



KEY PARTNER SURVEY

2007



KEY PARTNER 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. Background

To help the War Pensioners Welfare Service (WPWS) achieve the Agency mission they work in partnership with others known as Key Partners.

These include:

- War Pension Committee Chairmen (WPC)
- War Pension Committee Members (WPCM)
- War Pensioners Welfare Service Support Visitors (WSVs)
- Ex-Service Organisations (ESO)

To maximise the value of these partnerships and enhance services to the 'end' customer, it is important that the WPWS in turn provides Key Partners with appropriate help, support, information and advice etc.

Additionally, this year the survey has also questioned WPC Chairmen and Members about their experiences when dealing with the dedicated WPC Focal Points.

3. Approach

By conducting annual surveys we are able to draw comparisons on services, recognise trends and identify any Key Partner ideas for improvement.

This report details results from this year's survey and provides comparisons with the results from the first Key Partner survey conducted in 2004 and last year's survey.

Questionnaires were issued in May and June 2007 to 253 Key Partners. The response rate for this year's survey was 60%.

4. Management Summary

Access and Contact

- 98% were very satisfied or satisfied with the help, information and advice received from WPWS and the WPC Focal Point
- 99% of respondents were very satisfied or satisfied with communication from WPWS and their WPC Focal Point
- All respondents felt that they were dealt with in a professional manner throughout their contact.

Service Quality

- 99% of respondents said they would recommend the Welfare Service to others
- 98% described the overall service they received from the WPWS as very satisfactory or satisfactory and 99% stated the same regarding service from their WPC Focal Point

5. Recommendations

1. Re-emphasise to Welfare staff that the Committee Clerk's first priorities are to the WPCs and ensure that they are not assigned to other tasks to the detriment of this.

Key Comment: *The Committee Clerk is often tasked elsewhere by WPWS.*

2. Look into the feasibility of informing WSVs when one of their customers passes away.

Key Comment: *As a WSV I would welcome info when a relative informs you that a Pensioner or War Widow dies. It's most embarrassing to make a visit and find strangers in residence. Often a pensioner or War Widow passes away shortly after a visit and more often than not relatives have no idea who to inform other than yourselves.*

3. Investigate which pamphlets WSVs are sent and ensure distribution is maintained. Additionally verify who is issued a copy of the annual reports.

Key Comment: *Would like to continue receiving the pamphlets that detail War Disablement Pensions and Allowances. I have not received a copy of the annual report for two years. Do WSVs still receive them?*

4. Re-emphasise the role of Welfare Staff in offering advice to clients relating to the appeals process.

Key Comment: *Knowledge of the appeals process is poor overall. Clients are being given false hope and expectations.*

5. Ensure all committee members receive updated and current identity cards.

Key Comment: *Committee welfare visits - identity cards now five months out of date.*

6. Check with the Communications team whether hard copies of the staff location index can be issued.

Key Comment: *Update of staff location index is required.*

6. Improvements Implemented

Comment - *Staff should be briefed with regard to relationship between/interactions with committee.*

Action Taken - The Agency produced a desk aide for every member of staff explaining what the War Pension Committees are, who they are and how to contact them. The WPC Focal Point was created to be used by both WPC Chairmen and Clerks as the focal point for correspondence and phone calls.

Comment - Training courses difficult to register for, if and when available.

Action Taken - Chairmen decided they would prefer in house training and a draft CD was produced that could be used locally. It was also agreed that if possible members of staff from the Agency would attend WPC meetings and training events.

During the September conference the Chairmen decided they would like to give their members the opportunity to come to Norcross for a familiarisation course. The Focal Point has agreed to look at the feasibility of this.

7. Next Steps

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

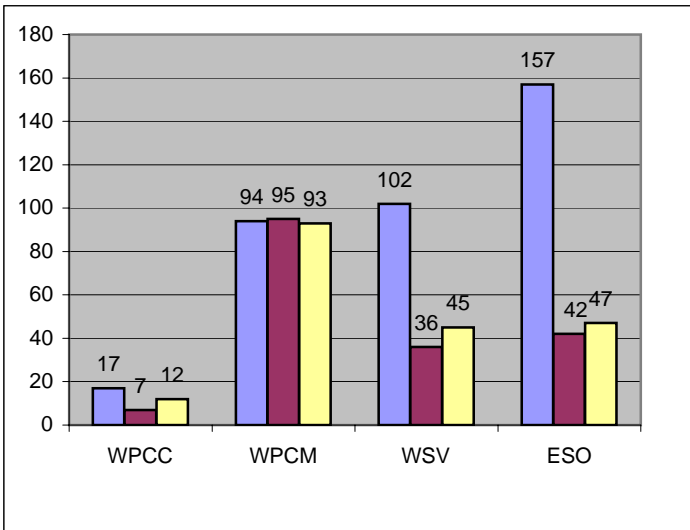
Recommendations for improvement will be considered and taken forward where appropriate.

DEMOGRAPHICS

Current Role

Total Respondents

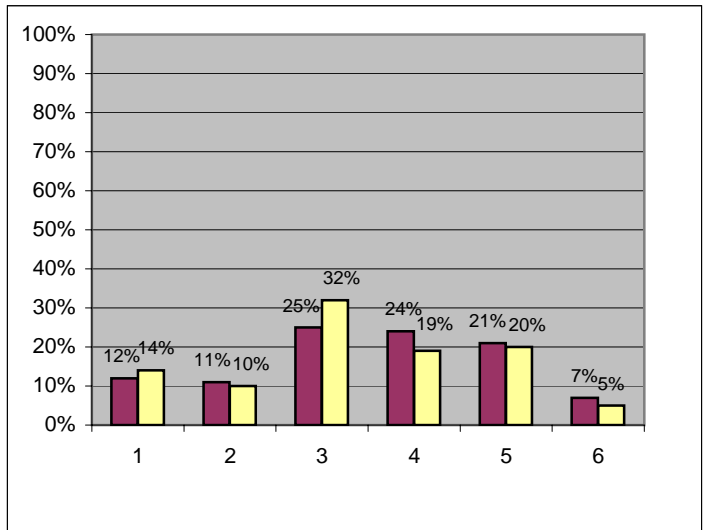
2004	2006	2007
248	130	151



Regional Area

Total Respondents

2004	2006	2007
NA	130	149



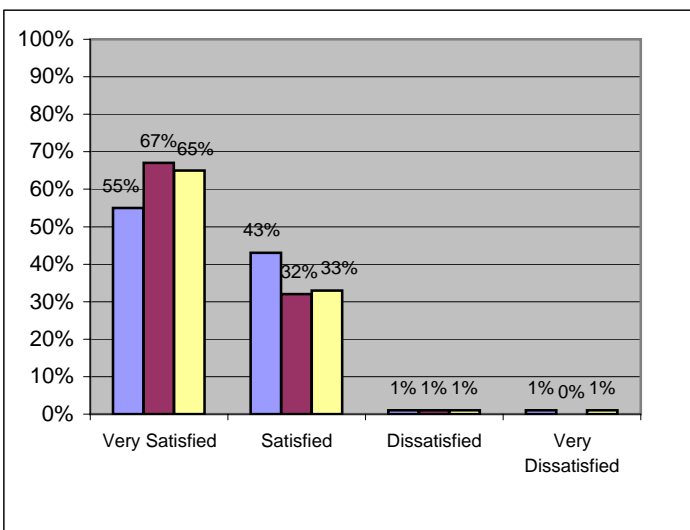
ACCESS AND CONTACT

1. How satisfied are you with the help, information or advice you receive from:

a) the Welfare Service

Total Respondents

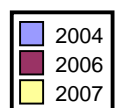
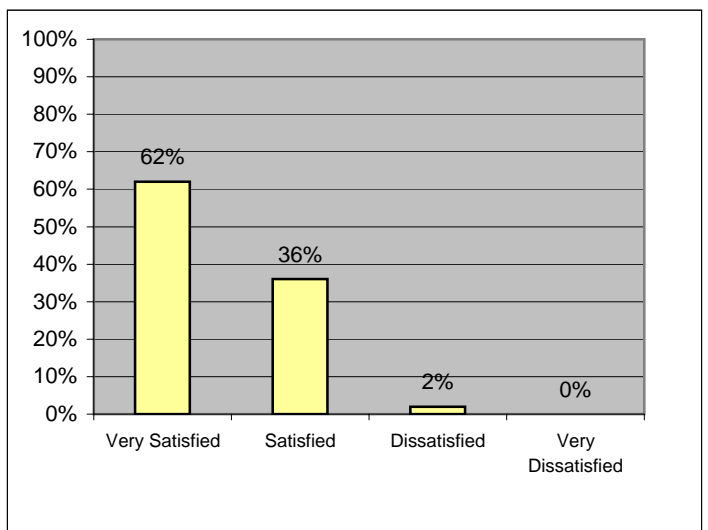
2004	2006	2007
245	130	141



b) your WPC Focal Point

Total Respondents

2004	2006	2007
NA	NA	92



ACCESS AND CONTACT

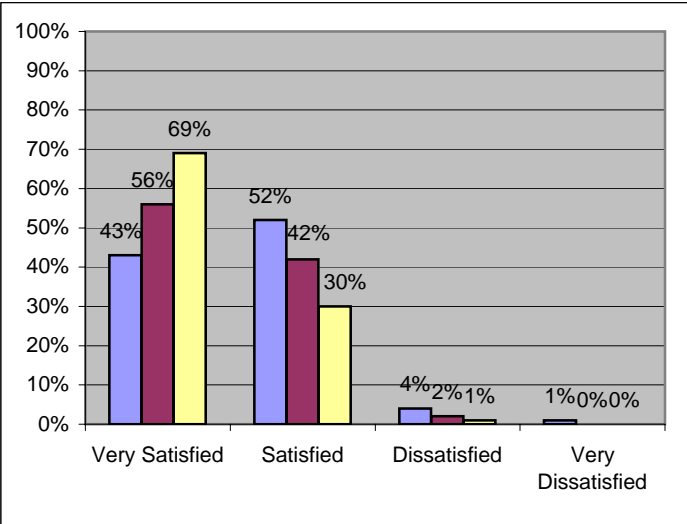
2. How satisfied are you with the communication* via letter or phone with:

a) the Welfare Service

b) your WPC Focal Point

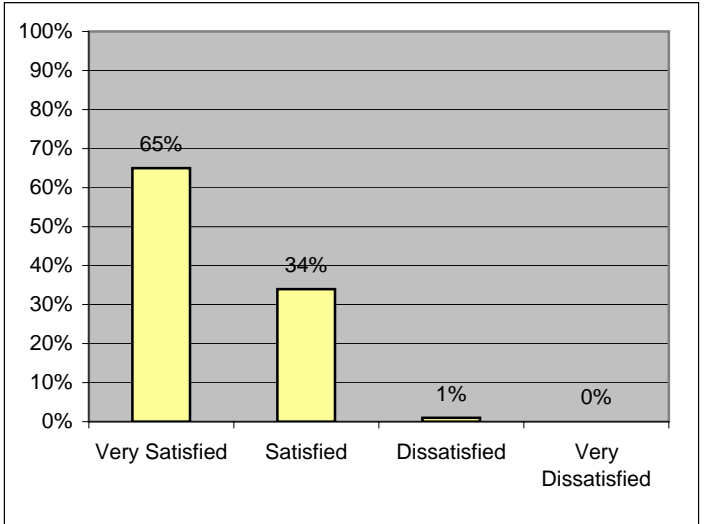
Total Respondents

2004	2006	2007
241	130	136



Total Respondents

2004	2006	2007
NA	NA	92



* 2004 and 2006 questionnaires focused solely on written communication

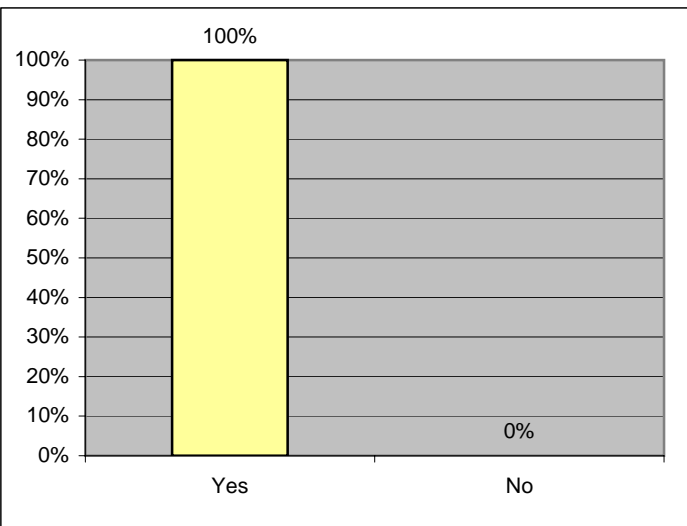
3. Were you dealt with in a professional manner throughout your contact with:

a) the Welfare Service

b) your WPC Focal Point

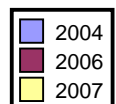
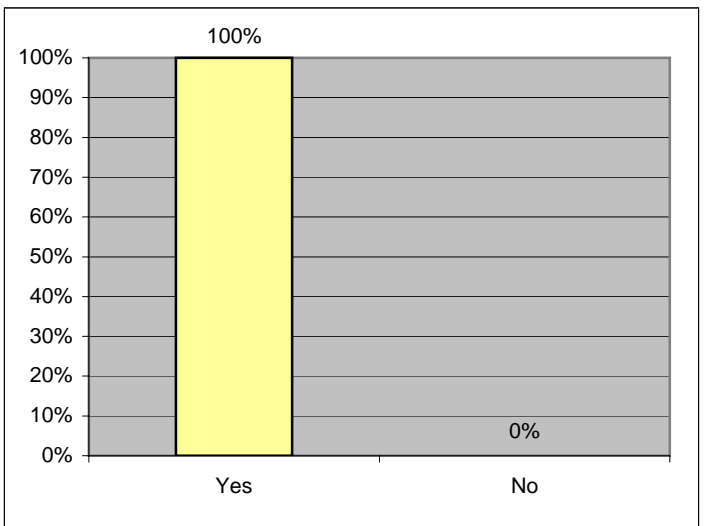
Total Respondents

2004	2006	2007
NA	NA	134



Total Respondents

2004	2006	2007
NA	NA	90

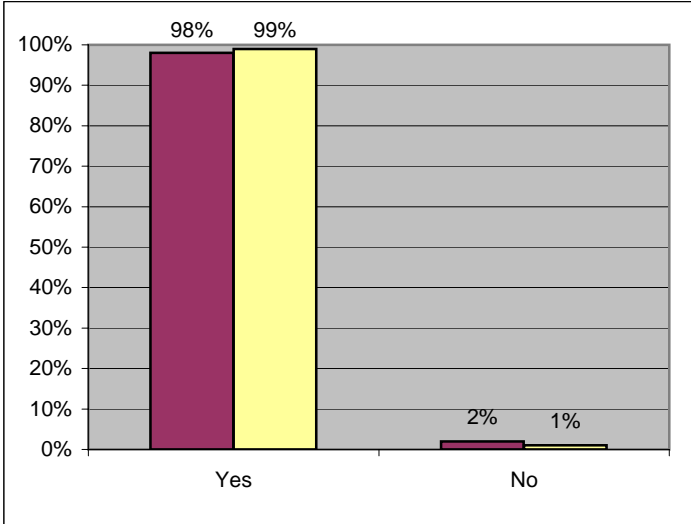


SERVICE QUALITY

4. Would you recommend the Welfare Service to others?

Total Respondents

2004	2006	2007
NA	130	141

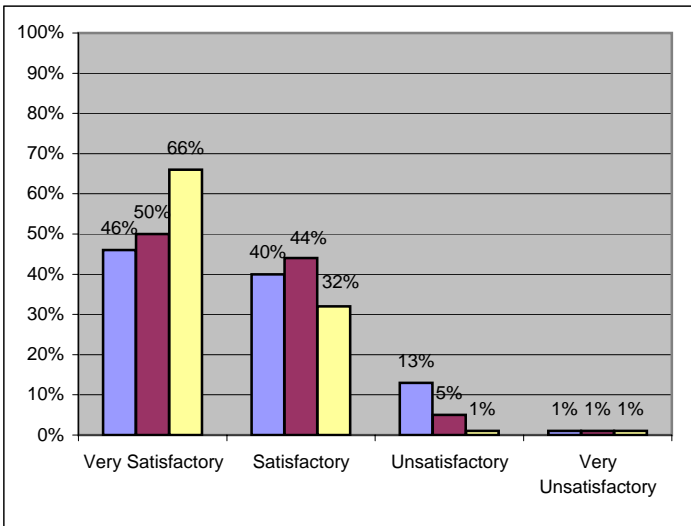


5. Which of these words best describes the overall service you received from:

a) the Welfare Service

Total Respondents

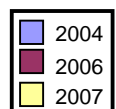
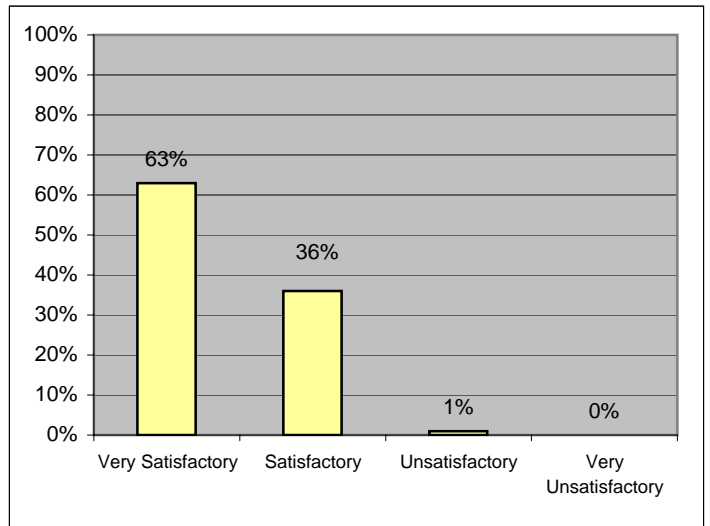
2004	2006	2007
243	128	139



b) your WPC Focal Point

Total Respondents

2004	2006	2007
NA	NA	91



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. How satisfied are you with the help, information or advice you received?

As treasurer to the WPC I am happy with the help and support I receive from Agency officers at all times. 100% support.

Concern that some Welfare Managers become too involved with clients and do not seem to be able to say no. Knowledge of the appeals process is poor overall. Clients are being given false hope and expectations.

Excellent working relationship with the Welfare Service particularly in my role as a SSAFA forces help caseworker. The assistance and advice is a two way process with the common aim of assisting those in need.

The committee is only passed what is thought necessary. Other committee minutes show a greater involvement. I suspect this is not an officer problem.

The service from the local WPWS office is outstanding. Nothing is too much trouble for them and any request is met expeditiously. Responses from the Welfare service as a whole has improved. The WPC focal point have difficult task in rectifying many failures in the old system. We receive excellent service.

2. How satisfied are you with the communication via letter or phone?

The committee clerk is often tasked elsewhere by WPWS.

Update of staff location index is required.

Can't improve. Staff always friendly and all questions answered.

I like to contact clients by phone, but sometimes phone numbers are left off the referral.

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

The staff are very supportive to the work of the W.P.C.

Standards are set high and regularly achieved.

4. Would you recommend the Welfare Service to others?

Peacemeal token advertising at shows is of limited value. Funding is needed for a TV campaign.

I frequently recommend the Welfare service to my clients and they in turn have been satisfied with the help and information given.

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

My contact to the Welfare office has been one of admiration and total satisfaction. The existence of the focal point should enable the Chairmen's group to work more effectively. However I am not convinced that all Chairmen have confidence in it neutrality and do not make best use of it.

As a WSV I would welcome info when a relative informs you that a Pensioner or War Widow dies. It is most embarrassing to make a visit and find strangers in residence. Often a pensioner or War Widow passes away shortly after a visit and more often than not relatives have no idea who to inform other than yourselves.