



VETERANS ADVICE TEAM

SURVEY

2007



VETERANS ADVICE TEAM SURVEY 2007

Issued by:

Service Personnel and Veterans Agency

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Contents	Page Number
1. Introduction	1
2. Objective	1
3. Approach	1
4. Management Summary - Results	2
5. Recommendations	2
6. Next Steps	2
7. Survey Results	3 - 5
8. Additional Comments	6

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. It focuses on customers who have had contact with the Veterans Advice Team. The survey is designed to identify:

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

It will also allow us to identify how this particular customer group views our performance in relation to our mission statement and the underpinning key principles.

3. Approach

By conducting surveys we are able to draw comparisons on services and identify trends.

Questionnaires were issued during May and June 2007 to 320 randomly selected customers who had contact with the Veterans Advice Team between February and May 2007. Of the customers targeted, 80% of recipients received a response in writing, with the remaining 20% receiving a phone call.

4. Management Summary

Response Rates

Overall	167	(52%)
Written response	131	(78%)
Phone response	36	(22%)

Contact and Information

- 97% of respondents were contacted within an acceptable period of time.
- 80% felt they received sufficient information, help or advice.
- 89% said they were very satisfied or satisfied with the manner in which they were dealt with.

Service Quality

- Overall 90% rated the service provided as either very satisfactory or satisfactory.

5. Recommendations

Although this questionnaire asked customers for ideas on improving the service provided there were no relevant recommendations to take forward.

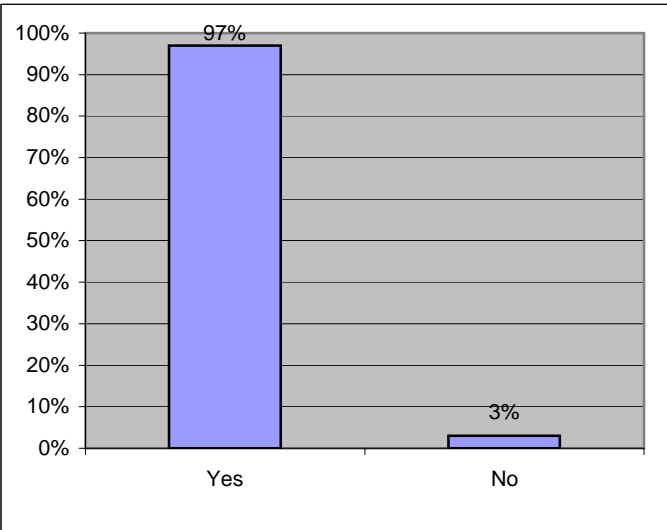
6. Next Steps

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.

CONTACT AND INFORMATION

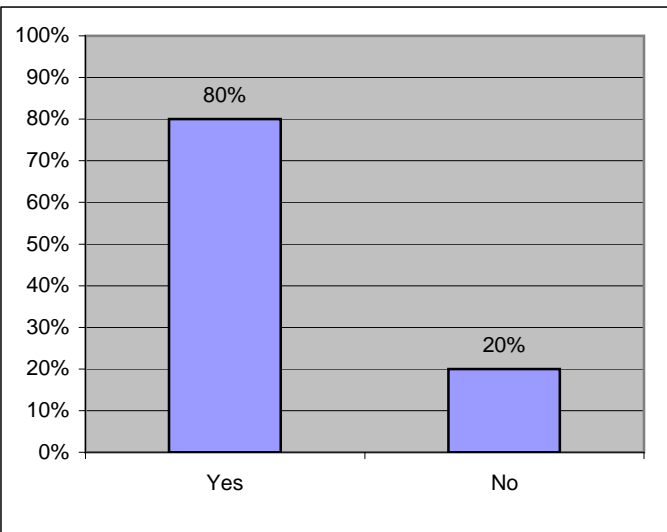
1. Did we respond to your enquiry within an acceptable period of time?

Total Respondents = 164



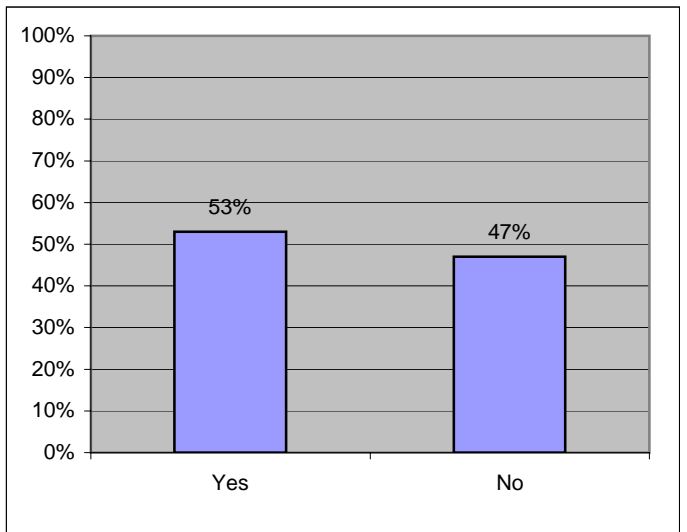
2. Do you feel you received sufficient information, help or advice following your enquiry?

Total Respondents = 163



2a. If no, did we provide you with contact details for organisations that could help you further?

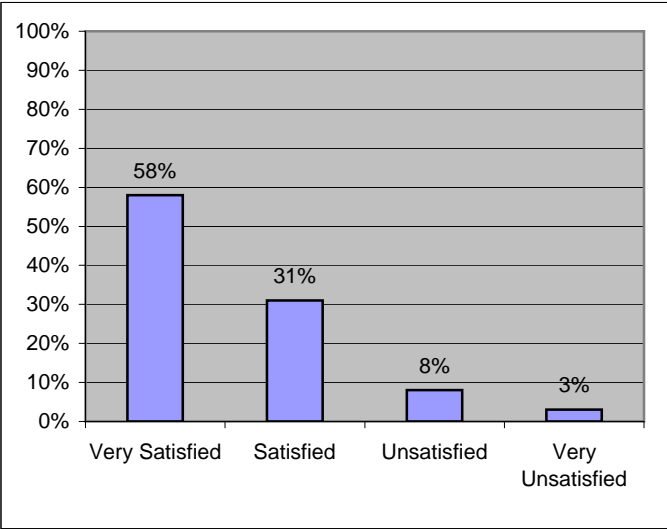
Total Respondents = 30



CONTACT AND INFORMATION

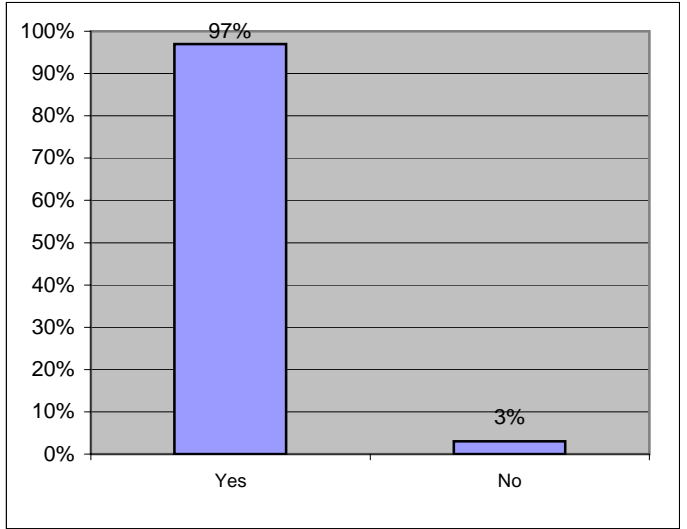
3. How satisfied were you in the manner in which you were dealt with?

Total Respondents = 161



4. Would you recommend the Veterans Advice Service to others?

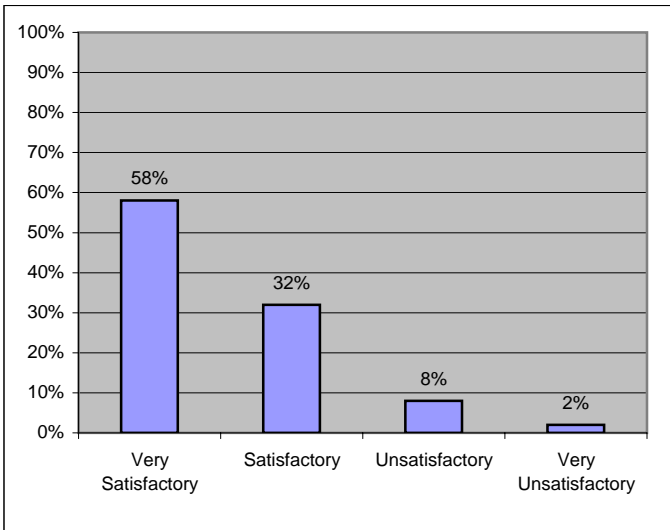
Total Respondents = 100



SERVICE QUALITY

5. Which of these words best describes the overall service you received from SPVA?

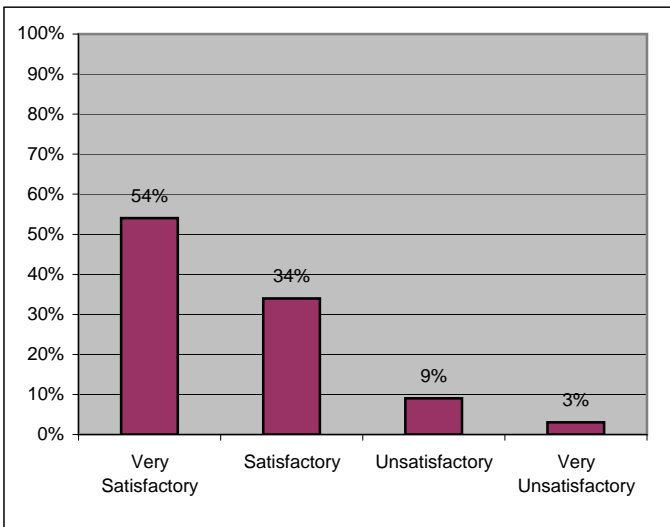
Total Respondents = 158



5a. Which of these words best describes the overall service you received from SPVA?

Breakdown by written contact

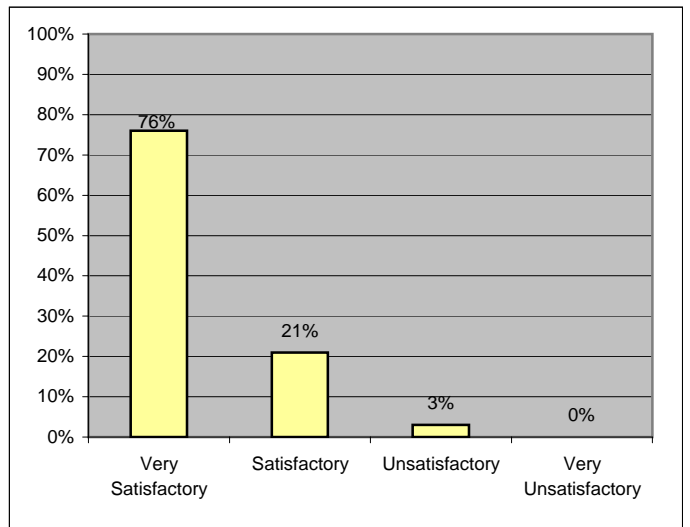
Total Respondents = 125



5b. Which of these words best describes the overall service you received from SPVA?

Breakdown by phone contact

Total Respondents = 37



ADDITIONAL 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. Did we respond to your enquiry within an acceptable period of time?

I was told to contact your answering service. I telephoned this number several times a day for three days and finally gave up trying to get through.

A prompt reply with the information I needed was received.

3. How satisfied were you in the manner in which you were dealt with?

Seven people commented on the positive service they received.

I liked the way my initial contact with the Agency via the Portsmouth news was passed to the medals office without any further action on my part.

4. Would you recommend the Veterans Advice Service to others?

Already have recommended the service and those who have used it are well pleased.

I sent a photocopy of your address and details on what you offered to ex army friends.

5. Which of these words best describes the overall service you received from SPVA?

There were 24 comments highlighting the excellent/good service received from SPVA.

I thought I would get the run around ringing different places but it was just plain sailing.

Passed on details to other ex MOD who have already had a very quick and an informative response.

Your early reply and information supplied proved excellent.