# Orkney Islands Council - Housing and Council Tax Benefit/Reduction Survey Results The following questions and responses reflect the outcome of two surveys completed by Benefit claimants in 2011 and 2013

1. How long have you been visiting / contacting us	?	
	2011	/12
Answer Options	Response Percent	Response Count
12 months or less	17.7%	17
More than 12 months	82.3%	79
	answered question	96
	skinned auestion	5

201	3/14
Response	Response
Percent	Count
19.2%	19
80.8%	80
30.370	99

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Z	U			1		_

Answer Options	Response Percent	Response Count
By visiting the Council Offices	35.1%	34
By phoning the Council Offices	12.4%	12
By writing to the Council	20.6%	20
Online or emailing the Council	2.1%	2
The Pension Service	13.4%	13
Jobcentre Plus	5.2%	5
Citizens Advice Bureau	8.2%	8
Through my landlord	1.0%	1
Through a charity, for example Age Concern	0.0%	0
Through a Housing Association	2.1%	2
Other (please specify)		2
	answered question	97
	skipped question	4

2013/14			
Response Percent	Response Count		
41.2%	42		
12.7%	13		
9.8%	10		
1.0%	1		
8.8%	9		
7.8%	8		
3.9%	4		
2.0%	2		
0.0%	0		
12.7%	13		
	3		
	102		
	5		

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

Answer Options	Very Good	Good	Adequate	Poor	Very Poor	2011/12 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
				aı	nswered question	99
					skipped question	2

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

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
					answered question	107
					skipped question	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
ar	nswered question	97
	skipped question	4

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

104 3

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

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
	answered question	93
	skipped question	8

201	3/14
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

## 6. Have you ever claimed before and withdrawn your claim or not followed it up?

1	a	4	-4	14	2
Z	U	- 1		/	_

Answer Options	Response Percent	Response Count
Yes	7.5%	7
No	92.5%	86
an	swered question	93
	skipped question	8

2013/14					
Response Percent	Response Count				
1.9%	2				
98.1%	102				
	104				
	3				

## 7. Have any of the following stopped you from making a claim?

## 2011/12

Answer Options	Response Percent	Response Count	
Concerns with sharing your information with others	3.8%	3	
I have savings above the £16,000 limit	0.0%	0	
I don't want to be on benefits	2.6%	2	
A previous bad experience	2.6%	2	
Little gain for effort involved	2.6%	2	
None of the above	88.5%	69	
Other (please specify)		4	
	answered question		78
	skipped question		23

2013/14				
Response	Response			
Percent	Count			
4.3%	4			
0.0%	0			
7.6%	7			
2.2%	2			

0

79

92 15

0.0%

85.9%

## 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
				an	swered question	96
				5	skipped question	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
				an	swered question	106
					skipped question	1

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

Answer Options	Bedroom Tax	Benefit Cap	Council Tax Reduction	Personal Independenc e Payments	Universal Credit	Response Count
Which welfare reform changes are you aware of? (please	72	32	42	16	21	90
				ansı	vered question	90
				sk	ipped question	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
	answered question	101
	skipped question	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		
an	swered question	46		
5	skipped question			

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

Answer Options	Yes	No	Not Sure	Response Count
Bedroom Tax Benefit Cap	36 17	24 31	31 40	90 87
Donolik Gup	',	0.	answered question	99
			skipped question	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
				ans	swered question	99
				S	kipped question	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
				ans	swered question	105
				s	kipped question	2

	2011/	2011/12		
Answer Options	Response Percent	Response Count		
Yes	39.8%	39		
No	60.2%	59		
	answered question	98		
	skipped question	3		

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

## 15. Have you accessed the Council's webside 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
an	swered question	101
S	skipped question	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
	answered question	56
	skipped question	51

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

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
	answered question	19
	skipped question	88

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

	201	3/14
	Response Percent	Response Count
	48.6%	52
	51.4%	55
		107
!		0

19. About you - are you		
	201	1/12
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
	answered question	98
	skipped question	3

19. About you - are you				
	2011	/12	201	3/14
Answer Options	Response Percent	Response Count	Response Percent	Response Count
Aged under 40	12.2%	12	10.4%	11
Aged 40 to 59	32.7%	32	35.8%	38
Aged 60 or over	55.1%	54	53.8%	57
	answered question	98		106
	skipped question	3		

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

201	3/14
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 Response Response **Answer Options** Percent Count White 90.7% 88 Mixed / Multiple ethnic groups 0.0% 0 Asian / Asian British 2.1% 2 5 0 2 Black / African / Caribbean / Black British 5.2% Other ethnic group 0.0% Prefer not to say 2.1% answered question 97 skipped question

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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