



# SPVA WIDOW/WIDOWERS

## SURVEY

### 2007



# WIDOW / WIDOWERS SURVEY 2007

## Issued by:

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## 1. Introduction

The Service Personnel and Veterans Agency (SPVA) is an executive Agency of the Ministry of Defence (MOD). SPVA formed on 1 April 07, bringing together the former Armed Forces Personnel Administration Agency and Veterans Agency to provide services to both serving personnel and veterans. Combining the resources and expertise of these two Agencies paves the way for a more integrated and efficient service to both serving personnel and veterans, providing a through-life service.

The mission of SPVA is **'To deliver reliable, trusted and efficient personnel services to the serving and veteran communities'**. For the first time, personnel will be supported throughout their relationship with the MOD by a single organisation, SPVA.

The mission is underpinned by the following key principles:

- Customer Focus - understanding and responding to their needs.
- Efficiency - cohesion, coherence and optimal use of resources.
- Business Excellence - continually seeking improvement.
- Employer of choice - well trained, valued and fully engaged staff.

## 2. Objective

The objective of this survey is to assist SPVA in establishing the current and future needs of a distinct customer group. This survey focuses on War Widow / Widowers within the Veterans Directorate and aims 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. This report details results from this years survey and provides comparisons with the results from the surveys conducted in 2002 and 2005.

Questionnaires were issued in April 2007 to 976 randomly selected customers who received notification of the outcome to their claim between August 2006 and January 2007. Of the customers targeted, 45% of recipients received a favourable decision, with the remaining 55% non-favourable.

## 4. Management Summary

### Response Rates

Overall	507	(52%)
Favourable	303	(60%)
Non-Favourable	204	(40%)

### Access and Contact

- 87% found it easy or very easy to obtain information regarding the claims process.
- 86% of respondents found completion of the claim form either very easy or easy. An increase of 8% from 2005.
- 74% of respondents were aware SPVA had a Welfare Service to assist them when completing forms.
- 93% found the standard of communication with SPVA very satisfactory or satisfactory.

### The Internet

- 5% of respondents accessed the Veterans UK website, of which 69% found the content of information excellent or good. 23% found the information to be adequate.
- 76% of respondents who accessed the website rated the design as excellent or good. 20% found the information to be adequate.

### Service Quality

- 92% of respondents said their queries were answered to their satisfaction.
- 96% said they were dealt with in a professional manner throughout the process of their claim.
- The most important of SPVA's Targets and Service Standards is considered to be friendly and helpful staff (44% of respondents).
- Overall 92% rated the service provided as either very satisfactory or satisfactory. A decrease of 5% from 2005.

## 5. Recommendations

- a) Place a link on the Veterans UK website homepage and/or A-Z specifically directing individuals to all information relating to Widows pensions.

### Key Comments:

*“Couldn’t find any War Widows information easily”.*

*“It is a comprehensive site, but things are hard to trail. E.g. if you want to know a specific thing there is quite a long process to go through”.*

- b) Include a link on the Veterans UK website detailing the rates of payment for all pensions.

### Key Comment:

*“Seemed to be a lot of headings ‘Pensions/Compensation’ and I went through eight before I could find the new rates”.*

## 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.

Recommendations for improvement will be considered and taken forward where appropriate.