

3. The claim experience - how far do you agree with the following?

						2011/12
Answer Options	Very Good	Good	Adequate	Poor	Very Poor	Response Count
The time taken for you to receive the benefit application	47	37	13	1	0	98
The time taken to process your claim for benefit	37	42	13	2	1	95
The proof / volume of information required, for example	26	49	17	0	0	92
The ease of completing the form	34	43	15	2	0	94
Guidance provided	36	37	18	1	1	93
Staff helpfulness	43	40	9	0	1	93
Staff understanding of my individual circumstances	42	35	14	2	1	94
<i>answered question</i>						99
<i>skipped question</i>						2

3. The claim experience - how far do you agree with the following?

						2013/14
Answer Options	Very Good	Good	Adequate	Poor	Very Poor	Response Count
The time taken for you to receive the benefit application	53	39	13	1	1	107
The time taken to process your claim for benefit	46	43	14	1	2	106
The proof / volume of information required, for example	37	43	23	1	1	105
The ease of completing the form	41	43	17	1	3	105
Guidance provided	41	40	15	3	3	102
Staff helpfulness	59	31	10	0	3	103
Staff understanding of my individual circumstances	49	37	14	0	3	103
<i>answered question</i>						107
<i>skipped question</i>						0

4. How do you prefer to contact us?

2011/12		
Answer Options	Response Percent	Response Count
In person at an office	32.0%	31
By a visiting officer to your home	9.3%	9
By phone	32.0%	31
Online	1.0%	1
By email	1.0%	1
In writing (by post)	17.5%	17
No preference	7.2%	7
Other (please specify)		1
<i>answered question</i>		97
<i>skipped question</i>		4

2013/14		
Response Percent	Response Count	
37.5%	39	
7.7%	8	
29.8%	31	
0.0%	0	
1.9%	2	
14.4%	15	
8.7%	9	
	3	
		104
		3

5. How would you like us to keep you updated about the progress of your claim?

2011/12		
Answer Options	Response Percent	Response Count
In person at an office	8.6%	8
By a visiting officer to your home	6.5%	6
By phone	7.5%	7
Online	2.2%	2
By email	4.3%	4
In writing (by post)	59.1%	55
No preference	11.8%	11
Other (please specify)		0
<i>answered question</i>		93
<i>skipped question</i>		8

2013/14		
Response Percent	Response Count	
6.7%	7	
7.7%	8	
12.5%	13	
N/A	N/A	
3.8%	4	
62.5%	65	
6.7%	7	
	3	
		103
		4

8. Your benefit award letter - this is the letter that informs you of our decision about your benefit claim

2011/12

Answer Options	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
The letter was easy to understand	17	55	9	10	2	93
I needed help to understand the letter	5	25	22	25	13	90
<i>answered question</i>						96
<i>skipped question</i>						5

8. Your benefit award letter - this is the letter that informs you of our decision about your benefit claim

2013/14

Answer Options	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Count
The letter was easy to understand	21	51	15	11	7	105
I needed help to understand the letter	12	26	32	25	9	104
<i>answered question</i>						106
<i>skipped question</i>						1

9. Welfare Reforms (question not asked in 2011/12)

2013/14

Answer Options	Bedroom Tax	Benefit Cap	Council Tax Reduction	Personal Independence Payments	Universal Credit	Response Count
Which welfare reform changes are you aware of? (please	72	32	42	16	21	90
<i>answered question</i>						90
<i>skipped question</i>						17

10. Have you been affected by a reduction in Housing Benefit as you have more bedrooms than you need? (the bedroom tax) - (question not asked in 2011/12)

2013/14

Answer Options	Response Percent	Response Count
Yes	9.9%	10
No	90.1%	91
<i>answered question</i>		101
<i>skipped question</i>		6

11. If you answered yes to Q10, have you applied for Discretionary Housing Payments?

2013/14

Answer Options	Response Percent	Response Count
Yes	26.1%	12
No	73.9%	34
<i>answered question</i>		46
<i>skipped question</i>		61

12. Have you received enough information on the following welfare reforms? (question not asked in 2011/12)

2013/14

Answer Options	Yes	No	Not Sure	Response Count
Bedroom Tax	36	24	31	90
Benefit Cap	17	31	40	87
<i>answered question</i>				99
<i>skipped question</i>				8

13. Overall satisfaction						
2011/12						
Answer Options	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Unsatisfied	Very dissatisfied	Response Count
Taking everything onto account, how satisfied or	42	48	6	1	2	99
<i>answered question</i>						99
<i>skipped question</i>						2

13. Overall satisfaction						
2013/14						
Answer Options	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Unsatisfied	Very dissatisfied	Response Count
Taking everything onto account, how satisfied or	42	41	17	3	2	105
<i>answered question</i>						105
<i>skipped question</i>						2

14. About you - do you have internet access?		
2011/12		
Answer Options	Response Percent	Response Count
Yes	39.8%	39
No	60.2%	59
<i>answered question</i>		98
<i>skipped question</i>		3

2013/14	
Response Percent	Response Count
49.5%	53
50.5%	54
107	
0	

15. Have you accessed the Council's website in the last 12 months to obtain information? www.orkney.gov.uk (question not asked 2011/12)

2013/14

Answer Options	Response Percent	Response Count
Yes	37.6%	38
No	62.4%	63
<i>answered question</i>		101
<i>skipped question</i>		6

16. If you answered yes to question 15, did you look at our benefits webpage?

2013/14

Answer Options	Response Percent	Response Count
Yes	19.6%	11
No	80.4%	45
<i>answered question</i>		56
<i>skipped question</i>		51

17. If you answered yes to question 15, how useful did you find this information? (question not asked in 2011/12)

2013/14

Answer Options	Response Percent	Response Count
Very Useful	15.8%	3
Useful	47.4%	9
Adequate	26.3%	5
Poor	10.5%	2
Very Poor	0.0%	0
Comments		3
<i>answered question</i>		19
<i>skipped question</i>		88

18. About you - are you		
2011/12		
Answer Options	Response Percent	Response Count
Female	61.6%	61
Male	38.4%	38
<i>answered question</i>		99
<i>skipped question</i>		2

2013/14		
Response Percent	Response Count	
48.6%	52	
51.4%	55	
		107
		0

19. About you - are you		
2011/12		
Answer Options	Response Percent	Response Count
Aged under 40	12.2%	12
Aged 40 to 59	32.7%	32
Aged 60 or over	55.1%	54
<i>answered question</i>		98
<i>skipped question</i>		3

2013/14		
Response Percent	Response Count	
10.4%	11	
35.8%	38	
53.8%	57	
		106
		1

20. About you - your postcode area		
2011/12		
Answer Options	Response Percent	Response Count
KW15	48.5%	48
KW16	25.3%	25
KW17	26.3%	26
<i>answered question</i>		99
<i>skipped question</i>		2

2013/14		
Response Percent	Response Count	
47.5%	47	
20.2%	20	
32.3%	32	
		99
		8

21. About you - what is your ethnic group?

2011/12		
Answer Options	Response Percent	Response Count
White	90.7%	88
Mixed / Multiple ethnic groups	0.0%	0
Asian / Asian British	2.1%	2
Black / African / Caribbean / Black British	5.2%	5
Other ethnic group	0.0%	0
Prefer not to say	2.1%	2
<i>answered question</i>		97
<i>skipped question</i>		4

2013/14	
Response Percent	Response Count
94.3%	99
0.0%	0
0.0%	0
2.9%	3
0.0%	0
2.9%	3
105	
2	

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