

APPENDIX 2

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

Age	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Up to 60	913	77.1%	170	14.4%	101	8.5%	1184	68.2%
Over 60	482	92.7%	22	4.2%	16	3.1%	520	30.0%
Not answered	22	71.0%	8	25.8%	1	3.2%	31	1.8%
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

Age	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Up to 60	613	72.0%	150	17.6%	88	10.3%	851	71.3%
Over 60	290	90.0%	22	6.8%	10	3.1%	322	27.0%
Not answered	12	60.0%	6	30.0%	2	10.0%	20	1.7%
Total	915	76.7%	178	14.9%	100	8.4%	1193	100.0%

Overall I am satisfied with the telephone service

Age	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Up to 60	273	64.2%	62	14.6%	90	21.2%	425	66.8%
Over 60	142	88.2%	12	7.5%	7	4.3%	161	31.0%
Not answered	6	85.7%	0	0.0%	1	14.3%	7	2.2%
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

Age	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Up to 60	899	78.0%	168	14.6%	86	7.4%	1153	68.5%
Over 60	455	91.0%	35	7.0%	10	2.0%	500	29.7%
Not answered	23	74.2%	4	12.9%	4	12.9%	31	1.8%
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

Age	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Up to 60	659	56.3%	288	24.6%	223	19.1%	1170	68.3%
Over 60	366	71.5%	90	17.6%	56	10.9%	512	29.9%
Not answered	17	53.1%	8	25.0%	7	21.9%	32	1.8%
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

Age	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Up to 60	842	69.6%	132	10.9%	236	19.5%	1210	67.1%
Over 60	489	87.8%	38	6.8%	30	5.4%	557	30.9%
Not answered	23	63.9%	7	19.4%	6	16.7%	36	2.0%
Total	1354	75.1%	177	9.8%	272	15.1%	1803	100.0%

Overall I am satisfied with the benefits service

Age	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Up to 60	930	76.9%	150	12.4%	130	10.7%	1210	67.1%
Over 60	510	90.9%	32	5.7%	19	3.4%	561	30.9%
Not answered	28	75.7%	8	21.6%	1	2.7%	37	2.0%
Total	1468	81.2%	190	10.5%	150	8.3%	1808	100.0%