

### APPENDIX 3

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

Disability or Illness	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Yes	732	84.1%	86	9.9%	52	6.0%	870	50.1%
No	654	79.3%	108	13.1%	63	7.6%	825	47.6%
Not answered	31	77.5%	6	15.0%	3	7.5%	40	0.2%
<b>Total</b>	1417	81.7%	200	8.5%	118	21.8%	1735	100.0%

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

Disability or Illness	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Yes	427	78.2%	79	14.5%	40	7.3%	546	45.8%
No	468	75.5%	95	15.3%	57	9.2%	620	52.0%
Not answered	20	74.1%	4	14.8%	3	11.1%	27	2.2%
<b>Total</b>	915	76.7%	178	14.9%	100	8.4%	1193	100.0%

Overall I am satisfied with the telephone service

Disability or Illness	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Yes	200	71.7%	31	11.1%	48	17.2%	279	47.0%
No	207	69.7%	41	13.8%	49	16.5%	297	50.1%
Not answered	14	82.3%	2	11.8%	1	5.9%	17	2.9%
<b>Total</b>	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

Disability or Illness	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Yes	696	83.1%	90	10.7%	52	6.2%	838	49.8%
No	648	80.6%	112	13.9%	44	5.5%	804	47.7%
Not answered	33	78.6%	5	11.9%	4	9.5%	42	2.5%
<b>Total</b>	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

Disability or Illness	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Yes	517	60.3%	196	22.9%	144	16.8%	857	50.0%
No	501	61.5%	179	22.0%	135	16.6%	815	47.5%
Not answered	24	57.1%	11	26.2%	7	16.7%	42	2.5%
<b>Total</b>	<b>1042</b>	<b>60.8%</b>	<b>386</b>	<b>22.5%</b>	<b>286</b>	<b>16.7%</b>	<b>1714</b>	<b>100.0%</b>

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

Disability or Illness	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Yes	701	76.9%	94	10.3%	116	12.7%	911	50.5%
No	621	73.3%	78	9.2%	148	17.5%	847	47.0%
Not answered	32	71.1%	5	11.1%	8	17.8%	45	2.5%
<b>Total</b>	<b>1354</b>	<b>75.1%</b>	<b>177</b>	<b>9.8%</b>	<b>272</b>	<b>15.1%</b>	<b>1803</b>	<b>100.0%</b>

Overall I am satisfied with the benefits service

Disability or Illness	Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Total No. Respondents	
Yes	755	82.4%	93	10.2%	68	7.4%	916	50.7%
No	676	80.0%	91	10.7%	78	9.2%	845	46.7%
Not answered	37	78.7%	6	12.8%	4	8.5%	47	2.6%
<b>Total</b>	<b>1468</b>	<b>81.2%</b>	<b>190</b>	<b>10.5%</b>	<b>150</b>	<b>8.3%</b>	<b>1808</b>	<b>100.0%</b>