

VeteransAgency

An Executive Agency of the Ministry of Defence



MINISTRY OF DEFENCE

WAR PENSIONERS WELFARE SERVICE

CUSTOMER SURVEY

2005

Produced by the Business Improvement Team



WAR PENSIONERS WELFARE SERVICE CUSTOMER SURVEY

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WAR PENSIONERS WELFARE SERVICE – CUSTOMER SURVEY

1. Introduction

The mission of the War Pensioners Welfare Service (WPWS), an integral part of 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 WPWS achieve this, VA issues an annual survey concentrating on customers contacted by a representative from one of the WPWS regional offices. By issuing and analysing questionnaires the WPWS is able to evaluate:

- Access and contact
- Response times
- Complaints and putting things right
- Future contact
- Service quality

2. Objective

The survey questions customers about their experiences when dealing with the Welfare Service and the objective of the research programme is to assist the WPWS in establishing the needs of current and future customers.

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.

3. Approach

1953 questionnaires were issued in August 2005. This years overall response rate was 44% - 4% less than in 2004.

4. Management Summary – Overall Key Findings

Access and Contact

- 57% of our respondents are aged over 70.
- 46% said they found out about the Welfare Service from the Veterans Agency.
- 79% have contacted the WPWS by telephone - a 5% decrease from last year
- When contacting the WPWS:
 - 97% were told their name.
 - 99% were spoken to politely.
 - 99% thought the person they spoke to was interested.
 - 97% felt details had been explained to them clearly.
 - 99% were allowed to ask questions.
- 87% had been contacted by letter - 6% less than in 2004.
- 3% of respondents found the letters difficult or very difficult to understand.

Response Times

- 80% felt the time to respond to correspondence was either excellent or good.
- When writing to WPWS 11% of respondents had to wait over two weeks for acknowledgment - a decrease of 2% from 2004.
- 73% felt the time to respond to telephone calls or emails were either excellent or good.
- 93% of those who received a visit by a Welfare officer felt it was within an acceptable period of time.
- During visits:
 - 96% of Welfare officers identified themselves using a visiting pass.
 - 99% explained the reason for the visit.
 - 100% of visiting officers spoke politely.
 - 99% appeared to be interested.
 - 99% of visiting officers explained things clearly.
 - 99% allowed the individual to ask questions.
 - 99% verbally confirmed the action they intended to take.
- Following the visit, 93% of Welfare officers confirmed the action taken in writing and of those, 99% sent written confirmation within 10 days.
- 99% felt the written confirmation accurately reflected the visit.

Complaints

- 3% of respondents have made complaints about the service they received from WPWS.
- Of those who complained, 29% said it was regarding the detail of advice given and 19% regarding the delay in response time.
- 59% of complaints were not resolved by WPWS.
- If a complaint was made, 55% of people felt the way in which it was dealt with was either very good or good.

Future Contact

- 73% would prefer to contact the Welfare Service by telephone and 11% by written enquiry.
- 39% of people would prefer to be contacted by the Welfare service by telephone and 37% by written enquiry.
- 5% of respondents have used the Veterans Agency website, 42% of those who have used the VA website were aware of the link to the WPWS site.

Service Quality

- 90% of respondents felt the service they received from the WPWS was excellent or good, 3% more than last year.

5. Recommended Areas for Improvement

1. Review letters sent to customers and ensure they are easily understandable.
2. Review WPWS website ensuring sufficient and relevant information is included and layout design is user friendly.
3. Update / raise awareness with Helpline staff regarding the WPWS and ensure calls are referred to the service where appropriate.
4. Ensure adequate and appropriate information is supplied to individuals before leaving service.

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

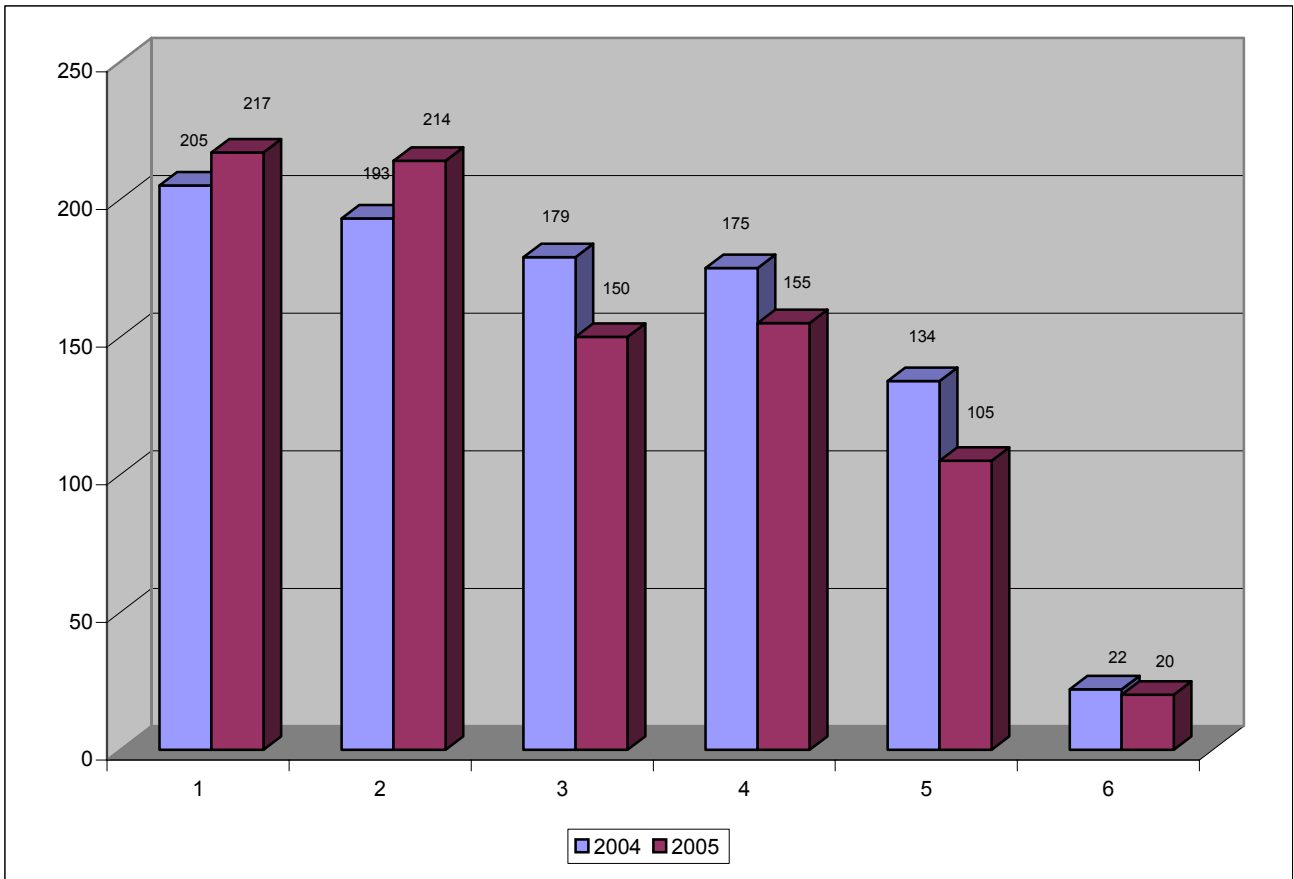
Any comments/enquiries about this report should be made to:

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

Regional Area Response Rate

2004			
Region	Issued	Responded	Rate
1	430	205	48%
2	367	193	53%
3	353	179	51%
4	384	175	46%
5	295	134	45%
6	48	22	46%
Total	1877	908	48%

2005			
Region	Issued	Responded	Rate
1	489	217	44%
2	394	214	54%
3	285	150	53%
4	385	155	40%
5	353	105	30%
6	47	20	43%
Total	1953	861	44%



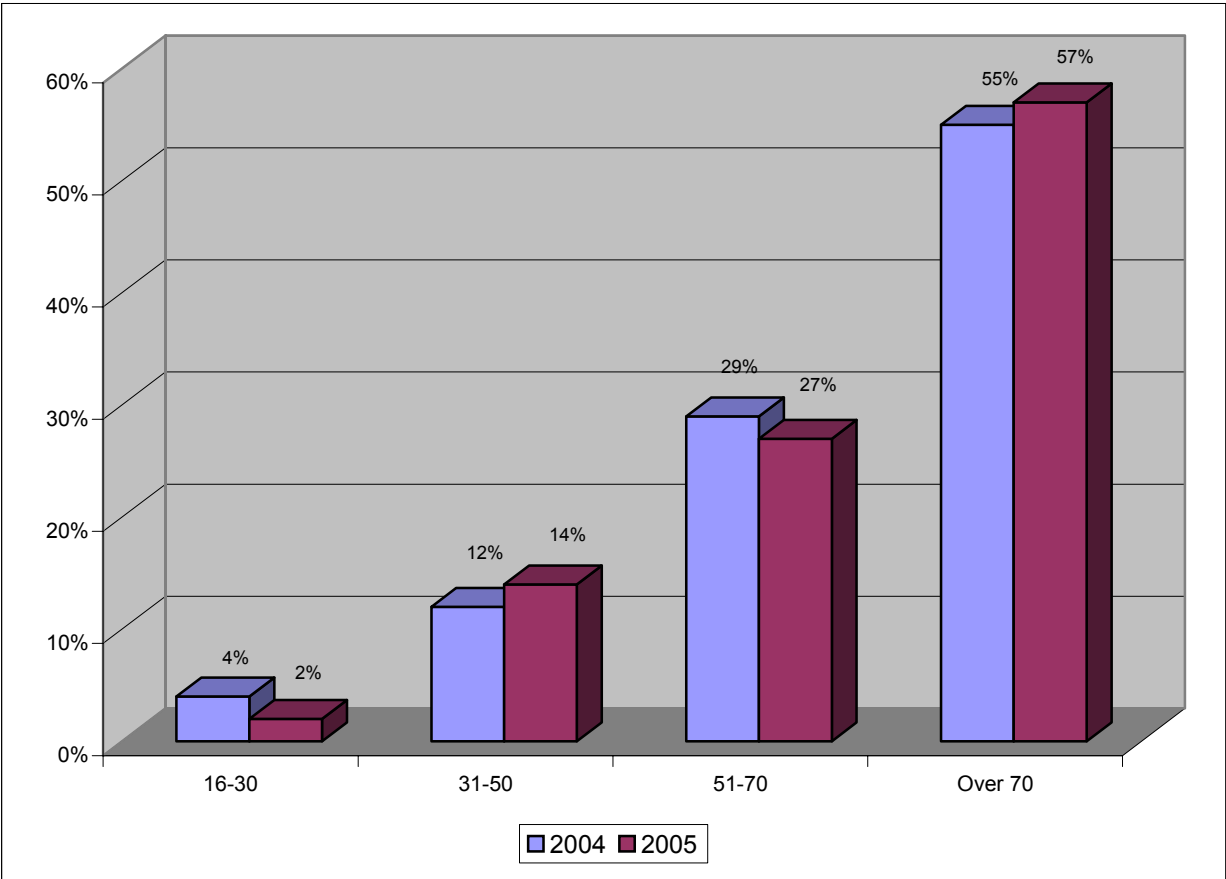
Region	Welfare Offices				
1	Portsmouth	Balham	Tunbridge Wells	High Wycombe	
2	Cardiff	Wrexham	Newton Abbott	Swansea	
3	Norwich	Birmingham	Sheffield	Nottingham	
4	Leeds	Manchester	Preston	Bootle	
5	Aberdeen	Edinburgh	Glasgow	Inverness	Newcastle
6	Belfast	Dublin	Cork		

Access and Contact

Q1. What age group are you?

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

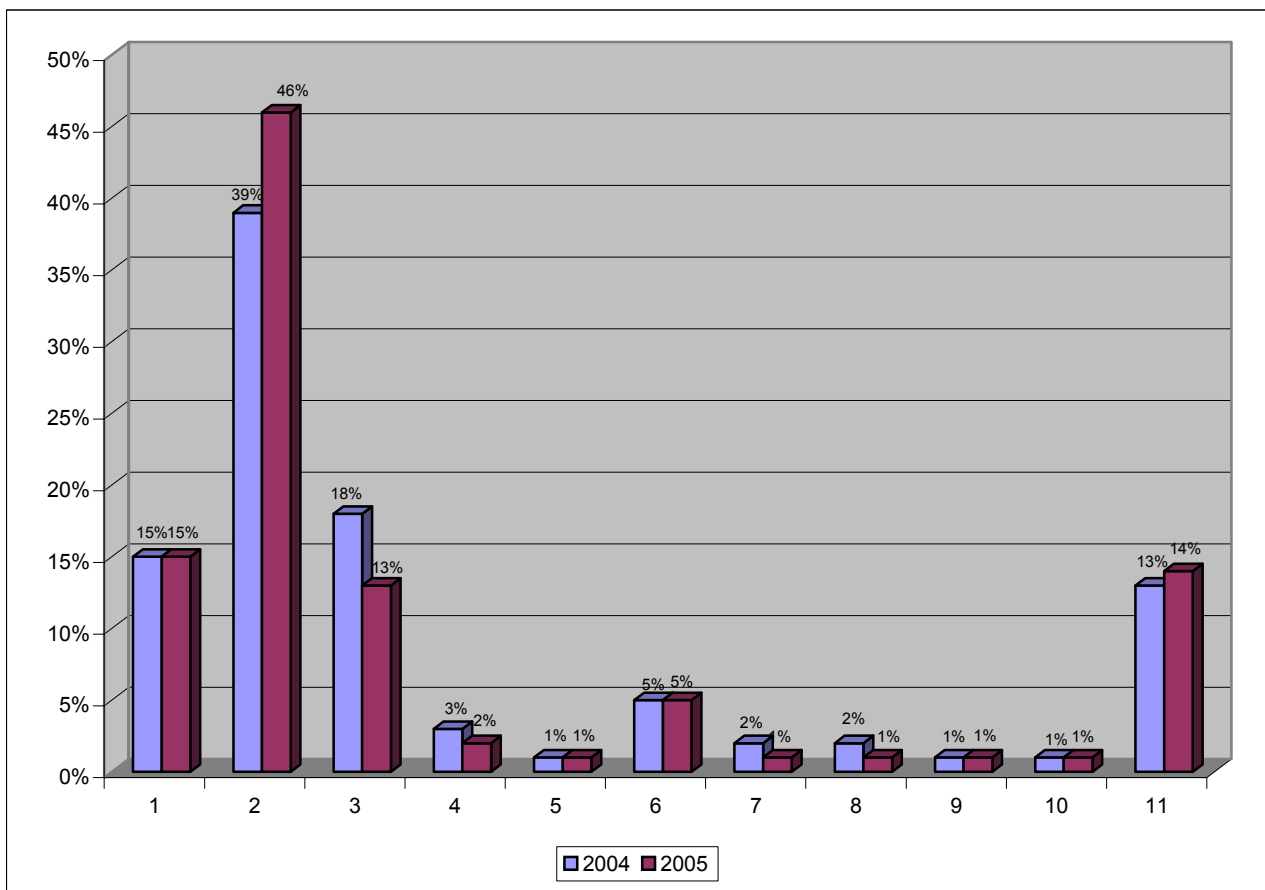
Total Responses	864	832
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Q2. How did you find out about the Welfare Service?

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

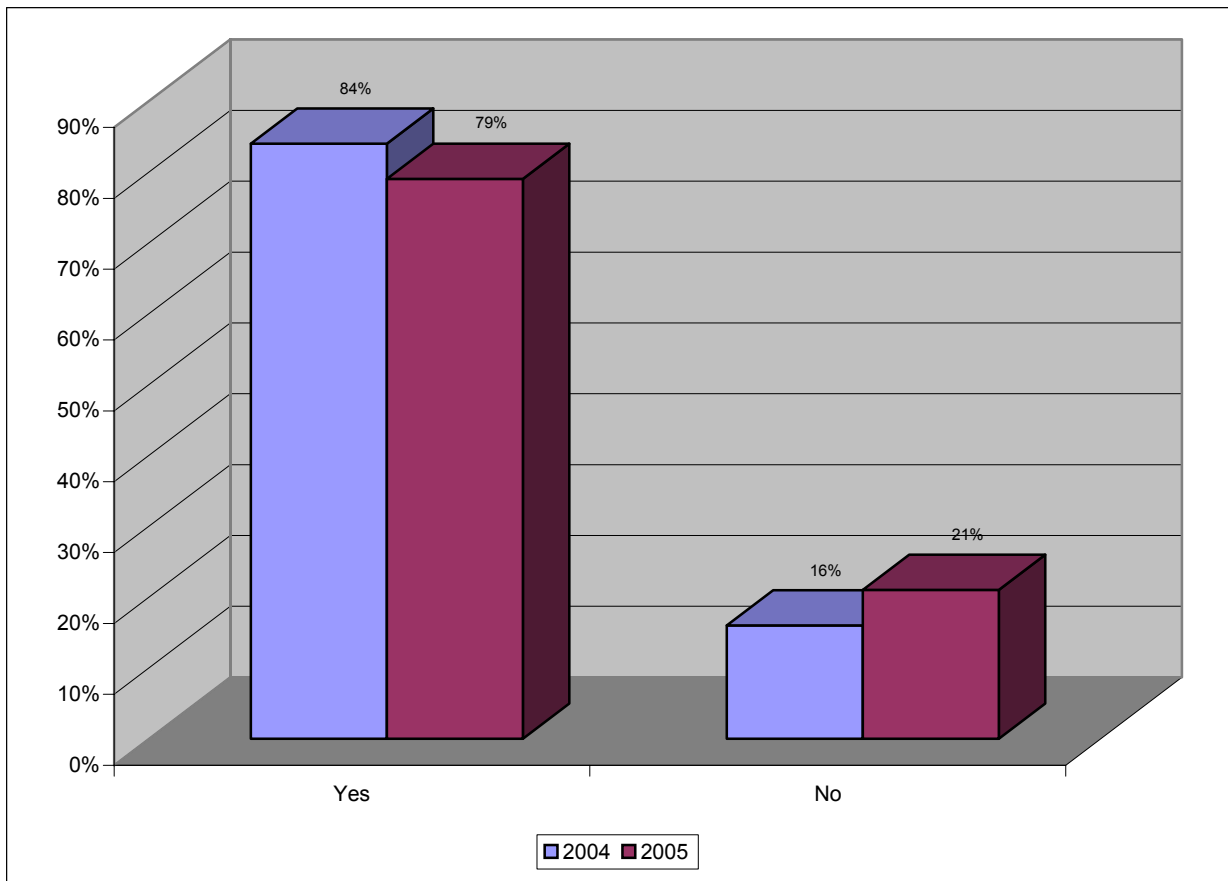
Total Responses	952	848
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Q3. Have you ever contacted the War Pensioners Welfare Service by Telephone?

	2004	2005
Yes	84%	79%
No	16%	21%

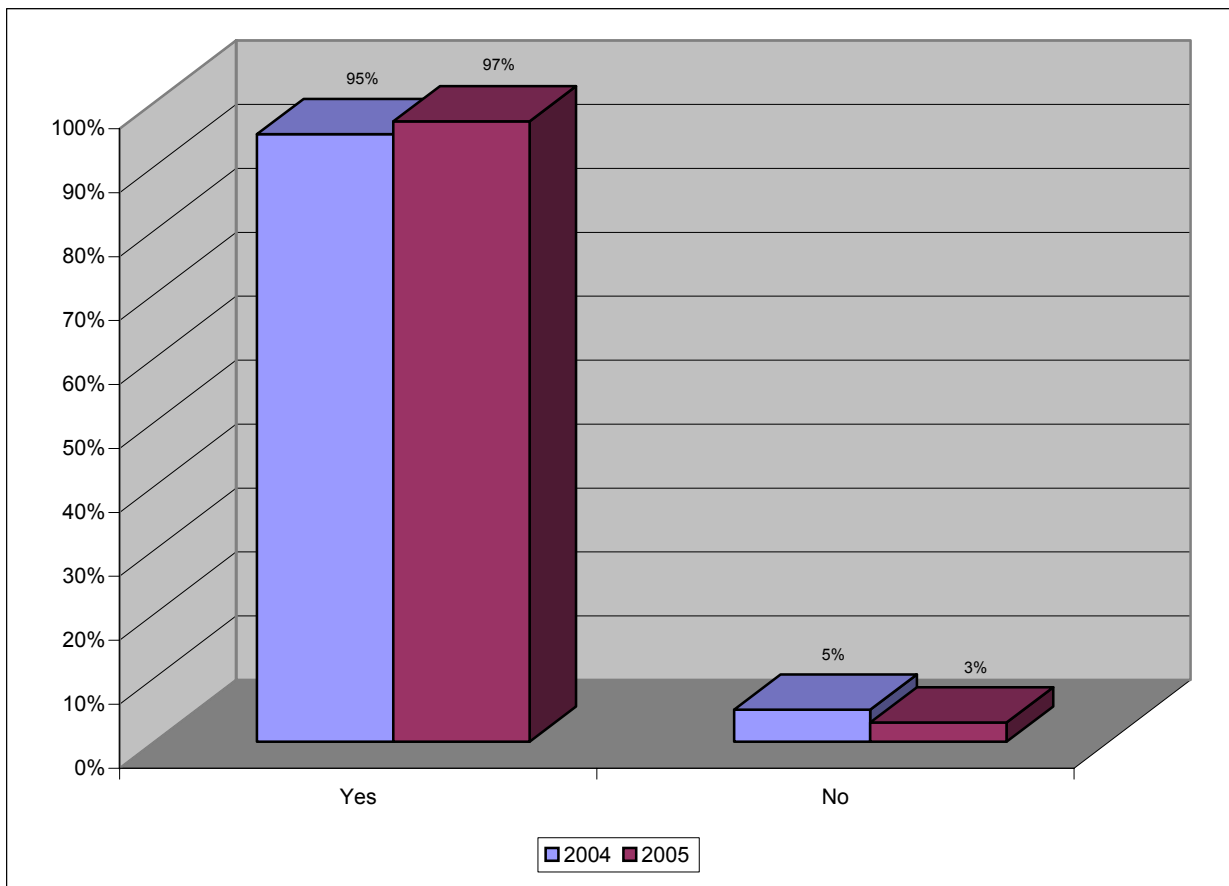
Total Responses	900	825
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Q4a. Did the person you spoke to tell you their name?

	2004	2005
Yes	95%	97%
No	5%	3%

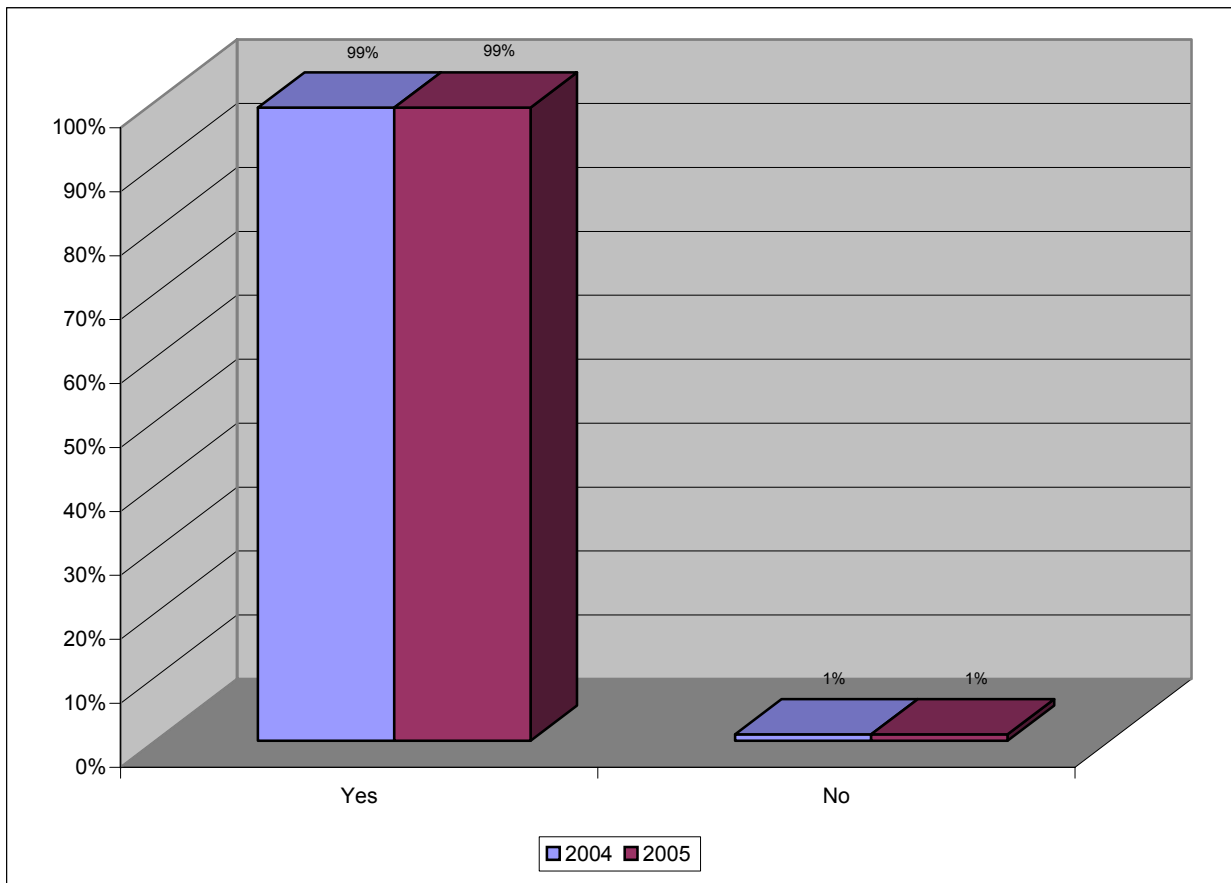
Total Responses	705	590
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Q4b. Did the person you spoke to speak politely to you?

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

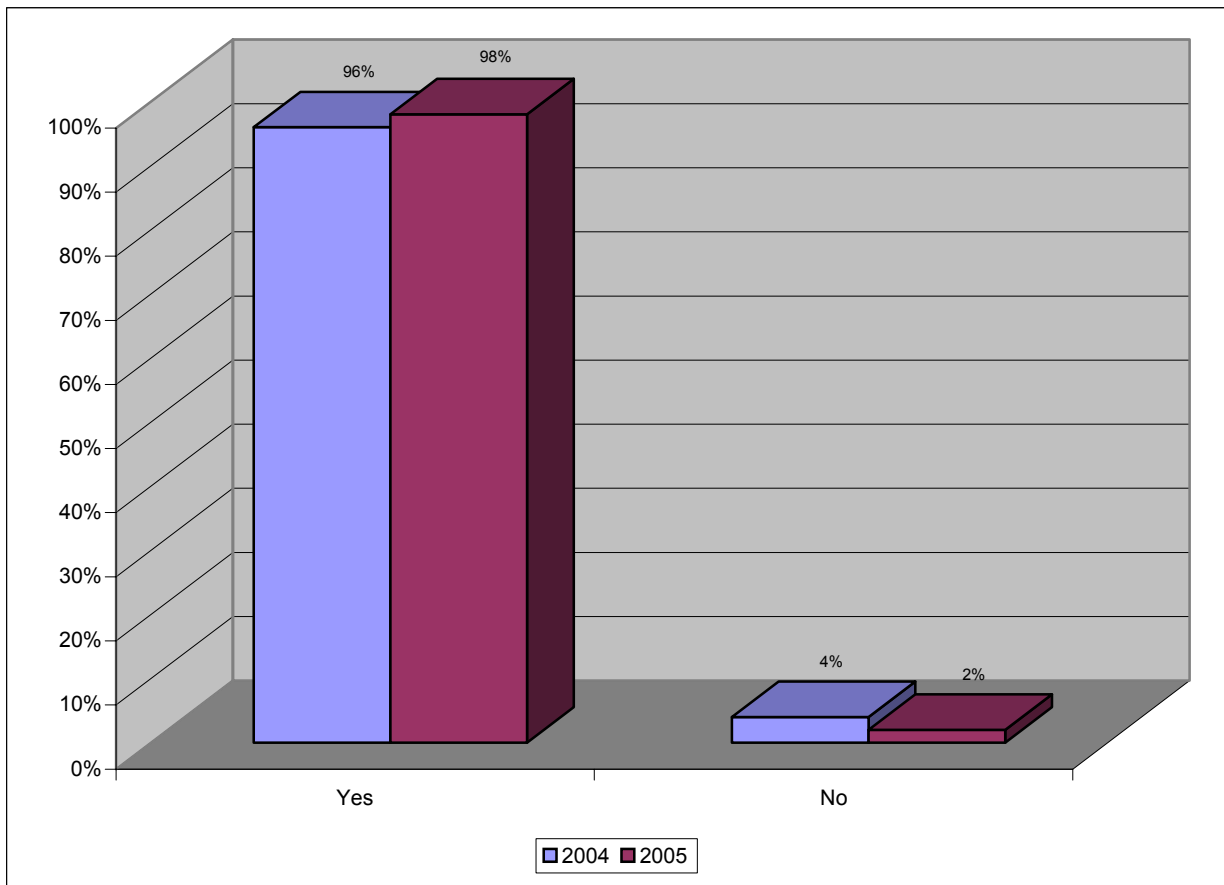
Total Responses	715	613
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Q4c. Did the person you spoke to appear to be interested?

	2004	2005
Yes	96%	98%
No	4%	2%

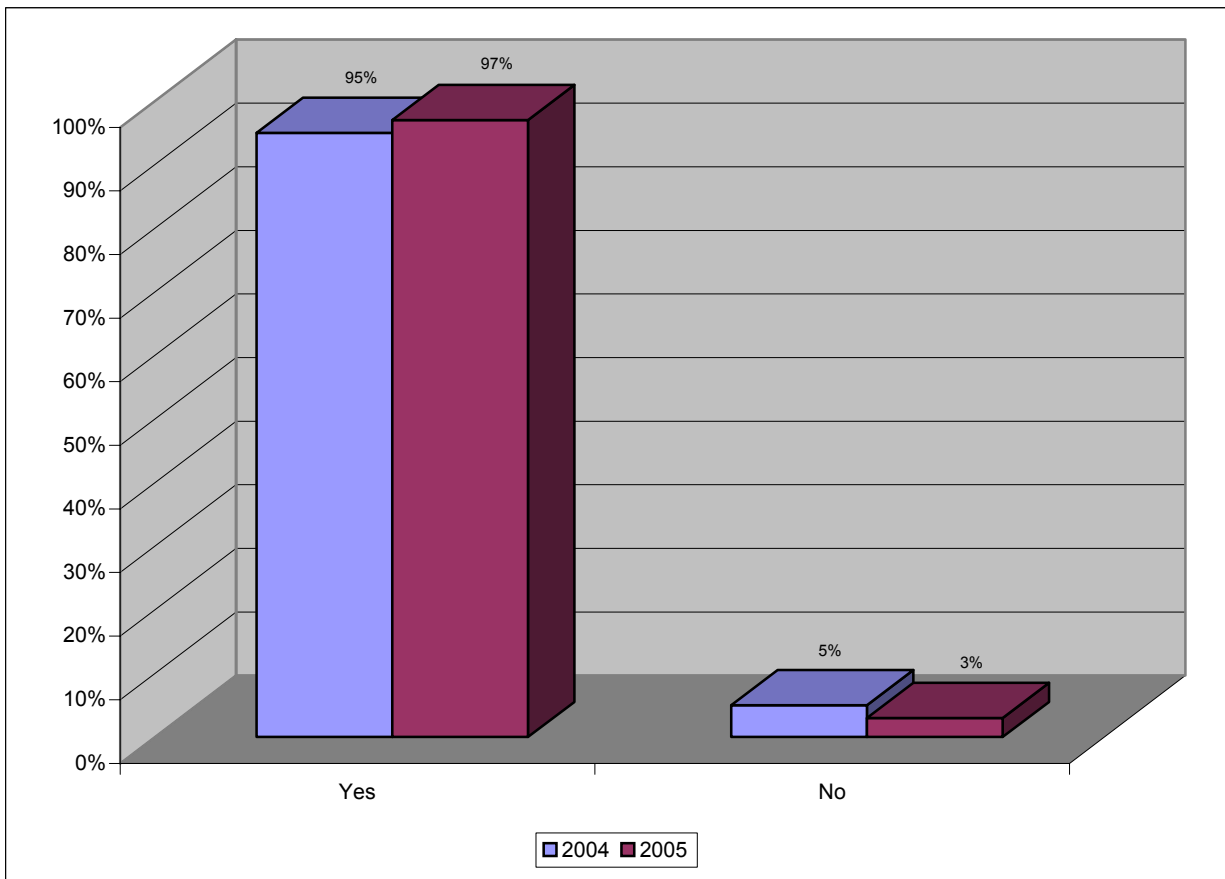
Total Responses	680	570
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Q4d. Did the person you spoke to explain things clearly to you?

	2004	2005
Yes	95%	97%
No	5%	3%

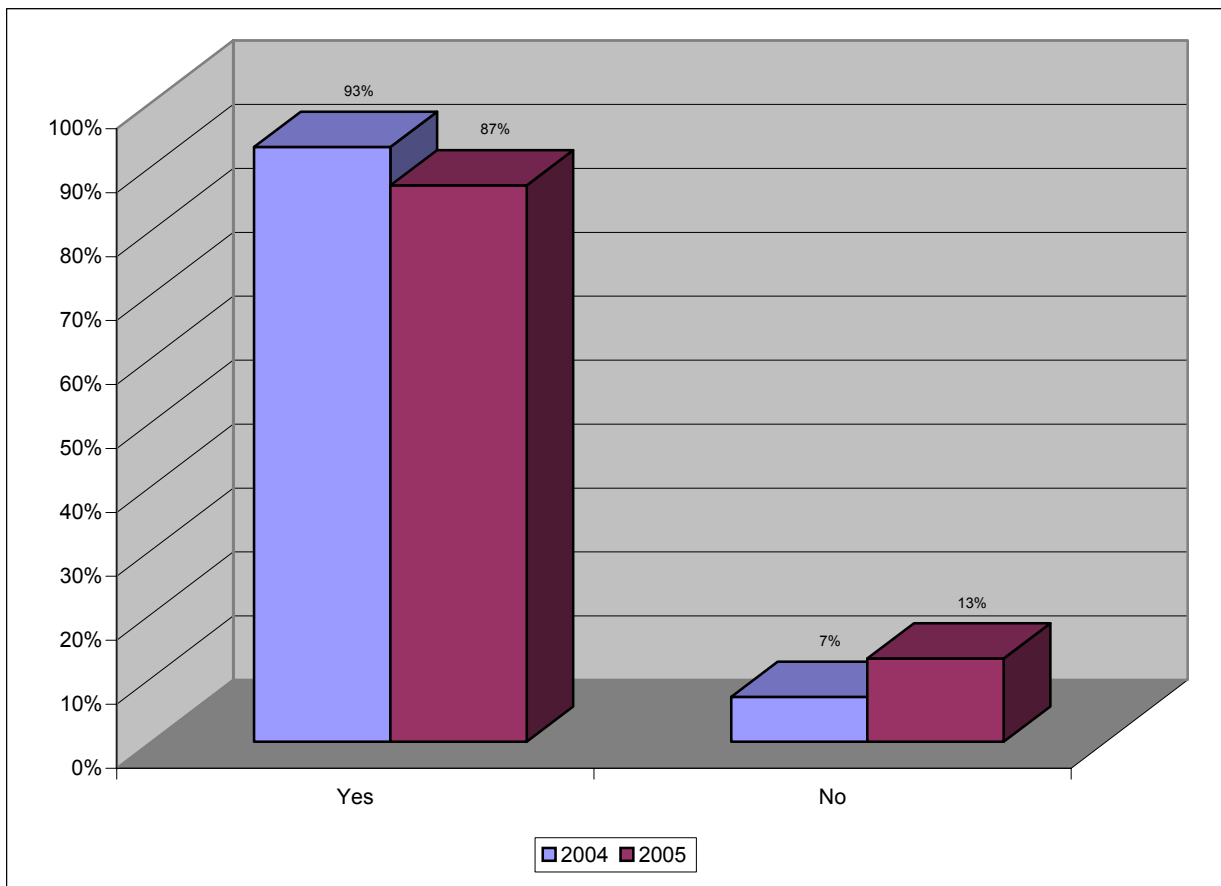
Total Responses	676	582
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Q5. Have you ever received letters from the War Pensioners Welfare Service?

	2004	2005
Yes	93%	87%
No	7%	13%

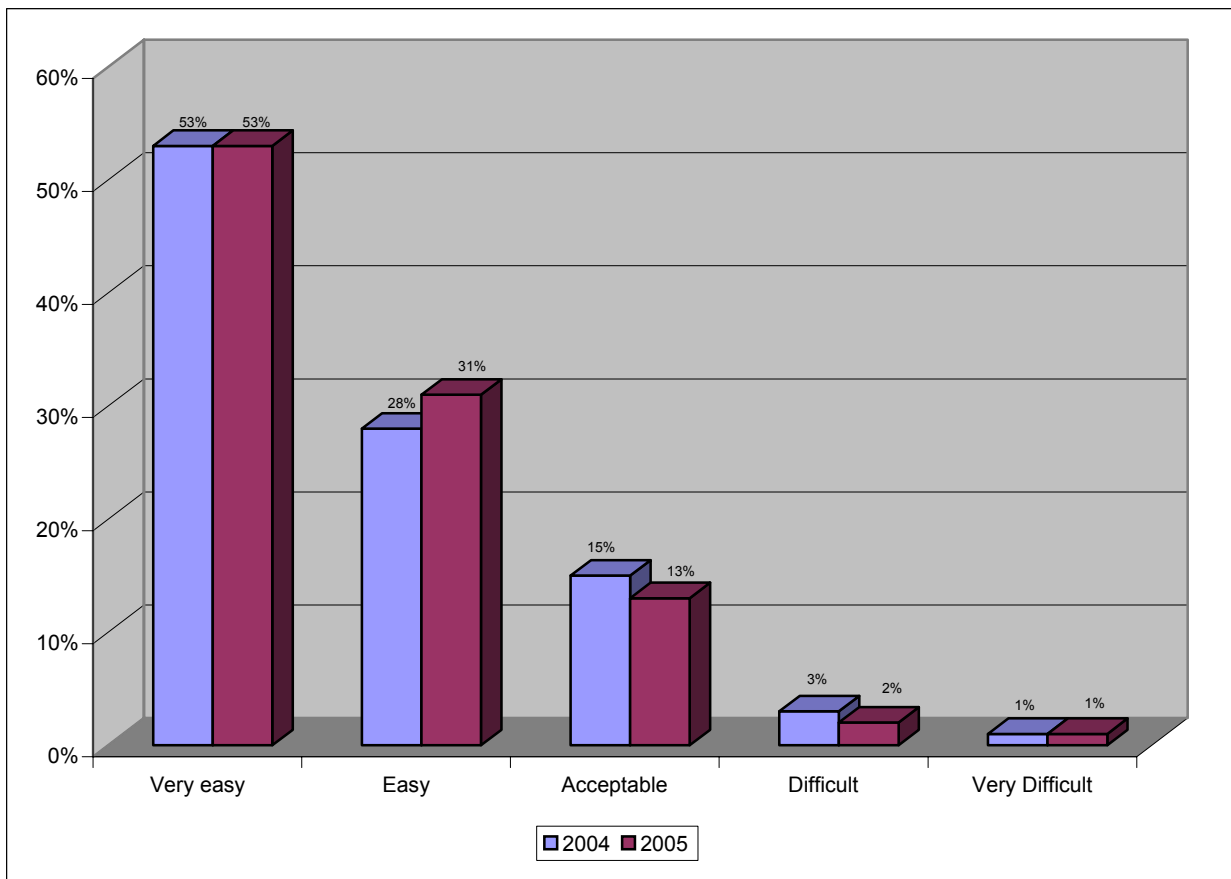
Total Responses	879	834
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Q6. How easy were the letters to understand?

	2004	2005
Very easy	53%	53%
Easy	28%	31%
Acceptable	15%	13%
Difficult	3%	2%
Very Difficult	1%	1%

Total Responses	806	720
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Further responses from 'Difficult' or 'Very Difficult' included:

- ~ Too many long words that I could not understand.
- ~ I am registered blind and I have help from my son.
- ~ Often I have to ring for someone to answer and make it easier to read.
- ~ Lots of legal jargon. Took me sometime to realise the VA and Army pension service are different.
- ~ They were using clinical terms and most of the time it goes over my head.

Regional Area Response Rates

Q1. What age group are you?

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
16-30	3%	3%	4%	1%	6%	1%	4%	3%	4%	1%
31-50	12%	10%	12%	17%	12%	10%	11%	17%	14%	14%
51-70	25%	25%	26%	25%	25%	27%	36%	26%	33%	30%
Over 70	60%	62%	58%	57%	57%	62%	49%	54%	49%	55%

Total Responses	193	210	185	209	171	141	168	148	125	104
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Q2. How did you find out about the Welfare Service?

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Armed Forces Discharge Pack	12%	14%	17%	16%	15%	12%	13%	18%	20%	11%
Veterans Agency	42%	55%	42%	46%	43%	42%	39%	42%	30%	37%
Ex-Service Organisation	12%	13%	18%	12%	17%	12%	19%	10%	26%	18%
Welfare Service advice day/surgery	2%	0%	1%	3%	4%	4%	3%	1%	1%	4%
Welfare Service Mobile Unit	1%	0%	1%	0%	1%	2%	1%	1%	0%	3%
Dept for Work and Pensions	5%	2%	4%	5%	5%	5%	7%	5%	5%	10%
Citizens Advice Bureau	3%	1%	1%	1%	1%	0%	2%	1%	2%	3%
Age Concern	5%	0%	1%	0%	3%	12%	1%	1%	1%	2%
Telephone Book	1%	0%	1%	0%	2%	0%	0%	0%	1%	1%
Internet	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%
Other	16%	14%	14%	17%	9%	11%	15%	20%	14%	11%

Total Responses	222	205	203	210	183	163	183	147	137	103
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Q3. Have you ever contacted the War Pensioners Welfare Service by Telepho

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	80%	72%	81%	83%	89%	81%	91%	82%	76%	71%
No	20%	28%	19%	17%	11%	19%	9%	18%	24%	29%

Total Responses	202	210	193	203	178	143	173	152	132	97
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Q4a. Did the person you spoke to tell you their name?

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	95%	96%	94%	97%	93%	99%	96%	92%	96%	100%
No	5%	4%	6%	3%	7%	1%	4%	8%	4%	0%

Total Responses	148	139	145	151	151	108	148	117	95	58
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Q4b. Did the person you spoke to speak politely to you?

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	99%	99%	99%	100%	100%	99%	99%	100%	99%	100%
No	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%

Total Responses	151	145	147	162	151	109	151	116	97	64
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Q4c. Did the person you spoke to appear to be interested?

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	94%	99%	98%	99%	97%	96%	96%	96%	97%	98%
No	6%	1%	2%	1%	3%	4%	4%	4%	3%	2%

Total Responses	145	136	136	146	145	101	143	112	93	58
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Q4d. Did the person you spoke to explain things clearly to you?

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	93%	97%	98%	97%	97%	97%	94%	98%	96%	98%
No	7%	3%	2%	3%	3%	3%	6%	2%	4%	2%

Total Responses	139	141	137	151	146	104	143	108	93	60
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Q4e. Did the person you spoke to allow you to ask questions?

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	95%	98%	99%	100%	99%	99%	96%	98%	97%	98%
No	5%	2%	1%	0%	1%	1%	4%	2%	3%	2%

Total Responses	141	136	140	144	141	95	138	106	92	57
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Q5. Have you ever received letters from the War Pensioners Welfare Service?

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	94%	87%	90%	89%	94%	90%	96%	83%	90%	84%
No	6%	13%	10%	11%	6%	10%	4%	17%	10%	16%

Total Responses	193	212	189	209	177	144	169	151	130	98
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Q6. How easy were the letters to understand?

	Region 1		Region 2		Region 3		Region 4		Region 5	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Very easy	52%	52%	52%	57%	57%	52%	52%	52%	53%	54%
Easy	23%	31%	32%	31%	27%	33%	31%	31%	29%	27%
Acceptable	17%	14%	11%	9%	13%	12%	15%	13%	16%	15%
Difficult	6%	1%	4%	2%	2%	3%	1%	4%	1%	2%
Very Difficult	2%	2%	1%	1%	1%	0%	1%	0%	1%	2%

Total Responses	180	182	168	182	166	128	159	124	114	84
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Region 6	
2004	2005
0%	0%
18%	30%
46%	50%
36%	20%

22	20
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Region 6	
2004	2005
31%	15%
34%	45%
12%	15%
4%	0%
0%	5%
0%	5%
0%	0%
0%	0%
4%	0%
0%	0%
15%	15%

26	20
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ne?

Region 6	
2004	2005
82%	90%
18%	10%

22	20
-----------	-----------

Region 6	
2004	2005
94%	100%
6%	0%

18	17
-----------	-----------

Region 6	
2004	2005
100%	100%
0%	0%

18	17
-----------	-----------

Region 6	
2004	2005
94%	100%
6%	0%

18	17
-----------	-----------

Region 6	
2004	2005
100%	100%
0%	0%

18	18
-----------	-----------

Region 6	
2004	2005
94%	100%
6%	0%

17	15
-----------	-----------

Region 6	
2004	2005
90%	100%
10%	0%

21	20
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Region 6	
2004	2005
47%	50%
37%	30%
16%	20%
0%	0%
0%	0%

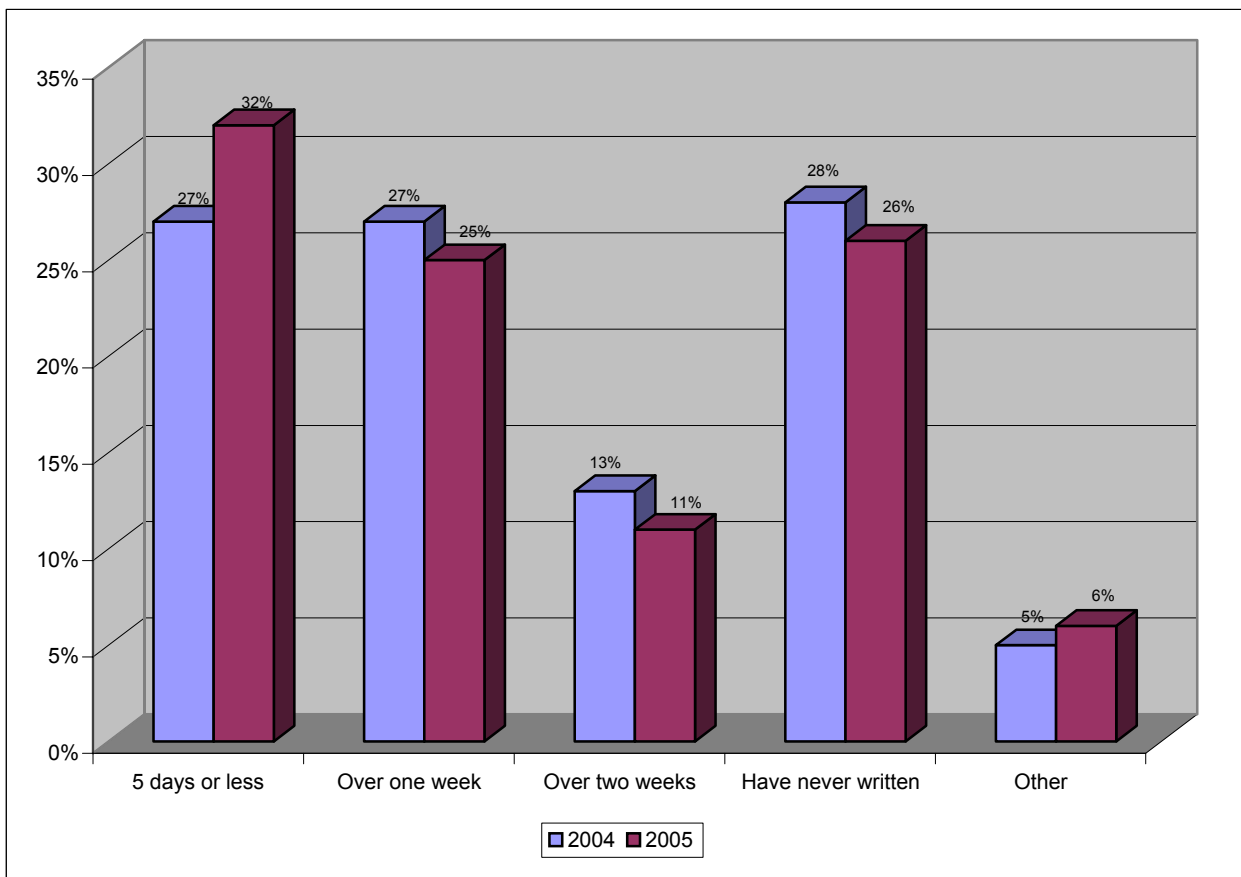
19	20
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Response Times

7. When last writing to us, how long did it take us to acknowledge your correspondence?

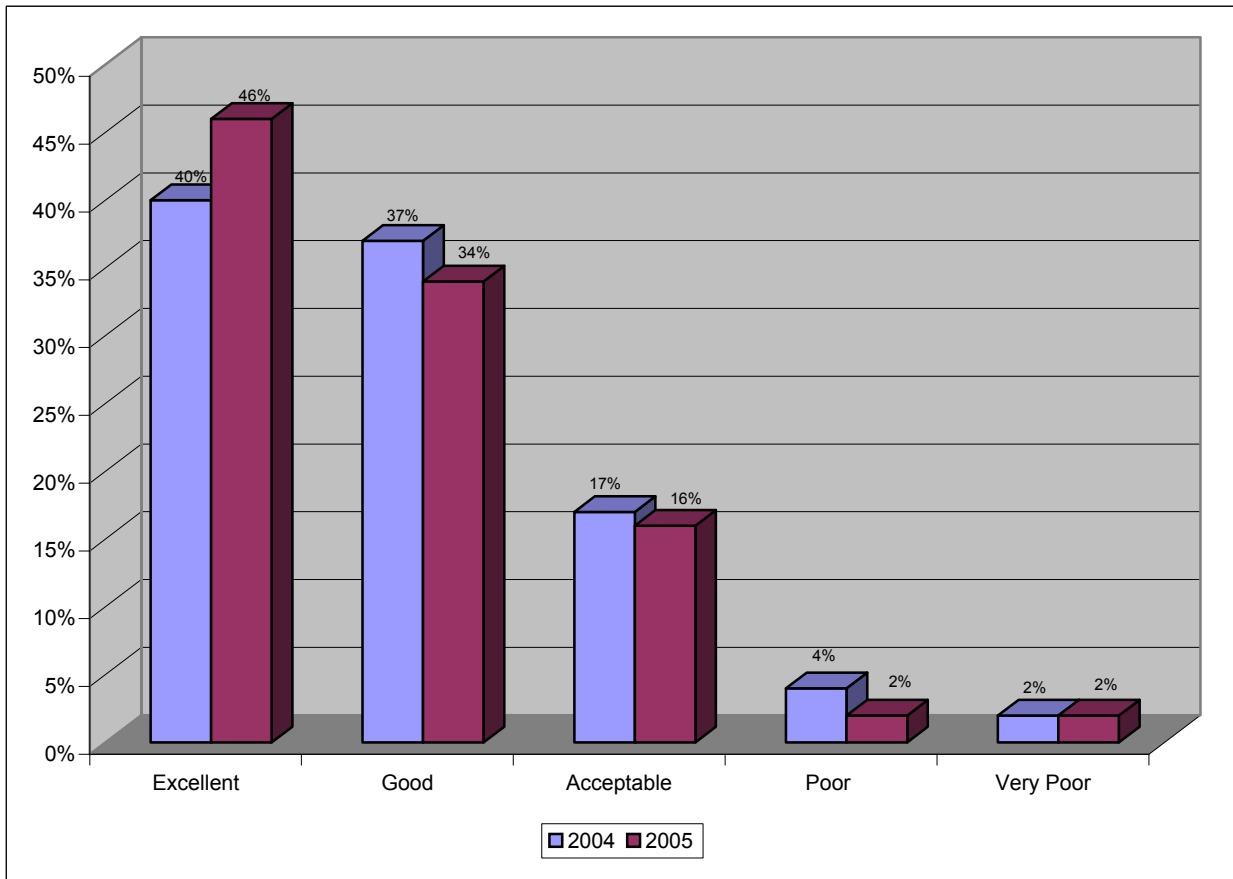
	2004	2005
5 days or less	27%	32%
Over one week	27%	25%
Over two weeks	13%	11%
Have never written	28%	26%
Other	5%	6%

Total Responses	821	770
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8. Do you consider the time taken to fully respond to your correspondence was:

	2004	2005
Excellent	40%	46%
Good	37%	34%
Acceptable	17%	16%
Poor	4%	2%
Very Poor	2%	2%
Total Responses	582	551



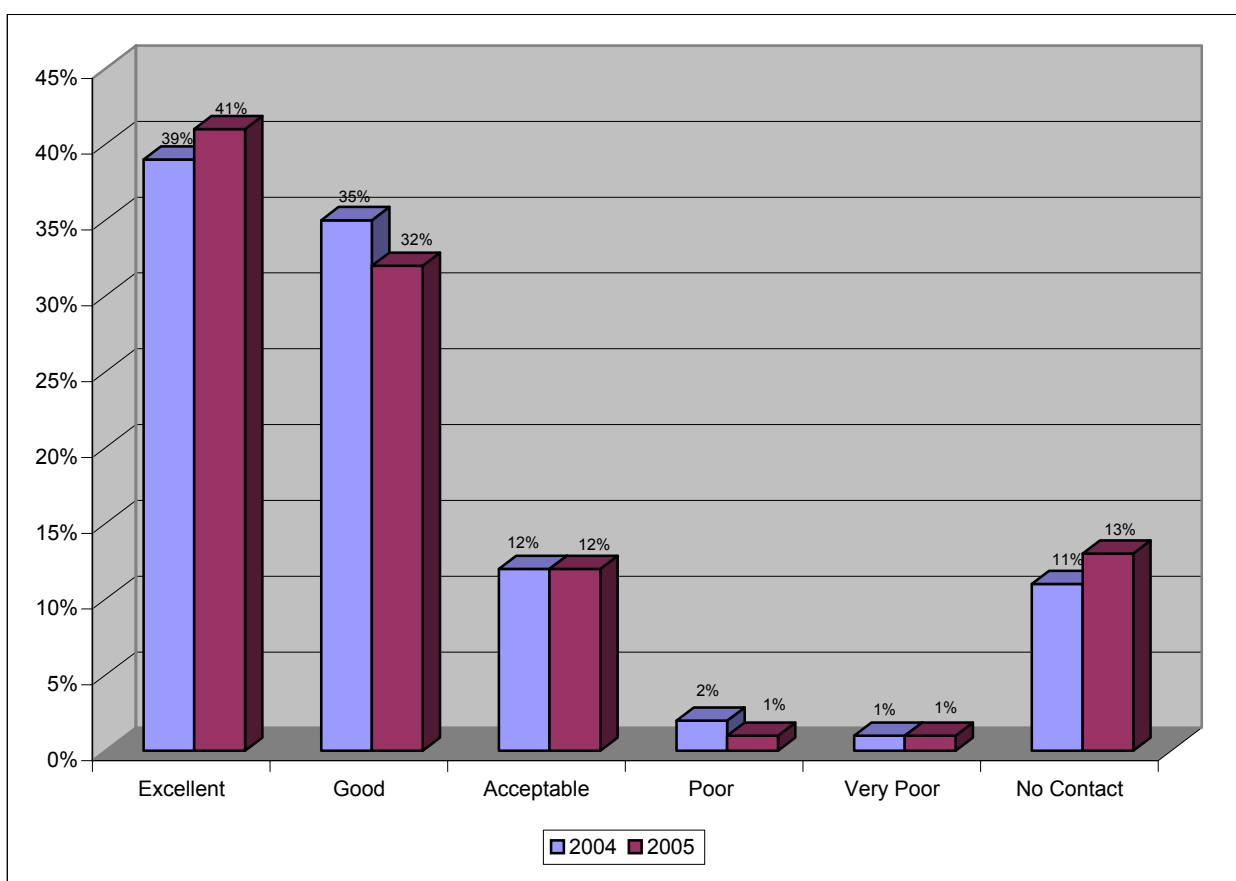
Further responses from 'Poor' or 'Very Poor' included:

- ~ The time taken to look at claim is disgusting.
- ~ The response has been far too slow in coming.
- ~ I questioned the decision about my pension conditions and their reply took months for some administrative mix-up.

9. If you have telephoned or emailed us, do you consider the time taken to respond to your telephone call or email was:

	2004	2005
Excellent	39%	41%
Good	35%	32%
Acceptable	12%	12%
Poor	2%	1%
Very Poor	1%	1%
No Contact	11%	13%

Total Responses	792	795
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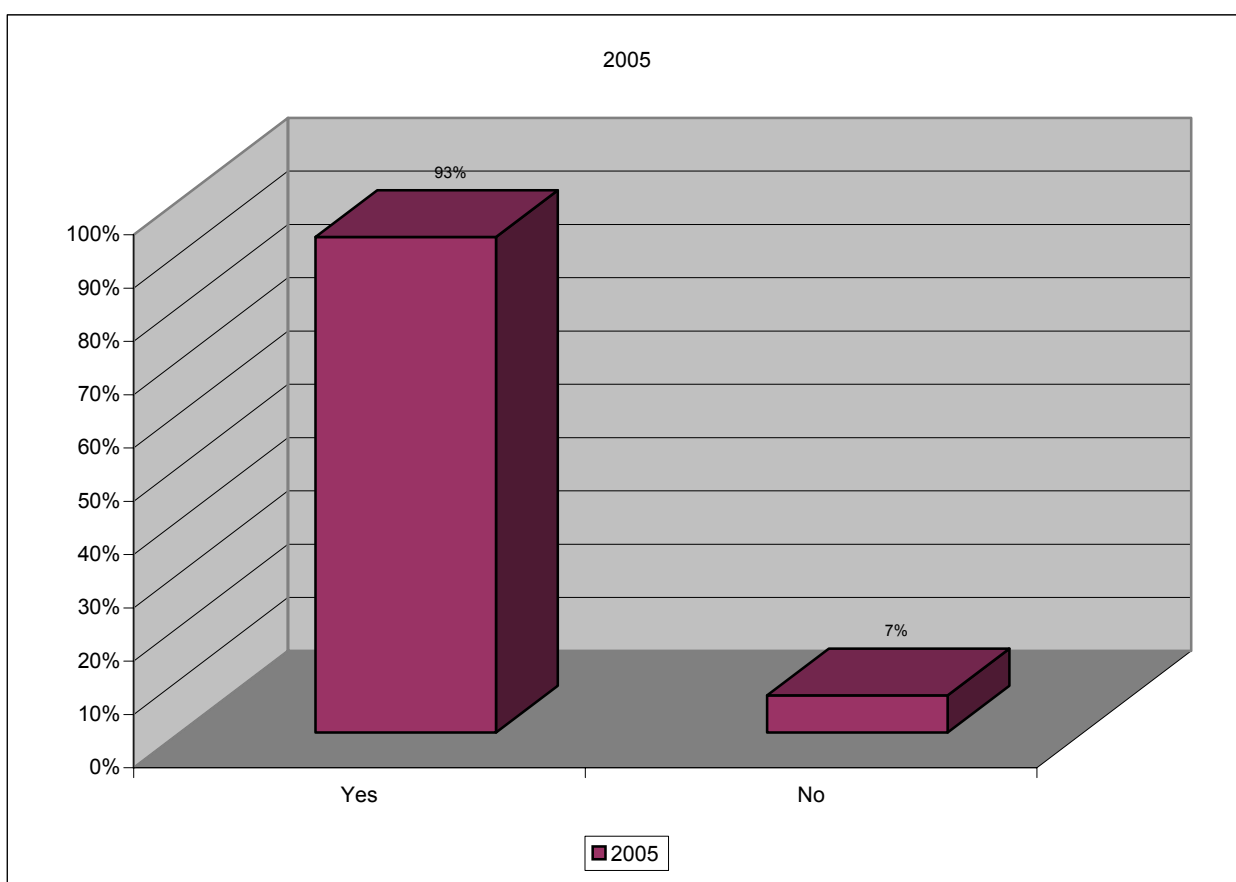
Further responses from 'Poor' or 'Very Poor' included:

- ~ It's always a recorded message saying your call is important, but we are very busy can you ring later
- ~ Always told to ring back later or phone just rings out.
- ~ Lines usually busy until late afternoon.

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

	2004	2005
Yes	NA	93%
No	NA	7%

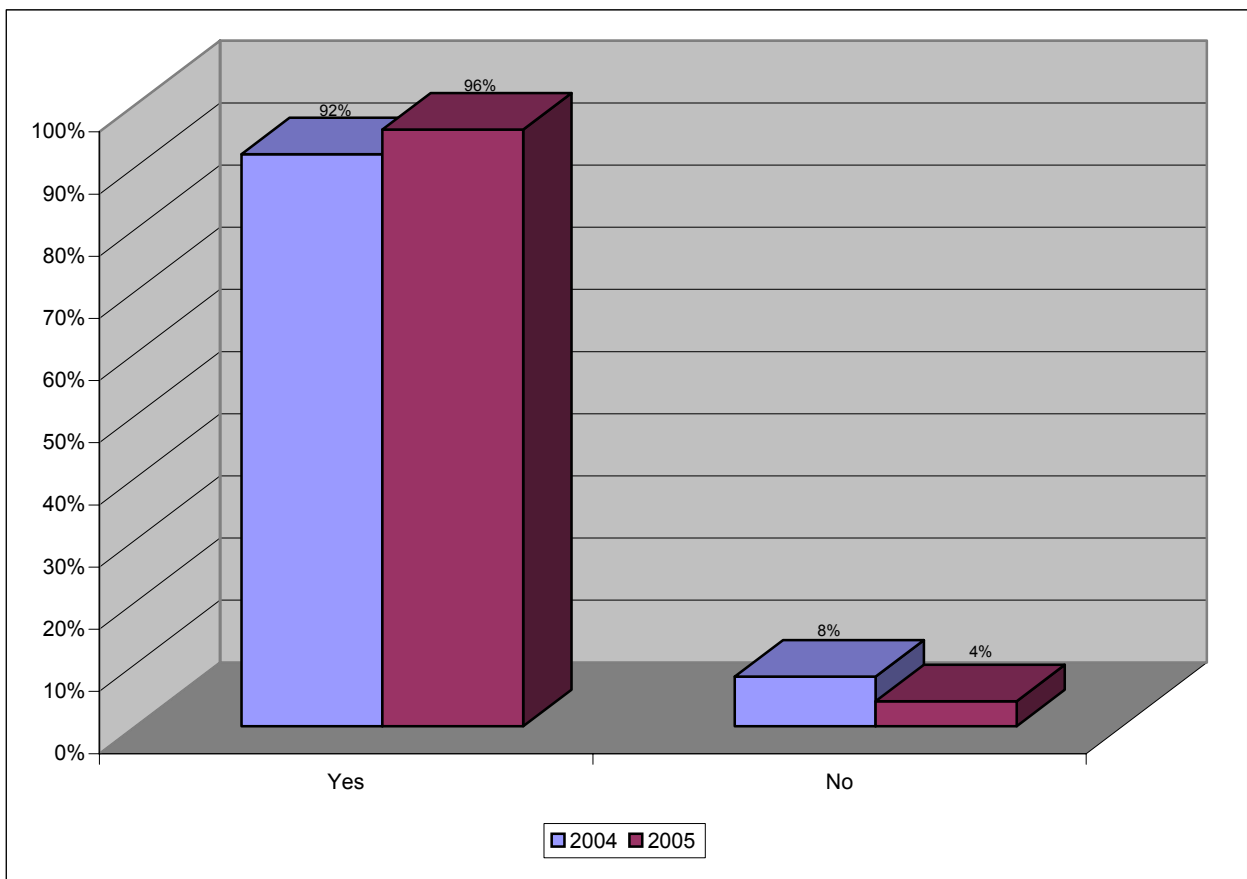
Total Responses	NA	711
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11. Did the person who visited you identify themselves using a picture identification visiting pass?

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

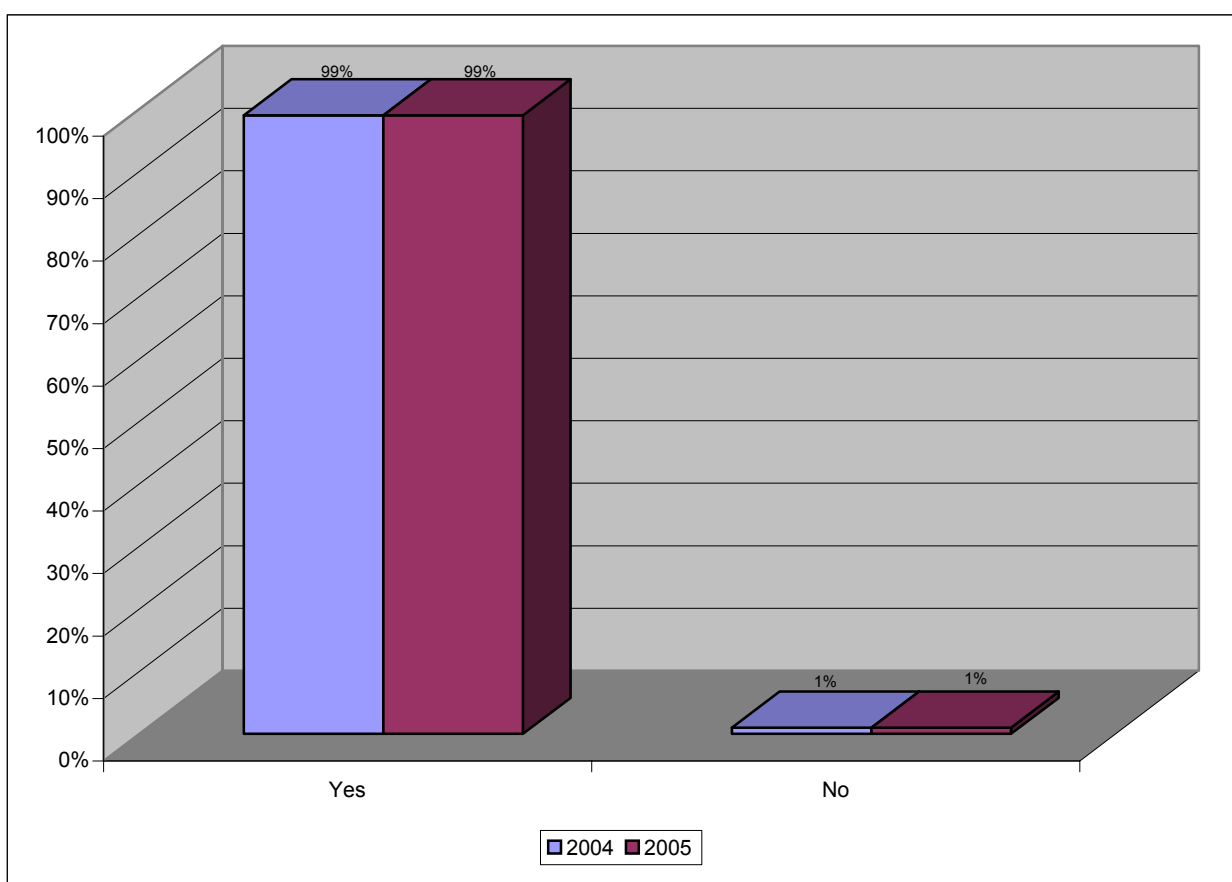
Total Responses	587	654
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12a. During the visit, did the visiting officer explain the reason for the visit?

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

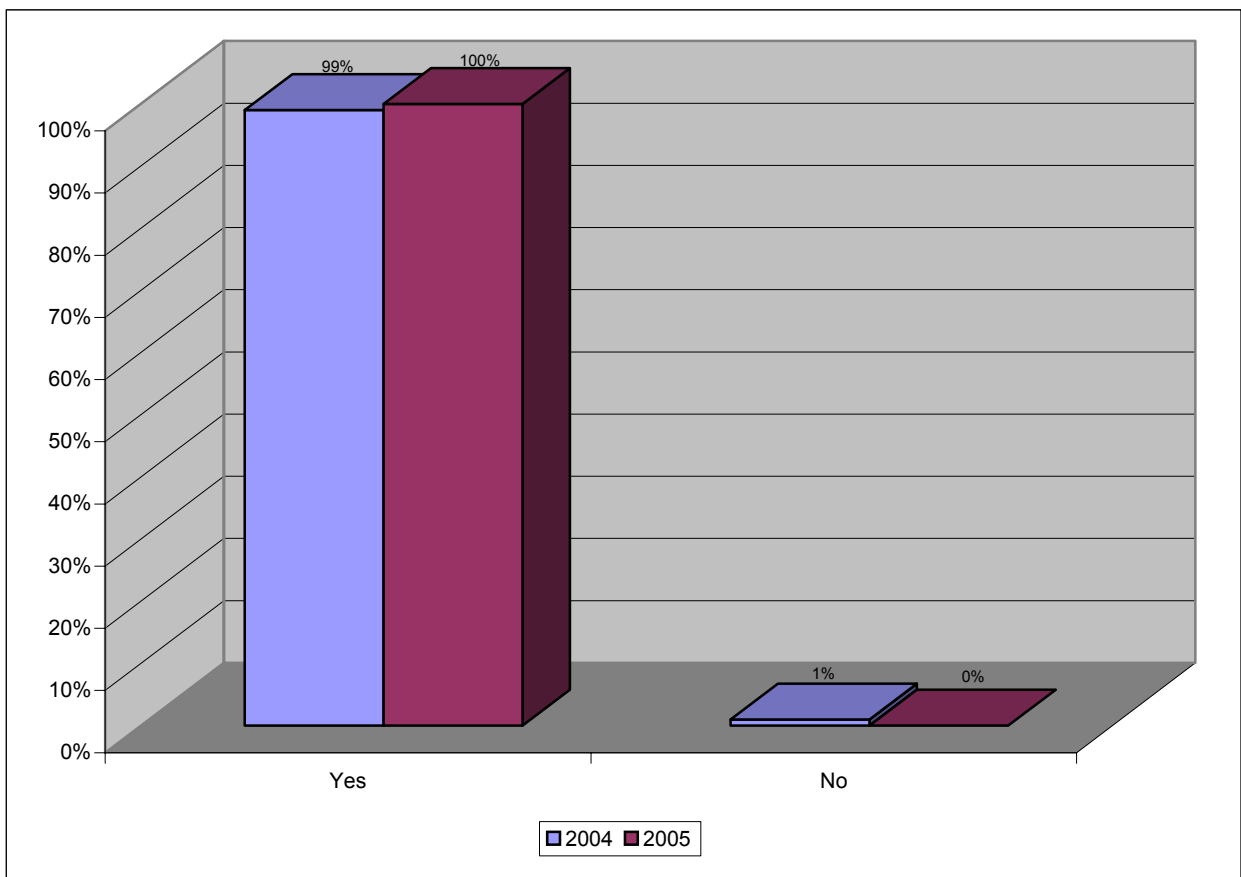
Total Responses	599	632
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12b. During the visit, did the visiting officer speak politely to you?

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

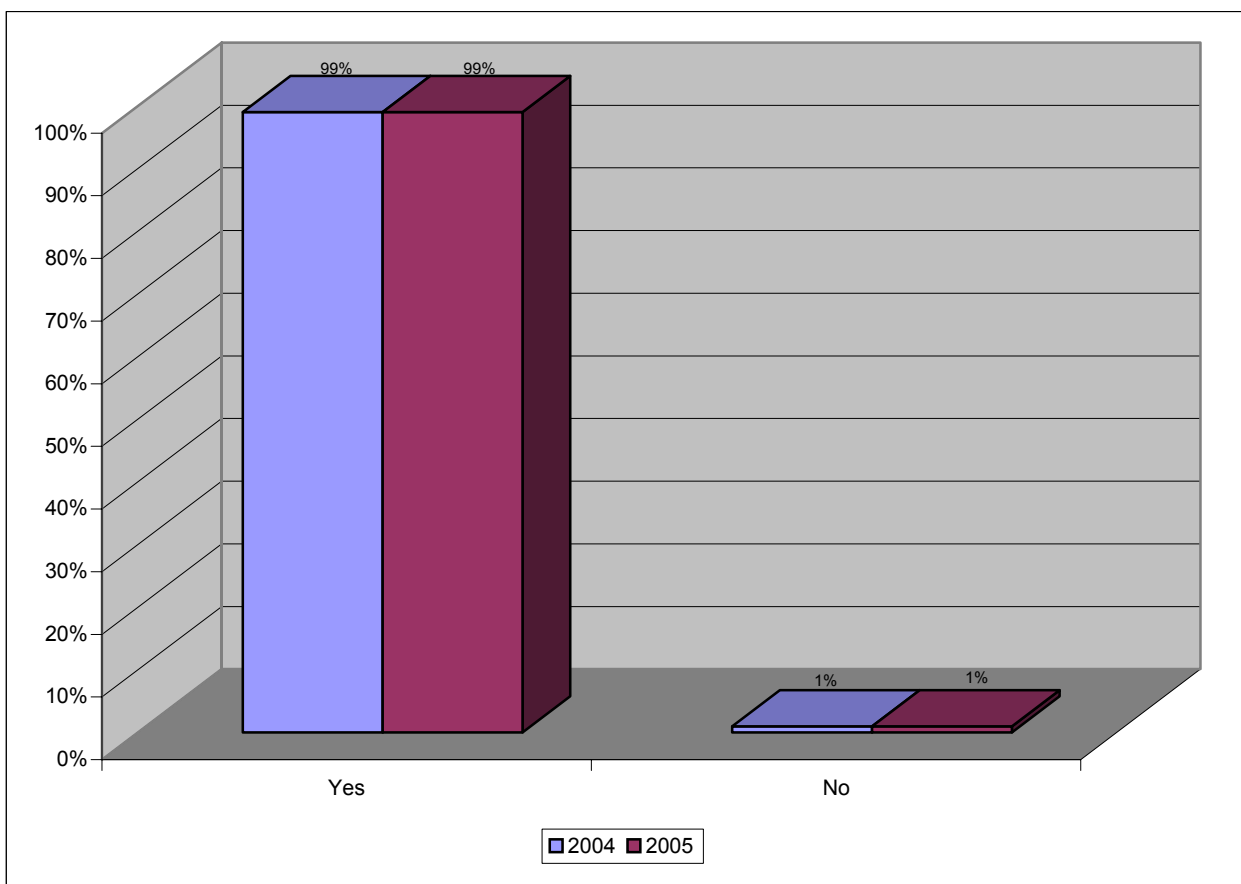
Total Responses	617	617
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12c. During the visit, did the visiting officer appear to be interested?

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

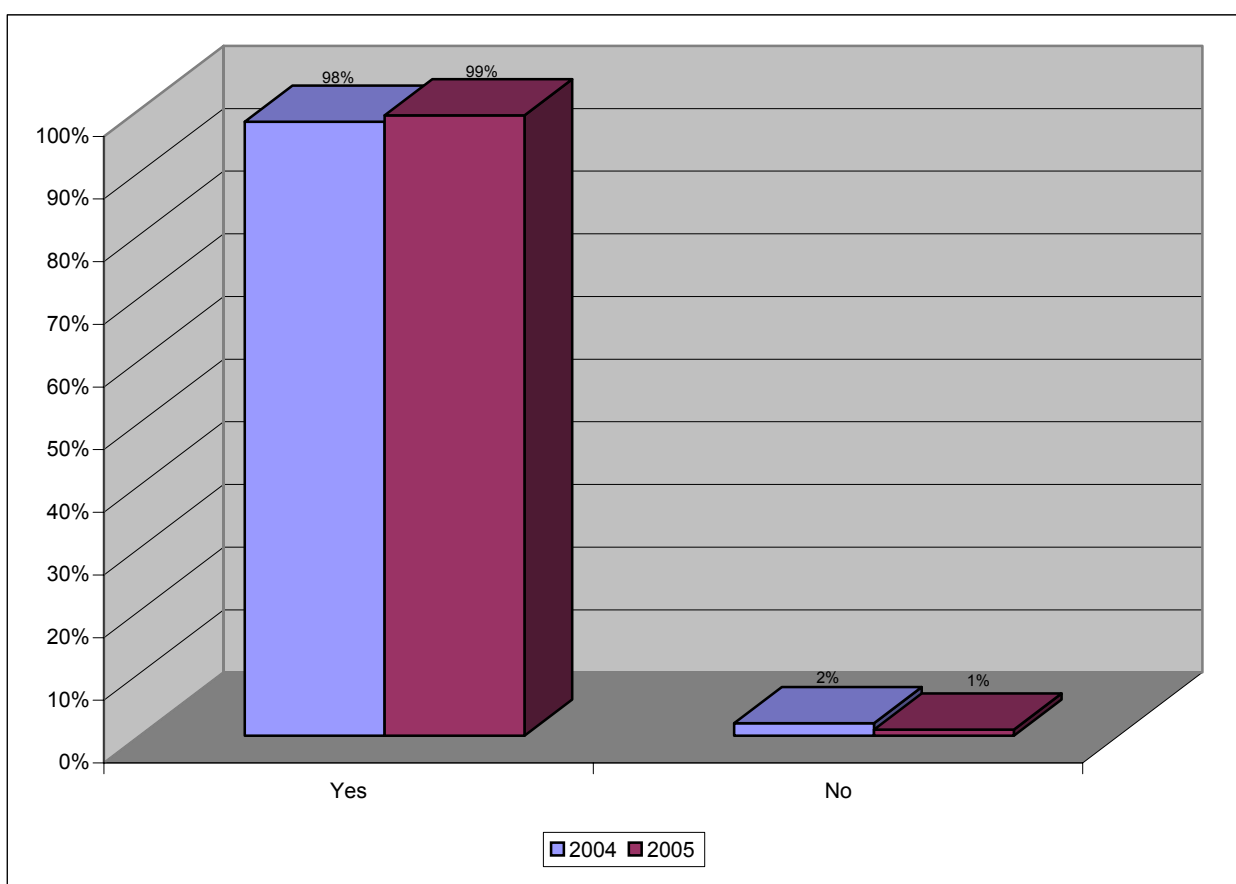
Total Responses	597	593
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12d. During the visit, did the visiting officer explain things clearly to you?

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

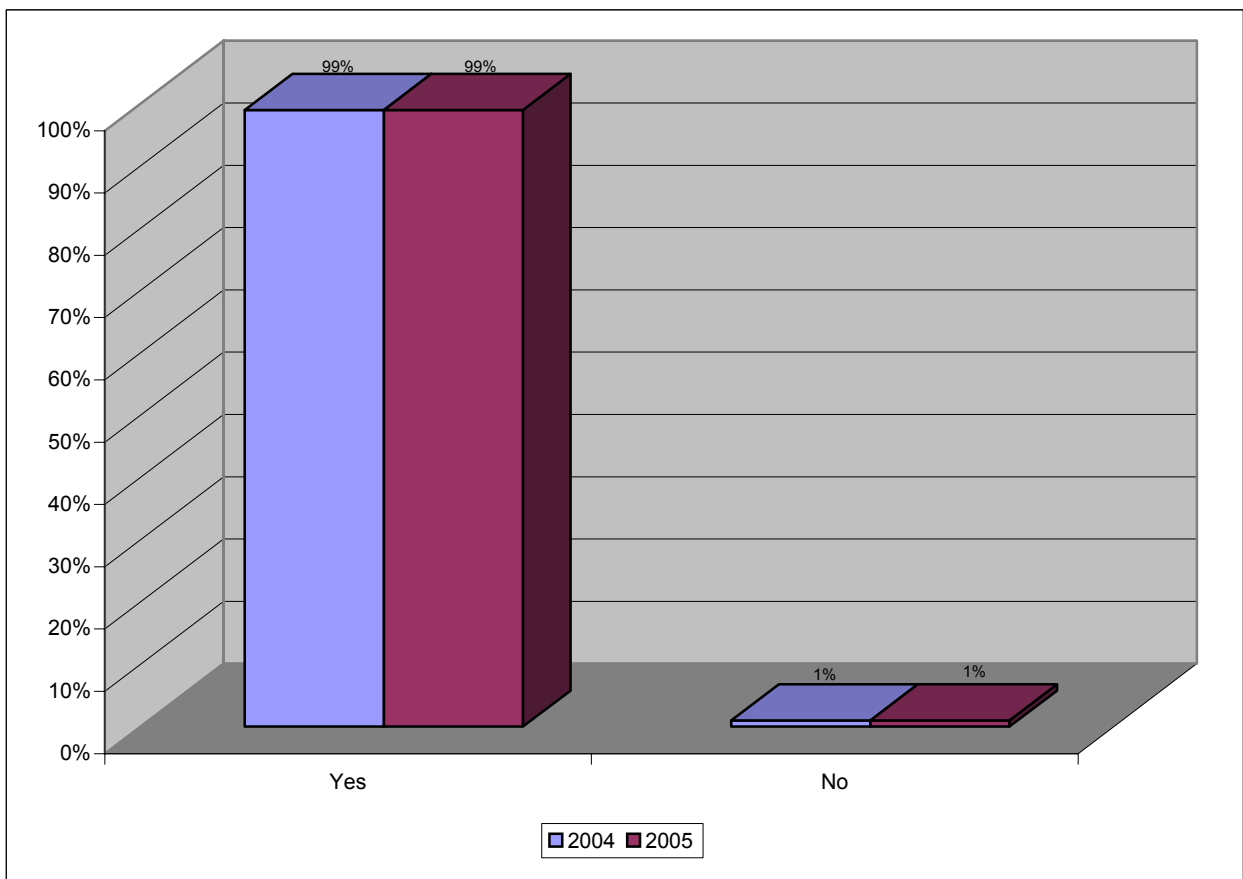
Total Responses	613	608
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12e. During the visit, did the visiting officer allow you to ask questions?

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

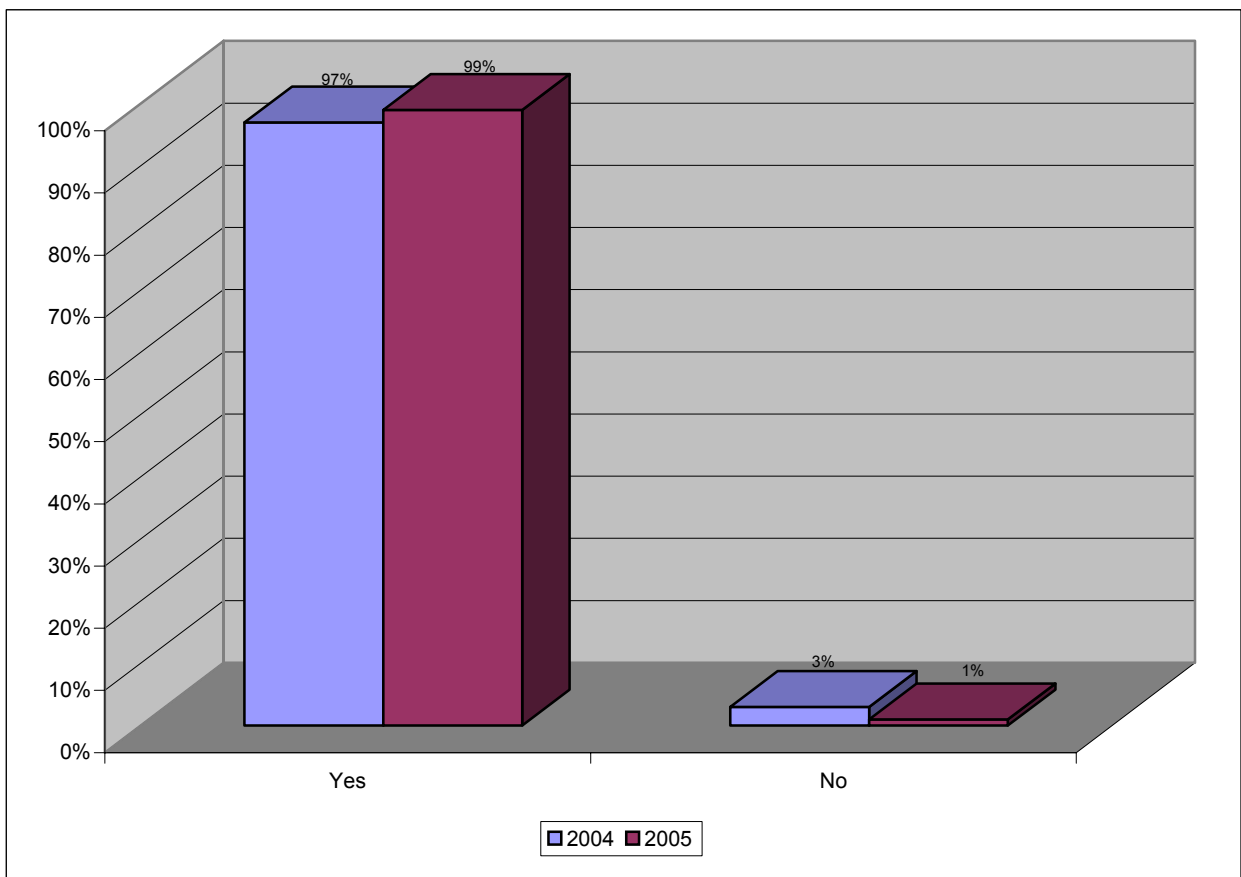
Total Responses	610	599
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12f. During the visit, did the visiting officer verbally confirm the action they intended to take?

	2004	2005
Yes	97%	99%
No	3%	1%

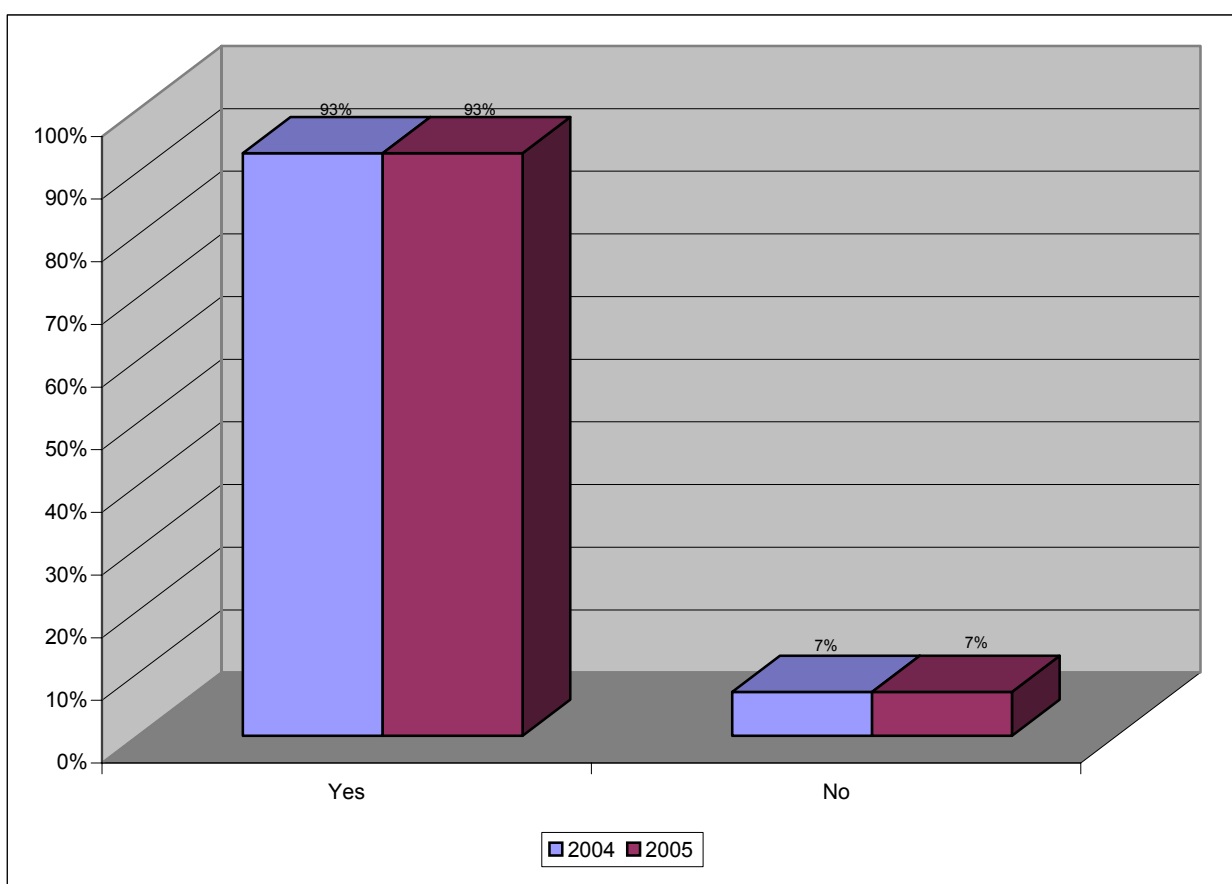
Total Responses	596	573
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13. Following the visit, if the Welfare Manager said that they would confirm the action taken in writing, did they do this?

	2004	2005
Yes	93%	93%
No	7%	7%

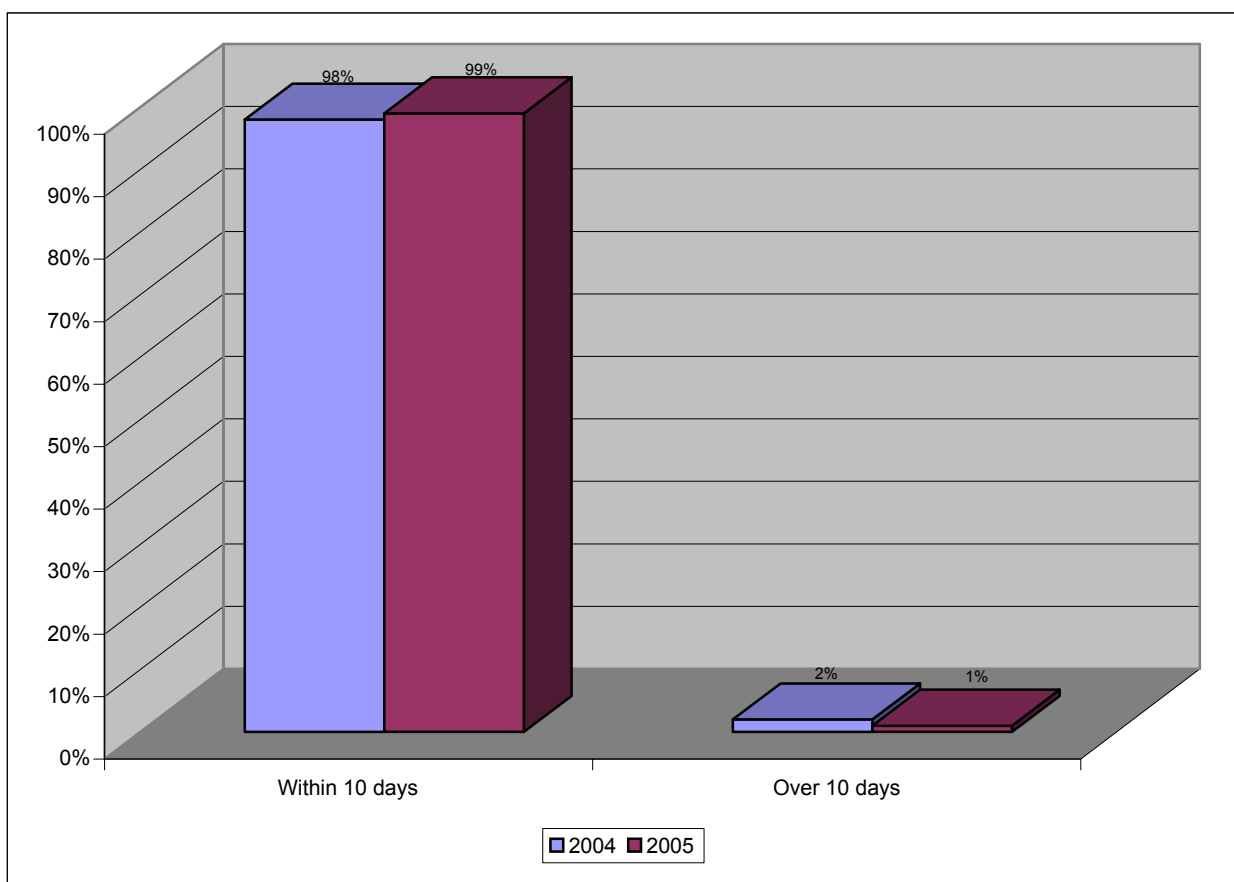
Total Responses	593	620
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14. When did you receive this written confirmation following the visit?

	2004	2005
Within 10 days	98%	99%
Over 10 days	2%	1%

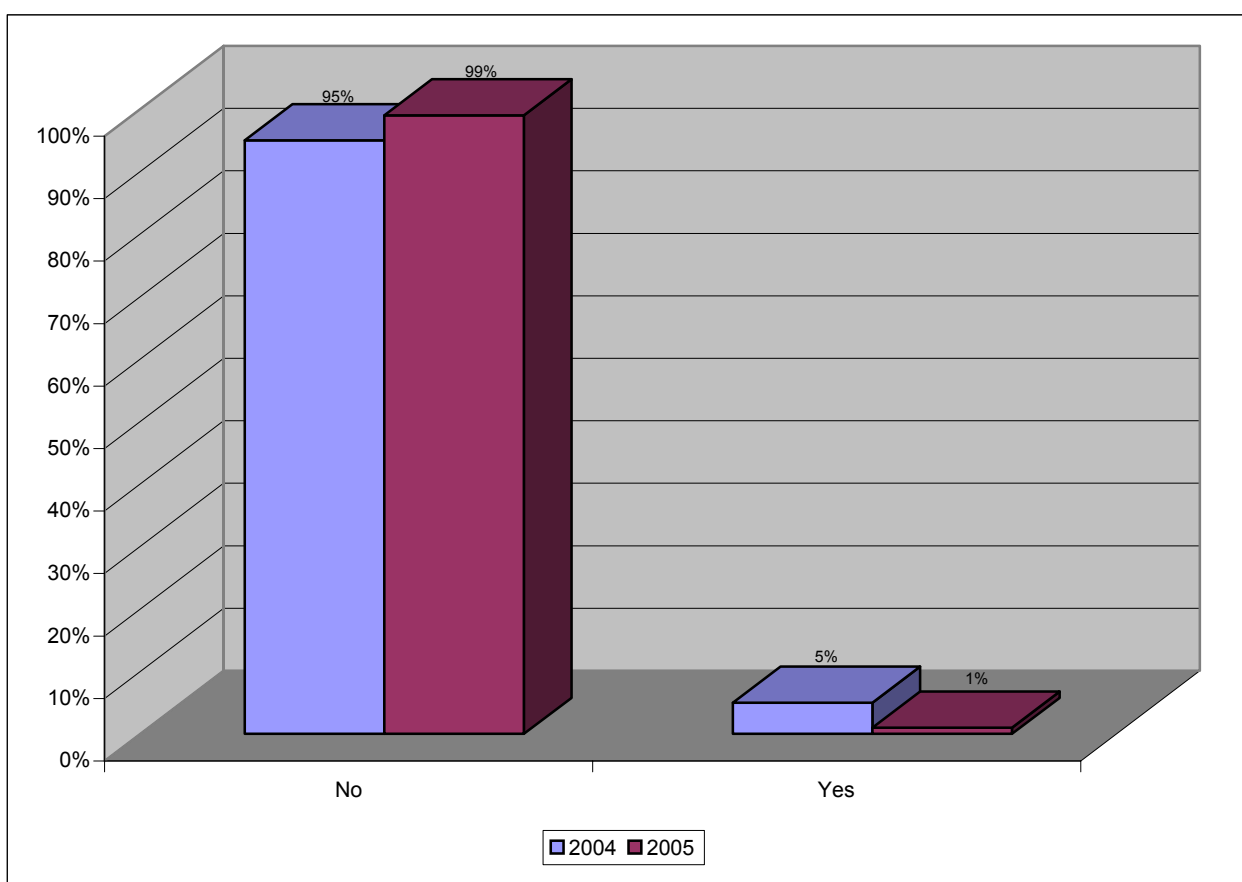
Total Responses	535	546
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15. Did the written confirmation accurately reflect the visit and action to be taken?

	2004	2005
No	95%	99%
Yes	5%	1%

Total Responses	539	563
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Regional Area Response Rate

7. When last writing to us, how long did it take us to acknowledge your correspondence?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
5 days or less	26%	33%	25%	30%	35%	36%	30%	32%	19%	25%	29%	50%
Over one week	29%	26%	21%	30%	23%	24%	31%	22%	34%	23%	19%	15%
Over two weeks	12%	11%	16%	12%	12%	5%	13%	14%	12%	13%	28%	20%
Have never written	30%	27%	32%	22%	25%	31%	22%	26%	32%	34%	24%	0%
Other	3%	3%	6%	6%	5%	4%	4%	6%	3%	5%	0%	15%

Total Responses	175	190	178	196	162	133	163	136	122	95	21	20
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------

8. Do you consider the time taken to fully respond to your correspondence was:

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Excellent	36%	40%	38%	49%	45%	48%	44%	45%	37%	48%	47%	40%
Good	32%	41%	37%	30%	37%	34%	37%	34%	44%	28%	47%	20%
Acceptable	23%	16%	19%	15%	10%	16%	17%	17%	16%	21%	6%	35%
Poor	7%	0%	3%	4%	6%	0%	1%	3%	2%	3%	0%	5%
Very Poor	2%	3%	3%	2%	2%	2%	1%	1%	1%	0%	0%	0%

Total Responses	122	135	117	148	120	90	126	98	82	60	15	20
------------------------	------------	------------	------------	------------	------------	-----------	------------	-----------	-----------	-----------	-----------	-----------

9. If you have telephoned or emailed us, do you consider the time taken to respond to your telephone call or email was:

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Excellent	32%	36%	42%	44%	47%	47%	44%	39%	34%	38%	40%	47%
Good	38%	34%	33%	32%	29%	28%	46%	34%	35%	33%	45%	37%
Acceptable	14%	12%	12%	13%	11%	11%	1%	13%	14%	11%	5%	5%
Poor	2%	1%	2%	2%	2%	0%	3%	1%	4%	1%	0%	0%
Very Poor	1%	1%	1%	2%	2%	1%	1%	1%	0%	1%	0%	0%
No Contact	13%	16%	10%	7%	9%	13%	5%	12%	13%	16%	10%	11%

Total Responses	175	200	171	193	162	146	146	140	118	97	20	19
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------

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

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	NA	90%	NA	97%	NA	96%	NA	92%	NA	88%	NA	86%
No	NA	10	NA	3	NA	4	NA	8	NA	12	NA	14%

Total Responses	NA	174	NA	171	NA	137	NA	135	NA	80	NA	14
------------------------	-----------	------------	-----------	------------	-----------	------------	-----------	------------	-----------	-----------	-----------	-----------

11. 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	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	88%	95%	92%	94%	94%	97%	95%	98%	97%	99%	75%	92%
No	12%	5%	92%	6%	6%	3%	5%	2%	3%	1%	25%	8%

Total Responses	120	156	102	161	135	132	127	121	87	72	16	12
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------	-----------

12a. 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	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	98%	99%	100%	100%	99%	100%	99%	100%	99%	100%	100%	100%
No	2%	1%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%

Total Responses	124	150	103	156	140	128	128	118	86	69	18	11
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------	-----------

12b. During the visit, did the visiting officer speak politely to you?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%
No	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%

Total Responses	130	149	111	154	140	123	128	113	90	67	18	11
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------	-----------

12c. During the visit, did the visiting officer appear to be interested?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	98%	97%	98%	100%	99%	99%	99%	100%	99%	100%	100%	100%
No	2%	3%	2%	0%	1%	1%	1%	0%	1%	0%	0%	0%

Total Responses	123	142	108	145	136	122	125	110	87	63	18	11
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------	-----------

12d. During the visit, did the visiting officer explain things clearly to you?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	94%	99%	98%	100%	99%	99%	98%	98%	99%	98%	100%	100%
No	6%	1%	2%	0%	1%	1%	2%	2%	1%	2%	0%	0%

Total Responses	127	147	112	152	142	123	129	112	85	64	18	10
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------	-----------

12e. During the visit, did the visiting officer allow you to ask questions?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	98%	99%	100%	100%	99%	99%	100%	99%	99%	98%	100%	100%
No	2%	1%	0%	0%	1%	1%	0%	1%	1%	2%	0%	0%

Total Responses	129	143	114	153	138	116	127	114	84	62	18	11
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------	-----------

12f. 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	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	95%	96%	97%	97%	98%	99%	98%	99%	99%	100%	100%	100%
No	5%	4%	3%	3%	2%	1%	2%	1%	1%	0%	0%	0%

Total Responses	127	142	108	140	134	114	124	108	85	59	18	10
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------	-----------

13. Following the visit, if the Welfare Manager said that they would confirm the action taken in writing, did they do this?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	90%	94%	87%	93%	93%	92%	97%	96%	94%	93%	100%	92%
No	10%	6%	13%	7%	7%	8%	3%	4%	6%	7%	0%	8%

Total Responses	126	152	109	148	127	126	134	115	81	67	16	12
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------	-----------

14. When did you receive this written confirmation following the visit?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Within 10 days	85%	86%	86%	88%	89%	94%	83%	83%	86%	87%	88%	82%
Over 10 days	15%	14%	14%	12%	11%	6%	17%	17%	14%	13%	12%	18%

Total Responses	108	134	90	133	113	109	132	99	76	60	16	11
------------------------	------------	------------	-----------	------------	------------	------------	------------	-----------	-----------	-----------	-----------	-----------

15. 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	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	95%	99%	99%	100%	98%	100%	98%	100%	97%	100%	100%	100%
No	5%	1%	1%	0%	2%	0%	2%	0%	3%	0%	0%	0%

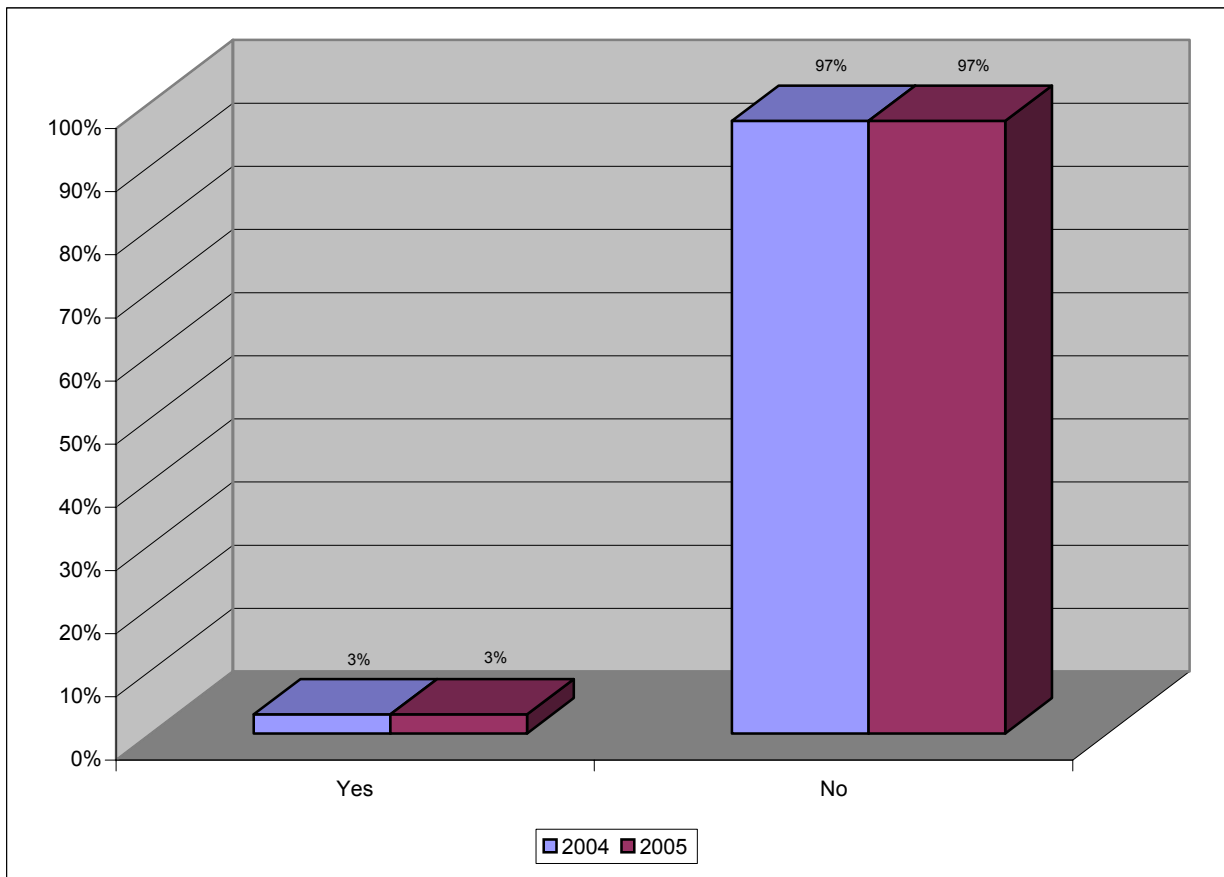
Total Responses	110	136	91	137	114	112	131	107	77	60	16	11
------------------------	------------	------------	-----------	------------	------------	------------	------------	------------	-----------	-----------	-----------	-----------

Complaints

16. Have you ever made a complaint about the service you have received from the War Pensioners Welfare Service?

	2004	2005
Yes	3%	3%
No	97%	97%

Total Responses	891	810
------------------------	------------	------------

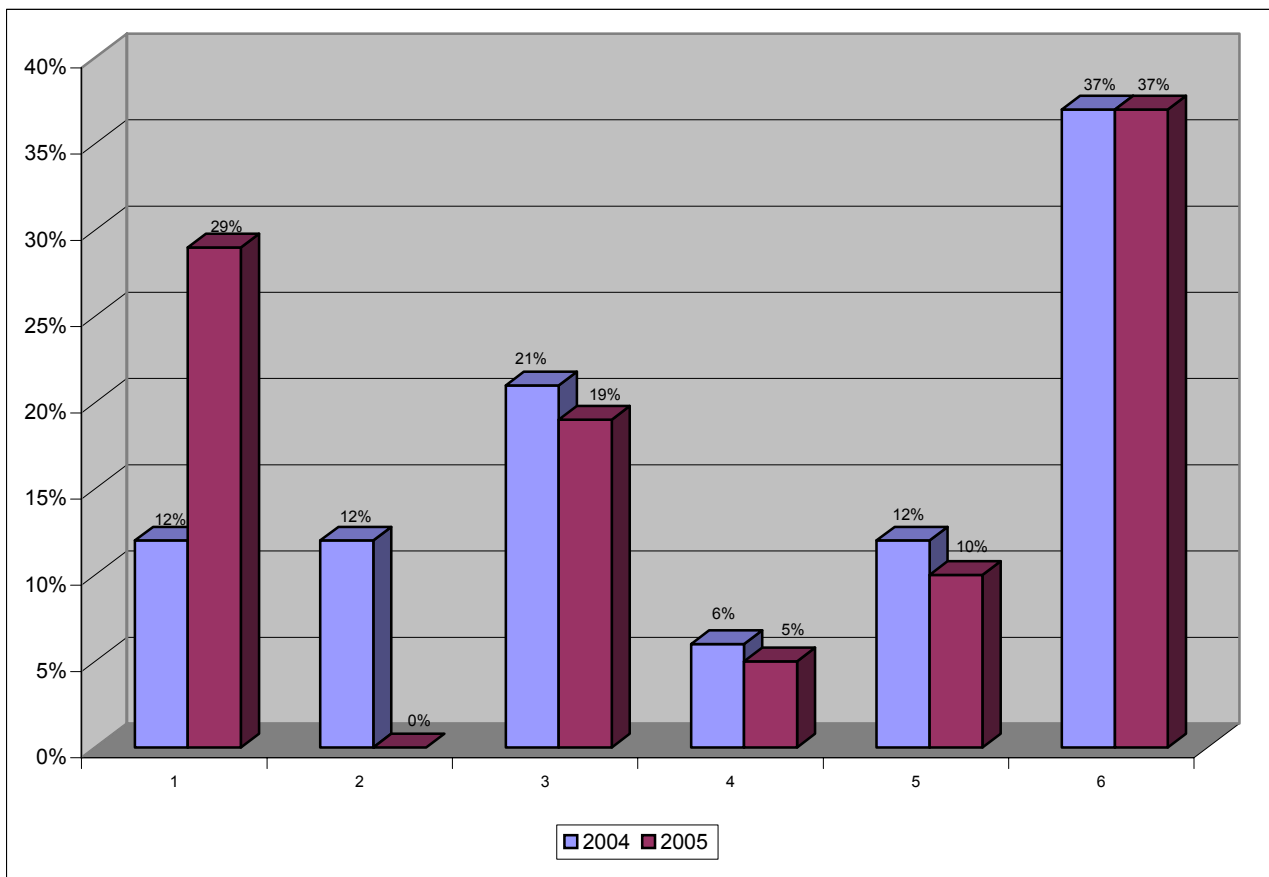


17. What was your complaint about?

		2004	2005
1	The detail of advice given	12%	29%
2	The accuracy of advice given	12%	0%
3	Delay in response time*	21%	19%
4	Delay in waiting to be visited	6%	5%
5	The professionalism of the staff	12%	10%
6	Other	37%	37%

*either by telephone, letter, email or fax

Total Responses	34	21
------------------------	-----------	-----------



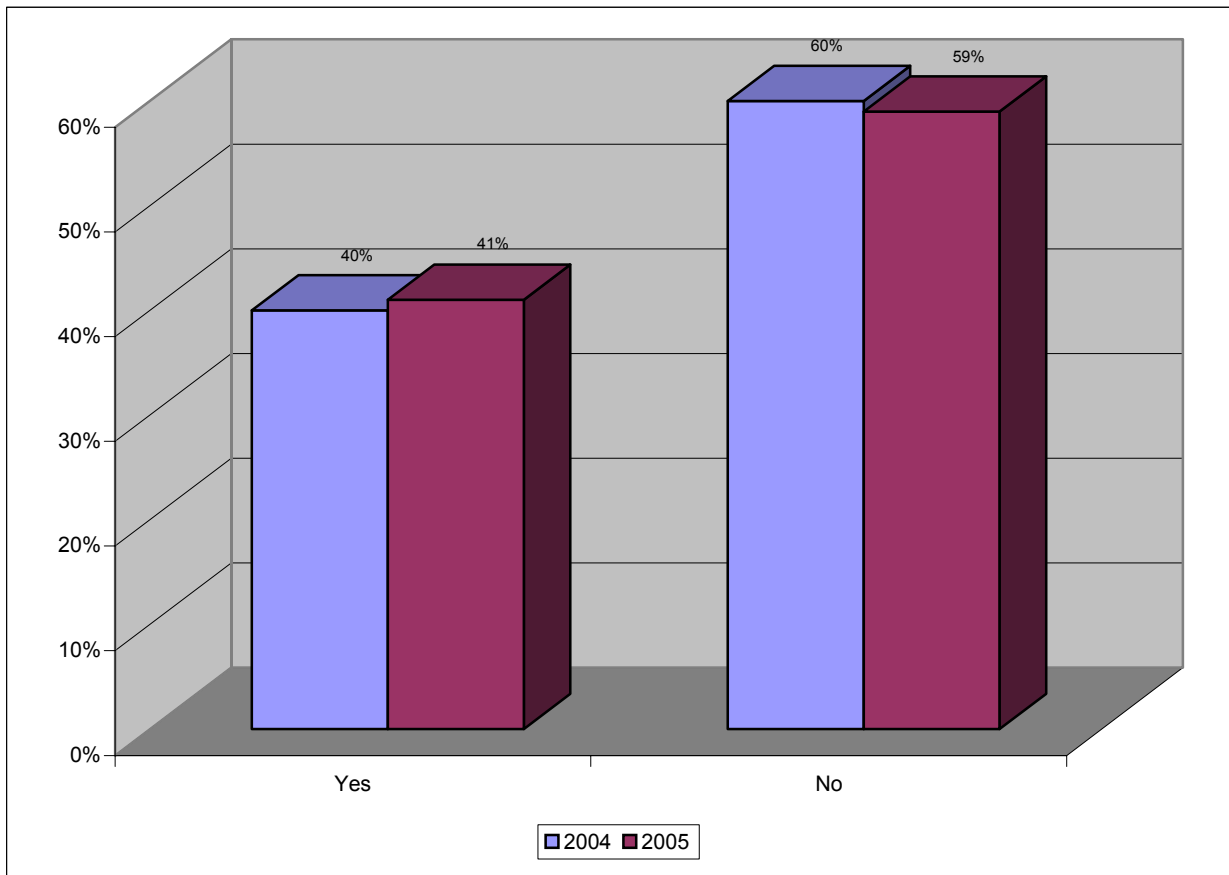
Further responses from 'Other' included:

- ~ Haven't had a visit for a number of years
- ~ My War Pension was stopped by you in 1996, on appeal was reinstated
- ~ Decision against granting me a Widows Pension
- ~ Delay in settling my claim after a tribunal result in my favour

18. If you made a complaint did we resolve the issue?

	2004	2005
Yes	40%	41%
No	60%	59%

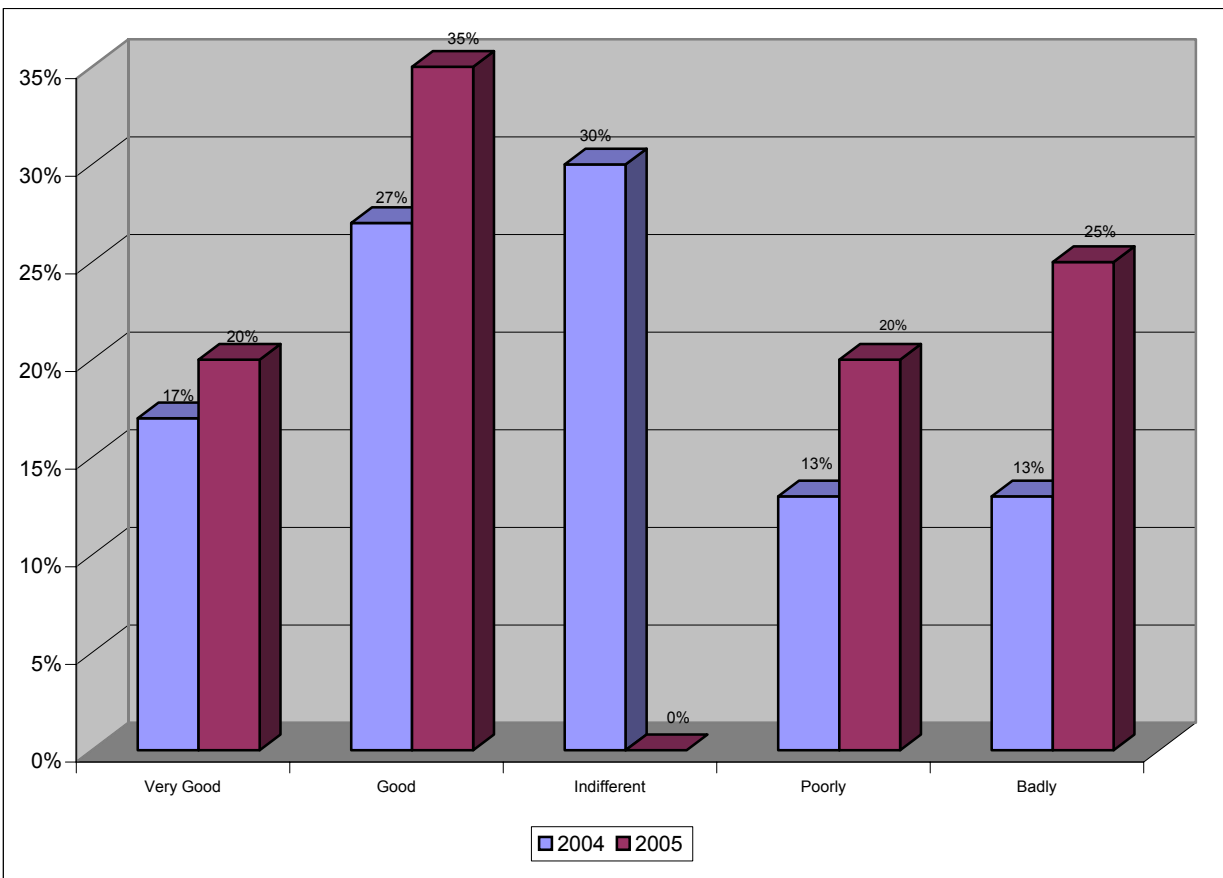
Total Responses	25	22
------------------------	-----------	-----------



19. If you made a complaint, how would you rate the overall way in which it was dealt with?

	2004	2005
Very Good	17%	20%
Good	27%	35%
Indifferent	30%	NA
Poorly	13%	20%
Badly	13%	25%

Total Responses	23	20
------------------------	-----------	-----------



Further responses from 'Poorly' or 'Badly' included:

- ~ Still getting resolved - Appeal.
- ~ No one could give any definitive answers as to time or relevant answers to my questions.
- ~ After I told them I was ready to give my story to the Daily Mail it was sorted out within 5 days.

Regional Area Response Rates

16. Have you ever made a complaint about the service you have received from the War Pensioners Welfare Service?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	3%	1%	2%	2%	3%	4%	5%	3%	2%	4%	5%	5%
No	97%	99%	98%	98%	97%	96%	95%	97%	98%	96%	95%	95%

Total Responses	201	203	191	202	174	144	170	147	133	94	22	20
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------

17. What was your complaint about?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
The detail of advice given	18%	50%	25%	0%	0%	50%	11%	25%	0%	33%	0%	0%
The accuracy of advice given	9%	0%	25%	0%	17%	0%	0%	0%	33%	0%	0%	0%
Delay in response time*	18%	0%	0%	20%	50%	0%	22%	50%	0%	33%	0%	0%
Delay in waiting to be visited	9%	0%	0%	0%	0%	17%	0%	0%	33%	0%	0%	0%
The professionalism of the staff	9%	0%	25%	0%	0%	0%	22%	25%	0%	34%	0%	0%
Other	37%	50%	25%	80%	33%	33%	45%	0%	34%	0%	100%	100%

*either by telephone, letter, email or fax

Total Responses	11	2	4	5	6	6	9	4	3	3	1	1
------------------------	-----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------

18. If you made a complaint did we resolve the issue?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	17%	50%	33%	40%	40%	43%	50%	50%	50%	0%	100%	100%
No	83%	50%	67%	60%	60%	57%	50%	50%	50%	100%	0%	0%

Total Responses	6	2	3	5	5	7	8	4	2	3	1	1
------------------------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------

19. If you made a complaint, how would you rate the overall way in which it was dealt with?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Very Good	0%	0%	0%	20%	0%	43%	22%	0%	50%	0%	100%	0%
Good	20%	50%	0%	40%	33%	0%	45%	75%	0%	0%	0%	100%
Indifferent	40%	NA	34%	NA	34%	NA	22%	NA	50%	NA	0%	NA
Poorly	0%	0%	33%	40%	33%	14%	11%	25%	0%	0%	0%	0%
Badly	40%	50%	33%	0%	0%	43%	0%	0%	0%	100%	0%	0%

Total Responses	5	2	3	5	3	7	9	4	2	1	1	1
------------------------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------

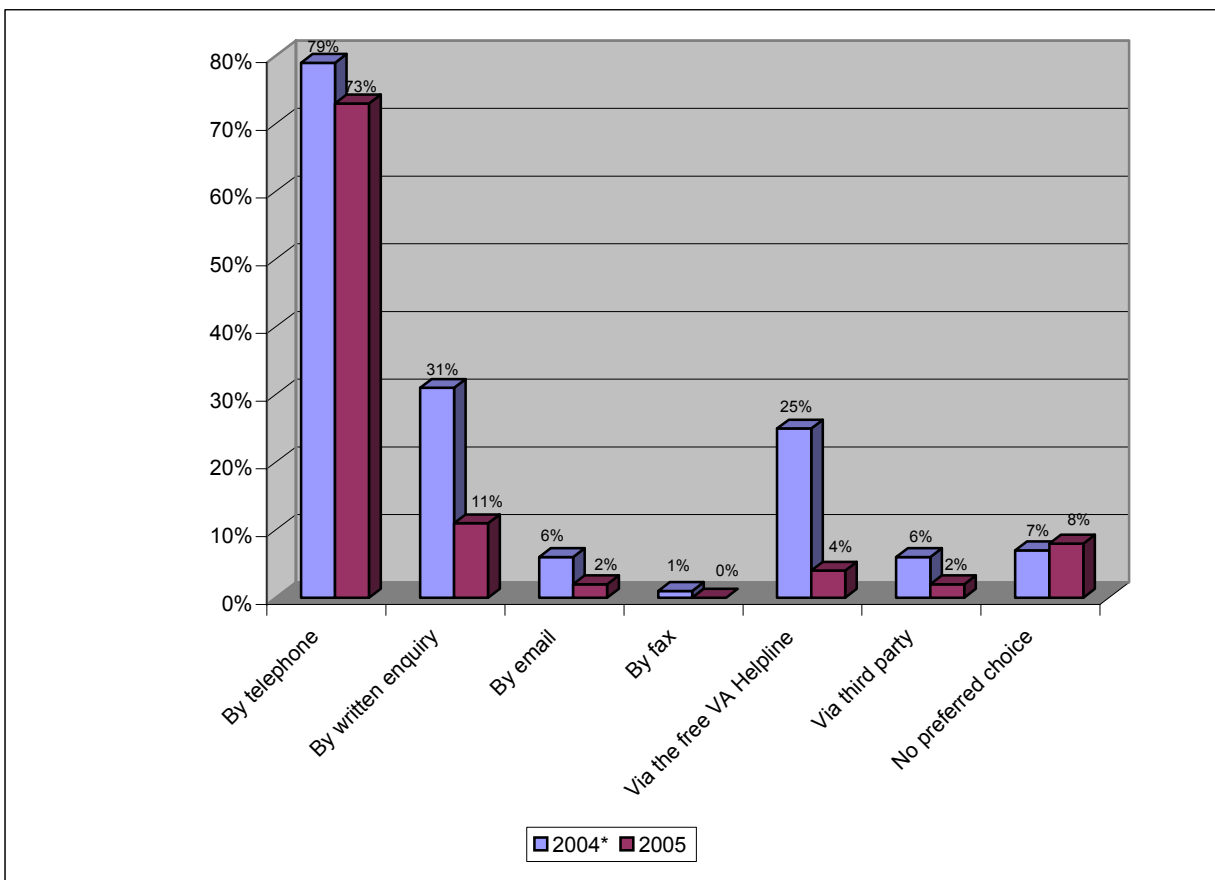
Future Contact

20. How would you prefer to contact the Welfare Service?

	2004*	2005
By telephone	79%	73%
By written enquiry	31%	11%
By email	6%	2%
By fax	1%	0%
Via the free VA Helpline	25%	4%
Via third party	6%	2%
No preferred choice	7%	8%

* 2004 results will total more than 100% as more than one answer was given to the question.

Total Responses	873	827
------------------------	------------	------------

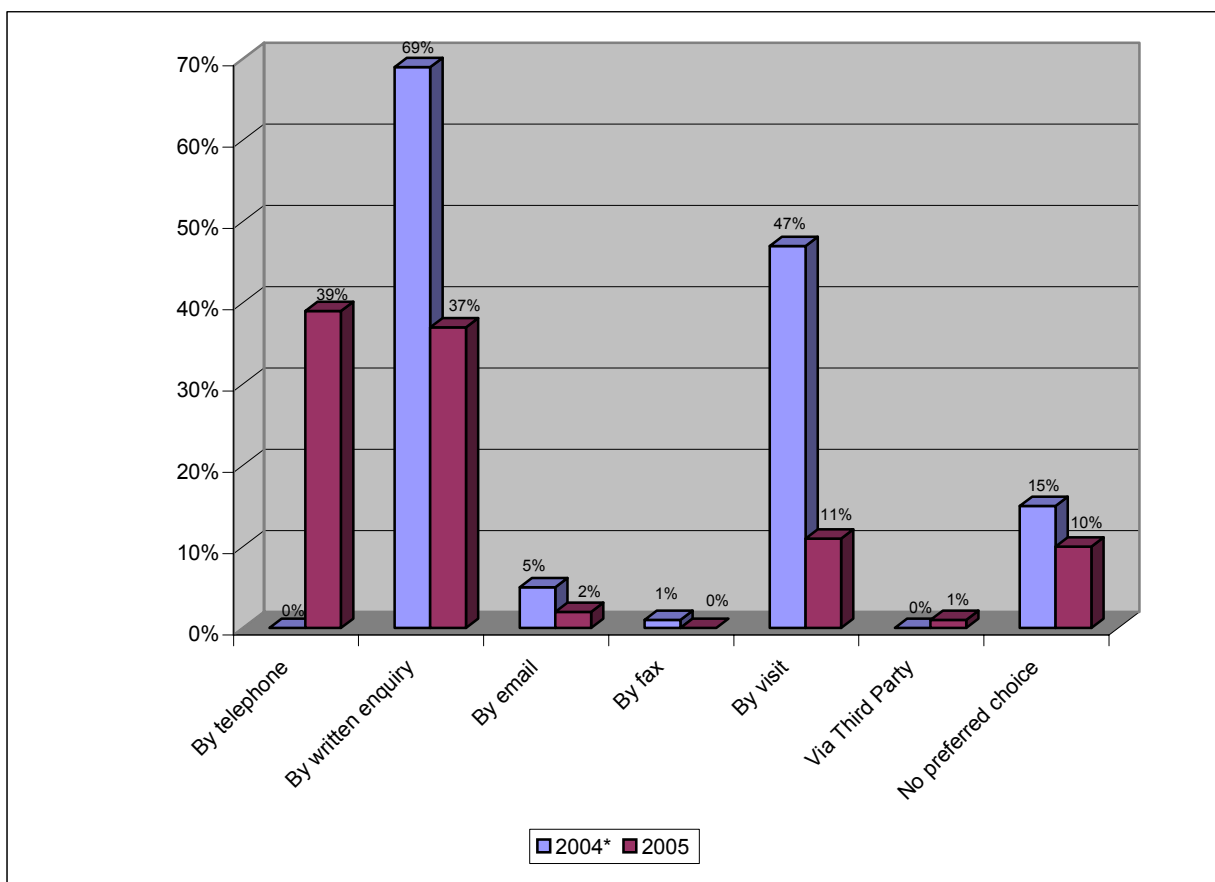


21. How would you prefer the Welfare Service to contact you?

	2004*	2005
By telephone	NA	39%
By written enquiry	69%	37%
By email	5%	2%
By fax	1%	0%
By visit	47%	11%
Via Third Party	NA	1%
No preferred choice	15%	10%

* 2004 results will total more than 100% as more than one answer was given to the question.

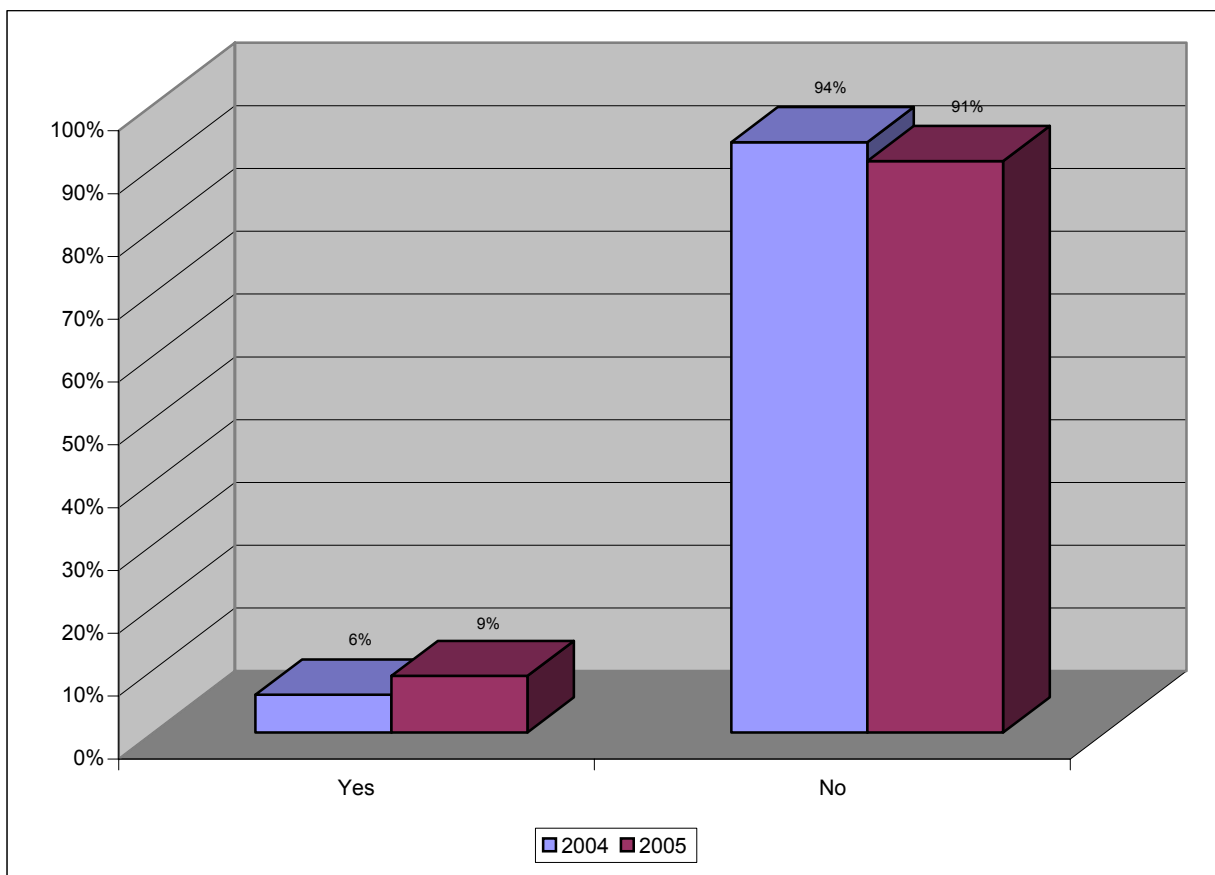
Total Responses	862	829
------------------------	------------	------------



22. Have you ever accessed the Veterans Agency website on the Internet?

	2004	2005
Yes	6%	9%
No	94%	91%

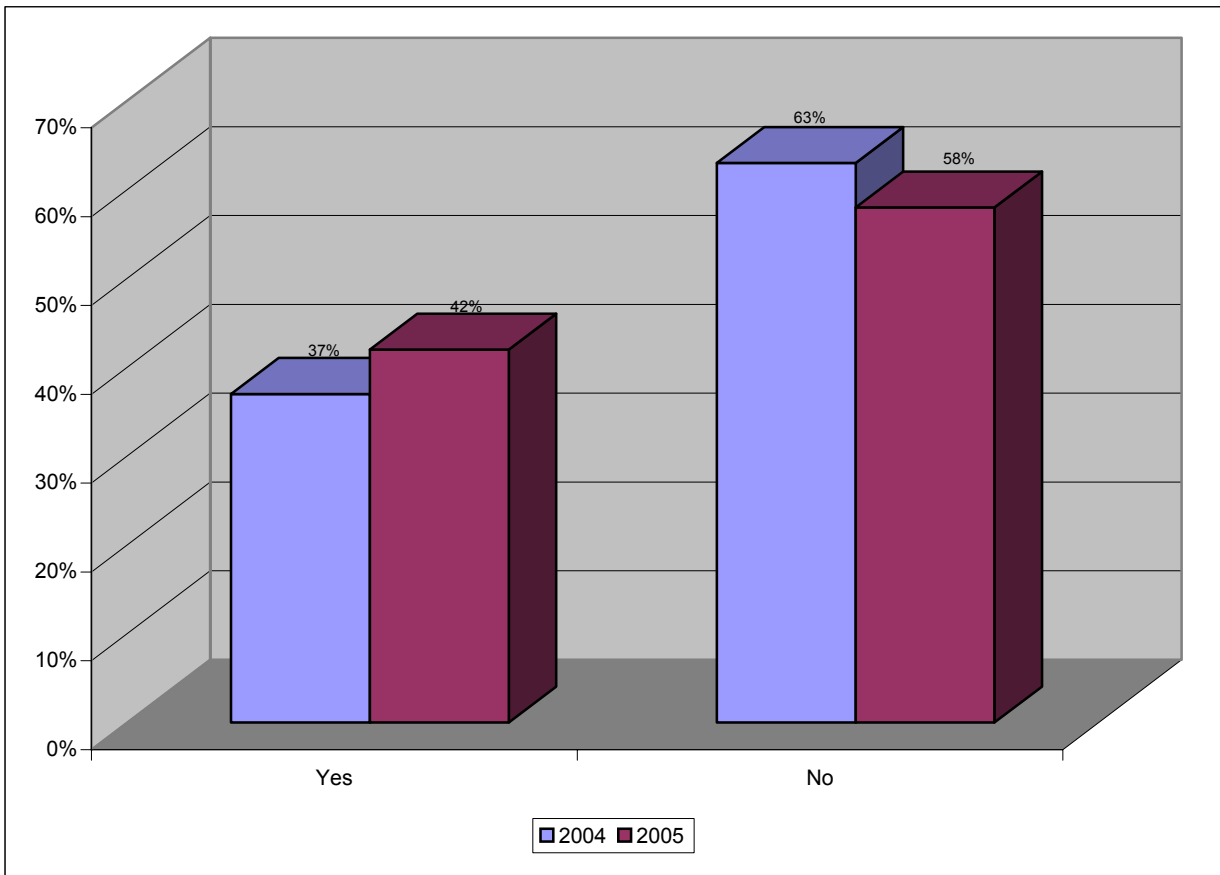
Total Responses	874	797
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23. Have you used the War Pensioners Welfare Service link on the Veterans Agency website?

	2004	2005
Yes	37%	42%
No	63%	58%

Total Responses	54	72
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23a. If you have accessed the Welfare Service link on the Veterans Agency website could you let us know if the level of information displayed is sufficient, or is there any information which you feel should be displayed?

All comments included:

- ~ It is sufficient (13 responses).
- ~ The website is very simple to understand and follow.
- ~ I found out what I needed to know.
- ~ Last time I use it I found it confusing.
- ~ Current welfare computer system appears to need some upgrade modifications - users state that the system is difficult to use for the service intended.
- ~ Cant remember a while ago.
- ~ Good link worked my way around the whole site easily.
- ~ All information was relevant and sufficient to answer my needs also to direct me to the right person I needed.
- ~ With the information displayed and the booklets issued to me I am quite satisfied.
- ~ Yes I think so.
- ~ Excellent links.
- ~ I felt that the information was very basic not what I wanted to know I always end up ringing the agency for more information.
- ~ No information which I feel is of any use, for ex-service people. We I feel need more detailed information as to what real help and rights we have at our disposal. Also combat stress website at Thyrwhit House Leatherhead Surrey was now existent.
- ~ The site covered all my concerns and queries as well as giving other useful contacts and information. All round good site and easy to navigate and use.
- ~ Simple answer this "All Brill".
- ~ Easy to understand.
- ~ Not easy.
- ~ I think it is well designed.
- ~ The level of information overall is very good?

Regional Area Response Rates

20. How would you prefer to contact the Welfare Service?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004*	2005	2004*	2005	2004*	2005	2004*	2005	2004*	2005	2004*	2005
By telephone	80%	71%	80%	71%	84%	75%	88%	81%	78%	70%	76%	70%
By written enquiry	39%	13%	30%	13%	29%	7%	27%	7%	35%	7%	52%	30%
By email	10%	3%	8%	3%	4%	1%	6%	3%	4%	0%	5%	0%
By fax	0%	0%	2%	0%	1%	0%	0%	0%	2%	0%	0%	0%
Via the free VA Helpline	26%	4%	29%	5%	26%	4%	24%	4%	25%	4%	24%	0%
Via third party	7%	1%	8%	3%	7%	2%	2%	0%	9%	6%	0%	0%
No preferred choice	8%	8%	11%	5%	5%	11%	4%	5%	6%	13%	5%	0%

* 2004 results will total more than 100% as more than one answer was given to the question.

Total Responses	192	208	186	204	173	148	172	148	129	99	21	20
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------	-----------

21. How would you prefer the Welfare Service to contact you?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004*	2005	2004*	2005	2004*	2005	2004*	2005	2004*	2005	2004*	2005
By telephone	NA	38%	NA	42%	NA	38%	NA	45%	NA	29%	NA	35%
By written enquiry	72%	38%	71%	40%	72%	30%	74%	34%	74%	42%	90%	45%
By email	6%	4%	5%	1%	4%	1%	7%	2%	6%	3%	5%	0%
By fax	0%	0%	1%	0%	0%	0%	0%	0%	2%	0%	5%	0%
By visit	46%	12%	46%	8%	57%	18%	53%	9%	43%	12%	60%	5%
Via Third Party	NA	0%	NA	1%	NA	0%	NA	0%	NA	2%	NA	0%
No preferred choice	19%	8%	16%	8%	12%	13%	13%	10%	20%	12%	5%	15%

* 2004 results will total more than 100% as more than one answer was given to the question.

Total Responses	189	208	186	203	169	149	170	149	128	100	20	20
------------------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	-----------	-----------

22. Have you ever accessed the Veterans Agency website on the Internet?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	6%	7%	7%	15%	5%	8%	8%	10%	5%	1%	5%	10%
No	94%	93%	93%	85%	95%	92%	92%	90%	95%	99%	95%	90%

Total Responses	192	201	187	200	172	139	172	144	130	93	21	20
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23. Have you used the War Pensioners Welfare Service link on the Veterans Agency website?

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Yes	73%	53%	38%	34%	25%	10%	14%	67%	43%	0%	0%	50%
No	27%	47%	62%	66%	75%	90%	86%	33%	57%	100%	100%	50%

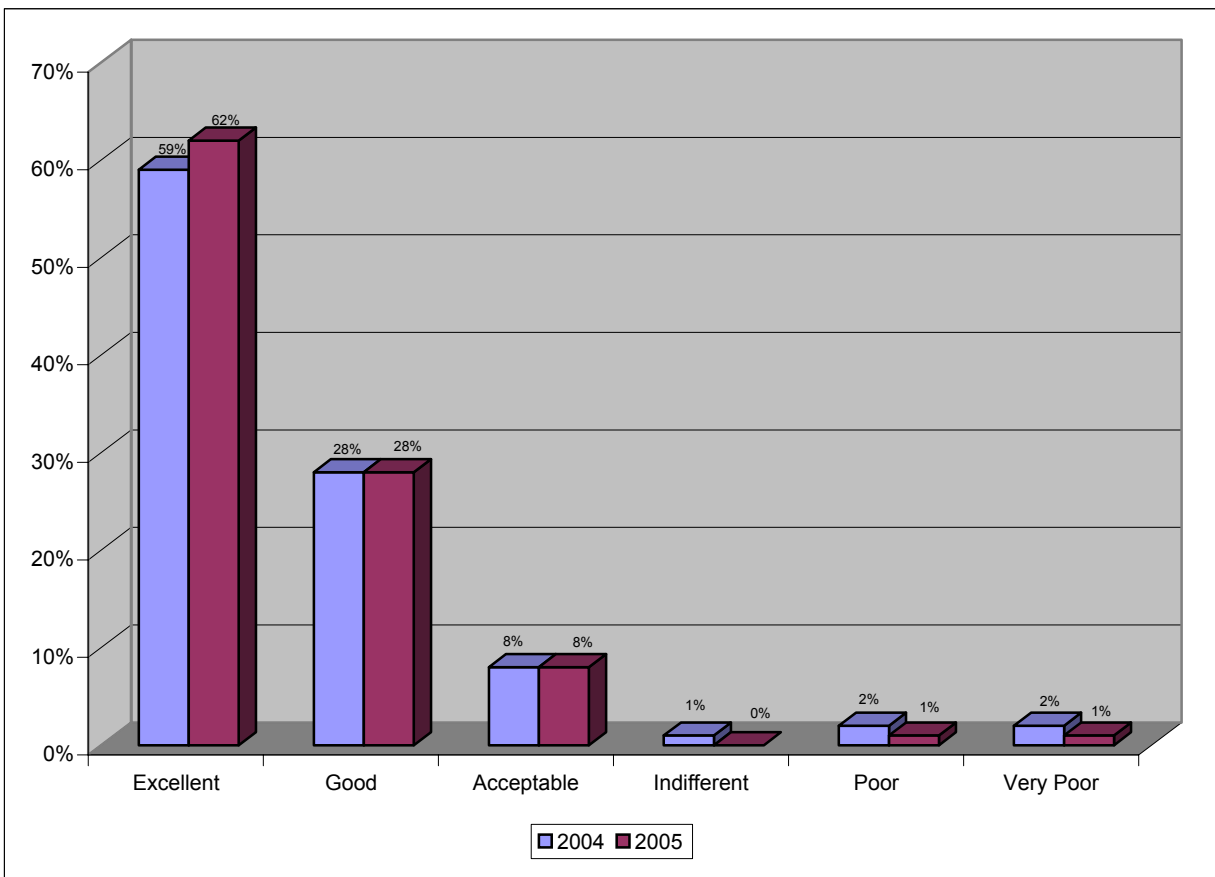
Total Responses	11	15	13	29	8	10	14	15	7	1	1	2
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Service Quality

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

	2004	2005
Excellent	59%	62%
Good	28%	28%
Acceptable	8%	8%
Indifferent	1%	NA
Poor	2%	1%
Very Poor	2%	1%

Total Responses	871	819
------------------------	------------	------------



Further responses from 'Poor' or 'Very Poor' included:

- ~ Too long to reply to telephone calls, mail sent to wrong address even though they were
- ~ Still waiting for reply to an enquiry made in April. Too many departments to get passed too.
- ~ Time wasted giving me appointments with doctors in Bristol and elsewhere when Agency knew I was housebound

Regional Area Response Rate

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

	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
Excellent	52%	60%	59%	64%	65%	67%	62%	63%	57%	58%	66%	57%
Good	30%	29%	32%	31%	25%	23%	23%	27%	29%	29%	24%	29%
Acceptable	9%	10%	5%	4%	6%	9%	10%	7%	9%	11%	10%	14%
Indifferent	1%	NA	1%	NA	1%	NA	2%	NA	0%	NA	0%	NA
Poor	4%	0%	1%	1%	2%	0%	2%	2%	2%	2%	0%	0%
Very Poor	4%	1%	2%	0%	1%	1%	1%	1%	3%	0%	0%	0%
Total Responses	191	204	186	206	172	146	172	146	129	96	21	21

Q25. Finally, can we ask you to tell us your thoughts on how we can further improve the service we provide.

Comments included:

- ~ " - " is partially sighted and would appreciate any correspondence in large print
- ~ When sending out update letters, can you please advise the stage the correspondence is at.
- ~ I had excellent help and advice throughout and although my claim was unsuccessful it was through no fault of yours, all the people I came into contact with were friendly and considerate. I can only thank you for the service you gave me
- ~ I would like all correspondence to be in large print as I am now partially sighted, thank you.
- ~ Perhaps a yearly phone call for the elderly. I am ex-service as well as my husband.
- ~ A yearly check by WPWS to update the records and to advise in any changes.
- ~ The Agency does a very good job as far as I am concerned, but I am sure there are those few which we all get at times thank you
- ~ The only negative thoughts I have one to the telephone service, its great when you get through but the problem is getting through it does cut you off and doesn't give you the option to wait in a queue which I have been able to do on a few occasions due to an important matter.
- ~ I have found the service provided by the welfare service to be excellent. The only way I can see of improvement is to have more local visits and meet veterans face to face.
- ~
- ~ If no contact is made by a War Pensioner over a set period, contact be considered by WPWS to see if things are ok.
- ~ To keep us informed of changes if any, thank you.
- ~ I have had a problem with your service never I have always found it very good.
- ~ Overall the service is excellent, I feel it would be beneficial to more regular updates. The customer more regularly as to the progress of any claim being made.
- ~ I can appreciate that it can be difficult when dealing with plenty of applications. However, as my own claim is still ongoing for several months now I cant really comment any further. Perhaps if anything more information on how things are progressing would be appreciated.
- ~ The service you gave us is good and I think you all doing a good job and thank you all
- ~ Correspondence in LARGE print please. Very bad sight, registered with local council, thank you.
- ~ The issue of a quarterly news letter informing of the new inflations.
- ~ Perhaps a monthly news letter to inform us of changes etc as the only time we are in contact with the WPWS is on receipt of a letter from the Agency.
- ~ Write or telephone on a yearly/ six monthly basis to check on war pensioners.
- ~ I have no complaints at all and are very happy with the service you provide.
- ~ 1.People have problems with being visited at home because of work. Would it be possible to be visited at work if ok with employer? 2.Be updated with information regularly.
- ~ I really cant find any way to improve the service I received very good and prompt help and advice
- ~ I can not think of any way you can improve the service we already get. Unless we get some kind of pamphlet twice a year to inform us what's going on may help the service people to keep in touch.
- ~ Being just widowed I would like to have any information of events which war widows can attend, thank you in all your help.
- ~ Would it be possible to produce an annual newsletter to inform war pensions recipients of any changes that may be in the pipeline for the following year.
- ~ I have always received excellent, helpful and very good service and only wish all government offices and agencies were so easy and quick to deal with many thanks