

APPENDIX 1

Overall I am satisfied with the facilities to get in touch with the Benefits Office

Ethnicity	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
White British/Irish	1341	82.3%	184	11.3%	104	6.4%	1629	93.9%
Other	38	76.0%	8	16.0%	4	8.0%	50	2.9%
White Other	24	68.6%	5	14.3%	6	17.1%	35	2.0%
Not answered	14	66.7%	3	14.3%	4	19.0%	21	1.2%
Total	1417	81.7%	200	11.5%	118	6.8%	1735	100.0%

Overall I am satisfied with the experience of visiting the Benefits Office

Ethnicity	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
White British/Irish	856	77.2%	164	14.8%	88	7.9%	1108	92.9%
Other	31	75.6%	3	7.3%	7	17.1%	41	3.4%
White Other	22	75.9%	5	17.2%	2	6.9%	29	2.4%
Not answered	6	40.0%	6	40.0%	3	20.0%	15	1.3%
Total	915	76.7%	178	14.9%	100	8.4%	1193	100.0%

Overall I am satisfied with the telephone service

Ethnicity	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
White British/Irish	401	71.7%	67	12.0%	91	16.3%	559	94.2%
Other	9	64.3%	2	14.3%	3	21.4%	14	2.4%
White Other	8	61.5%	4	30.8%	1	7.7%	13	2.2%
Not answered	3	42.8%	1	14.3%	3	14.8%	7	1.2%
Total	421	71.0%	74	12.5%	98	16.5%	593	100.0%

Overall I am satisfied with the service provided by staff in my benefits office

Ethnicity	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
White British/Irish	1303	82.3%	190	12.0%	90	5.7%	1583	94.0%
Other	35	76.1%	6	13.0%	5	10.9%	46	2.7%
White Other	25	75.8%	7	21.2%	1	3.0%	33	2.0%
Not answered	14	63.6%	4	18.2%	4	18.2%	22	1.3%
Total	1377	81.8%	207	12.3%	100	5.9%	1684	100.0%

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Overall I am satisfied with the clarity and understanding of the claim form

Ethnicity	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
White British/Irish	986	61.2%	359	22.3%	266	16.5%	1611	94.0%
Other	24	51.1%	16	34.0%	7	14.9%	47	2.7%
White Other	20	57.1%	5	14.3%	10	28.6%	35	2.0%
Not answered	12	57.1%	6	28.6%	3	14.3%	21	1.2%
Total	1042	60.8%	386	22.5%	286	16.7%	1714	100.0%

Overall I am satisfied with the amount of time it took to determine my claim

Ethnicity	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
White British/Irish	1281	75.6%	164	9.7%	249	14.7%	1694	94.0%
Other	36	70.6%	6	11.8%	9	17.6%	51	2.8%
White Other	26	72.2%	2	5.6%	8	22.2%	36	2.0%
Not answered	11	50.0%	5	22.7%	6	27.3%	22	1.2%
Total	1354	75.1%	177	9.8%	272	15.1%	1803	100.0%

Overall I am satisfied with the benefits service

Ethnicity	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
White British/Irish	1391	81.9%	172	10.1%	136	8.0%	1699	94.0%
Other	38	74.5%	7	13.7%	6	11.8%	51	2.8%
White Other	26	72.2%	7	19.4%	3	8.3%	36	2.0%
Not answered	13	59.1%	4	18.2%	5	22.7%	22	1.2%
Total	1468	81.2%	190	10.5%	150	8.3%	1808	100.0%