



Ministry  
of Defence

**Defence Business Services Secretariat**  
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Tomlinson House  
Norcross  
Thornton-Cleveleys  
FY5 3WP

Email: [DBSRES-Secretariat@mod.uk](mailto:DBSRES-Secretariat@mod.uk)

Ref: FOI2022/00585

[REDACTED]  
[REDACTED]

25 February 2022

Dear [REDACTED]

Thank you for your email of 14 January 2022 to the Ministry of Defence (MOD) requesting the following information:

*"This is an official Information request for 2021 veterans uk customer satisfaction survey.*

*I would like this know the full results of the survey or any results relating to the 2021 veterans uk customer satisfaction survey."*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence and I can confirm that all the information in scope of your request is held.

As explained in our letter of 10 February 2022, the MOD holds information in scope of your request. However, as it potentially fell within the scope of the following qualified exemption: Section 22 (intended for future publication), it was necessary for us to decide whether, in all the circumstances of the case, the public interest in maintaining the exemption outweighed the public interest in disclosure. In the process of weighing up the factors for and against releasing the information, the MOD has determined that it is in the public interest to release the information.

Please find the Veterans UK Customer Satisfaction Survey 2021 results at Annex A.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-](mailto:CIO-)

[FOI-IR@mod.gov.uk](mailto:FOI-IR@mod.gov.uk)). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

A solid black rectangular box used to redact the signature of the sender.

Defence Business Services (Secretariat)



# DBS Veterans UK Customer Satisfaction Survey 2021 results



Official]

## Veterans UK in Numbers

- **420,000** pensions payments issued every month
- **107,000** War Pension & War Widows Pension recipients
- Over **10,500** customers assisted by Veterans Welfare Service in the past year
- Circa **30,000** compensation claims, reviews and appeals each year.
- Over **8,000** contacts to the Veterans UK Enquiry Centre per month.

# Veterans Customer Satisfaction Survey 2021

Veterans UK provides free support for veterans and their families, including a helpline, Veterans Welfare Service, Defence Transition Services and injury/bereavement compensation scheme payments. Veterans UK is part of the Ministry of Defence.

Veterans UK ran a customer satisfaction survey in 2021. The survey was available to any Veterans UK customer.

The purpose of the survey was to ask our customers about our services and how we can make improvements.

There are approximately 2.4M UK Veterans and 628 Veterans UK customers responded to the survey (which is about 0.026% of Veterans).

We asked customers to share their views on the service or services they used. The results show how many of the 628 customers who responded to the survey had used each particular service. One service had been used by 324 of the 628 customers. This was the highest. Two others had low numbers of customer feedback with 88 and 17 responses.

The survey link was promoted on Veterans UK social media channels. It was available on the [Veterans UK landing page on GOV.UK](#). Organisations that we work with were also asked to share the survey.



## Feedback for Veterans UK

Customer feedback is very important to Veterans UK so we can make improvements.

The customer feedback survey we conducted is just one way that we listen to our customers.

Veterans UK recognises that the delivery of compensation could be improved and has gathered real 'Lived Experience' insight via a Customer Group through discussion & collaboration. This is helping in focussing on priority areas for change and improvement to services and to engage customers in the way forward.

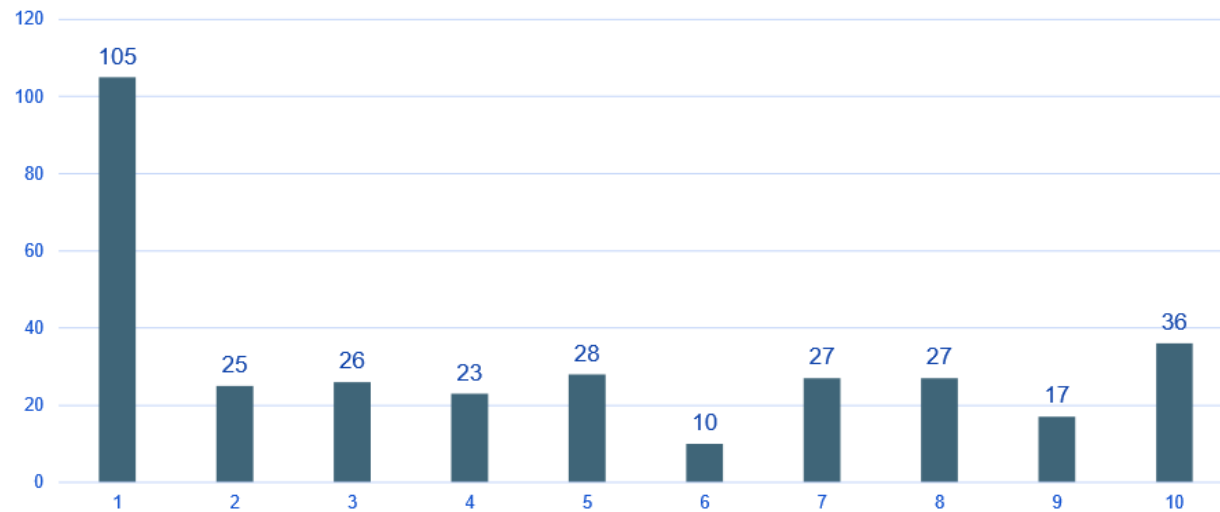
We conduct ongoing customer insight on the customer enquiries, complaints and the positive feedback we receive so we can learn from our customers' experiences. We also learn from our Customer Feedback Survey for customers to tell us about their recent experience.

# Survey Results

# War Pension Scheme (WPS)

How many customers said they'd used this service **324**

How satisfied were you from 1 (very dissatisfied) to 10 (very satisfied)?



Key themes

- Timescale
- Customer Service
- Outcome
- Process
- Communication
- Difficulty of scheme





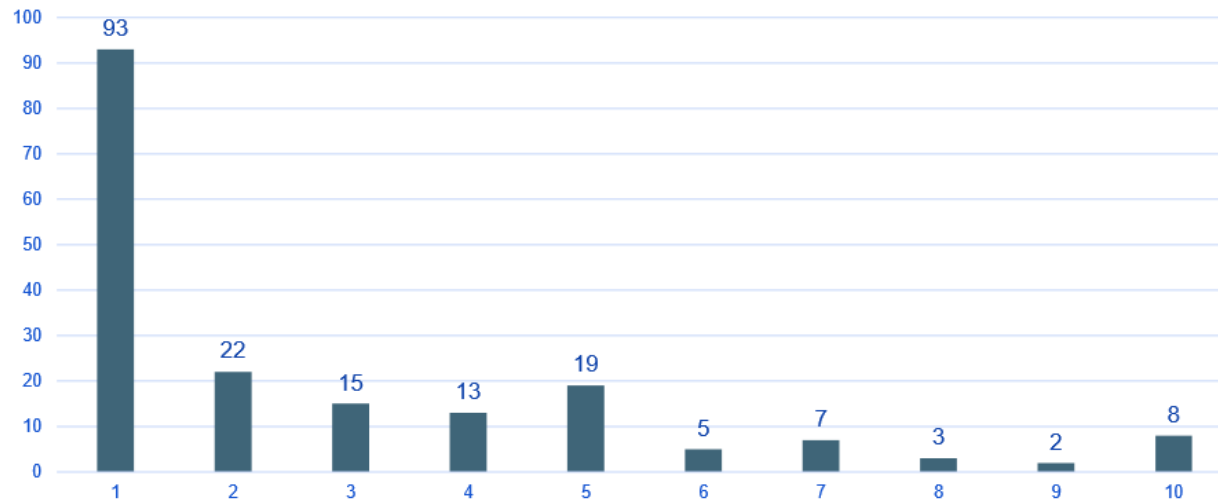
# Armed Forces Compensation Scheme (AFCS)

How many customers said they'd used this service

187

Key themes

How satisfied were you from 1 (very dissatisfied) to 10 (very satisfied)?



Timescale

Customer Service

Outcome

Difficulty of scheme

Communication

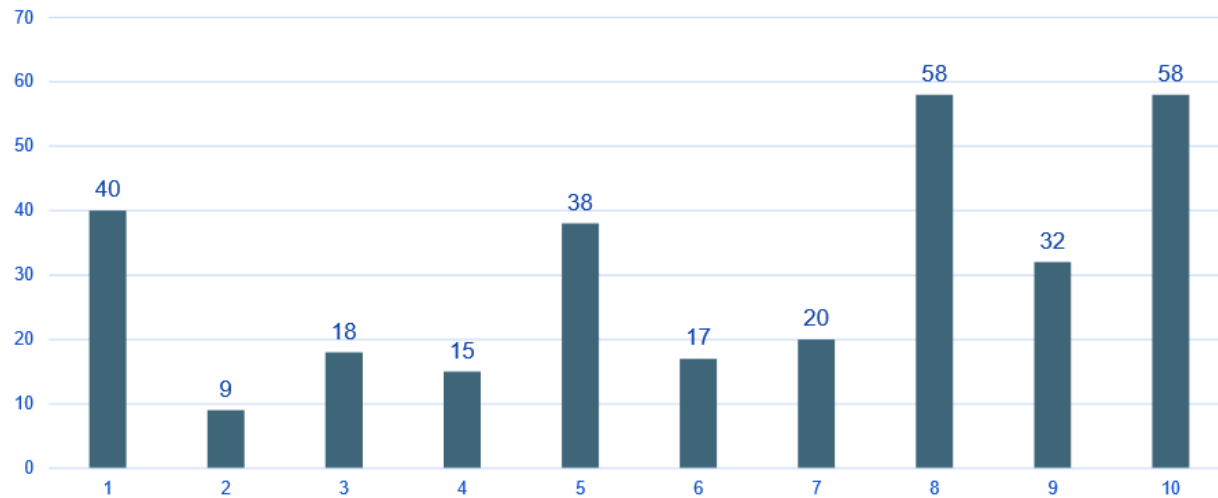
Process



# Armed Forces Pension Scheme (AFPS)

How many customers said they'd used this service **305**

How satisfied were you from 1 (very dissatisfied) to 10 (very satisfied)?



Key themes

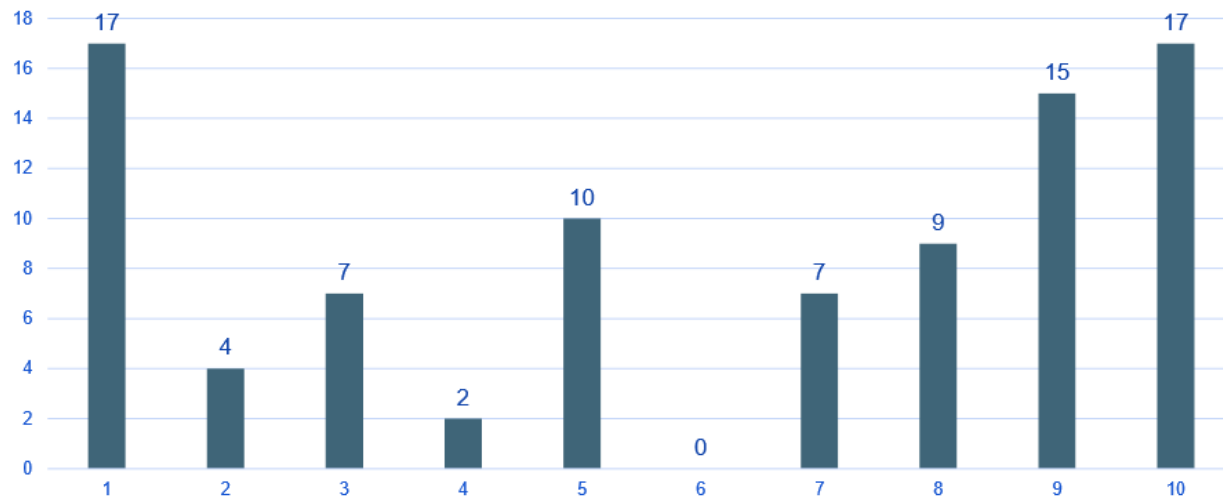
- Customer Service
- Process
- Communication
- Difficulty of scheme
- Outcome
- Timescale



# Veterans Welfare Service (VWS)

How many customers said they'd used this service **88**

How satisfied were you from 1 (very dissatisfied) to 10 (very satisfied)?



Key themes

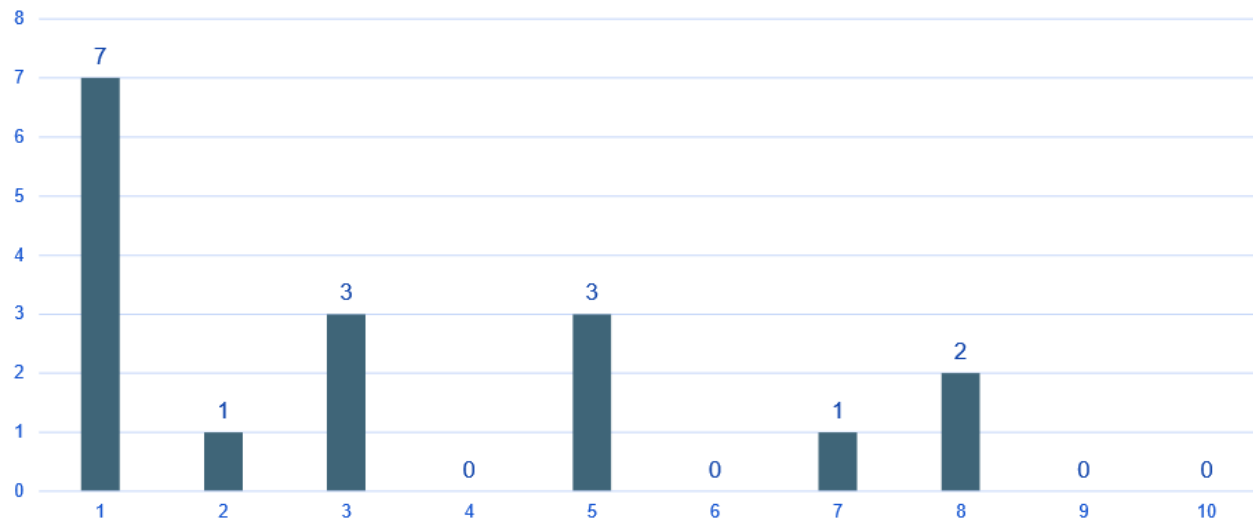
- Customer Service
- Communication
- Process
- Outcome



# Defence Transition Service (DTS)

How many customers said they'd used this service **17**

How satisfied were you from 1 (very dissatisfied) to 10 (very satisfied)?



Key themes

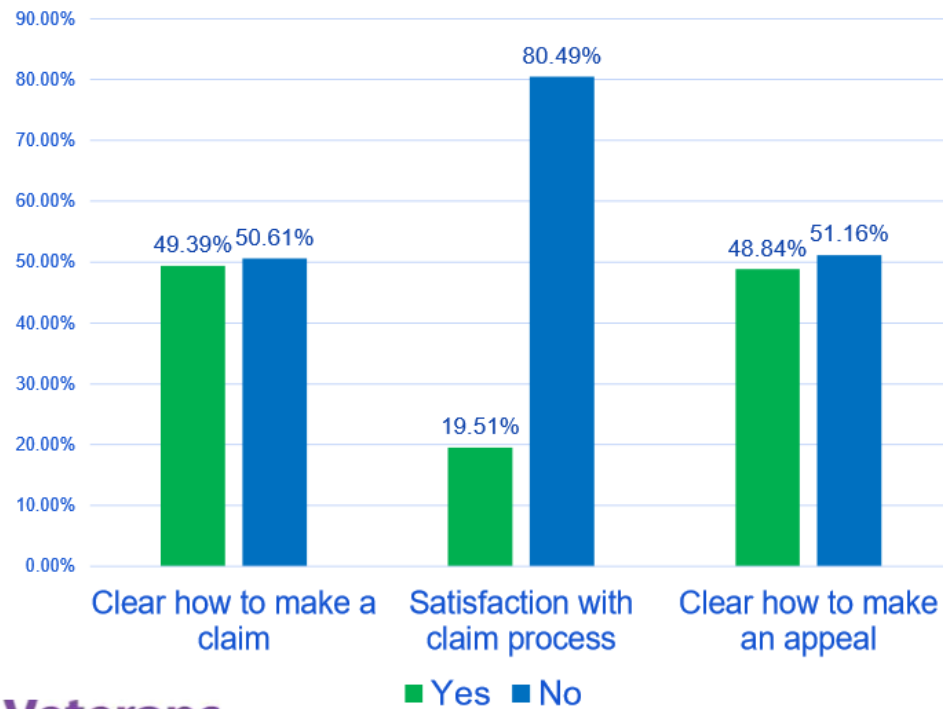
Customer Service

Communication

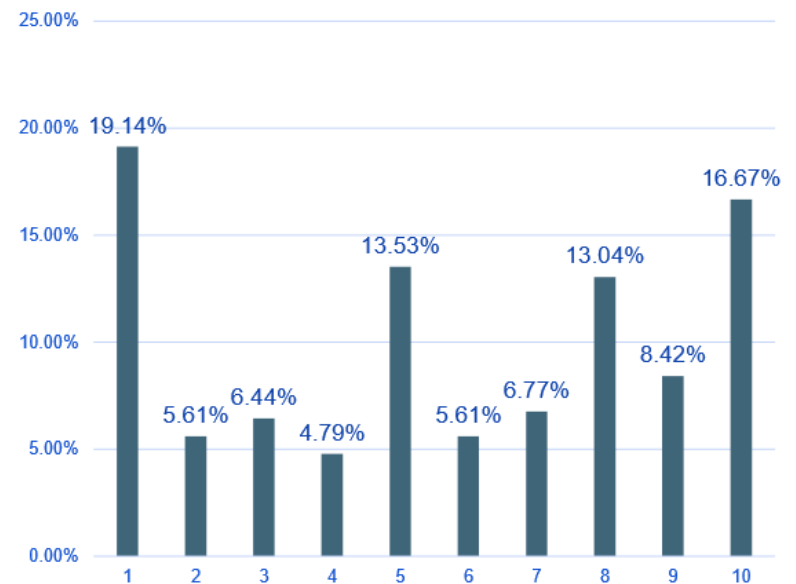
Outcome



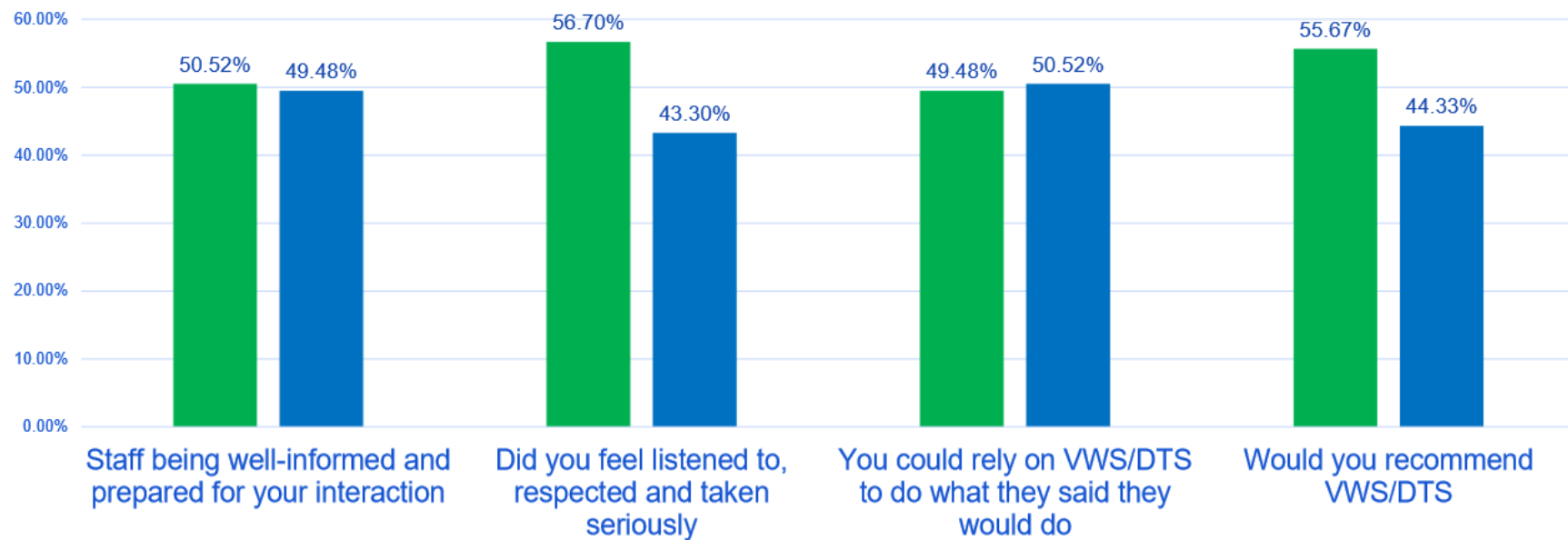
# Satisfaction with claims and appeals



## How satisfied were you with the professionalism of the staff member from 1 (very dissatisfied) to 10 (very satisfied)?



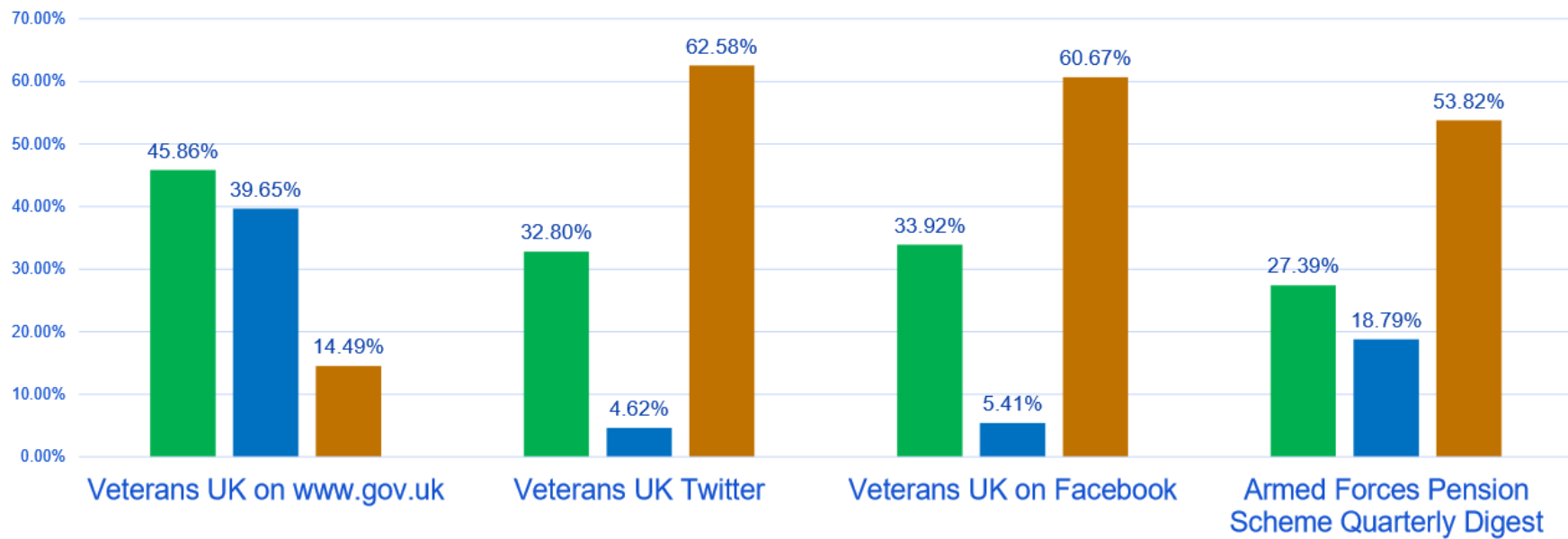
# Experience with Veterans Welfare Service and Defence Transition Service



■ Yes ■ No

# Communications

Are you aware of or have you used the following Veterans communications?



■ Aware of ■ Used ■ Not aware

# Addressing your feedback



## Addressing your feedback

Customer feedback is very important to Veterans UK. Listening to our customers, Veterans UK is already working on some key actions:

### **Customer Service**

1. Review of template letters issued.
2. Expand and continue a review of all Veterans UK letters.
3. Review frequency of interim letters and information.

### **Process**

1. Issue of one overpayment/recover letter and removal of the two-stage process.
2. Align processes and assess targets.
3. Increase self-service options for visibility of progress and access to services

### **Communication**

1. Improve customer handling by providing regular email updates to help reduce enquiries.
2. Hold employee workshop sessions to improve awareness and communication between teams of how each business area impacts specific parts of the process and most importantly the customer.
3. Refresh content and information published for our customers on the Vets UK website. Improve customer communications with a spotlight on customer communications products.
4. Review customer communications methods within schemes and explore alternative/preferred channels.
5. Promote the new online Payment Portal for all Veterans UK customers.



# Giving us your feedback

Veterans UK is always keen to hear what you think. Customer feedback is welcome at any time via [DBS Customer Feedback Survey](#).

## Veterans UK - Contact



Freephone (UK only): 0808 1914 2 18  
Telephone (overseas): +44 1253 866 043



Email: [veterans-uk@mod.gov.uk](mailto:veterans-uk@mod.gov.uk)



Website: [Veterans UK - GOV.UK \(www.gov.uk\)](http://www.gov.uk)



Social Media: Facebook/Twitter

