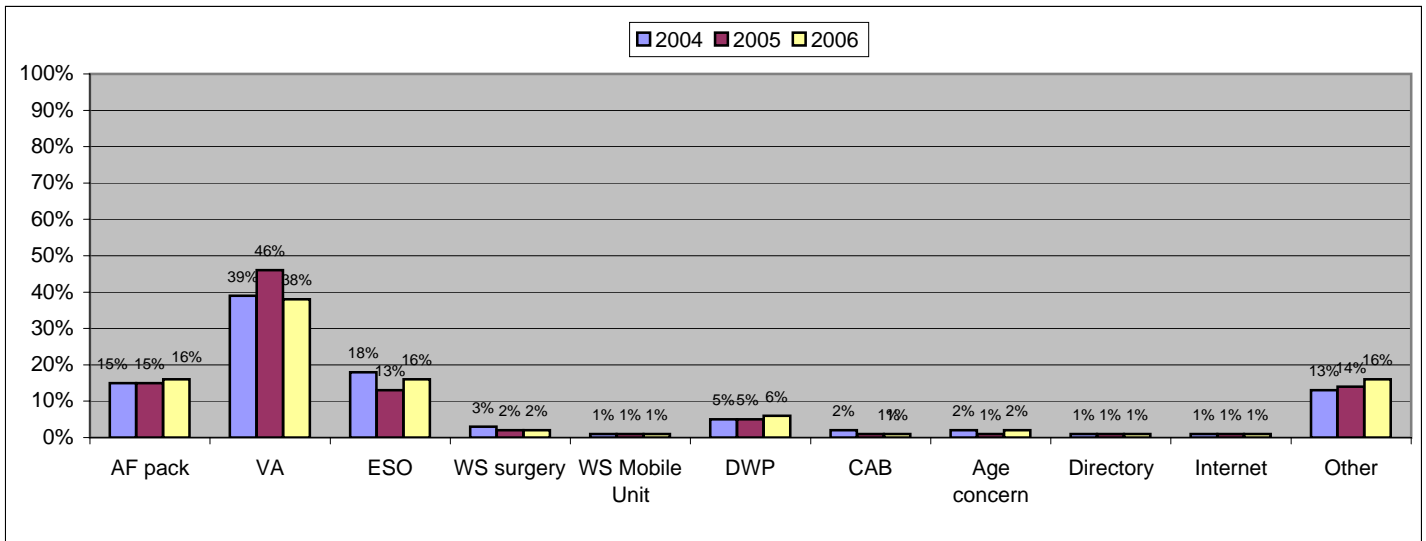


## ACCESS AND CONTACT

### 1. How did you find out about the Welfare Service?

	2004	2005	2006
Armed Forces discharge pack	15%	15%	16%
Veterans Agency	39%	46%	38%
Ex-Service Organisation	18%	13%	16%
Welfare Service advice day or surgery	3%	2%	2%
Welfare Service mobile unit	1%	1%	1%
Department for Work and Pensions	5%	5%	6%
Citizens Advice Bureau	2%	1%	1%
Age Concern	2%	1%	2%
Telephone Directory	1%	1%	1%
Internet	1%	1%	1%
Other	13%	14%	16%

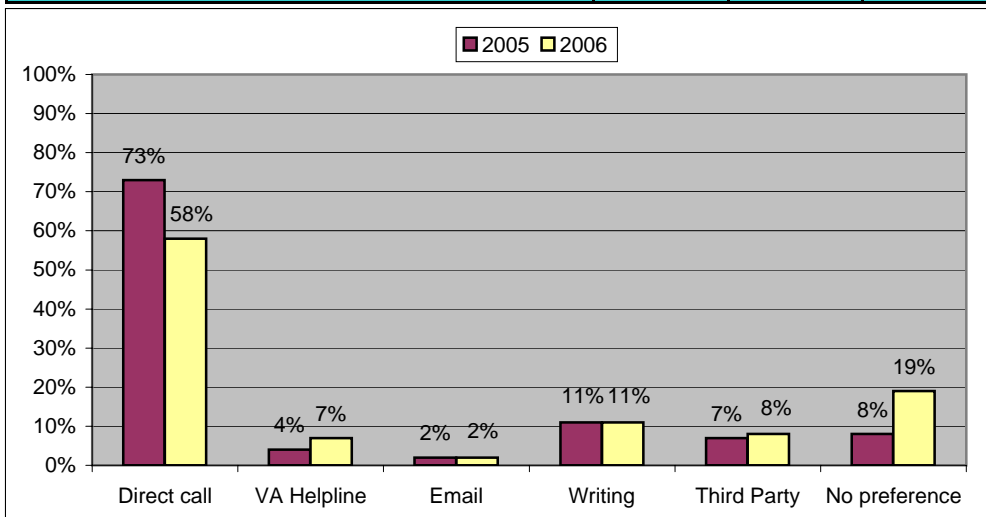
Total Respondents	952	848	928
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### 2. How do you prefer to contact the Welfare Service?

	2004	2005	2006
Direct phone call to local office	NA	73%	58%
Via the free VA Helpline	NA	4%	7%
Email	NA	2%	2%
In writing	NA	11%	11%
Via a third party	NA	7%	8%
No preference	NA	8%	19%

Total Respondents	NA	827	894
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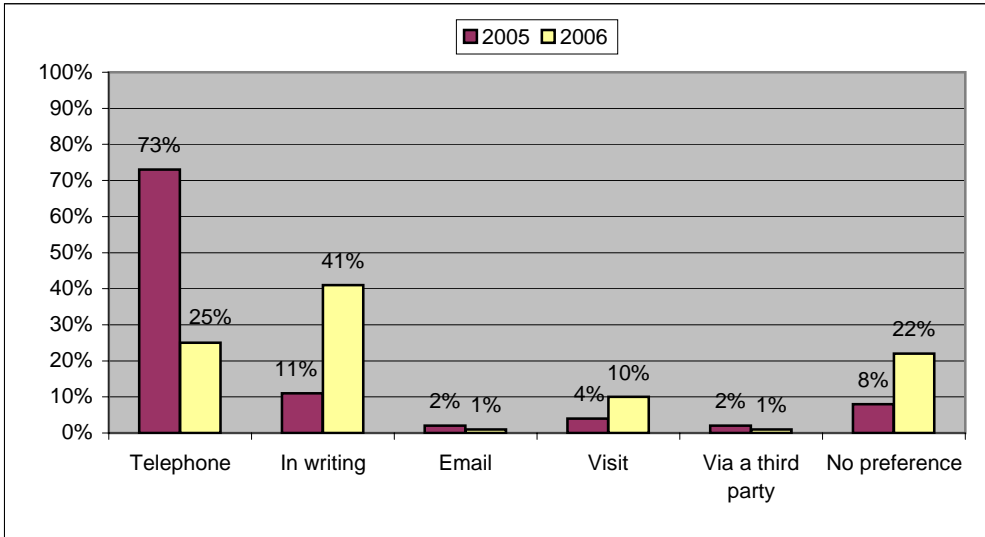


## ACCESS AND CONTACT

### 3. How do you prefer the Welfare Service to contact you?

	2004	2005	2006
Telephone	NA	73%	25%
In writing	NA	11%	41%
Email	NA	2%	1%
Visit	NA	4%	10%
Via a third party	NA	2%	1%
No preference	NA	8%	22%

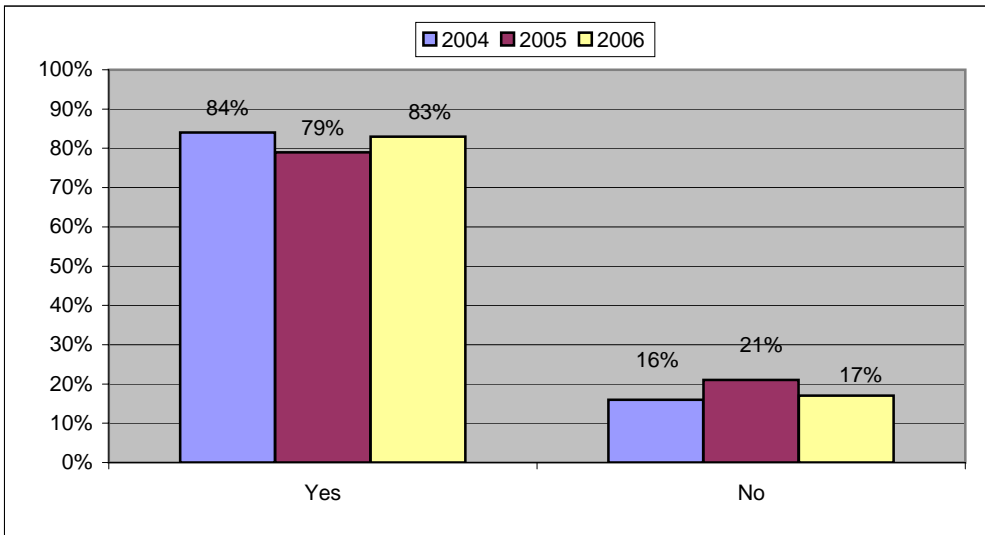
<b>Total Respondents</b>	<b>NA</b>	<b>829</b>	<b>891</b>
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### 4. Have you contacted the Welfare Service by telephone?

	2004	2005	2006
Yes	84%	79%	83%
No	16%	21%	17%

<b>Total Respondents</b>	<b>900</b>	<b>825</b>	<b>884</b>
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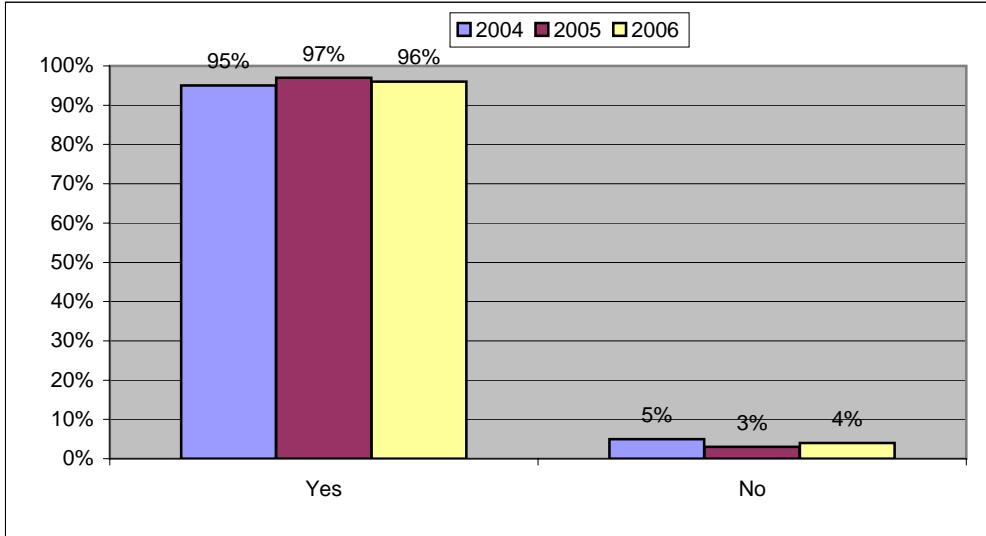


## ACCESS AND CONTACT

**5a. Did the person you spoke to tell you their name?**

	2004	2005	2006
Yes	95%	97%	96%
No	5%	3%	4%

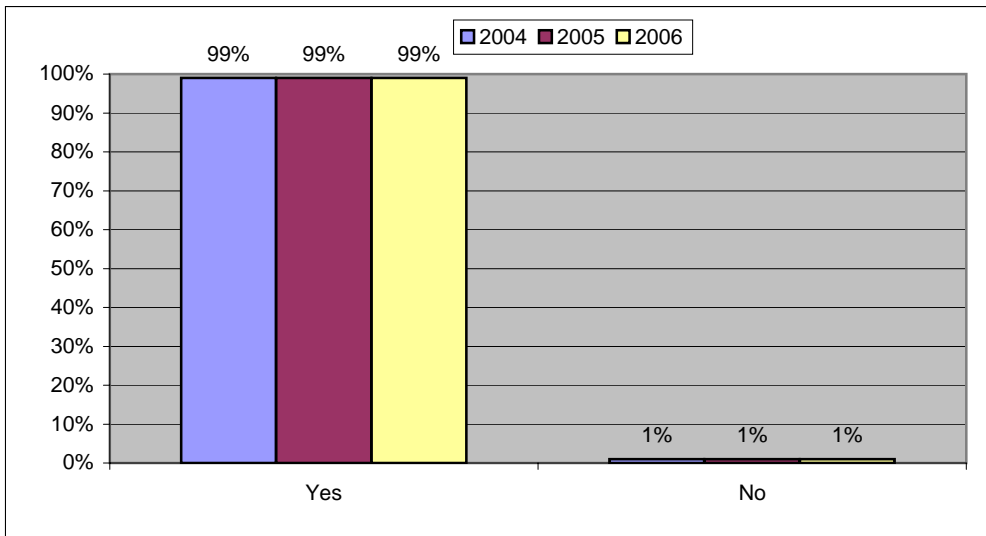
<b>Total Respondents</b>	<b>705</b>	<b>590</b>	<b>674</b>
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**5b. Did the person you spoke to speak politely to you?**

	2004	2005	2006
Yes	99%	99%	99%
No	1%	1%	1%

<b>Total Respondents</b>	<b>715</b>	<b>613</b>	<b>683</b>
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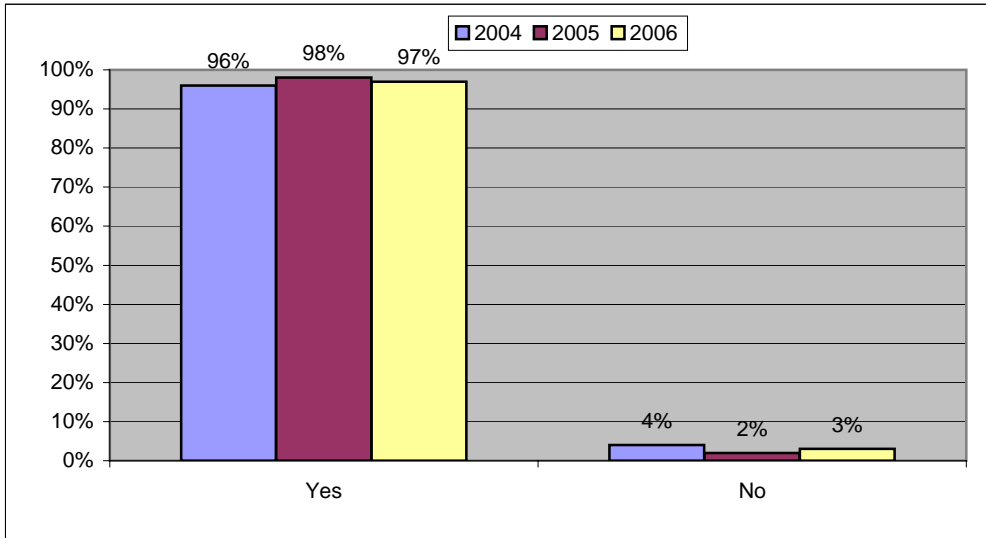


## ACCESS AND CONTACT

### 5c. Did the person you spoke to appear to be interested?

	2004	2005	2006
Yes	96%	98%	97%
No	4%	2%	3%

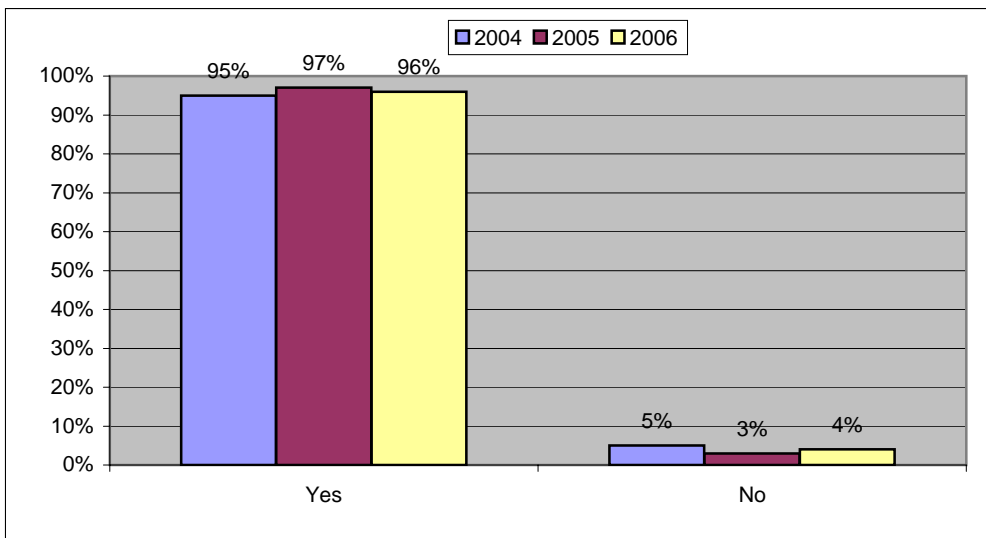
<b>Total Respondents</b>	<b>680</b>	<b>570</b>	<b>631</b>
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### 5d. Did the person you spoke to explain things clearly to you?

	2004	2005	2006
Yes	95%	97%	96%
No	5%	3%	4%

<b>Total Respondents</b>	<b>676</b>	<b>582</b>	<b>669</b>
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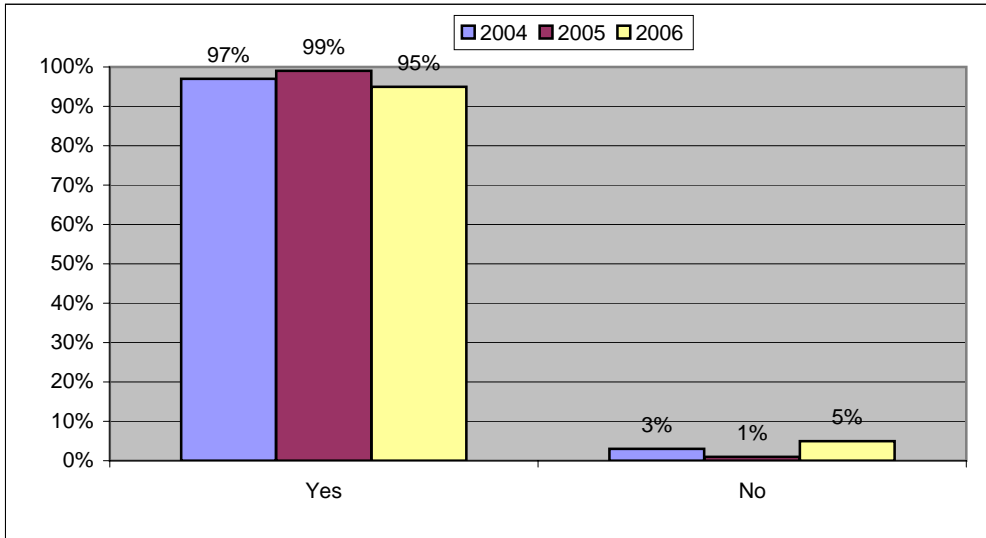


## ACCESS AND CONTACT

### 5e. Did the person you spoke to allow you to ask questions?

	2004	2005	2006
Yes	97%	99%	95%
No	3%	1%	5%

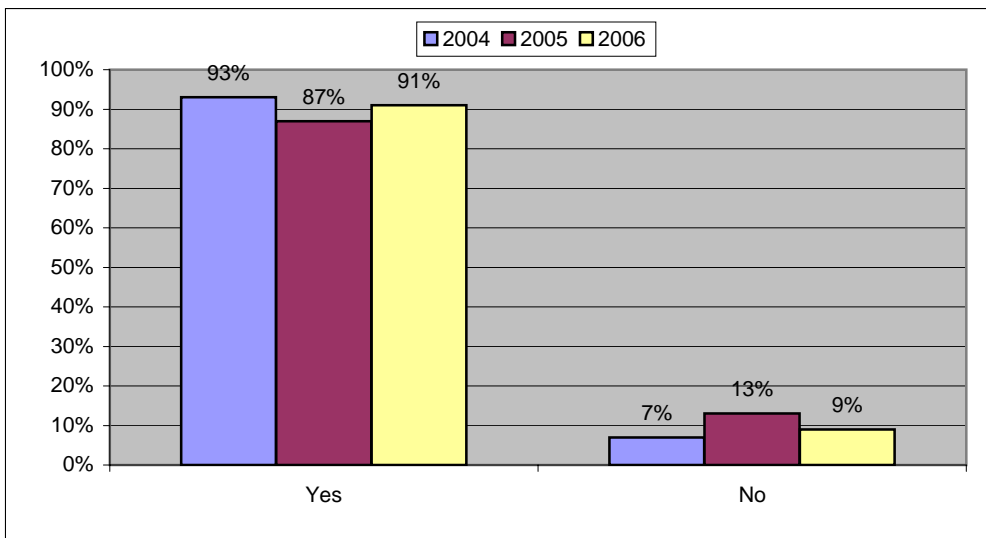
<b>Total Respondents</b>	<b>669</b>	<b>553</b>	<b>634</b>
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### 6. Have you ever received a letter from the Welfare Service?

	2004	2005	2006
Yes	93%	87%	91%
No	7%	13%	9%

<b>Total Respondents</b>	<b>879</b>	<b>834</b>	<b>880</b>
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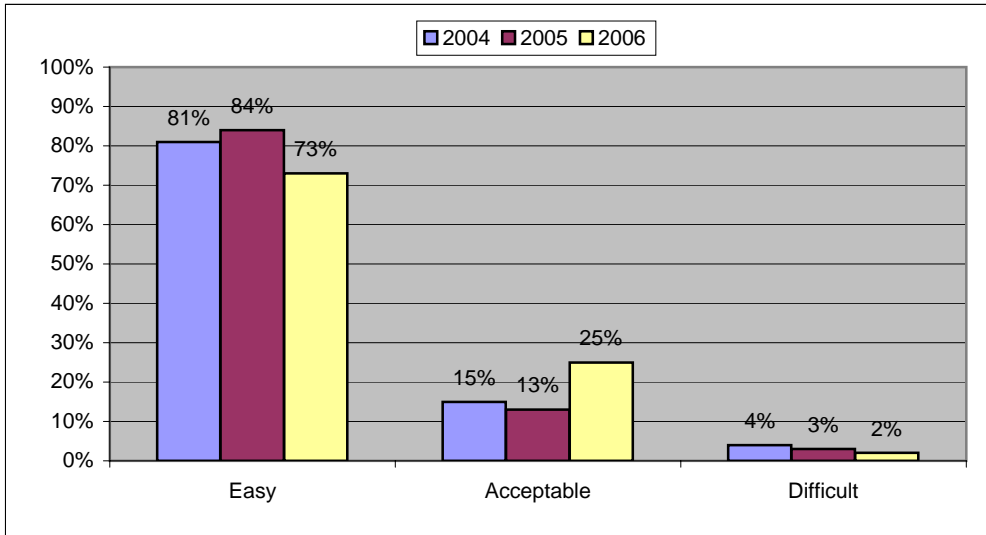


## ACCESS AND CONTACT

### 7. How easy was the letter to understand?

	2004	2005	2006
Easy	81%	84%	73%
Acceptable	15%	13%	25%
Difficult	4%	3%	2%

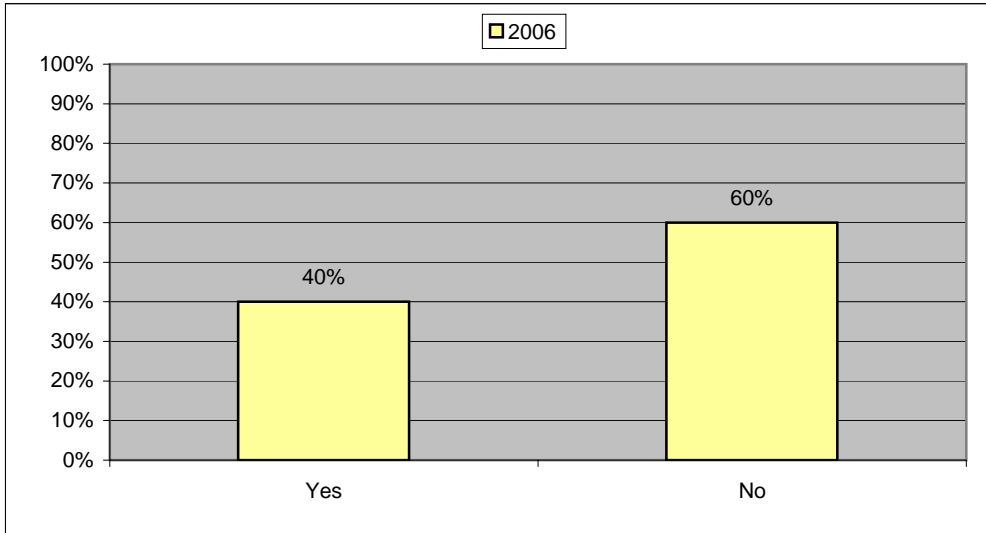
Total Respondents	806	720	796
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### 8. Have you ever written to the Welfare Service?

	2004	2005	2006
Yes	NA	NA	40%
No	NA	NA	60%

Total Respondents	NA	NA	860
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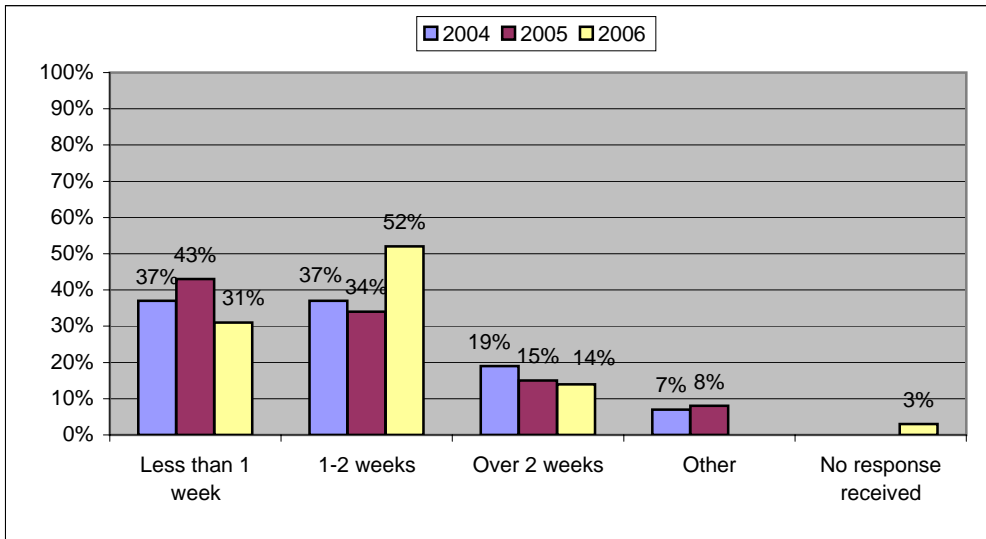


## ACCESS AND CONTACT

### 9. When last writing to the Welfare Service, how long did it take them to acknowledge your correspondence?

	2004	2005	2006
Less than 1 week	37%	43%	31%
1-2 weeks	37%	34%	52%
Over 2 weeks	19%	15%	14%
Other	7%	8%	NA
No response received	NA	NA	3%

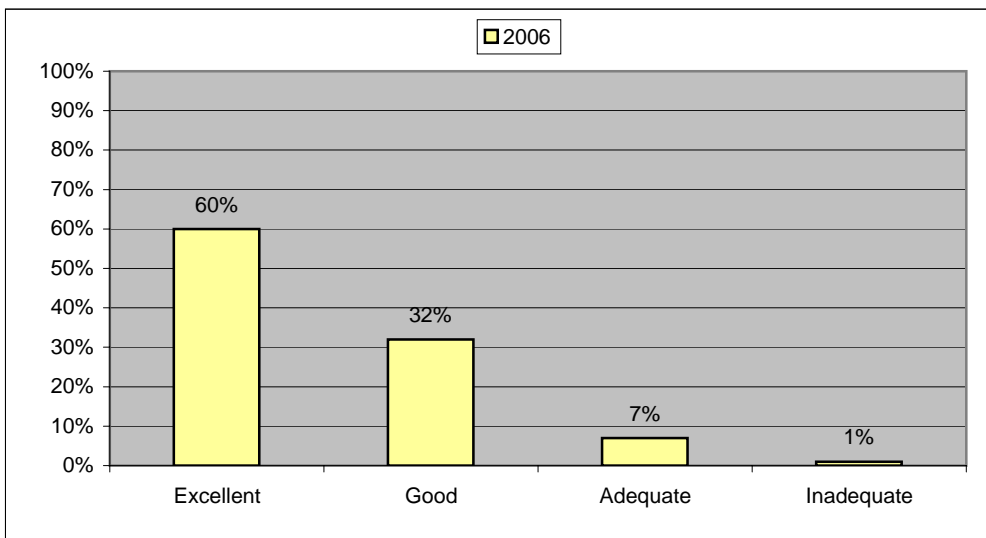
<b>Total Respondents</b>	<b>591</b>	<b>565</b>	<b>336</b>
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### 10a. If you have contacted the Welfare Service by telephone, do you consider the time taken to fully respond was:

	2004	2005	2006
Excellent	NA	NA	60%
Good	NA	NA	32%
Adequate	NA	NA	7%
Inadequate	NA	NA	1%

<b>Total Respondents</b>	<b>NA</b>	<b>NA</b>	<b>128</b>
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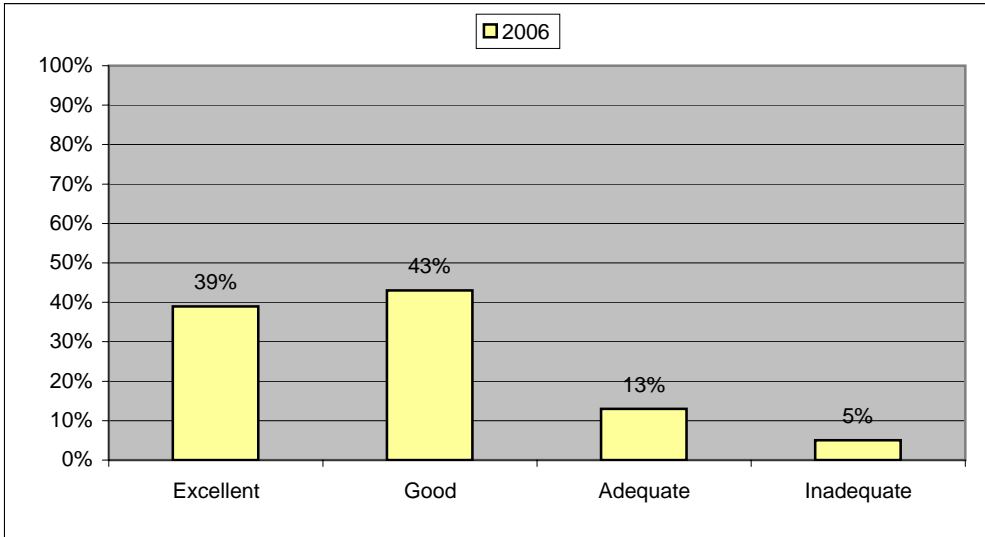


## ACCESS AND CONTACT

**10b. If you have contacted the Welfare Service via email, do you consider the time taken to fully respond was:**

	2004	2005	2006
Excellent	NA	NA	39%
Good	NA	NA	43%
Adequate	NA	NA	13%
Inadequate	NA	NA	5%

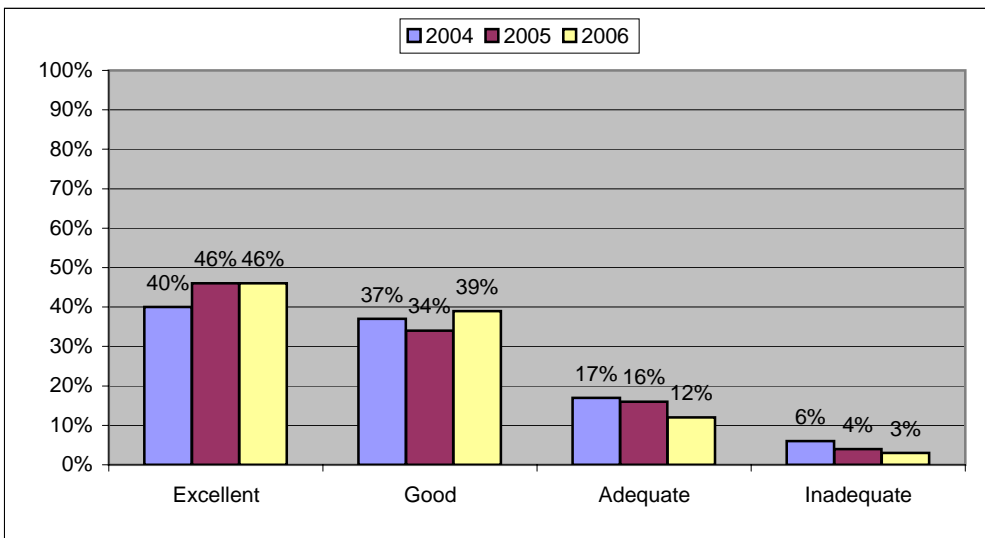
<b>Total Respondents</b>	<b>NA</b>	<b>NA</b>	<b>61</b>
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**10c. If you have written to the Welfare Service, do you consider the time taken to fully respond was:**

	2004	2005	2006
Excellent	40%	46%	46%
Good	37%	34%	39%
Adequate	17%	16%	12%
Inadequate	6%	4%	3%

<b>Total Respondents</b>	<b>582</b>	<b>551</b>	<b>341</b>
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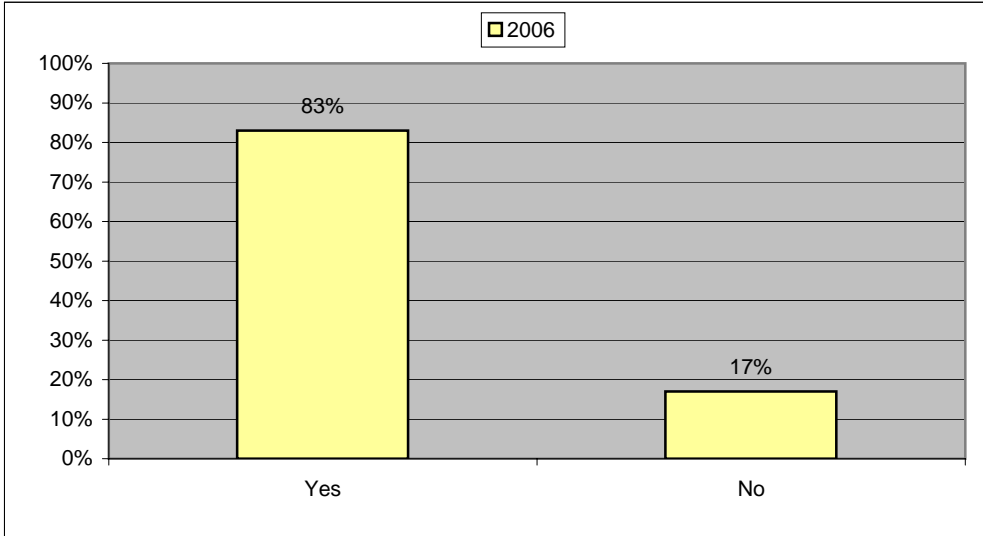


# THE VISIT

## 11. Have you received a visit from a Welfare Officer?

	2004	2005	2006
Yes	NA	NA	83%
No	NA	NA	17%

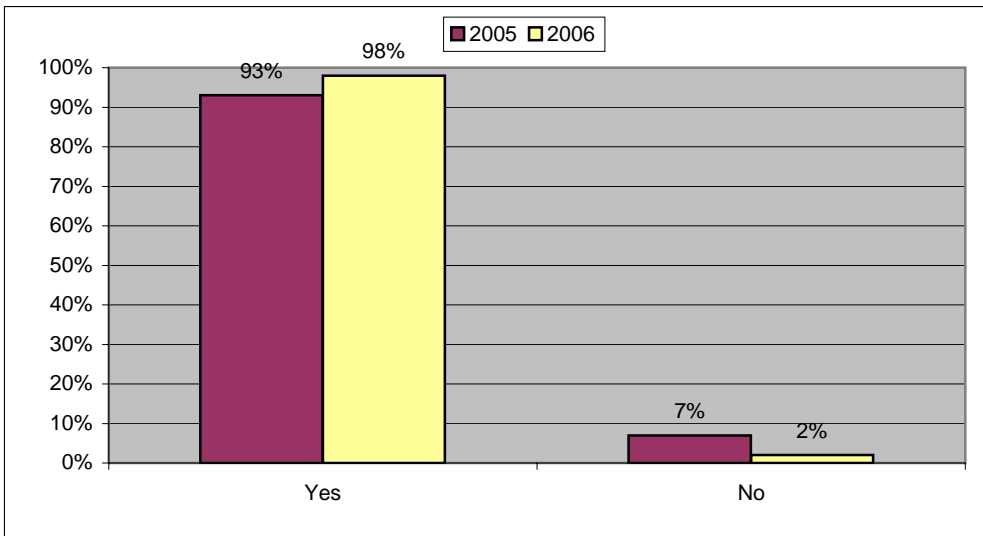
<b>Total Respondents</b>	<b>NA</b>	<b>NA</b>	<b>883</b>
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## 12. Were you visited within an acceptable period of time?

	2004	2005	2006
Yes	NA	93%	98%
No	NA	7%	2%

<b>Total Respondents</b>	<b>NA</b>	<b>711</b>	<b>736</b>
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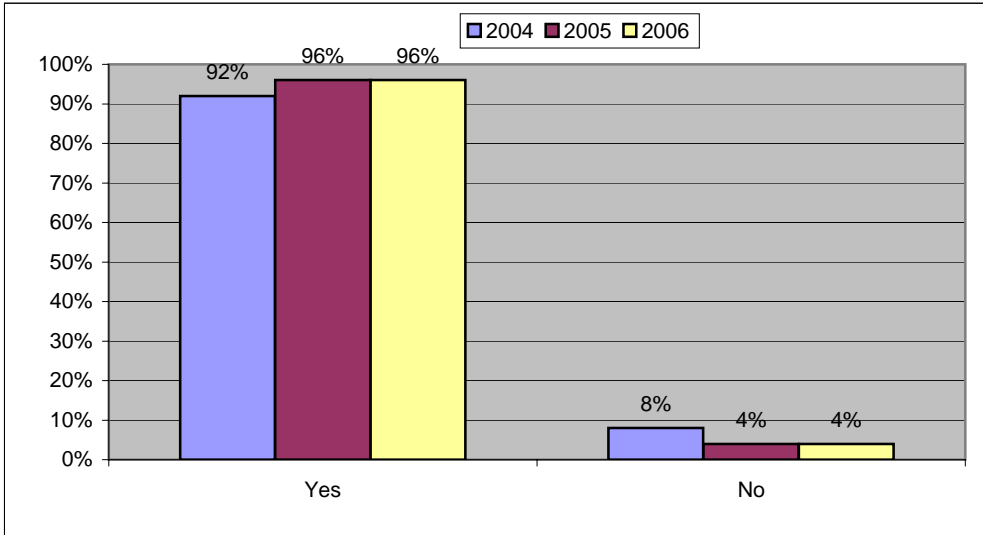


## THE VISIT

**13. Did the person who visited you identify themselves using a picture identification pass?**

	2004	2005	2006
Yes	92%	96%	96%
No	8%	4%	4%

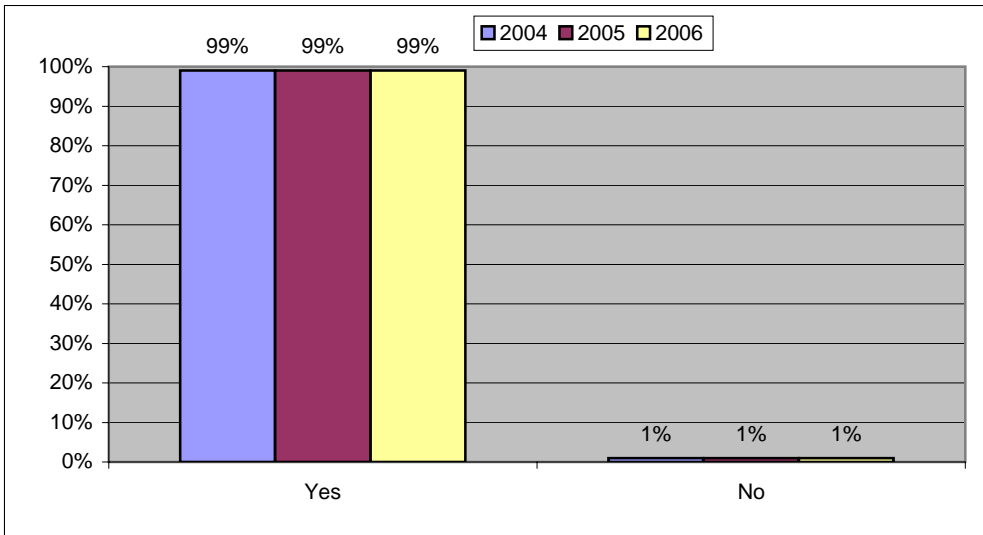
<b>Total Respondents</b>	<b>587</b>	<b>654</b>	<b>703</b>
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**14a. During the visit, did the visiting officer explain the reason for the visit?**

	2004	2005	2006
Yes	99%	99%	99%
No	1%	1%	1%

<b>Total Respondents</b>	<b>599</b>	<b>632</b>	<b>680</b>
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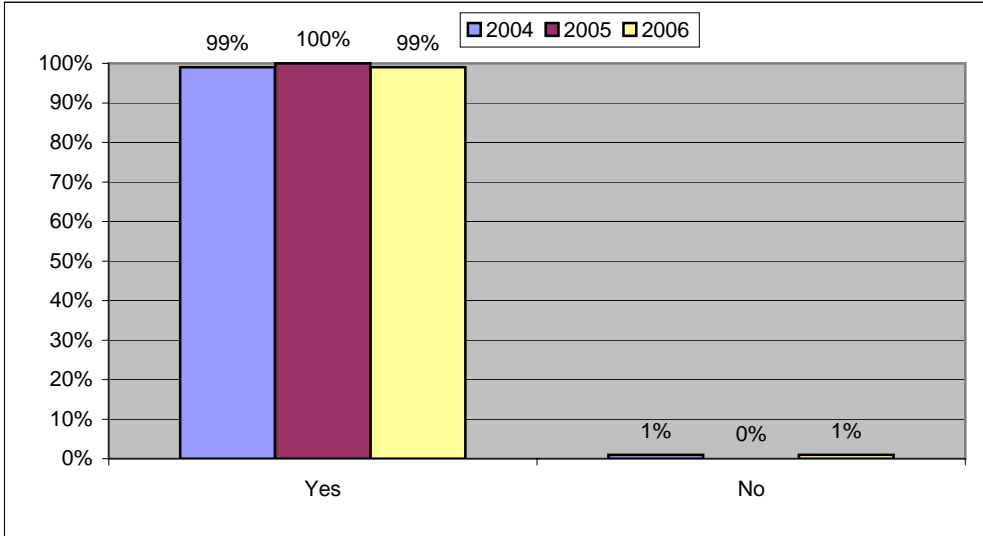


## THE VISIT

**14b. During the visit, did the visiting officer speak politely to you?**

	2004	2005	2006
Yes	99%	100%	99%
No	1%	0%	1%

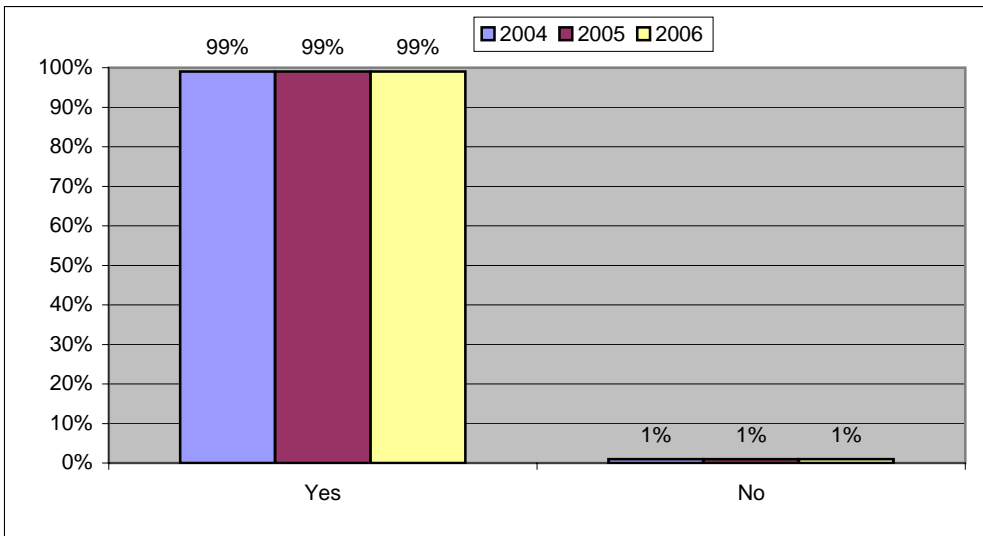
<b>Total Respondents</b>	<b>617</b>	<b>617</b>	<b>678</b>
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**14c. During the visit, did the visiting officer appear to be interested?**

	2004	2005	2006
Yes	99%	99%	99%
No	1%	1%	1%

<b>Total Respondents</b>	<b>597</b>	<b>593</b>	<b>650</b>
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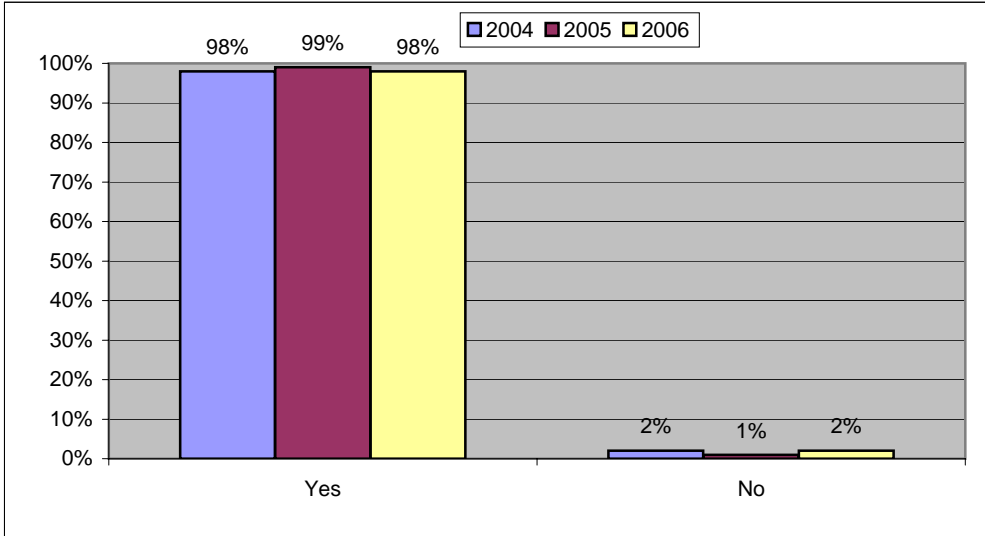


## THE VISIT

**14d. During the visit, did the visiting officer explain things clearly to you?**

	2004	2005	2006
Yes	98%	99%	98%
No	2%	1%	2%

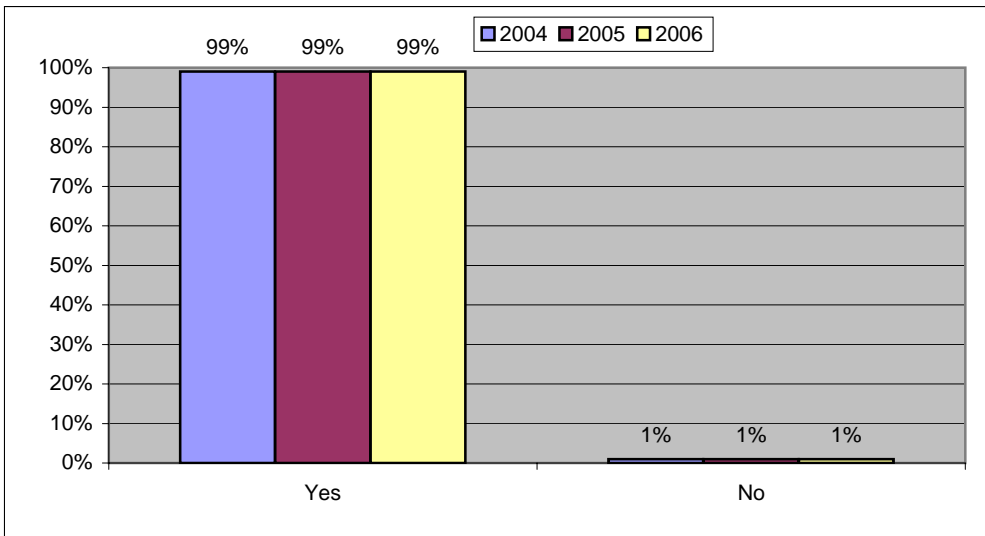
<b>Total Respondents</b>	<b>613</b>	<b>608</b>	<b>679</b>
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**14e. During the visit, did the visiting officer allow you to ask questions?**

	2004	2005	2006
Yes	99%	99%	99%
No	1%	1%	1%

<b>Total Respondents</b>	<b>610</b>	<b>599</b>	<b>669</b>
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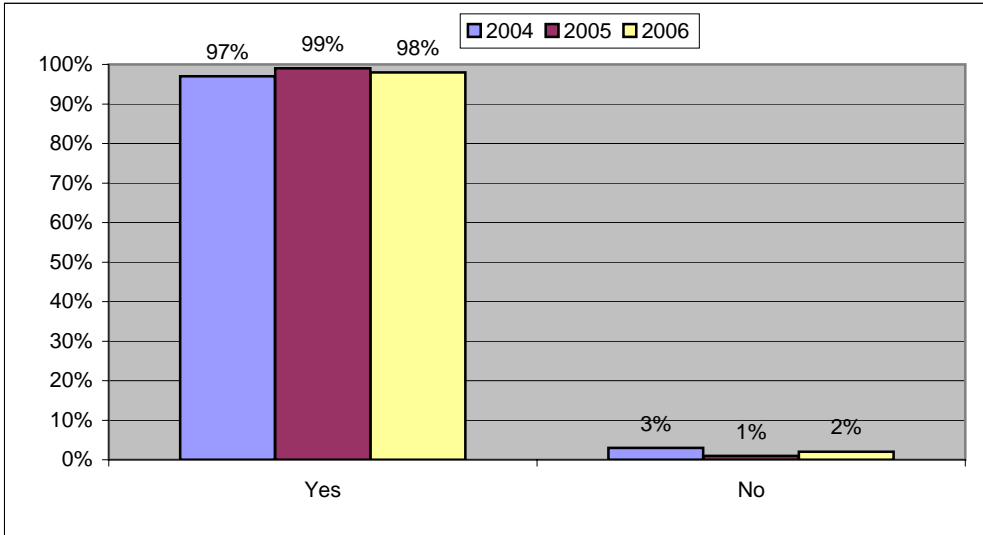


## THE VISIT

**14f. During the visit, did the visiting officer verbally confirm the action they intended to take?**

	2004	2005	2006
Yes	97%	99%	98%
No	3%	1%	2%

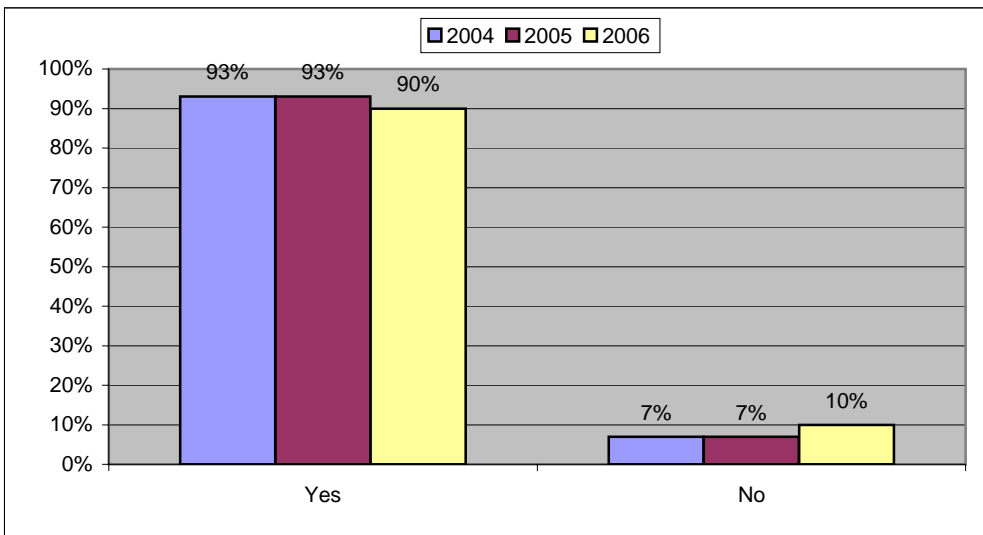
<b>Total Respondents</b>	<b>596</b>	<b>573</b>	<b>648</b>
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**15. Following the visit, did the visiting Welfare Officer confirm the action taken in writing?**

	2004	2005	2006
Yes	93%	93%	90%
No	7%	7%	10%

<b>Total Respondents</b>	<b>593</b>	<b>620</b>	<b>695</b>
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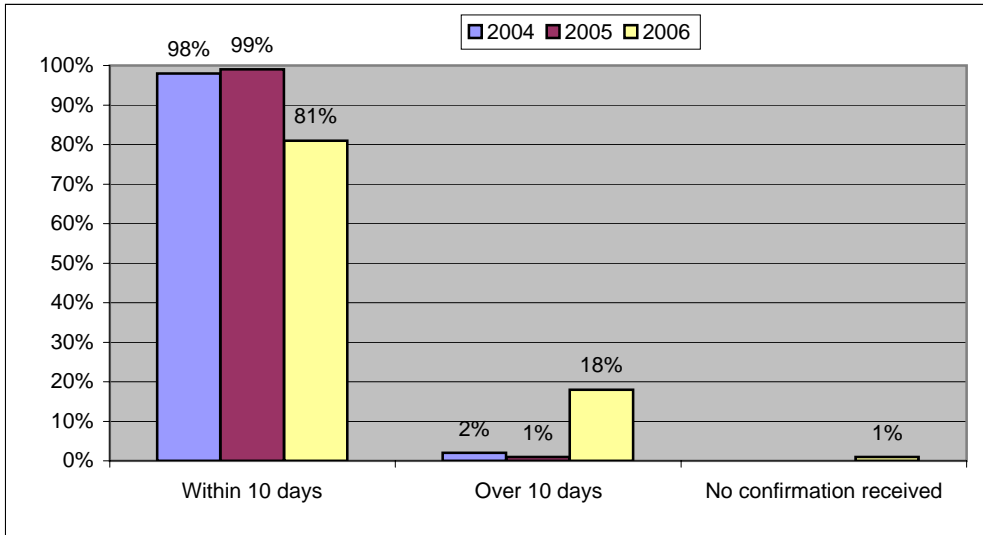


## THE VISIT

### 16. When did you receive the written confirmation following the visit?

	2004	2005	2006
Within 10 days	98%	99%	81%
Over 10 days	2%	1%	18%
No confirmation received	NA	NA	1%

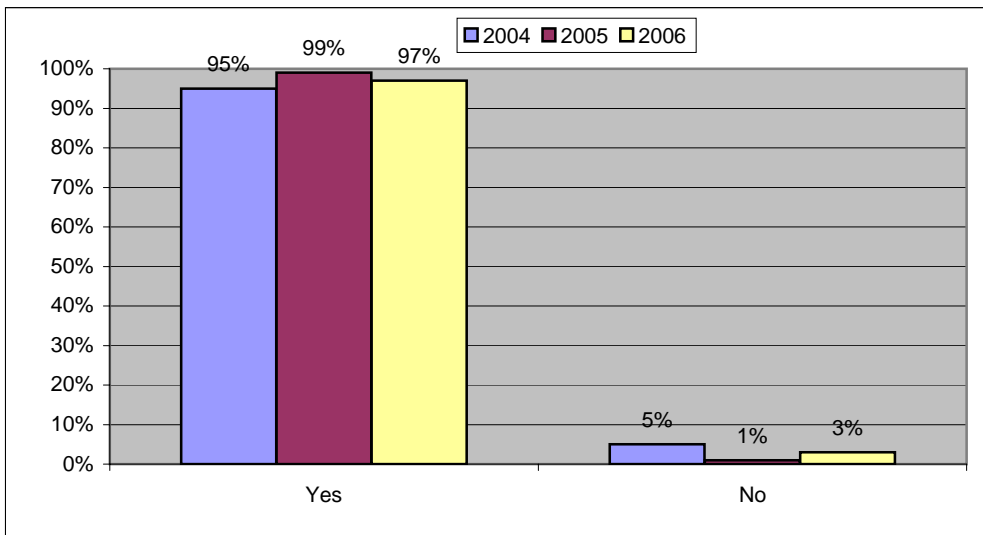
<b>Total Respondents</b>	<b>535</b>	<b>546</b>	<b>621</b>
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### 17. Did the written confirmation accurately reflect the visit and action to be taken?

	2004	2005	2006
Yes	95%	99%	97%
No	5%	1%	3%

<b>Total Respondents</b>	<b>539</b>	<b>563</b>	<b>635</b>
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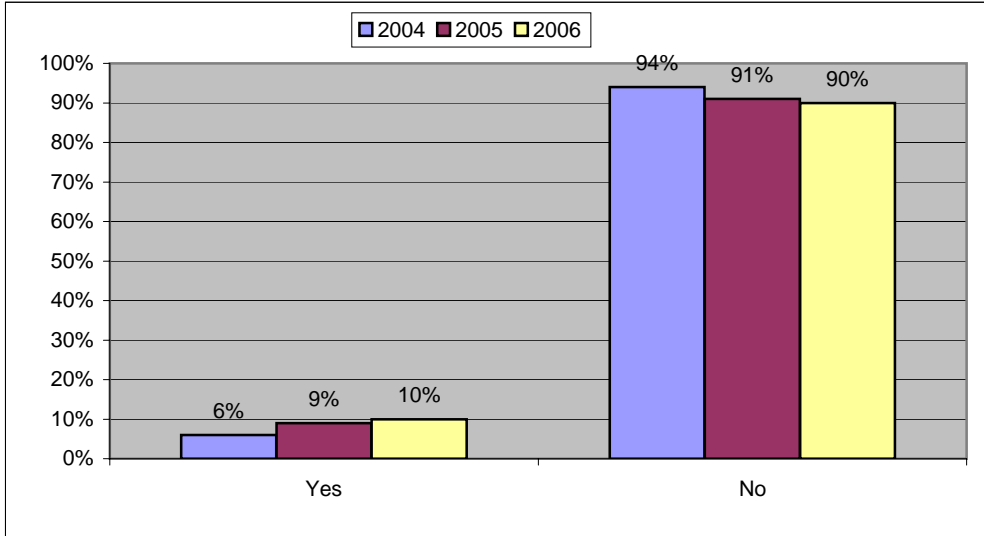


## THE INTERNET

### 18. Have you accessed the Veterans Agency website on the Internet?

	2004	2005	2006
Yes	6%	9%	10%
No	94%	91%	90%

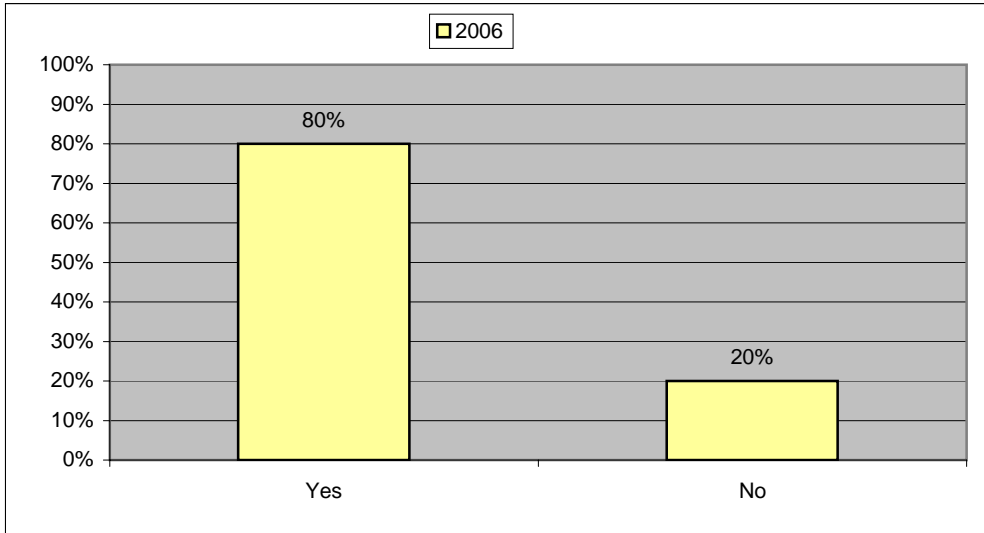
<b>Total Respondents</b>	<b>874</b>	<b>797</b>	<b>880</b>
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### 19. Are you aware the Welfare Service has a link on the Veterans Agency website?

	2004	2005	2006
Yes	NA	NA	80%
No	NA	NA	20%

<b>Total Respondents</b>	<b>NA</b>	<b>NA</b>	<b>90</b>
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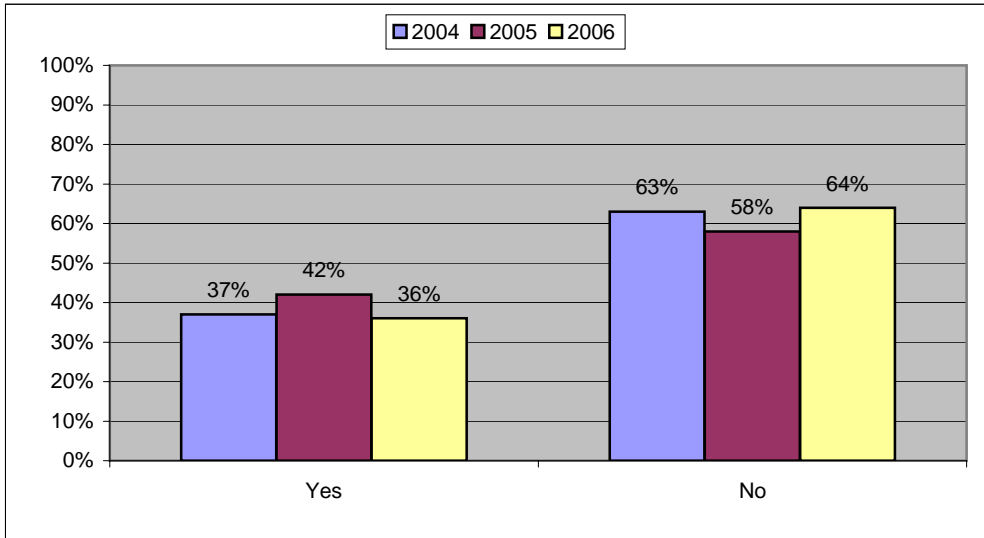


## THE INTERNET

### 20. Have you used the Welfare Service link on the Veterans Agency website?

	2004	2005	2006
Yes	37%	42%	36%
No	63%	58%	64%

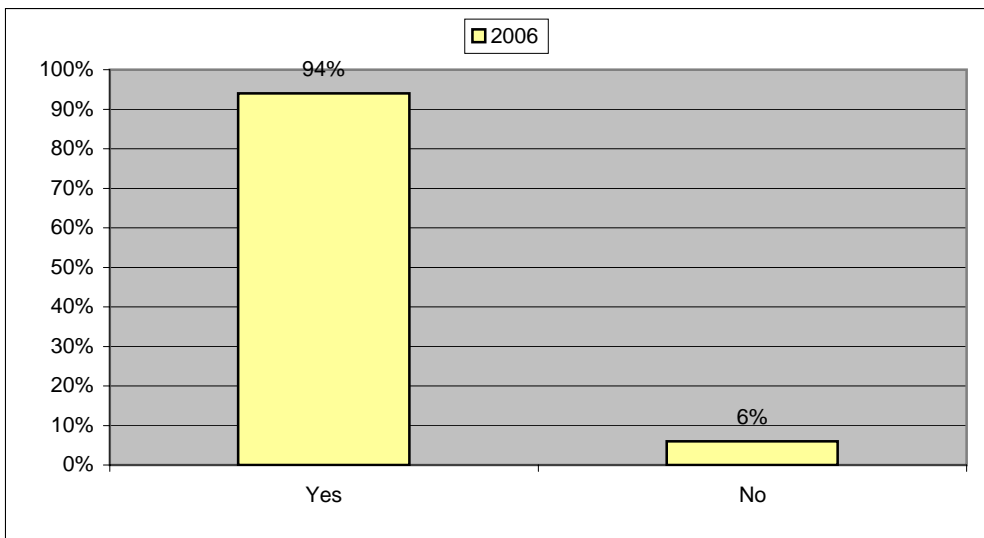
Total Respondents	54	72	92
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### 21. Were you able to find the information you required?

	2004	2005	2006
Yes	NA	NA	94%
No	NA	NA	6%

Total Respondents	NA	NA	33
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## SERVICE QUALITY

### 22. Was the level of information displayed sufficient, or is there any information which you feel should be displayed

It should be easier to find information about services in your local area.

It may be an idea to have a link or direct activation of a reading website for veterans who are short sighted or have difficulty with hands or mobility using a keyboard or sitting at a desk.

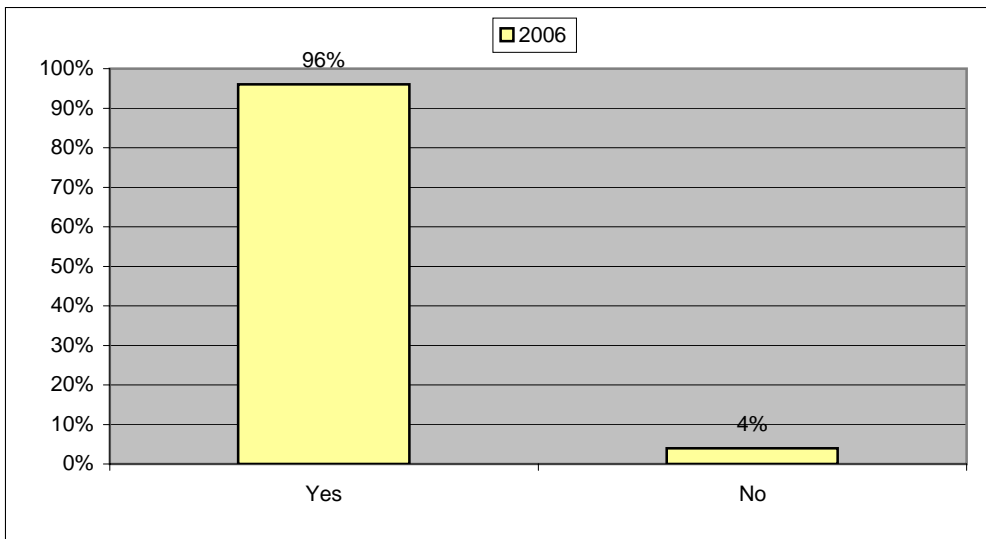
14 people stated the level of information displayed was either sufficient or good.

It should be possible to make a personal log-in to access details of your own case and its progression.

### 23. Would you recommend the Welfare Service to others?

	2004	2005	2006
Yes	NA	NA	96%
No	NA	NA	4%

Total Respondents	NA	NA	851
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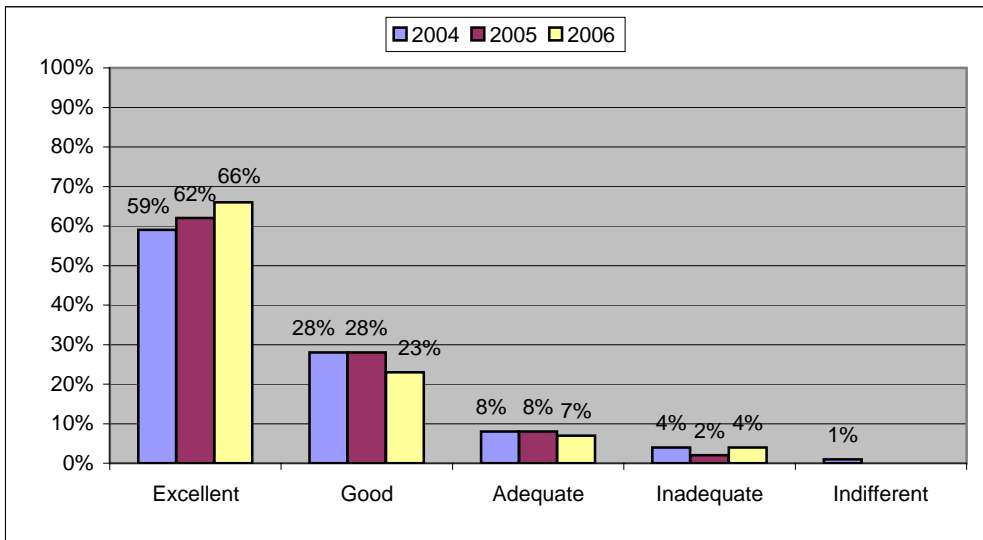


## SERVICE QUALITY

### 24. Which of these words best describes the overall service you received from the Welfare Service?

	2004	2005	2006
Excellent	59%	62%	66%
Good	28%	28%	23%
Adequate	8%	8%	7%
Inadequate	4%	2%	4%
Indifferent	1%	NA	NA

<b>Total Respondents</b>	<b>871</b>	<b>819</b>	<b>839</b>
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### 24. Please tell us any thoughts or ideas about the service provided.

There are no words to reflect the feeling of being recognised as someone who is alive and worthy of consideration by a person who shows interest.

The quality of service, consideration and kindness cannot be improved or surpassed.

Try helping clients to get on with their normal life and helping them get a job or getting them involved in other activities so that they can cope with the kind of situation they might be in.

During my contact with the service I have found that nothing seems to be too much trouble for them. The service they have provided me with has been excellent and I could not thank them enough.

All I can say is that the service I received was nothing less than excellent. The gentleman who visited me showed great compassion and sympathy. He laid out a whole range of benefits and initiatives to help my quality of life.

Peace of mind knowing I can speak to someone on the phone if I need help with filling in forms

I find it very irritating when I have to wait until a Friday before I can speak to my welfare officer.

Provide a follow up call/letter after action has been taken to check if all is okay in 1-3 months time.

Found Welfare Officer very helpful but difficult to reach at times.

I think the Welfare Service should help you more regarding job finding and re-training.

Make it clear that the service is available to territorial forces as well as regular.

Firstly I commend that both the MOD and Veterans Agency have been amalgamated. That brings many confidential issues to be solved under one. All current servicemen should be educated about the Veterans Agency in advance before their discharge.

The service I was provided with was excellent. The officer was fully engaged and supportive in my requirements. Without this advice I would not have been able to access all services available to me and found civilian life very difficult. A big THANK YOU

Ask people to confirm the interview as people could be away when they receive the letter.

## FURTHER COMMENTS

### 1. How did you find out about the Welfare Service?

#### Answers from 'other' included:

FEPOW magazine

10 at Hospital or from Doctor

18 from Family or Friends

4 via word of mouth/ex-service people

2 saw an advert on television

SAGA magazine

Social Services

### 7. How easy was the letter to understand?

#### Responses from 'difficult' included:

3 people had problems due to poor eyesight.

I often receive at least three letters about the same subject each contradicting the other.

No clear answers. Reasons not explained. Not given details of who to contact or phone if you do not understand.

Lack of comprehensive detailed vocabulary!

Most of the letters have been circulars telling me nothing; saying 'we are looking at your case....'

Sometimes the letters do not answer query.

I could not always understand the letters.

### 10a. If you have contacted the Welfare Service by telephone, do you consider the time taken to fully respond was:

#### Further comments from 'Inadequate' were:

As part of my war wounds I am very deaf and sometimes I cannot hear too well.

Only talked to answerphone.

Can't get through, have to wait too long on the phone.

### 10b. If you have contacted the Welfare Service via email, do you consider the time taken to fully respond was:

#### Further comments from 'Inadequate' included:

E-mail is better if you get the correct address.

Query sent by post was responded to by letter 14 days later, no reply via email.

## FURTHER COMMENTS

### **10c. If you have written to the Welfare Service, do you consider the time taken to fully respond was:**

#### **Further comments from 'Inadequate' included:**

Sometimes I never got any acknowledgement that my letter has been received and/or being actioned.

### **12. Were you visited within an acceptable period of time?**

#### **Further comments from those who answered 'no' included:**

I was discharged in August and was only visited in October/November time. I do not find this acceptable at all.

No response for 3-4 weeks regarding my review but I believe this is due to with Mr .... being on holiday (awaiting referral).

It took 3 months and when you are not well and in pain and suffering this was too long.

Takes too long. There are not enough staff to cover the amount of servicemen.

Took over 2 weeks for someone to visit. Last visit didn't stay long.

Many weeks due to staff shortage.

### **17. Did the written confirmation accurately reflect the visit and action to be taken?**

#### **Further comments from 'no' included:**

Officer said that she would help me find somewhere to live, so far nothing has happened.

We advised that we were not due any further allowances not due to war service. However the officer insisted in pursuing this only to have us proved right.

### **23. Would you recommend the Welfare Service to others?**

#### **Comments from 'no' included:**

Norcross always appear to be busy and give the impression you are wasting time if you need to explain in detail.

When I needed help with my husbands funeral expenses they took so long to respond I had to borrow the money and pay it back out of my pension.

I was promised help and visit after my husband died, never happened

### **24. Which of these words best describes the overall service you received from the Welfare Service?**

#### **Further comments from 'inadequate' included:**

The visitor who came round should be struck off and replaced with someone who isn't biased.

I haven't received any correspondence/support from the Welfare Service in almost a year.

The help all seems to be aimed at older people. More help for young disabled married families. Seems younger people not entitled to funds or support.

Responses take far too long.

I wanted help with a claim re state pension. All they did was contact DWP and ask them to send a form. I had already had this form before.

## REGIONAL AREA RESPONSE RATES

### ACCESS AND CONTACT

5a. Did the person you spoke to tell you their name?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	96%	93%	97%	96%	99%	98%	92%	95%	100%	98%	100%	94%
No	4%	7%	3%	4%	1%	2%	8%	5%	0%	2%	0%	6%

<b>Total Responses</b>	<b>139</b>	<b>160</b>	<b>151</b>	<b>136</b>	<b>108</b>	<b>118</b>	<b>117</b>	<b>125</b>	<b>58</b>	<b>117</b>	<b>17</b>	<b>18</b>
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5b. Did the person you spoke to speak politely to you?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	99%	98%	100%	100%	99%	99%	100%	98%	100%	98%	100%	100%
No	1%	2%	0%	0%	1%	1%	0%	2%	0%	2%	0%	0%

<b>Total Responses</b>	<b>145</b>	<b>166</b>	<b>162</b>	<b>116</b>	<b>109</b>	<b>123</b>	<b>116</b>	<b>126</b>	<b>64</b>	<b>118</b>	<b>17</b>	<b>18</b>
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5c. Did the person you spoke to appear to be interested?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	99%	97%	99%	99%	96%	97%	96%	97%	98%	97%	100%	94%
No	1%	3%	1%	1%	4%	3%	4%	3%	2%	3%	0%	6%

<b>Total Responses</b>	<b>136</b>	<b>145</b>	<b>146</b>	<b>131</b>	<b>101</b>	<b>111</b>	<b>112</b>	<b>118</b>	<b>58</b>	<b>108</b>	<b>17</b>	<b>18</b>
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5d. Did the person you spoke to explain things clearly to you?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	97%	94%	97%	99%	97%	98%	98%	96%	98%	95%	100%	95%
No	3%	6%	3%	1%	3%	2%	2%	4%	2%	5%	0%	5%

<b>Total Responses</b>	<b>141</b>	<b>160</b>	<b>151</b>	<b>139</b>	<b>104</b>	<b>118</b>	<b>108</b>	<b>118</b>	<b>60</b>	<b>115</b>	<b>18</b>	<b>19</b>
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5e. Did the person you spoke to allow you to ask questions?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	98%	97%	100%	100%	99%	98%	98%	97%	98%	96%	100%	94%
No	2%	3%	0%	0%	1%	2%	2%	3%	2%	4%	0%	6%

<b>Total Responses</b>	<b>136</b>	<b>147</b>	<b>144</b>	<b>134</b>	<b>95</b>	<b>111</b>	<b>106</b>	<b>116</b>	<b>57</b>	<b>109</b>	<b>15</b>	<b>17</b>
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7. If you have received a letter from the Welfare Service, how easy was it to understand?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Easy	83%	72%	88%	70%	85%	77%	83%	73%	81%	72%	80%	74%
Acceptable	14%	25%	9%	29%	12%	22%	13%	23%	15%	27%	20%	26%
Difficult	3%	3%	3%	1%	3%	1%	4%	4%	4%	1%	0%	0%

<b>Total Responses</b>	<b>182</b>	<b>187</b>	<b>182</b>	<b>151</b>	<b>128</b>	<b>139</b>	<b>124</b>	<b>159</b>	<b>84</b>	<b>141</b>	<b>20</b>	<b>19</b>
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## ACCESS AND CONTACT

9. When last writing to the Welfare Service, how long did it take them to acknowledge your correspondence?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Less than 1 week	45%	31%	38%	30%	52%	35%	43%	35%	38%	26%	50%	17%
1-2 weeks	36%	46%	38%	59%	35%	50%	30%	53%	35%	53%	15%	58%
Over 2 weeks	15%	18%	16%	11%	7%	10%	19%	12%	19%	18%	20%	25%
Other	4%	NA	8%	NA	6%	NA	8%	NA	8%	NA	15%	NA
No response received	NA	5%	NA	0%	NA	5%	NA	0%	NA	3%	NA	0%

<b>Total Responses</b>	<b>138</b>	<b>78</b>	<b>152</b>	<b>71</b>	<b>92</b>	<b>63</b>	<b>100</b>	<b>57</b>	<b>63</b>	<b>55</b>	<b>20</b>	<b>12</b>
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10a. If you have contacted the Welfare Service by telephone, do you consider the time taken to fully respond was:

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2006		2006		2006		2006		2006		2006	
Excellent	58%		64%		63%		52%		60%		72%	
Good	35%		27%		30%		36%		32%		28%	
Adequate	6%		7%		6%		10%		7%		0%	
Inadequate	1%		2%		1%		2%		1%		0%	

<b>Total Responses</b>	<b>174</b>	<b>143</b>	<b>126</b>	<b>136</b>	<b>129</b>	<b>18</b>
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10b. If you have contacted the Welfare Service via email, do you consider the time taken to fully respond was:

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2006		2006		2006		2006		2006		2006	
Excellent	53%		36%		50%		25%		36%		0%	
Good	33%		36%		37%		59%		46%		100%	
Adequate	7%		21%		13%		8%		18%		0%	
Inadequate	7%		7%		0%		8%		0%		0%	

<b>Total Responses</b>	<b>15</b>	<b>14</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>1</b>
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10c. If you have written to the Welfare Service, do you consider the time taken to fully respond was:

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Excellent	40%	39%	49%	45%	48%	50%	45%	51%	48%	44%	40%	33%
Good	41%	39%	30%	41%	34%	32%	34%	37%	28%	48%	20%	45%
Adequate	16%	15%	15%	12%	16%	15%	17%	11%	21%	6%	35%	22%
Inadequate	3%	7%	6%	2%	2%	3%	4%	1%	3%	2%	5%	0%

<b>Total Responses</b>	<b>135</b>	<b>70</b>	<b>148</b>	<b>73</b>	<b>90</b>	<b>66</b>	<b>98</b>	<b>75</b>	<b>60</b>	<b>54</b>	<b>20</b>	<b>9</b>
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## THE VISIT

12. If you have been visited by one of our Welfare Officers, were you visited in an acceptable period of time?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	90%	97%	97%	98%	96%	98%	92%	99%	88%	99%	86%	100%
No	10%	3%	3%	2%	4%	2%	8%	1%	12%	1%	14%	0%

<b>Total Responses</b>	<b>174</b>	<b>173</b>	<b>171</b>	<b>126</b>	<b>137</b>	<b>144</b>	<b>135</b>	<b>147</b>	<b>80</b>	<b>130</b>	<b>14</b>	<b>16</b>
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13. Did the person who visited you identify themselves using a picture identification visiting pass?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	95%	95%	94%	95%	97%	97%	98%	97%	99%	95%	92%	94%
No	5%	5%	6%	5%	3%	3%	2%	3%	1%	5%	8%	6%

<b>Total Responses</b>	<b>156</b>	<b>163</b>	<b>161</b>	<b>124</b>	<b>132</b>	<b>137</b>	<b>121</b>	<b>136</b>	<b>72</b>	<b>127</b>	<b>12</b>	<b>16</b>
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## THE VISIT

14a. During the visit, did the visiting officer explain the reason for the visit?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

<b>Total Responses</b>	<b>150</b>	<b>154</b>	<b>156</b>	<b>120</b>	<b>128</b>	<b>134</b>	<b>118</b>	<b>137</b>	<b>69</b>	<b>119</b>	<b>11</b>	<b>16</b>
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14b. During the visit, did the visiting officer speak politely to you?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

<b>Total Responses</b>	<b>149</b>	<b>154</b>	<b>154</b>	<b>119</b>	<b>123</b>	<b>132</b>	<b>113</b>	<b>138</b>	<b>67</b>	<b>119</b>	<b>11</b>	<b>16</b>
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14c. During the visit, did the visiting officer appear to be interested?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	97%	97%	100%	100%	99%	98%	100%	99%	100%	100%	100%	100%
No	3%	3%	0%	0%	1%	2%	0%	1%	0%	0%	0%	0%

<b>Total Responses</b>	<b>142</b>	<b>144</b>	<b>145</b>	<b>115</b>	<b>122</b>	<b>126</b>	<b>110</b>	<b>133</b>	<b>63</b>	<b>116</b>	<b>11</b>	<b>16</b>
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14d. During the visit, did the visiting officer explain things clearly to you?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	99%	96%	100%	100%	99%	99%	98%	99%	98%	99%	100%	100%
No	1%	4%	0%	0%	1%	1%	2%	1%	2%	1%	0%	0%

<b>Total Responses</b>	<b>147</b>	<b>153</b>	<b>152</b>	<b>121</b>	<b>123</b>	<b>133</b>	<b>112</b>	<b>136</b>	<b>64</b>	<b>120</b>	<b>10</b>	<b>16</b>
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14e. During the visit, did the visiting officer allow you to ask questions?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	99%	97%	100%	100%	99%	99%	99%	100%	98%	99%	100%	100%
No	1%	3%	0%	0%	1%	1%	1%	0%	2%	1%	0%	0%

<b>Total Responses</b>	<b>143</b>	<b>150</b>	<b>153</b>	<b>117</b>	<b>116</b>	<b>133</b>	<b>114</b>	<b>135</b>	<b>62</b>	<b>118</b>	<b>11</b>	<b>16</b>
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14f. During the visit, did the visiting officer verbally confirm the action they intended to take?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	96%	96%	97%	98%	99%	99%	99%	99%	100%	99%	100%	100%
No	4%	4%	3%	2%	1%	1%	1%	1%	0%	1%	0%	0%

<b>Total Responses</b>	<b>142</b>	<b>152</b>	<b>140</b>	<b>111</b>	<b>114</b>	<b>125</b>	<b>108</b>	<b>131</b>	<b>59</b>	<b>113</b>	<b>10</b>	<b>16</b>
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15. Following the visit, did the visiting Welfare Officer confirm the action taken in writing?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	94%	84%	93%	91%	92%	95%	96%	91%	93%	91%	92%	100%
No	6%	16%	7%	9%	8%	5%	4%	9%	7%	9%	8%	0%

<b>Total Responses</b>	<b>152</b>	<b>165</b>	<b>148</b>	<b>121</b>	<b>126</b>	<b>135</b>	<b>115</b>	<b>140</b>	<b>67</b>	<b>118</b>	<b>12</b>	<b>16</b>
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## THE VISIT

16. When did you receive the written confirmation following the visit?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Within 10 days	86%	81%	88%	81%	94%	85%	83%	77%	87%	80%	82%	81%
Over 10 days	14%	18%	12%	19%	6%	15%	17%	21%	13%	17%	18%	19%
No confirmation received	NA	1%	NA	0%	NA	0%	NA	2%	NA	3%	NA	0%
<b>Total Responses</b>	<b>134</b>	<b>138</b>	<b>133</b>	<b>108</b>	<b>109</b>	<b>125</b>	<b>99</b>	<b>126</b>	<b>60</b>	<b>108</b>	<b>11</b>	<b>16</b>

17. Did the written confirmation accurately reflect the visit and action to be taken?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Yes	99%	94%	100%	100%	100%	99%	100%	95%	100%	97%	100%	100%
No	1%	6%	0%	0%	0%	1%	0%	5%	0%	3%	0%	0%
<b>Total Responses</b>	<b>136</b>	<b>141</b>	<b>137</b>	<b>109</b>	<b>112</b>	<b>131</b>	<b>107</b>	<b>127</b>	<b>60</b>	<b>111</b>	<b>11</b>	<b>16</b>

## SERVICE QUALITY

23. Would you recommend the Welfare Service to others?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2006		2006		2006		2006		2006		2006	
Yes	94%		97%		97%		97%		94%		100%	
No	6%		3%		3%		3%		6%		0%	
<b>Total Responses</b>	<b>203</b>		<b>160</b>		<b>152</b>		<b>173</b>		<b>144</b>		<b>20</b>	

24. Which of these words best describes the overall service you received from the Welfare Service?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
Excellent	60%	63%	64%	72%	67%	69%	63%	60%	58%	67%	57%	65%
Good	29%	22%	31%	19%	23%	24%	27%	31%	29%	21%	29%	30%
Adequate	10%	7%	4%	6%	9%	5%	7%	8%	11%	9%	14%	5%
Inadequate	1%	8%	1%	3%	1%	2%	3%	1%	2%	3%	0%	0%
<b>Total Responses</b>	<b>204</b>	<b>200</b>	<b>206</b>	<b>160</b>	<b>146</b>	<b>149</b>	<b>146</b>	<b>166</b>	<b>96</b>	<b>144</b>	<b>21</b>	<b>20</b>