

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

### Summary of the results for the BVPI questions

**Base : All those expressing a view**

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
Overall, I am satisfied with the ways in which I can contact the benefits office	16.4%	96	60.1%	353	15.3%	90	5.8%	34	2.4%	14
Overall, I am satisfied with the experience of visiting the benefits office	12.2%	43	61.4%	216	17.0%	60	6.5%	23	2.8%	10
Overall, I am satisfied with the telephone service provided by the local authority benefits office	15.8%	36	56.6%	129	16.7%	38	5.7%	13	5.3%	12
Overall, I am satisfied with the service provided by staff in my local authority benefits office	18.8%	107	58.1%	331	13.5%	77	6.1%	35	3.5%	20
Overall, I am satisfied with the Housing/Council Tax benefits claim form	10.9%	65	48.1%	287	25.1%	150	12.2%	73	3.7%	22

### Summary of the results for the BVPI questions

**Base : All those expressing a view**

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
How satisfied or dissatisfied are you with the amount of time it took to tell you whether your claim for Housing/Council Tax Benefit was successful or not?	27.0%	160	44.4%	263	11.7%	69	9.0%	53	7.9%	47
Taking everything into account, how satisfied or dissatisfied are you with the service you receive from Tunbridge Wells Borough Council Benefits Office?	31.1%	183	44.1%	260	12.1%	71	5.9%	35	6.8%	40

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### Getting In Touch With The Benefits Office

#### Overview of all questions asked

**Base : All those expressing a view**

	<i>Strongly agree</i>		<i>Agree</i>		<i>Neither agree nor disagree</i>		<i>Disagree</i>		<i>Strongly disagree</i>	
	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>
<i>The benefits office is somewhere that is easy for me to get to</i>	22.1%	125	54.1%	306	8.5%	48	12.7%	72	2.7%	15
<i>The benefits office opening hours are inconvenient for me</i>	8.4%	45	32.4%	174	18.6%	100	36.5%	196	4.1%	22
<i>Staff tried to sort out my claim on the phone so I didn't have to go into the office</i>	9.7%	40	39.2%	162	17.7%	73	26.6%	110	6.8%	28
<i>I was given the name of a person in the benefits office to contact about my claim</i>	6.1%	28	29.4%	134	13.6%	62	41.0%	187	9.9%	45
<i>Overall, I am satisfied with the ways in which I can contact the benefits office</i>	16.4%	96	60.1%	353	15.3%	90	5.8%	34	2.4%	14

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## Getting In Touch With The Benefits Office

The Benefits office is somewhere that is easy for me to get to

Base : All those expressing a view

		The benefits office is somewhere that is easy for me to get to									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	22.1%	125	54.1%	306	8.5%	48	12.7%	72	2.7%	15
sampling window	1st sampling window	21.3%	68	52.8%	169	7.2%	23	15.0%	48	3.8%	12
	2nd sampling window	23.2%	57	55.7%	137	10.2%	25	9.8%	24	1.2%	3
Outcome of claim	Successful	21.1%	100	55.0%	260	8.9%	42	12.5%	59	2.5%	12
	UNsuccessful	32.4%	11	41.2%	14	8.8%	3	17.6%	6	.0%	0
Dissatisfied with service overall	Dissatisfied with overall service	16.7%	12	47.2%	34	11.1%	8	19.4%	14	5.6%	4
Dissatisfied with length of time	Those dissatisfied with length of time	14.7%	14	43.2%	41	16.8%	16	21.1%	20	4.2%	4
Are you male or female?	Male	25.4%	52	52.7%	108	8.8%	18	10.7%	22	2.4%	5
	Female	20.5%	72	54.8%	193	8.5%	30	13.4%	47	2.8%	10
Agebands	16-24 year olds	35.8%	19	43.4%	23	9.4%	5	11.3%	6	.0%	0
	25-44 year olds	21.6%	45	53.8%	112	12.5%	26	9.6%	20	2.4%	5
	45-60 year olds	21.0%	26	54.0%	67	7.3%	9	13.7%	17	4.0%	5
	60 years or over	19.4%	33	58.2%	99	4.7%	8	15.3%	26	2.4%	4
Disability	With a disability that limits activities	22.0%	35	48.4%	77	9.4%	15	17.0%	27	3.1%	5
Tenure type	Home owner	22.7%	15	42.4%	28	9.1%	6	22.7%	15	3.0%	2
	Rented from council OR HA	18.9%	62	57.3%	188	6.4%	21	13.7%	45	3.7%	12
	Rented private	28.4%	44	54.2%	84	11.6%	18	5.2%	8	.6%	1
How would you describe the composition of your household?	One adult under 60	27.9%	29	50.0%	52	6.7%	7	10.6%	11	4.8%	5
	One adult aged 60 or over	18.8%	19	55.4%	56	5.9%	6	15.8%	16	4.0%	4
	Two adults both under 60	19.4%	7	63.9%	23	5.6%	2	11.1%	4	.0%	0
	Two adults, at least one 60 or over	20.0%	10	64.0%	32	4.0%	2	12.0%	6	.0%	0
	Three or more adults, 16 or over	17.2%	5	55.2%	16	10.3%	3	10.3%	3	6.9%	2
	1-parent family with children, at least 1 under 16	20.2%	23	51.8%	59	13.2%	15	14.0%	16	.9%	1
	2-parent family with children, at least 1 under 16	23.4%	18	51.9%	40	13.0%	10	9.1%	7	2.6%	2
Economic activity	Other	27.3%	12	50.0%	22	6.8%	3	13.6%	6	2.3%	1
	Active	19.8%	37	56.1%	105	10.7%	20	10.7%	20	2.7%	5
	Inactive	26.2%	60	51.1%	117	7.4%	17	12.7%	29	2.6%	6
Ethnicity	Retired	19.9%	27	56.6%	77	5.9%	8	14.7%	20	2.9%	4
	White	22.4%	119	54.1%	288	8.3%	44	12.8%	68	2.4%	13
	BME	25.0%	5	55.0%	11	15.0%	3	5.0%	1	.0%	0

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## Getting In Touch With The Benefits Office

The Benefits offices opening hours are inconvenient for me

Base : All those expressing a view

		The benefits office opening hours are inconvenient for me									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	8.4%	45	32.4%	174	18.6%	100	36.5%	196	4.1%	22
sampling window	1st sampling window	8.9%	27	30.0%	91	18.8%	57	38.9%	118	3.3%	10
	2nd sampling window	7.7%	18	35.5%	83	18.4%	43	33.3%	78	5.1%	12
Outcome of claim	Successful	7.9%	35	32.4%	144	17.8%	79	38.2%	170	3.8%	17
	UNsuccessful	8.8%	3	38.2%	13	29.4%	10	20.6%	7	2.9%	1
Dissatisfied with service overall	Dissatisfied with overall service	11.3%	8	39.4%	28	18.3%	13	26.8%	19	4.2%	3
Dissatisfied with length of time	Those dissatisfied with length of time	8.6%	8	36.6%	34	21.5%	20	31.2%	29	2.2%	2
Are you male or female?	Male	11.6%	22	27.4%	52	18.4%	35	38.9%	74	3.7%	7
	Female	6.2%	21	34.8%	118	19.2%	65	35.4%	120	4.4%	15
Agebands	16-24 year olds	18.2%	10	29.1%	16	16.4%	9	32.7%	18	3.6%	2
	25-44 year olds	7.5%	15	32.8%	66	22.9%	46	32.3%	65	4.5%	9
	45-60 year olds	5.9%	7	30.3%	36	21.0%	25	37.0%	44	5.9%	7
	60 years or over	7.2%	11	34.6%	53	13.1%	20	42.5%	65	2.6%	4
Disability	With a disability that limits activities	7.4%	11	29.1%	43	17.6%	26	38.5%	57	7.4%	11
Tenure type	Home owner	6.7%	4	30.0%	18	25.0%	15	35.0%	21	3.3%	2
	Rented from council OR HA	7.0%	22	34.0%	107	18.4%	58	37.1%	117	3.5%	11
	Rented private	12.2%	18	29.1%	43	15.5%	23	37.2%	55	6.1%	9
How would you describe the composition of your household?	One adult under 60	9.1%	9	27.3%	27	27.3%	27	27.3%	27	9.1%	9
	One adult aged 60 or over	8.6%	8	33.3%	31	14.0%	13	40.9%	38	3.2%	3
	Two adults both under 60	8.1%	3	29.7%	11	16.2%	6	43.2%	16	2.7%	1
	Two adults, at least one 60 or over	4.5%	2	36.4%	16	15.9%	7	40.9%	18	2.3%	1
	Three or more adults, 16 or over	3.7%	1	44.4%	12	11.1%	3	40.7%	11	.0%	0
	1-parent family with children, at least 1 under 16	8.0%	9	33.0%	37	17.0%	19	41.1%	46	.9%	1
	2-parent family with children, at least 1 under 16	11.0%	8	34.2%	25	21.9%	16	26.0%	19	6.8%	5
Other	9.1%	4	29.5%	13	18.2%	8	38.6%	17	4.5%	2	
Economic activity	Active	7.3%	13	32.8%	58	19.8%	35	37.9%	67	2.3%	4
	Inactive	9.7%	22	31.7%	72	19.8%	45	32.6%	74	6.2%	14
	Retired	7.4%	9	32.8%	40	15.6%	19	41.8%	51	2.5%	3
Ethnicity	White	8.1%	41	31.8%	161	19.1%	97	36.9%	187	4.1%	21
	BME	23.5%	4	47.1%	8	5.9%	1	23.5%	4	.0%	0

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## Getting In Touch With The Benefits Office

Staff tried to sort out my claim on the phone so I did not have to go into the office

Base : All those expressing a view

		Staff tried to sort out my claim on the phone so I didn't have to go into the office									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	9.7%	40	39.2%	162	17.7%	73	26.6%	110	6.8%	28
sampling window	1st sampling window	9.9%	23	38.4%	89	17.7%	41	27.2%	63	6.9%	16
	2nd sampling window	9.4%	17	40.3%	73	17.7%	32	26.0%	47	6.6%	12
Outcome of claim	Successful	9.3%	31	40.5%	135	17.7%	59	27.3%	91	5.1%	17
	UNsuccessful	9.1%	3	24.2%	8	18.2%	6	27.3%	9	21.2%	7
Dissatisfied with service overall	Dissatisfied with overall service	4.9%	3	24.6%	15	9.8%	6	42.6%	26	18.0%	11
Dissatisfied with length of time	Those dissatisfied with length of time	2.6%	2	35.1%	27	9.1%	7	40.3%	31	13.0%	10
Are you male or female?	Male	11.6%	17	38.4%	56	15.1%	22	28.1%	41	6.8%	10
	Female	8.8%	23	39.3%	103	19.1%	50	26.3%	69	6.5%	17
Agebands	16-24 year olds	14.0%	6	25.6%	11	30.2%	13	23.3%	10	7.0%	3
	25-44 year olds	8.9%	15	32.1%	54	20.2%	34	31.0%	52	7.7%	13
	45-60 year olds	8.9%	8	44.4%	40	17.8%	16	18.9%	17	10.0%	9
	60 years or over	10.7%	11	50.5%	52	8.7%	9	28.2%	29	1.9%	2
Disability	With a disability that limits activities	11.2%	13	38.8%	45	19.8%	23	20.7%	24	9.5%	11
Tenure type	Home owner	9.1%	5	34.5%	19	9.1%	5	36.4%	20	10.9%	6
	Rented from council OR HA	9.0%	22	41.2%	101	19.2%	47	23.7%	58	6.9%	17
	Rented private	13.0%	13	35.0%	35	18.0%	18	30.0%	30	4.0%	4
How would you describe the composition of your household?	One adult under 60	14.5%	11	35.5%	27	17.1%	13	25.0%	19	7.9%	6
	One adult aged 60 or over	14.5%	9	54.8%	34	6.5%	4	21.0%	13	3.2%	2
	Two adults both under 60	7.1%	2	28.6%	8	25.0%	7	32.1%	9	7.1%	2
	Two adults, at least one 60 or over	6.7%	2	56.7%	17	13.3%	4	23.3%	7	.0%	0
	Three or more adults, 16 or over	.0%	0	34.8%	8	17.4%	4	34.8%	8	13.0%	3
	1-parent family with children, at least 1 under 16	9.7%	9	40.9%	38	20.4%	19	23.7%	22	5.4%	5
	2-parent family with children, at least 1 under 16	10.6%	7	27.3%	18	24.2%	16	28.8%	19	9.1%	6
Other	.0%	0	32.1%	9	17.9%	5	39.3%	11	10.7%	3	
Economic activity	Active	7.4%	10	36.3%	49	17.8%	24	31.9%	43	6.7%	9
	Inactive	10.8%	20	33.9%	63	23.1%	43	23.7%	44	8.6%	16
	Retired	12.0%	10	54.2%	45	7.2%	6	25.3%	21	1.2%	1
Ethnicity	White	9.8%	38	38.8%	150	17.3%	67	27.4%	106	6.7%	26
	BME	6.3%	1	37.5%	6	37.5%	6	12.5%	2	6.3%	1

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ALL respondents

## Getting In Touch With The Benefits Office

I was given the name of a person at the Benefits office to contact about my claim

Base : All those expressing a view

		I was given the name of a person in the benefits office to contact about my claim									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	6.1%	28	29.4%	134	13.6%	62	41.0%	187	9.9%	45
sampling window	1st sampling window	6.9%	18	27.7%	72	13.8%	36	40.4%	105	11.2%	29
	2nd sampling window	5.1%	10	31.6%	62	13.3%	26	41.8%	82	8.2%	16
Outcome of claim	Successful	5.7%	21	31.3%	115	13.1%	48	41.4%	152	8.4%	31
	UNsuccessful	8.6%	3	14.3%	5	14.3%	5	40.0%	14	22.9%	8
Dissatisfied with service overall	Dissatisfied with overall service	.0%	0	15.2%	10	7.6%	5	50.0%	33	27.3%	18
Dissatisfied with length of time	Those dissatisfied with length of time	.0%	0	22.4%	19	5.9%	5	50.6%	43	21.2%	18
Are you male or female?	Male	9.6%	16	34.9%	58	15.7%	26	31.9%	53	7.8%	13
	Female	4.2%	12	26.1%	74	12.3%	35	46.5%	132	10.9%	31
Agebands	16-24 year olds	2.2%	1	19.6%	9	17.4%	8	47.8%	22	13.0%	6
	25-44 year olds	5.5%	10	20.9%	38	12.6%	23	48.4%	88	12.6%	23
	45-60 year olds	7.4%	7	35.8%	34	10.5%	10	35.8%	34	10.5%	10
	60 years or over	8.2%	10	41.0%	50	15.6%	19	32.0%	39	3.3%	4
Disability	With a disability that limits activities	8.2%	10	34.4%	42	14.8%	18	32.0%	39	10.7%	13
Tenure type	Home owner	7.4%	4	29.6%	16	13.0%	7	38.9%	21	11.1%	6
	Rented from council OR HA	6.7%	18	31.0%	83	15.3%	41	38.1%	102	9.0%	24
	Rented private	5.0%	6	25.0%	30	10.0%	12	49.2%	59	10.8%	13
How would you describe the composition of your household?	One adult under 60	7.3%	6	30.5%	25	18.3%	15	36.6%	30	7.3%	6
	One adult aged 60 or over	7.4%	5	42.6%	29	13.2%	9	32.4%	22	4.4%	3
	Two adults both under 60	7.1%	2	25.0%	7	10.7%	3	46.4%	13	10.7%	3
	Two adults, at least one 60 or over	7.9%	3	39.5%	15	23.7%	9	26.3%	10	2.6%	1
	Three or more adults, 16 or over	3.8%	1	38.5%	10	15.4%	4	34.6%	9	7.7%	2
	1-parent family with children, at least 1 under 16	5.0%	5	21.0%	21	6.0%	6	54.0%	54	14.0%	14
	2-parent family with children, at least 1 under 16	4.3%	3	21.7%	15	14.5%	10	43.5%	30	15.9%	11
Other	8.3%	3	22.2%	8	13.9%	5	44.4%	16	11.1%	4	
Economic activity	Active	5.2%	8	25.3%	39	13.0%	20	44.2%	68	12.3%	19
	Inactive	6.2%	12	26.3%	51	13.4%	26	43.3%	84	10.8%	21
	Retired	8.3%	8	37.5%	36	16.7%	16	34.4%	33	3.1%	3
Ethnicity	White	6.3%	27	30.1%	129	12.9%	55	40.9%	175	9.8%	42
	BME	5.9%	1	11.8%	2	29.4%	5	41.2%	7	11.8%	2

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ALL respondents

## Getting In Touch With The Benefits Office

Overall I am satisfied with the ways in which I can contact the Benefits office

Base : All those expressing a view

		Overall, I am satisfied with the ways in which I can contact the benefits office									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	16.4%	96	60.1%	353	15.3%	90	5.8%	34	2.4%	14
sampling window	1st sampling window	15.6%	51	58.6%	191	17.2%	56	6.4%	21	2.1%	7
	2nd sampling window	17.2%	45	62.1%	162	13.0%	34	5.0%	13	2.7%	7
Outcome of claim	Successful	16.3%	79	61.7%	300	15.0%	73	5.1%	25	1.9%	9
	UNsuccessful	13.2%	5	36.8%	14	23.7%	9	15.8%	6	10.5%	4
Dissatisfied with service overall	Dissatisfied with overall service	2.9%	2	38.6%	27	27.1%	19	17.1%	12	14.3%	10
Dissatisfied with length of time	Those dissatisfied with length of time	1.0%	1	49.0%	47	28.1%	27	12.5%	12	9.4%	9
Are you male or female?	Male	20.5%	44	58.1%	125	13.5%	29	6.5%	14	1.4%	3
	Female	14.0%	51	61.0%	222	16.5%	60	5.5%	20	3.0%	11
Agebands	16-24 year olds	18.2%	10	50.9%	28	20.0%	11	7.3%	4	3.6%	2
	25-44 year olds	9.1%	19	59.8%	125	18.7%	39	9.6%	20	2.9%	6
	45-60 year olds	16.7%	21	59.5%	75	17.5%	22	3.2%	4	3.2%	4
	60 years or over	23.8%	44	63.8%	118	9.2%	17	2.7%	5	.5%	1
Disability	With a disability that limits activities	21.6%	37	55.6%	95	12.3%	21	8.2%	14	2.3%	4
Tenure type	Home owner	16.4%	12	57.5%	42	15.1%	11	8.2%	6	2.7%	2
	Rented from council OR HA	14.2%	48	62.0%	209	14.8%	50	6.2%	21	2.7%	9
	Rented private	21.7%	35	56.5%	91	15.5%	25	4.3%	7	1.9%	3
How would you describe the composition of your household?	One adult under 60	17.1%	18	58.1%	61	14.3%	15	5.7%	6	4.8%	5
	One adult aged 60 or over	24.3%	27	64.9%	72	9.0%	10	.9%	1	.9%	1
	Two adults both under 60	10.3%	4	66.7%	26	12.8%	5	7.7%	3	2.6%	1
	Two adults, at least one 60 or over	18.2%	10	72.7%	40	3.6%	2	5.5%	3	.0%	0
	Three or more adults, 16 or over	16.7%	5	53.3%	16	10.0%	3	20.0%	6	.0%	0
	1-parent family with children, at least 1 under 16	8.7%	10	60.9%	70	20.0%	23	7.0%	8	3.5%	4
	2-parent family with children, at least 1 under 16	16.0%	12	49.3%	37	30.7%	23	1.3%	1	2.7%	2
Other	17.8%	8	48.9%	22	17.8%	8	13.3%	6	2.2%	1	
Economic activity	Active	10.2%	19	61.0%	114	19.3%	36	6.4%	12	3.2%	6
	Inactive	15.6%	37	57.0%	135	18.1%	43	6.3%	15	3.0%	7
	Retired	24.7%	36	63.7%	93	7.5%	11	3.4%	5	.7%	1
Ethnicity	White	16.9%	93	59.0%	325	15.8%	87	6.0%	33	2.4%	13
	BME	10.0%	2	80.0%	16	10.0%	2	.0%	0	.0%	0

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

### Getting In Touch With The Benefits Office

Further analysis of those dissatisfied overall with the ways in which they can contact the Benefits office

Base : All those dissatisfied overall with the ways in which they can contact the Benefits office and expressing a view

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
<i>The benefits office is somewhere that is easy for me to get to</i>	8.7%	4	37.0%	17	13.0%	6	23.9%	11	17.4%	8
<i>The benefits office opening hours are inconvenient for me</i>	6.8%	3	40.9%	18	25.0%	11	20.5%	9	6.8%	3
<i>Staff tried to sort out my claim on the phone so I didn't have to go into the office</i>	.0%	0	16.7%	7	4.8%	2	45.2%	19	33.3%	14
<i>I was given the name of a person in the benefits office to contact about my claim</i>	.0%	0	4.5%	2	9.1%	4	50.0%	22	36.4%	16
<i>Overall, I am satisfied with the ways in which I can contact the benefits office</i>	.0%	0	.0%	0	.0%	0	70.8%	34	29.2%	14

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Visiting Your Local Benefits Office

Did you go to your local authority Benefits office when you made your most recent claim?

Base: All those expressing a view

		Did you go to the Benefits Office when you made your most recent claim?			
		Yes		No	
		%	# Respondents	%	# Respondents
All respondents	All	62.5%	357	37.5%	214
sampling window	1st sampling window	64.8%	214	35.2%	116
	2nd sampling window	59.3%	143	40.7%	98
Outcome of claim	Successful	63.9%	304	36.1%	172
	UNsuccessful	44.1%	15	55.9%	19
Dissatisfied with service overall	Dissatisfied with overall service	62.3%	43	37.7%	26
Dissatisfied with length of time	Those dissatisfied with length of time	62.6%	57	37.4%	34
Are you male or female?	Male	58.9%	119	41.1%	83
	Female	64.8%	234	35.2%	127
Agebands	16-24 year olds	75.5%	40	24.5%	13
	25-44 year olds	70.2%	144	29.8%	61
	45-60 year olds	65.3%	79	34.7%	42
	60 years or over	49.2%	89	50.8%	92
Disability	With a disability that limits activities	55.6%	95	44.4%	76
Tenure type	Home owner	52.0%	39	48.0%	36
	Rented from council OR HA	63.0%	204	37.0%	120
	Rented private	67.7%	105	32.3%	50
How would you describe the composition of your household?	One adult under 60	68.7%	68	31.3%	31
	One adult aged 60 or over	45.4%	49	54.6%	59
	Two adults both under 60	67.6%	25	32.4%	12
	Two adults, at least one 60 or over	49.1%	27	50.9%	28
	Three or more adults, 16 or over	63.3%	19	36.7%	11
	1-parent family with children, at least 1 under 16	65.8%	75	34.2%	39
	2-parent family with children, at least 1 under 16	72.6%	53	27.4%	20
	Other	77.3%	34	22.7%	10
Economic activity	Active	65.4%	117	34.6%	62
	Inactive	71.7%	167	28.3%	66
	Retired	46.2%	67	53.8%	78
Ethnicity	White	62.6%	336	37.4%	201
	BME	66.7%	14	33.3%	7

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

### Visiting Your Local Benefits Office

#### Overview of all questions asked

**Base : All those expressing a view**

	<i>Strongly agree</i>		<i>Agree</i>		<i>Neither agree nor disagree</i>		<i>Disagree</i>		<i>Strongly disagree</i>	
	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>
<i>I had to wait a long time before I saw the person I needed to</i>	<b>11.2%</b>	<b>38</b>	<b>21.8%</b>	<b>74</b>	<b>24.2%</b>	<b>82</b>	<b>37.2%</b>	<b>126</b>	<b>5.6%</b>	<b>19</b>
<i>I could talk with this person in a private place if I wanted to</i>	<b>9.5%</b>	<b>27</b>	<b>53.2%</b>	<b>151</b>	<b>19.0%</b>	<b>54</b>	<b>13.7%</b>	<b>39</b>	<b>4.6%</b>	<b>13</b>
<i>The benefits office was "clean and tidy"</i>	<b>19.7%</b>	<b>69</b>	<b>70.4%</b>	<b>247</b>	<b>8.3%</b>	<b>29</b>	<b>1.4%</b>	<b>5</b>	<b>.3%</b>	<b>1</b>
<i>More seats are needed in my benefits office</i>	<b>13.9%</b>	<b>47</b>	<b>38.6%</b>	<b>131</b>	<b>24.2%</b>	<b>82</b>	<b>23.0%</b>	<b>78</b>	<b>.3%</b>	<b>1</b>
<i>Overall, I am satisfied with the experience of visiting the benefits office</i>	<b>12.2%</b>	<b>43</b>	<b>61.4%</b>	<b>216</b>	<b>17.0%</b>	<b>60</b>	<b>6.5%</b>	<b>23</b>	<b>2.8%</b>	<b>10</b>

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Visiting Your Local Benefits Office

I had to wait a long time before I saw the person I needed to

Base : All those expressing a view

		I had to wait a long time before I saw the person I needed to									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	11.2%	38	21.8%	74	24.2%	82	37.2%	126	5.6%	19
sampling window	1st sampling window	12.3%	25	22.7%	46	27.1%	55	34.0%	69	3.9%	8
	2nd sampling window	9.6%	13	20.6%	28	19.9%	27	41.9%	57	8.1%	11
Outcome of claim	Successful	11.5%	33	21.9%	63	23.3%	67	37.8%	109	5.6%	16
	UNsuccessful	13.3%	2	26.7%	4	20.0%	3	26.7%	4	13.3%	2
Dissatisfied with service overall	Dissatisfied with overall service	38.1%	16	33.3%	14	11.9%	5	16.7%	7	.0%	0
Dissatisfied with length of time	Those dissatisfied with length of time	28.1%	16	31.6%	18	15.8%	9	24.6%	14	.0%	0
Are you male or female?	Male	5.4%	6	25.0%	28	20.5%	23	40.2%	45	8.9%	10
	Female	13.9%	31	20.6%	46	25.6%	57	35.9%	80	4.0%	9
Agebands	16-24 year olds	28.2%	11	17.9%	7	23.1%	9	23.1%	9	7.7%	3
	25-44 year olds	12.2%	17	22.3%	31	24.5%	34	37.4%	52	3.6%	5
	45-60 year olds	6.8%	5	24.7%	18	23.3%	17	39.7%	29	5.5%	4
	60 years or over	4.8%	4	20.5%	17	25.3%	21	41.0%	34	8.4%	7
Disability	With a disability that limits activities	5.6%	5	25.6%	23	18.9%	17	42.2%	38	7.8%	7
Tenure type	Home owner	2.9%	1	20.0%	7	20.0%	7	45.7%	16	11.4%	4
	Rented from council OR HA	11.3%	22	22.7%	44	27.3%	53	33.5%	65	5.2%	10
	Rented private	13.7%	14	21.6%	22	20.6%	21	39.2%	40	4.9%	5
How would you describe the composition of your household?	One adult under 60	10.6%	7	21.2%	14	18.2%	12	37.9%	25	12.1%	8
	One adult aged 60 or over	4.7%	2	20.9%	9	27.9%	12	34.9%	15	11.6%	5
	Two adults both under 60	4.0%	1	48.0%	12	16.0%	4	32.0%	8	.0%	0
	Two adults, at least one 60 or over	3.7%	1	14.8%	4	33.3%	9	44.4%	12	3.7%	1
	Three or more adults, 16 or over	.0%	0	31.3%	5	25.0%	4	43.8%	7	.0%	0
	1-parent family with children, at least 1 under 16	15.3%	11	20.8%	15	27.8%	20	34.7%	25	1.4%	1
	2-parent family with children, at least 1 under 16	21.2%	11	21.2%	11	26.9%	14	28.8%	15	1.9%	1
Other	12.5%	4	12.5%	4	18.8%	6	46.9%	15	9.4%	3	
Economic activity	Active	16.4%	18	18.2%	20	24.5%	27	38.2%	42	2.7%	3
	Inactive	9.8%	16	26.4%	43	22.7%	37	35.6%	58	5.5%	9
	Retired	4.9%	3	18.0%	11	24.6%	15	42.6%	26	9.8%	6
Ethnicity	White	10.3%	33	22.2%	71	23.4%	75	38.1%	122	5.9%	19
	BME	16.7%	2	25.0%	3	33.3%	4	25.0%	3	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Visiting Your Local Benefits Office

I could talk with this person in a private place if I wanted to

Base : All those expressing a view

		I could talk with this person in a private place if I wanted to									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	9.5%	27	53.2%	151	19.0%	54	13.7%	39	4.6%	13
sampling window	1st sampling window	10.1%	17	50.3%	85	20.1%	34	13.0%	22	6.5%	11
	2nd sampling window	8.7%	10	57.4%	66	17.4%	20	14.8%	17	1.7%	2
Outcome of claim	Successful	9.1%	22	55.0%	133	19.0%	46	12.8%	31	4.1%	10
	UNsuccessful	9.1%	1	45.5%	5	.0%	0	36.4%	4	9.1%	1
Dissatisfied with service overall	Dissatisfied with overall service	5.7%	2	42.9%	15	11.4%	4	25.7%	9	14.3%	5
Dissatisfied with length of time	Those dissatisfied with length of time	4.1%	2	40.8%	20	24.5%	12	24.5%	12	6.1%	3
Are you male or female?	Male	13.4%	13	53.6%	52	18.6%	18	12.4%	12	2.1%	2
	Female	7.6%	14	53.3%	98	19.6%	36	14.1%	26	5.4%	10
Agebands	16-24 year olds	18.9%	7	40.5%	15	24.3%	9	13.5%	5	2.7%	1
	25-44 year olds	5.2%	6	54.8%	63	22.6%	26	11.3%	13	6.1%	7
	45-60 year olds	12.7%	8	55.6%	35	14.3%	9	14.3%	9	3.2%	2
	60 years or over	7.8%	5	56.3%	36	15.6%	10	17.2%	11	3.1%	2
Disability	With a disability that limits activities	12.2%	9	60.8%	45	14.9%	11	9.5%	7	2.7%	2
Tenure type	Home owner	11.5%	3	30.8%	8	26.9%	7	26.9%	7	3.8%	1
	Rented from council OR HA	9.7%	17	56.8%	100	16.5%	29	12.5%	22	4.5%	8
	Rented private	9.3%	7	52.0%	39	24.0%	18	10.7%	8	4.0%	3
How would you describe the composition of your household?	One adult under 60	10.9%	6	56.4%	31	21.8%	12	7.3%	4	3.6%	2
	One adult aged 60 or over	5.7%	2	62.9%	22	20.0%	7	8.6%	3	2.9%	1
	Two adults both under 60	5.3%	1	52.6%	10	21.1%	4	21.1%	4	.0%	0
	Two adults, at least one 60 or over	15.0%	3	50.0%	10	10.0%	2	20.0%	4	5.0%	1
	Three or more adults, 16 or over	12.5%	2	50.0%	8	18.8%	3	12.5%	2	6.3%	1
	1-parent family with children, at least 1 under 16	1.8%	1	58.9%	33	21.4%	12	16.1%	9	1.8%	1
	2-parent family with children, at least 1 under 16	21.3%	10	34.0%	16	23.4%	11	12.8%	6	8.5%	4
Other	6.5%	2	61.3%	19	9.7%	3	16.1%	5	6.5%	2	
Economic activity	Active	9.6%	9	53.2%	50	17.0%	16	13.8%	13	6.4%	6
	Inactive	10.0%	14	50.0%	70	20.7%	29	15.0%	21	4.3%	6
	Retired	6.5%	3	60.9%	28	19.6%	9	10.9%	5	2.2%	1
Ethnicity	White	9.8%	26	54.0%	143	18.9%	50	13.6%	36	3.8%	10
	BME	7.7%	1	30.8%	4	23.1%	3	23.1%	3	15.4%	2

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Visiting Your Local Benefits Office

The Benefits office was clean and tidy

Base : All those expressing a view

		The benefits office was "clean and tidy"									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	19.7%	69	70.4%	247	8.3%	29	1.4%	5	.3%	1
sampling window	1st sampling window	18.4%	39	70.8%	150	9.4%	20	1.4%	3	.0%	0
	2nd sampling window	21.6%	30	69.8%	97	6.5%	9	1.4%	2	.7%	1
Outcome of claim	Successful	19.1%	57	70.6%	211	8.7%	26	1.3%	4	.3%	1
	UNsuccessful	13.3%	2	73.3%	11	6.7%	1	6.7%	1	.0%	0
Dissatisfied with service overall	Dissatisfied with overall service	11.6%	5	67.4%	29	7.0%	3	11.6%	5	2.3%	1
Dissatisfied with length of time	Those dissatisfied with length of time	8.8%	5	77.2%	44	7.0%	4	7.0%	4	.0%	0
Are you male or female?	Male	23.9%	28	65.8%	77	10.3%	12	.0%	0	.0%	0
	Female	17.4%	40	72.6%	167	7.4%	17	2.2%	5	.4%	1
Agebands	16-24 year olds	32.5%	13	60.0%	24	5.0%	2	2.5%	1	.0%	0
	25-44 year olds	13.2%	19	73.6%	106	10.4%	15	2.1%	3	.7%	1
	45-60 year olds	17.9%	14	73.1%	57	9.0%	7	.0%	0	.0%	0
	60 years or over	25.0%	21	67.9%	57	6.0%	5	1.2%	1	.0%	0
Disability	With a disability that limits activities	22.8%	21	66.3%	61	10.9%	10	.0%	0	.0%	0
Tenure type	Home owner	16.2%	6	70.3%	26	13.5%	5	.0%	0	.0%	0
	Rented from council OR HA	19.3%	39	71.8%	145	7.9%	16	1.0%	2	.0%	0
	Rented private	20.2%	21	69.2%	72	6.7%	7	2.9%	3	1.0%	1
How would you describe the composition of your household?	One adult under 60	20.6%	14	66.2%	45	13.2%	9	.0%	0	.0%	0
	One adult aged 60 or over	28.9%	13	62.2%	28	8.9%	4	.0%	0	.0%	0
	Two adults both under 60	8.0%	2	92.0%	23	.0%	0	.0%	0	.0%	0
	Two adults, at least one 60 or over	25.9%	7	70.4%	19	.0%	0	3.7%	1	.0%	0
	Three or more adults, 16 or over	22.2%	4	66.7%	12	11.1%	2	.0%	0	.0%	0
	1-parent family with children, at least 1 under 16	8.0%	6	85.3%	64	4.0%	3	1.3%	1	1.3%	1
	2-parent family with children, at least 1 under 16	30.2%	16	52.8%	28	13.2%	7	3.8%	2	.0%	0
Other	17.6%	6	70.6%	24	8.8%	3	2.9%	1	.0%	0	
Economic activity	Active	14.7%	17	73.3%	85	10.3%	12	.9%	1	.9%	1
	Inactive	19.8%	33	70.1%	117	7.8%	13	2.4%	4	.0%	0
	Retired	27.0%	17	66.7%	42	6.3%	4	.0%	0	.0%	0
Ethnicity	White	19.4%	64	70.6%	233	8.8%	29	1.2%	4	.0%	0
	BME	28.6%	4	71.4%	10	.0%	0	.0%	0	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Visiting Your Local Benefits Office

### More seats are needed in my Benefits office

Base : All those expressing a view

		More seats are needed in my benefits office									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	13.9%	47	38.6%	131	24.2%	82	23.0%	78	.3%	1
sampling window	1st sampling window	13.9%	29	42.3%	88	25.0%	52	18.8%	39	.0%	0
	2nd sampling window	13.7%	18	32.8%	43	22.9%	30	29.8%	39	.8%	1
Outcome of claim	Successful	13.9%	40	38.5%	111	24.3%	70	22.9%	66	.3%	1
	UNsuccessful	21.4%	3	35.7%	5	21.4%	3	21.4%	3	.0%	0
Dissatisfied with service overall	Dissatisfied with overall service	31.0%	13	23.8%	10	26.2%	11	19.0%	8	.0%	0
Dissatisfied with length of time	Those dissatisfied with length of time	26.3%	15	31.6%	18	26.3%	15	15.8%	9	.0%	0
Are you male or female?	Male	11.7%	13	37.8%	42	21.6%	24	27.9%	31	.9%	1
	Female	14.7%	33	39.7%	89	24.6%	55	21.0%	47	.0%	0
Agebands	16-24 year olds	32.5%	13	30.0%	12	17.5%	7	20.0%	8	.0%	0
	25-44 year olds	11.3%	16	41.1%	58	24.8%	35	22.7%	32	.0%	0
	45-60 year olds	9.0%	7	41.0%	32	21.8%	17	26.9%	21	1.3%	1
	60 years or over	13.3%	10	37.3%	28	28.0%	21	21.3%	16	.0%	0
Disability	With a disability that limits activities	12.8%	11	37.2%	32	24.4%	21	25.6%	22	.0%	0
Tenure type	Home owner	16.7%	6	38.9%	14	19.4%	7	25.0%	9	.0%	0
	Rented from council OR HA	15.5%	30	37.3%	72	26.9%	52	20.2%	39	.0%	0
	Rented private	9.8%	10	41.2%	42	20.6%	21	27.5%	28	1.0%	1
How would you describe the composition of your household?	One adult under 60	10.4%	7	35.8%	24	25.4%	17	26.9%	18	1.5%	1
	One adult aged 60 or over	10.8%	4	37.8%	14	32.4%	12	18.9%	7	.0%	0
	Two adults both under 60	8.0%	2	52.0%	13	24.0%	6	16.0%	4	.0%	0
	Two adults, at least one 60 or over	12.0%	3	40.0%	10	28.0%	7	20.0%	5	.0%	0
	Three or more adults, 16 or over	15.8%	3	47.4%	9	31.6%	6	5.3%	1	.0%	0
	1-parent family with children, at least 1 under 16	16.2%	12	31.1%	23	25.7%	19	27.0%	20	.0%	0
	2-parent family with children, at least 1 under 16	17.0%	9	45.3%	24	18.9%	10	18.9%	10	.0%	0
Other	15.2%	5	42.4%	14	9.1%	3	33.3%	11	.0%	0	
Economic activity	Active	12.3%	14	34.2%	39	28.9%	33	24.6%	28	.0%	0
	Inactive	15.2%	25	40.6%	67	20.6%	34	23.0%	38	.6%	1
	Retired	12.7%	7	41.8%	23	25.5%	14	20.0%	11	.0%	0
Ethnicity	White	13.5%	43	39.0%	124	24.2%	77	23.0%	73	.3%	1
	BME	21.4%	3	35.7%	5	21.4%	3	21.4%	3	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Visiting Your Local Benefits Office

Overall, I am satisfied with the experience of visiting the Benefits office

Base : All those expressing a view

		Overall, I am satisfied with the experience of visiting the benefits office									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	12.2%	43	61.4%	216	17.0%	60	6.5%	23	2.8%	10
sampling window	1st sampling window	9.5%	20	63.5%	134	17.5%	37	7.6%	16	1.9%	4
	2nd sampling window	16.3%	23	58.2%	82	16.3%	23	5.0%	7	4.3%	6
Outcome of claim	Successful	12.0%	36	59.8%	180	18.3%	55	7.3%	22	2.7%	8
	UNsuccessful	6.7%	1	66.7%	10	13.3%	2	6.7%	1	6.7%	1
Dissatisfied with service overall	Dissatisfied with overall service	2.4%	1	23.8%	10	16.7%	7	35.7%	15	21.4%	9
Dissatisfied with length of time	Those dissatisfied with length of time	1.8%	1	38.6%	22	28.1%	16	17.5%	10	14.0%	8
Are you male or female?	Male	18.1%	21	62.9%	73	12.9%	15	4.3%	5	1.7%	2
	Female	9.1%	21	60.3%	140	19.4%	45	7.8%	18	3.4%	8
Agebands	16-24 year olds	15.4%	6	41.0%	16	23.1%	9	12.8%	5	7.7%	3
	25-44 year olds	7.0%	10	58.7%	84	22.4%	32	8.4%	12	3.5%	5
	45-60 year olds	8.9%	7	69.6%	55	16.5%	13	3.8%	3	1.3%	1
	60 years or over	20.9%	18	68.6%	59	7.0%	6	2.3%	2	1.2%	1
Disability	With a disability that limits activities	19.4%	18	62.4%	58	12.9%	12	4.3%	4	1.1%	1
Tenure type	Home owner	13.5%	5	73.0%	27	10.8%	4	2.7%	1	.0%	0
	Rented from council OR HA	11.3%	23	57.1%	116	19.2%	39	8.9%	18	3.4%	7
	Rented private	12.5%	13	64.4%	67	16.3%	17	3.8%	4	2.9%	3
How would you describe the composition of your household?	One adult under 60	16.2%	11	57.4%	39	17.6%	12	7.4%	5	1.5%	1
	One adult aged 60 or over	26.1%	12	69.6%	32	2.2%	1	.0%	0	2.2%	1
	Two adults both under 60	4.0%	1	80.0%	20	16.0%	4	.0%	0	.0%	0
	Two adults, at least one 60 or over	22.2%	6	63.0%	17	11.1%	3	3.7%	1	.0%	0
	Three or more adults, 16 or over	.0%	0	68.4%	13	15.8%	3	15.8%	3	.0%	0
	1-parent family with children, at least 1 under 16	2.7%	2	56.8%	42	24.3%	18	10.8%	8	5.4%	4
	2-parent family with children, at least 1 under 16	15.1%	8	49.1%	26	24.5%	13	5.7%	3	5.7%	3
Other	6.1%	2	63.6%	21	18.2%	6	9.1%	3	3.0%	1	
Economic activity	Active	6.0%	7	61.2%	71	20.7%	24	10.3%	12	1.7%	2
	Inactive	10.8%	18	59.0%	98	19.9%	33	6.0%	10	4.2%	7
	Retired	23.4%	15	70.3%	45	3.1%	2	1.6%	1	1.6%	1
Ethnicity	White	13.0%	43	60.5%	201	17.2%	57	6.6%	22	2.7%	9
	BME	.0%	0	78.6%	11	21.4%	3	.0%	0	.0%	0

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

### Visiting Your Local Benefits Office

#### Further analysis of those dissatisfied overall with the experience of visiting the Benefits office

**Base : All those dissatisfied overall with the experience of visiting the Benefits office and expressing a view**

	<i>Strongly agree</i>		<i>Agree</i>		<i>Neither agree nor disagree</i>		<i>Disagree</i>		<i>Strongly disagree</i>	
	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>
<i>I had to wait a long time before I saw the person I needed to</i>	<b>48.5%</b>	<b>16</b>	<b>21.2%</b>	<b>7</b>	<b>15.2%</b>	<b>5</b>	<b>15.2%</b>	<b>5</b>	<b>.0%</b>	<b>0</b>
<i>I could talk with this person in a private place if I wanted to</i>	<b>.0%</b>	<b>0</b>	<b>48.1%</b>	<b>13</b>	<b>11.1%</b>	<b>3</b>	<b>18.5%</b>	<b>5</b>	<b>22.2%</b>	<b>6</b>
<i>The benefits office was "clean and tidy"</i>	<b>9.4%</b>	<b>3</b>	<b>59.4%</b>	<b>19</b>	<b>15.6%</b>	<b>5</b>	<b>15.6%</b>	<b>5</b>	<b>.0%</b>	<b>0</b>
<i>More seats are needed in my benefits office</i>	<b>34.4%</b>	<b>11</b>	<b>37.5%</b>	<b>12</b>	<b>15.6%</b>	<b>5</b>	<b>12.5%</b>	<b>4</b>	<b>.0%</b>	<b>0</b>
<i>Overall, I am satisfied with the experience of visiting the benefits office</i>	<b>.0%</b>	<b>0</b>	<b>.0%</b>	<b>0</b>	<b>.0%</b>	<b>0</b>	<b>69.7%</b>	<b>23</b>	<b>30.3%</b>	<b>10</b>

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Telephoning Your Local Benefits Office

Did you telephone your local authority Benefits office when you made your most recent claim?

Base: All those expressing a view

		Did you telephone Tunbridge Wells Borough Council Benefits Office when you made your most recent claim?			
		Yes		No	
		%	# Respondents	%	# Respondents
All respondents	All	40.5%	236	59.5%	347
sampling window	1st sampling window	42.2%	143	57.8%	196
	2nd sampling window	38.1%	93	61.9%	151
Outcome of claim	Successful	38.5%	186	61.5%	297
	UNsuccessful	64.9%	24	35.1%	13
Dissatisfied with service overall	Dissatisfied with overall service	54.2%	39	45.8%	33
Dissatisfied with length of time	Those dissatisfied with length of time	57.9%	55	42.1%	40
Are you male or female?	Male	40.0%	86	60.0%	129
	Female	40.4%	145	59.6%	214
Agebands	16-24 year olds	23.1%	12	76.9%	40
	25-44 year olds	44.2%	92	55.8%	116
	45-60 year olds	46.0%	58	54.0%	68
	60 years or over	35.7%	66	64.3%	119
Disability	With a disability that limits activities	42.2%	73	57.8%	100
Tenure type	Home owner	42.3%	33	57.7%	45
	Rented from council OR HA	40.2%	133	59.8%	198
	Rented private	39.5%	62	60.5%	95
How would you describe the composition of your household?	One adult under 60	44.6%	45	55.4%	56
	One adult aged 60 or over	35.4%	40	64.6%	73
	Two adults both under 60	37.2%	16	62.8%	27
	Two adults, at least one 60 or over	35.2%	19	64.8%	35
	Three or more adults, 16 or over	55.2%	16	44.8%	13
	1-parent family with children, at least 1 under 16	45.5%	51	54.5%	61
	2-parent family with children, at least 1 under 16	44.6%	33	55.4%	41
	Other	25.0%	11	75.0%	33
Economic activity	Active	42.9%	78	57.1%	104
	Inactive	39.1%	92	60.9%	143
	Retired	36.8%	56	63.2%	96
Ethnicity	White	39.8%	218	60.2%	330
	BME	45.0%	9	55.0%	11

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

### Telephoning Your Local Benefits Office

#### Overview of all questions asked

**Base : All those expressing a view**

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
<i>The telephone call I made to the local authority benefits office was answered quickly</i>	14.1%	31	57.3%	126	12.3%	27	12.3%	27	4.1%	9
<i>When I made a call to the local authority benefits office I was transferred between several different people</i>	4.2%	9	21.4%	46	12.1%	26	56.3%	121	6.0%	13
<i>Once the call to the local authority benefits office had been answered, my query was dealt with swiftly</i>	13.3%	30	57.1%	129	16.4%	37	10.2%	23	3.1%	7
<i>When I called the local authority benefits office it was difficult to speak to the right member of staff</i>	4.6%	10	15.3%	33	20.8%	45	50.0%	108	9.3%	20
<i>Overall, I am satisfied with the telephone service provided by the local authority benefits office</i>	15.8%	36	56.6%	129	16.7%	38	5.7%	13	5.3%	12

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Telephoning Your Local Benefits Office

The telephone call I made to the Benefits office was answered quickly

Base : All those expressing a view

		The telephone call I made to the local authority benefits office was answered quickly									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	14.1%	31	57.3%	126	12.3%	27	12.3%	27	4.1%	9
sampling window	1st sampling window	18.3%	24	52.7%	69	15.3%	20	10.7%	14	3.1%	4
	2nd sampling window	7.9%	7	64.0%	57	7.9%	7	14.6%	13	5.6%	5
Outcome of claim	Successful	13.4%	23	59.3%	102	11.0%	19	12.8%	22	3.5%	6
	UNsuccessful	25.0%	6	33.3%	8	25.0%	6	12.5%	3	4.2%	1
Dissatisfied with service overall	Dissatisfied with overall service	7.9%	3	44.7%	17	18.4%	7	15.8%	6	13.2%	5
Dissatisfied with length of time	Those dissatisfied with length of time	5.7%	3	49.1%	26	17.0%	9	17.0%	9	11.3%	6
Are you male or female?	Male	15.9%	13	56.1%	46	14.6%	12	8.5%	7	4.9%	4
	Female	12.8%	17	57.9%	77	11.3%	15	14.3%	19	3.8%	5
Agebands	16-24 year olds	25.0%	3	41.7%	5	8.3%	1	25.0%	3	.0%	0
	25-44 year olds	8.0%	7	52.3%	46	17.0%	15	15.9%	14	6.8%	6
	45-60 year olds	18.5%	10	53.7%	29	14.8%	8	9.3%	5	3.7%	2
	60 years or over	17.2%	10	70.7%	41	5.2%	3	6.9%	4	.0%	0
Disability	With a disability that limits activities	20.9%	14	56.7%	38	11.9%	8	6.0%	4	4.5%	3
Tenure type	Home owner	10.3%	3	65.5%	19	13.8%	4	.0%	0	10.3%	3
	Rented from council OR HA	13.7%	17	53.2%	66	15.3%	19	14.5%	18	3.2%	4
	Rented private	16.9%	10	59.3%	35	6.8%	4	15.3%	9	1.7%	1
How would you describe the composition of your household?	One adult under 60	9.1%	4	50.0%	22	15.9%	7	15.9%	7	9.1%	4
	One adult aged 60 or over	21.2%	7	66.7%	22	6.1%	2	6.1%	2	.0%	0
	Two adults both under 60	7.1%	1	71.4%	10	21.4%	3	.0%	0	.0%	0
	Two adults, at least one 60 or over	18.8%	3	81.3%	13	.0%	0	.0%	0	.0%	0
	Three or more adults, 16 or over	20.0%	3	40.0%	6	26.7%	4	6.7%	1	6.7%	1
	1-parent family with children, at least 1 under 16	12.0%	6	50.0%	25	12.0%	6	18.0%	9	8.0%	4
	2-parent family with children, at least 1 under 16	15.6%	5	56.3%	18	3.1%	1	25.0%	8	.0%	0
Other	9.1%	1	63.6%	7	27.3%	3	.0%	0	.0%	0	
Economic activity	Active	13.3%	10	45.3%	34	18.7%	14	16.0%	12	6.7%	5
	Inactive	13.6%	12	56.8%	50	11.4%	10	14.8%	13	3.4%	3
	Retired	14.9%	7	74.5%	35	6.4%	3	4.3%	2	.0%	0
Ethnicity	White	13.4%	27	57.9%	117	11.4%	23	12.9%	26	4.5%	9
	BME	22.2%	2	44.4%	4	33.3%	3	.0%	0	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Telephoning Your Local Benefits Office

When I made a call to the Benefits office I was transferred between several different people

Base : All those expressing a view

		When I made a call to the local authority benefits office I was transferred between several different people									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	4.2%	9	21.4%	46	12.1%	26	56.3%	121	6.0%	13
sampling window	1st sampling window	4.7%	6	24.8%	32	10.9%	14	54.3%	70	5.4%	7
	2nd sampling window	3.5%	3	16.3%	14	14.0%	12	59.3%	51	7.0%	6
Outcome of claim	Successful	2.4%	4	22.4%	38	11.2%	19	61.2%	104	2.9%	5
	UNsuccessful	4.3%	1	17.4%	4	17.4%	4	30.4%	7	30.4%	7
Dissatisfied with service overall	Dissatisfied with overall service	7.9%	3	21.1%	8	15.8%	6	42.1%	16	13.2%	5
Dissatisfied with length of time	Those dissatisfied with length of time	7.4%	4	24.1%	13	18.5%	10	42.6%	23	7.4%	4
Are you male or female?	Male	4.0%	3	21.3%	16	14.7%	11	52.0%	39	8.0%	6
	Female	3.7%	5	20.0%	27	11.1%	15	60.0%	81	5.2%	7
Agebands	16-24 year olds	.0%	0	25.0%	3	25.0%	3	33.3%	4	16.7%	2
	25-44 year olds	5.8%	5	20.9%	18	10.5%	9	57.0%	49	5.8%	5
	45-60 year olds	.0%	0	18.5%	10	11.1%	6	63.0%	34	7.4%	4
	60 years or over	3.6%	2	23.6%	13	14.5%	8	54.5%	30	3.6%	2
Disability	With a disability that limits activities	3.2%	2	27.4%	17	14.5%	9	51.6%	32	3.2%	2
Tenure type	Home owner	11.1%	3	22.2%	6	18.5%	5	44.4%	12	3.7%	1
	Rented from council OR HA	2.5%	3	23.0%	28	11.5%	14	58.2%	71	4.9%	6
	Rented private	3.4%	2	15.5%	9	10.3%	6	60.3%	35	10.3%	6
How would you describe the composition of your household?	One adult under 60	.0%	0	20.9%	9	16.3%	7	55.8%	24	7.0%	3
	One adult aged 60 or over	3.0%	1	24.2%	8	12.1%	4	57.6%	19	3.0%	1
	Two adults both under 60	.0%	0	30.8%	4	7.7%	1	61.5%	8	.0%	0
	Two adults, at least one 60 or over	7.1%	1	21.4%	3	14.3%	2	50.0%	7	7.1%	1
	Three or more adults, 16 or over	13.3%	2	26.7%	4	6.7%	1	40.0%	6	13.3%	2
	1-parent family with children, at least 1 under 16	6.3%	3	18.8%	9	10.4%	5	58.3%	28	6.3%	3
	2-parent family with children, at least 1 under 16	3.0%	1	15.2%	5	9.1%	3	63.6%	21	9.1%	3
Other	.0%	0	27.3%	3	18.2%	2	54.5%	6	.0%	0	
Economic activity	Active	3.9%	3	21.1%	16	11.8%	9	53.9%	41	9.2%	7
	Inactive	3.5%	3	22.4%	19	11.8%	10	56.5%	48	5.9%	5
	Retired	2.2%	1	20.0%	9	13.3%	6	62.2%	28	2.2%	1
Ethnicity	White	4.0%	8	20.7%	41	11.6%	23	57.6%	114	6.1%	12
	BME	.0%	0	25.0%	2	25.0%	2	50.0%	4	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Telephoning Your Local Benefits Office

Once the call to my Benefits office had been answered my query was dealt with swiftly

Base : All those expressing a view

		Once the call to the local authority benefits office had been answered, my query was dealt with swiftly									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	13.3%	30	57.1%	129	16.4%	37	10.2%	23	3.1%	7
sampling window	1st sampling window	16.1%	22	54.0%	74	17.5%	24	11.7%	16	.7%	1
	2nd sampling window	9.0%	8	61.8%	55	14.6%	13	7.9%	7	6.7%	6
Outcome of claim	Successful	12.4%	22	57.3%	102	18.0%	32	9.6%	17	2.8%	5
	UNsuccessful	20.8%	5	45.8%	11	8.3%	2	16.7%	4	8.3%	2
Dissatisfied with service overall	Dissatisfied with overall service	5.3%	2	28.9%	11	18.4%	7	31.6%	12	15.8%	6
Dissatisfied with length of time	Those dissatisfied with length of time	3.7%	2	40.7%	22	16.7%	9	27.8%	15	11.1%	6
Are you male or female?	Male	12.0%	10	50.6%	42	18.1%	15	13.3%	11	6.0%	5
	Female	13.8%	19	61.6%	85	15.9%	22	7.2%	10	1.4%	2
Agebands	16-24 year olds	25.0%	3	41.7%	5	25.0%	3	.0%	0	8.3%	1
	25-44 year olds	9.8%	9	55.4%	51	17.4%	16	12.0%	11	5.4%	5
	45-60 year olds	18.5%	10	55.6%	30	16.7%	9	9.3%	5	.0%	0
	60 years or over	10.0%	6	66.7%	40	13.3%	8	8.3%	5	1.7%	1
Disability	With a disability that limits activities	17.4%	12	52.2%	36	17.4%	12	11.6%	8	1.4%	1
Tenure type	Home owner	10.0%	3	60.0%	18	13.3%	4	13.3%	4	3.3%	1
	Rented from council OR HA	12.5%	16	53.9%	69	18.8%	24	11.7%	15	3.1%	4
	Rented private	16.7%	10	65.0%	39	11.7%	7	5.0%	3	1.7%	1
How would you describe the composition of your household?	One adult under 60	6.7%	3	53.3%	24	24.4%	11	13.3%	6	2.2%	1
	One adult aged 60 or over	13.5%	5	64.9%	24	8.1%	3	10.8%	4	2.7%	1
	Two adults both under 60	8.3%	1	66.7%	8	16.7%	2	8.3%	1	.0%	0
	Two adults, at least one 60 or over	23.5%	4	52.9%	9	17.6%	3	5.9%	1	.0%	0
	Three or more adults, 16 or over	20.0%	3	40.0%	6	20.0%	3	13.3%	2	6.7%	1
	1-parent family with children, at least 1 under 16	13.7%	7	62.7%	32	15.7%	8	5.9%	3	2.0%	1
	2-parent family with children, at least 1 under 16	18.2%	6	54.5%	18	12.1%	4	9.1%	3	6.1%	2
Other	.0%	0	45.5%	5	27.3%	3	18.2%	2	9.1%	1	
Economic activity	Active	11.5%	9	61.5%	48	9.0%	7	15.4%	12	2.6%	2
	Inactive	13.6%	12	47.7%	42	27.3%	24	6.8%	6	4.5%	4
	Retired	12.0%	6	68.0%	34	12.0%	6	8.0%	4	.0%	0
Ethnicity	White	13.0%	27	57.7%	120	16.8%	35	9.1%	19	3.4%	7
	BME	11.1%	1	55.6%	5	22.2%	2	11.1%	1	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Telephoning Your Local Benefits Office

When I called the Benefits office it was difficult to speak to the right member of staff

Base : All those expressing a view

		When I called the local authority benefits office it was difficult to speak to the right member of staff									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	4.6%	10	15.3%	33	20.8%	45	50.0%	108	9.3%	20
sampling window	1st sampling window	3.9%	5	18.6%	24	22.5%	29	47.3%	61	7.8%	10
	2nd sampling window	5.7%	5	10.3%	9	18.4%	16	54.0%	47	11.5%	10
Outcome of claim	Successful	4.2%	7	14.4%	24	22.8%	38	51.5%	86	7.2%	12
	UNsuccessful	4.2%	1	25.0%	6	4.2%	1	37.5%	9	29.2%	7
Dissatisfied with service overall	Dissatisfied with overall service	18.4%	7	34.2%	13	21.1%	8	18.4%	7	7.9%	3
Dissatisfied with length of time	Those dissatisfied with length of time	13.2%	7	26.4%	14	22.6%	12	32.1%	17	5.7%	3
Are you male or female?	Male	5.1%	4	13.9%	11	29.1%	23	43.0%	34	8.9%	7
	Female	3.8%	5	15.2%	20	16.7%	22	54.5%	72	9.8%	13
Agebands	16-24 year olds	.0%	0	16.7%	2	33.3%	4	33.3%	4	16.7%	2
	25-44 year olds	5.6%	5	18.0%	16	18.0%	16	48.3%	43	10.1%	9
	45-60 year olds	.0%	0	11.3%	6	18.9%	10	56.6%	30	13.2%	7
	60 years or over	5.6%	3	13.0%	7	27.8%	15	50.0%	27	3.7%	2
Disability	With a disability that limits activities	6.3%	4	9.4%	6	28.1%	18	48.4%	31	7.8%	5
Tenure type	Home owner	11.1%	3	18.5%	5	14.8%	4	44.4%	12	11.1%	3
	Rented from council OR HA	3.3%	4	17.2%	21	22.1%	27	50.0%	61	7.4%	9
	Rented private	1.7%	1	8.5%	5	22.0%	13	54.2%	32	13.6%	8
How would you describe the composition of your household?	One adult under 60	.0%	0	13.6%	6	25.0%	11	54.5%	24	6.8%	3
	One adult aged 60 or over	6.7%	2	13.3%	4	26.7%	8	46.7%	14	6.7%	2
	Two adults both under 60	.0%	0	28.6%	4	28.6%	4	42.9%	6	.0%	0
	Two adults, at least one 60 or over	6.3%	1	12.5%	2	25.0%	4	56.3%	9	.0%	0
	Three or more adults, 16 or over	6.7%	1	26.7%	4	13.3%	2	26.7%	4	26.7%	4
	1-parent family with children, at least 1 under 16	6.1%	3	16.3%	8	12.2%	6	53.1%	26	12.2%	6
	2-parent family with children, at least 1 under 16	3.1%	1	6.3%	2	18.8%	6	56.3%	18	15.6%	5
	Other	9.1%	1	18.2%	2	36.4%	4	36.4%	4	.0%	0
Economic activity	Active	2.7%	2	17.3%	13	24.0%	18	41.3%	31	14.7%	11
	Inactive	5.6%	5	15.7%	14	19.1%	17	51.7%	46	7.9%	7
	Retired	4.7%	2	9.3%	4	23.3%	10	60.5%	26	2.3%	1
Ethnicity	White	4.0%	8	14.6%	29	21.1%	42	50.8%	101	9.5%	19
	BME	.0%	0	25.0%	2	37.5%	3	37.5%	3	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Telephoning Your Local Benefits Office

Overall, I am satisfied with the telephone service provided by my Benefits office

Base : All those expressing a view

		Overall, I am satisfied with the telephone service provided by the local authority benefits office									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	15.8%	36	56.6%	129	16.7%	38	5.7%	13	5.3%	12
sampling window	1st sampling window	16.1%	22	55.5%	76	18.2%	25	8.0%	11	2.2%	3
	2nd sampling window	15.4%	14	58.2%	53	14.3%	13	2.2%	2	9.9%	9
Outcome of claim	Successful	14.0%	25	60.3%	108	15.6%	28	5.6%	10	4.5%	8
	UNsuccessful	29.2%	7	33.3%	8	16.7%	4	8.3%	2	12.5%	3
Dissatisfied with service overall	Dissatisfied with overall service	7.9%	3	26.3%	10	18.4%	7	21.1%	8	26.3%	10
Dissatisfied with length of time	Those dissatisfied with length of time	5.6%	3	37.0%	20	24.1%	13	13.0%	7	20.4%	11
Are you male or female?	Male	17.9%	15	48.8%	41	20.2%	17	4.8%	4	8.3%	7
	Female	14.4%	20	61.2%	85	15.1%	21	5.8%	8	3.6%	5
Agebands	16-24 year olds	16.7%	2	50.0%	6	25.0%	3	.0%	0	8.3%	1
	25-44 year olds	12.5%	11	56.8%	50	14.8%	13	8.0%	7	8.0%	7
	45-60 year olds	20.7%	12	46.6%	27	22.4%	13	6.9%	4	3.4%	2
	60 years or over	14.5%	9	67.7%	42	14.5%	9	1.6%	1	1.6%	1
Disability	With a disability that limits activities	24.3%	17	54.3%	38	14.3%	10	2.9%	2	4.3%	3
Tenure type	Home owner	12.9%	4	61.3%	19	12.9%	4	3.2%	1	9.7%	3
	Rented from council OR HA	13.8%	18	55.4%	72	19.2%	25	6.9%	9	4.6%	6
	Rented private	22.0%	13	57.6%	34	11.9%	7	5.1%	3	3.4%	2
How would you describe the composition of your household?	One adult under 60	11.1%	5	51.1%	23	24.4%	11	8.9%	4	4.4%	2
	One adult aged 60 or over	13.9%	5	72.2%	26	11.1%	4	.0%	0	2.8%	1
	Two adults both under 60	12.5%	2	62.5%	10	18.8%	3	.0%	0	6.3%	1
	Two adults, at least one 60 or over	17.6%	3	64.7%	11	11.8%	2	5.9%	1	.0%	0
	Three or more adults, 16 or over	25.0%	4	37.5%	6	18.8%	3	12.5%	2	6.3%	1
	1-parent family with children, at least 1 under 16	16.3%	8	59.2%	29	12.2%	6	6.1%	3	6.1%	3
	2-parent family with children, at least 1 under 16	21.2%	7	45.5%	15	15.2%	5	9.1%	3	9.1%	3
	Other	9.1%	1	45.5%	5	36.4%	4	.0%	0	9.1%	1
Economic activity	Active	14.3%	11	51.9%	40	16.9%	13	9.1%	7	7.8%	6
	Inactive	17.6%	16	49.5%	45	20.9%	19	6.6%	6	5.5%	5
	Retired	13.7%	7	74.5%	38	11.8%	6	.0%	0	.0%	0
Ethnicity	White	15.7%	33	57.1%	120	16.2%	34	5.7%	12	5.2%	11
	BME	22.2%	2	33.3%	3	33.3%	3	11.1%	1	.0%	0

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

### Telephoning Your Local Benefits Office

#### Further analysis of those dissatisfied overall with the telephone service provided by Benefits office

**Base : All those dissatisfied overall with the telephone service provided by the Benefits office and expressing a view**

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
<i>The telephone call I made to the local authority benefits office was answered quickly</i>	8.0%	2	28.0%	7	16.0%	4	24.0%	6	24.0%	6
<i>When I made a call to the local authority benefits office I was transferred between several different people</i>	12.0%	3	24.0%	6	12.0%	3	36.0%	9	16.0%	4
<i>Once the call to the local authority benefits office had been answered, my query was dealt with swiftly</i>	.0%	0	16.0%	4	12.0%	3	44.0%	11	28.0%	7
<i>When I called the local authority benefits office it was difficult to speak to the right member of staff</i>	20.8%	5	54.2%	13	4.2%	1	16.7%	4	4.2%	1
<i>Overall, I am satisfied with the telephone service provided by the local authority benefits office</i>	.0%	0	.0%	0	.0%	0	52.0%	13	48.0%	12

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

### The Staff In Your Local Benefits Office

#### Overview of all questions asked

Base : All those expressing a view

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
<i>Staff in the local authority benefits office were friendly</i>	20.5%	115	61.5%	345	12.1%	68	4.1%	23	1.8%	10
<i>I wasn't always confident that what the staff said was correct</i>	6.5%	35	22.6%	121	23.2%	124	41.1%	220	6.5%	35
<i>Things were explained in a way I could understand</i>	11.6%	64	62.3%	345	13.4%	74	10.1%	56	2.7%	15
<i>I felt unable to ask the questions I wanted to</i>	4.5%	24	9.0%	48	18.5%	99	58.2%	311	9.7%	52
<i>Staff were in a rush</i>	3.4%	18	10.2%	54	19.2%	102	57.7%	307	9.6%	51
<i>Staff treated me with respect</i>	16.0%	87	62.2%	338	13.4%	73	5.9%	32	2.4%	13
<i>Overall, I am satisfied with the service provided by staff in my local authority benefits office</i>	18.8%	107	58.1%	331	13.5%	77	6.1%	35	3.5%	20

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Staff In Your Local Benefits Office

Staff in the Benefits office were friendly

Base : All those expressing a view

		Staff in the local authority benefits office were friendly									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	20.5%	115	61.5%	345	12.1%	68	4.1%	23	1.8%	10
sampling window	1st sampling window	22.2%	69	56.3%	175	15.1%	47	4.5%	14	1.9%	6
	2nd sampling window	18.4%	46	68.0%	170	8.4%	21	3.6%	9	1.6%	4
Outcome of claim	Successful	21.0%	98	62.1%	290	11.6%	54	3.6%	17	1.7%	8
	UNsuccessful	21.1%	8	50.0%	19	18.4%	7	5.3%	2	5.3%	2
Dissatisfied with service overall	Dissatisfied with overall service	7.2%	5	46.4%	32	17.4%	12	15.9%	11	13.0%	9
Dissatisfied with length of time	Those dissatisfied with length of time	6.5%	6	52.7%	49	21.5%	20	10.8%	10	8.6%	8
Are you male or female?	Male	25.7%	52	59.4%	120	8.9%	18	4.0%	8	2.0%	4
	Female	17.9%	63	62.8%	221	13.9%	49	3.7%	13	1.7%	6
Agebands	16-24 year olds	15.8%	9	59.6%	34	17.5%	10	5.3%	3	1.8%	1
	25-44 year olds	16.2%	33	60.3%	123	15.2%	31	5.4%	11	2.9%	6
	45-60 year olds	28.2%	33	53.0%	62	12.8%	15	5.1%	6	.9%	1
	60 years or over	22.7%	39	69.2%	119	6.4%	11	1.2%	2	.6%	1
Disability	With a disability that limits activities	26.4%	43	60.7%	99	10.4%	17	1.8%	3	.6%	1
Tenure type	Home owner	22.9%	16	61.4%	43	8.6%	6	5.7%	4	1.4%	1
	Rented from council OR HA	20.2%	65	61.2%	197	13.0%	42	3.7%	12	1.9%	6
	Rented private	20.9%	32	62.7%	96	11.8%	18	3.3%	5	1.3%	2
How would you describe the composition of your household?	One adult under 60	22.4%	22	58.2%	57	12.2%	12	5.1%	5	2.0%	2
	One adult aged 60 or over	25.0%	25	69.0%	69	5.0%	5	.0%	0	1.0%	1
	Two adults both under 60	21.4%	9	59.5%	25	14.3%	6	4.8%	2	.0%	0
	Two adults, at least one 60 or over	24.5%	13	66.0%	35	7.5%	4	1.9%	1	.0%	0
	Three or more adults, 16 or over	25.9%	7	40.7%	11	22.2%	6	7.4%	2	3.7%	1
	1-parent family with children, at least 1 under 16	15.0%	17	60.2%	68	18.6%	21	6.2%	7	.0%	0
	2-parent family with children, at least 1 under 16	22.1%	17	54.5%	42	13.0%	10	3.9%	3	6.5%	5
Other	10.0%	4	75.0%	30	7.5%	3	5.0%	2	2.5%	1	
Economic activity	Active	14.4%	26	60.6%	109	16.7%	30	5.6%	10	2.8%	5
	Inactive	21.4%	50	57.7%	135	13.7%	32	5.1%	12	2.1%	5
	Retired	26.7%	36	68.9%	93	4.4%	6	.0%	0	.0%	0
Ethnicity	White	20.3%	107	61.8%	325	12.2%	64	4.0%	21	1.7%	9
	BME	25.0%	5	55.0%	11	15.0%	3	5.0%	1	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Staff In Your Local Benefits Office

I was not always confident that what the staff said was correct

Base : All those expressing a view

		I wasn't always confident that what the staff said was correct									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	6.5%	35	22.6%	121	23.2%	124	41.1%	220	6.5%	35
sampling window	1st sampling window	6.4%	19	20.5%	61	26.9%	80	39.4%	117	6.7%	20
	2nd sampling window	6.7%	16	25.2%	60	18.5%	44	43.3%	103	6.3%	15
Outcome of claim	Successful	5.4%	24	23.8%	105	23.5%	104	41.9%	185	5.4%	24
	UNsuccessful	18.9%	7	10.8%	4	27.0%	10	29.7%	11	13.5%	5
Dissatisfied with service overall	Dissatisfied with overall service	26.5%	18	23.5%	16	19.1%	13	22.1%	15	8.8%	6
Dissatisfied with length of time	Those dissatisfied with length of time	17.4%	16	28.3%	26	21.7%	20	26.1%	24	6.5%	6
Are you male or female?	Male	5.6%	11	24.9%	49	23.4%	46	41.1%	81	5.1%	10
	Female	6.9%	23	21.1%	70	23.2%	77	41.3%	137	7.5%	25
Agebands	16-24 year olds	13.0%	7	22.2%	12	22.2%	12	38.9%	21	3.7%	2
	25-44 year olds	8.0%	16	18.9%	38	29.9%	60	36.8%	74	6.5%	13
	45-60 year olds	4.2%	5	23.7%	28	17.8%	21	46.6%	55	7.6%	9
	60 years or over	2.6%	4	27.2%	41	19.2%	29	43.7%	66	7.3%	11
Disability	With a disability that limits activities	3.8%	6	17.9%	28	25.0%	39	44.2%	69	9.0%	14
Tenure type	Home owner	8.1%	5	24.2%	15	25.8%	16	33.9%	21	8.1%	5
	Rented from council OR HA	6.0%	19	22.5%	71	23.4%	74	42.7%	135	5.4%	17
	Rented private	5.0%	7	22.1%	31	22.1%	31	41.4%	58	9.3%	13
How would you describe the composition of your household?	One adult under 60	6.3%	6	26.3%	25	25.3%	24	35.8%	34	6.3%	6
	One adult aged 60 or over	3.4%	3	28.1%	25	19.1%	17	44.9%	40	4.5%	4
	Two adults both under 60	7.3%	3	24.4%	10	17.1%	7	43.9%	18	7.3%	3
	Two adults, at least one 60 or over	4.3%	2	17.4%	8	23.9%	11	45.7%	21	8.7%	4
	Three or more adults, 16 or over	3.6%	1	17.9%	5	32.1%	9	28.6%	8	17.9%	5
	1-parent family with children, at least 1 under 16	8.1%	9	18.9%	21	23.4%	26	41.4%	46	8.1%	9
	2-parent family with children, at least 1 under 16	10.7%	8	17.3%	13	29.3%	22	38.7%	29	4.0%	3
Other	5.0%	2	30.0%	12	17.5%	7	45.0%	18	2.5%	1	
Economic activity	Active	6.8%	12	22.2%	39	24.4%	43	39.2%	69	7.4%	13
	Inactive	7.8%	18	22.4%	52	23.3%	54	41.4%	96	5.2%	12
	Retired	3.3%	4	24.2%	29	21.7%	26	43.3%	52	7.5%	9
Ethnicity	White	6.6%	33	22.5%	113	22.9%	115	41.0%	206	7.0%	35
	BME	.0%	0	15.0%	3	40.0%	8	45.0%	9	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Staff In Your Local Benefits Office

Things were explained in a way I could understand

Base : All those expressing a view

		Things were explained in a way I could understand									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	11.6%	64	62.3%	345	13.4%	74	10.1%	56	2.7%	15
sampling window	1st sampling window	12.5%	39	58.2%	181	15.4%	48	11.6%	36	2.3%	7
	2nd sampling window	10.3%	25	67.5%	164	10.7%	26	8.2%	20	3.3%	8
Outcome of claim	Successful	11.3%	52	62.7%	288	13.9%	64	9.8%	45	2.2%	10
	UNsuccessful	10.5%	4	52.6%	20	13.2%	5	10.5%	4	13.2%	5
Dissatisfied with service overall	Dissatisfied with overall service	5.8%	4	40.6%	28	21.7%	15	18.8%	13	13.0%	9
Dissatisfied with length of time	Those dissatisfied with length of time	4.2%	4	47.4%	45	17.9%	17	21.1%	20	9.5%	9
Are you male or female?	Male	12.7%	26	62.9%	129	11.2%	23	11.2%	23	2.0%	4
	Female	10.8%	37	62.6%	214	14.6%	50	8.8%	30	3.2%	11
Agebands	16-24 year olds	14.0%	8	45.6%	26	19.3%	11	19.3%	11	1.8%	1
	25-44 year olds	10.3%	21	61.1%	124	18.2%	37	6.4%	13	3.9%	8
	45-60 year olds	12.7%	15	60.2%	71	11.9%	14	11.0%	13	4.2%	5
	60 years or over	11.5%	19	71.5%	118	6.7%	11	10.3%	17	.0%	0
Disability	With a disability that limits activities	16.0%	26	60.7%	99	11.7%	19	11.0%	18	.6%	1
Tenure type	Home owner	16.7%	11	57.6%	38	13.6%	9	12.1%	8	.0%	0
	Rented from council OR HA	10.0%	32	61.7%	198	14.3%	46	11.2%	36	2.8%	9
	Rented private	11.3%	17	67.3%	101	11.3%	17	6.0%	9	4.0%	6
How would you describe the composition of your household?	One adult under 60	10.2%	10	59.2%	58	18.4%	18	11.2%	11	1.0%	1
	One adult aged 60 or over	11.6%	11	73.7%	70	4.2%	4	10.5%	10	.0%	0
	Two adults both under 60	11.9%	5	69.0%	29	11.9%	5	7.1%	3	.0%	0
	Two adults, at least one 60 or over	11.5%	6	69.2%	36	7.7%	4	11.5%	6	.0%	0
	Three or more adults, 16 or over	10.7%	3	28.6%	8	28.6%	8	17.9%	5	14.3%	4
	1-parent family with children, at least 1 under 16	13.4%	15	60.7%	68	15.2%	17	8.0%	9	2.7%	3
	2-parent family with children, at least 1 under 16	11.8%	9	56.6%	43	17.1%	13	7.9%	6	6.6%	5
Other	7.1%	3	66.7%	28	9.5%	4	11.9%	5	4.8%	2	
Economic activity	Active	7.2%	13	64.6%	117	13.3%	24	9.4%	17	5.5%	10
	Inactive	13.7%	32	54.9%	128	18.0%	42	11.2%	26	2.1%	5
	Retired	13.2%	17	72.9%	94	6.2%	8	7.8%	10	.0%	0
Ethnicity	White	11.7%	61	62.3%	324	13.5%	70	10.0%	52	2.5%	13
	BME	15.0%	3	65.0%	13	15.0%	3	5.0%	1	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Staff In Your Local Benefits Office

I felt unable to ask the questions I wanted to

Base : All those expressing a view

		<i>I felt unable to ask the questions I wanted to</i>									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
<i>All respondents</i>	<i>All</i>	4.5%	24	9.0%	48	18.5%	99	58.2%	311	9.7%	52
<i>sampling window</i>	<i>1st sampling window</i>	4.6%	14	9.6%	29	20.9%	63	55.6%	168	9.3%	28
	<i>2nd sampling window</i>	4.3%	10	8.2%	19	15.5%	36	61.6%	143	10.3%	24
<i>Outcome of claim</i>	<i>Successful</i>	3.8%	17	8.4%	37	18.3%	81	60.9%	269	8.6%	38
	<i>UNsuccessful</i>	13.2%	5	7.9%	3	28.9%	11	36.8%	14	13.2%	5
<i>Dissatisfied with service overall</i>	<i>Dissatisfied with overall service</i>	19.4%	13	6.0%	4	22.4%	15	47.8%	32	4.5%	3
<i>Dissatisfied with length of time</i>	<i>Those dissatisfied with length of time</i>	14.0%	13	9.7%	9	25.8%	24	46.2%	43	4.3%	4
<i>Are you male or female?</i>	<i>Male</i>	4.5%	9	11.1%	22	18.7%	37	55.1%	109	10.6%	21
	<i>Female</i>	4.3%	14	7.0%	23	18.2%	60	61.1%	201	9.4%	31
<i>Agebands</i>	<i>16-24 year olds</i>	11.1%	6	5.6%	3	20.4%	11	51.9%	28	11.1%	6
	<i>25-44 year olds</i>	4.5%	9	6.9%	14	21.3%	43	56.9%	115	10.4%	21
	<i>45-60 year olds</i>	3.4%	4	10.3%	12	17.1%	20	58.1%	68	11.1%	13
	<i>60 years or over</i>	2.0%	3	10.7%	16	16.0%	24	63.3%	95	8.0%	12
<i>Disability</i>	<i>With a disability that limits activities</i>	1.3%	2	12.1%	19	20.4%	32	54.8%	86	11.5%	18
<i>Tenure type</i>	<i>Home owner</i>	4.8%	3	11.3%	7	22.6%	14	46.8%	29	14.5%	9
	<i>Rented from council OR HA</i>	4.1%	13	8.3%	26	20.1%	63	58.6%	184	8.9%	28
	<i>Rented private</i>	3.5%	5	8.5%	12	14.1%	20	63.4%	90	10.6%	15
<i>How would you describe the composition of your household?</i>	<i>One adult under 60</i>	3.1%	3	8.3%	8	19.8%	19	58.3%	56	10.4%	10
	<i>One adult aged 60 or over</i>	1.2%	1	7.0%	6	17.4%	15	68.6%	59	5.8%	5
	<i>Two adults both under 60</i>	2.4%	1	12.2%	5	19.5%	8	51.2%	21	14.6%	6
	<i>Two adults, at least one 60 or over</i>	4.1%	2	12.2%	6	16.3%	8	57.1%	28	10.2%	5
	<i>Three or more adults, 16 or over</i>	10.7%	3	10.7%	3	28.6%	8	42.9%	12	7.1%	2
	<i>1-parent family with children, at least 1 under 16</i>	3.7%	4	8.3%	9	21.1%	23	55.0%	60	11.9%	13
	<i>2-parent family with children, at least 1 under 16</i>	9.2%	7	1.3%	1	15.8%	12	65.8%	50	7.9%	6
	<i>Other</i>	5.0%	2	17.5%	7	12.5%	5	55.0%	22	10.0%	4
<i>Economic activity</i>	<i>Active</i>	5.1%	9	7.4%	13	17.6%	31	59.7%	105	10.2%	18
	<i>Inactive</i>	5.2%	12	9.1%	21	19.0%	44	56.3%	130	10.4%	24
	<i>Retired</i>	2.6%	3	9.4%	11	18.8%	22	61.5%	72	7.7%	9
<i>Ethnicity</i>	<i>White</i>	4.4%	22	8.4%	42	18.3%	92	59.2%	297	9.8%	49
	<i>BME</i>	5.3%	1	5.3%	1	31.6%	6	47.4%	9	10.5%	2

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Staff In Your Local Benefits Office

Staff were in a rush

Base : All those expressing a view

		Staff were in a rush									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	3.4%	18	10.2%	54	19.2%	102	57.7%	307	9.6%	51
sampling window	1st sampling window	4.0%	12	11.6%	35	18.3%	55	56.1%	169	10.0%	30
	2nd sampling window	2.6%	6	8.2%	19	20.3%	47	59.7%	138	9.1%	21
Outcome of claim	Successful	3.8%	17	8.6%	38	20.3%	90	59.5%	264	7.9%	35
	UNsuccessful	2.9%	1	20.0%	7	8.6%	3	45.7%	16	22.9%	8
Dissatisfied with service overall	Dissatisfied with overall service	11.6%	8	21.7%	15	18.8%	13	39.1%	27	8.7%	6
Dissatisfied with length of time	Those dissatisfied with length of time	9.9%	9	22.0%	20	22.0%	20	41.8%	38	4.4%	4
Are you male or female?	Male	2.6%	5	9.2%	18	18.9%	37	57.1%	112	12.2%	24
	Female	3.9%	13	10.0%	33	19.4%	64	58.5%	193	8.2%	27
Agebands	16-24 year olds	8.9%	5	16.1%	9	12.5%	7	51.8%	29	10.7%	6
	25-44 year olds	4.5%	9	12.9%	26	19.4%	39	53.7%	108	9.5%	19
	45-60 year olds	1.7%	2	3.4%	4	21.6%	25	63.8%	74	9.5%	11
	60 years or over	1.4%	2	7.4%	11	19.6%	29	61.5%	91	10.1%	15
Disability	With a disability that limits activities	2.6%	4	11.0%	17	19.4%	30	55.5%	86	11.6%	18
Tenure type	Home owner	3.3%	2	11.5%	7	21.3%	13	52.5%	32	11.5%	7
	Rented from council OR HA	2.9%	9	9.6%	30	19.9%	62	58.5%	182	9.0%	28
	Rented private	2.8%	4	9.7%	14	17.4%	25	59.7%	86	10.4%	15
How would you describe the composition of your household?	One adult under 60	5.3%	5	7.4%	7	20.0%	19	56.8%	54	10.5%	10
	One adult aged 60 or over	.0%	0	4.7%	4	19.8%	17	67.4%	58	8.1%	7
	Two adults both under 60	.0%	0	7.3%	3	24.4%	10	58.5%	24	9.8%	4
	Two adults, at least one 60 or over	4.1%	2	12.2%	6	14.3%	7	55.1%	27	14.3%	7
	Three or more adults, 16 or over	3.7%	1	14.8%	4	25.9%	7	40.7%	11	14.8%	4
	1-parent family with children, at least 1 under 16	2.7%	3	11.7%	13	21.6%	24	54.1%	60	9.9%	11
	2-parent family with children, at least 1 under 16	7.9%	6	13.2%	10	13.2%	10	59.2%	45	6.6%	5
Other	2.6%	1	13.2%	5	18.4%	7	60.5%	23	5.3%	2	
Economic activity	Active	3.4%	6	10.2%	18	18.6%	33	56.5%	100	11.3%	20
	Inactive	4.3%	10	11.7%	27	18.7%	43	57.4%	132	7.8%	18
	Retired	1.7%	2	6.9%	8	21.6%	25	59.5%	69	10.3%	12
Ethnicity	White	3.4%	17	9.8%	49	19.4%	97	57.7%	289	9.8%	49
	BME	.0%	0	16.7%	3	16.7%	3	61.1%	11	5.6%	1

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Staff In Your Local Benefits Office

### Staff treated me with respect

Base : All those expressing a view

		Staff treated me with respect									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	16.0%	87	62.2%	338	13.4%	73	5.9%	32	2.4%	13
sampling window	1st sampling window	15.6%	47	60.9%	184	16.2%	49	5.0%	15	2.3%	7
	2nd sampling window	16.6%	40	63.9%	154	10.0%	24	7.1%	17	2.5%	6
Outcome of claim	Successful	16.3%	74	62.7%	284	13.7%	62	5.7%	26	1.5%	7
	UNsuccessful	16.2%	6	56.8%	21	13.5%	5	5.4%	2	8.1%	3
Dissatisfied with service overall	Dissatisfied with overall service	4.4%	3	45.6%	31	19.1%	13	20.6%	14	10.3%	7
Dissatisfied with length of time	Those dissatisfied with length of time	3.3%	3	53.8%	49	22.0%	20	13.2%	12	7.7%	7
Are you male or female?	Male	21.1%	41	62.4%	121	9.8%	19	5.7%	11	1.0%	2
	Female	13.5%	46	62.6%	214	15.5%	53	5.8%	20	2.6%	9
Agebands	16-24 year olds	16.4%	9	58.2%	32	20.0%	11	3.6%	2	1.8%	1
	25-44 year olds	11.2%	22	58.7%	115	17.9%	35	8.2%	16	4.1%	8
	45-60 year olds	19.7%	23	56.4%	66	17.1%	20	6.0%	7	.9%	1
	60 years or over	20.1%	33	72.6%	119	3.7%	6	3.0%	5	.6%	1
Disability	With a disability that limits activities	22.5%	36	60.6%	97	11.9%	19	4.4%	7	.6%	1
Tenure type	Home owner	23.1%	15	55.4%	36	15.4%	10	4.6%	3	1.5%	1
	Rented from council OR HA	15.9%	49	62.5%	193	13.3%	41	6.1%	19	2.3%	7
	Rented private	12.4%	19	67.3%	103	12.4%	19	5.9%	9	2.0%	3
How would you describe the composition of your household?	One adult under 60	15.8%	15	55.8%	53	17.9%	17	6.3%	6	4.2%	4
	One adult aged 60 or over	18.9%	18	72.6%	69	4.2%	4	3.2%	3	1.1%	1
	Two adults both under 60	23.1%	9	59.0%	23	17.9%	7	.0%	0	.0%	0
	Two adults, at least one 60 or over	23.5%	12	72.5%	37	.0%	0	3.9%	2	.0%	0
	Three or more adults, 16 or over	14.3%	4	50.0%	14	25.0%	7	10.7%	3	.0%	0
	1-parent family with children, at least 1 under 16	11.5%	13	59.3%	67	20.4%	23	8.0%	9	.9%	1
	2-parent family with children, at least 1 under 16	14.3%	10	55.7%	39	14.3%	10	8.6%	6	7.1%	5
Other	11.9%	5	71.4%	30	9.5%	4	4.8%	2	2.4%	1	
Economic activity	Active	10.7%	19	61.6%	109	16.9%	30	7.9%	14	2.8%	5
	Inactive	16.8%	38	58.0%	131	16.4%	37	6.2%	14	2.7%	6
	Retired	22.7%	29	69.5%	89	3.9%	5	2.3%	3	1.6%	2
Ethnicity	White	16.5%	84	62.4%	318	13.3%	68	5.5%	28	2.4%	12
	BME	10.5%	2	63.2%	12	21.1%	4	5.3%	1	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Staff In Your Local Benefits Office

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

Base : All those expressing a view

		Overall, I am satisfied with the service provided by staff in my local authority benefits office									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	18.8%	107	58.1%	331	13.5%	77	6.1%	35	3.5%	20
sampling window	1st sampling window	19.7%	63	56.6%	181	14.4%	46	6.6%	21	2.8%	9
	2nd sampling window	17.6%	44	60.0%	150	12.4%	31	5.6%	14	4.4%	11
Outcome of claim	Successful	19.7%	94	58.1%	277	14.5%	69	5.2%	25	2.5%	12
	UNsuccessful	10.8%	4	51.4%	19	8.1%	3	16.2%	6	13.5%	5
Dissatisfied with service overall	Dissatisfied with overall service	4.3%	3	30.0%	21	10.0%	7	31.4%	22	24.3%	17
Dissatisfied with length of time	Those dissatisfied with length of time	3.2%	3	41.1%	39	20.0%	19	21.1%	20	14.7%	14
Are you male or female?	Male	25.7%	53	55.8%	115	8.3%	17	7.8%	16	2.4%	5
	Female	15.1%	54	59.7%	213	16.5%	59	4.8%	17	3.9%	14
Agebands	16-24 year olds	25.0%	14	44.6%	25	19.6%	11	5.4%	3	5.4%	3
	25-44 year olds	12.7%	26	55.6%	114	17.1%	35	8.8%	18	5.9%	12
	45-60 year olds	18.7%	23	60.2%	74	16.3%	20	4.1%	5	.8%	1
	60 years or over	24.6%	43	65.1%	114	5.7%	10	4.0%	7	.6%	1
Disability	With a disability that limits activities	27.6%	47	55.3%	94	8.8%	15	7.1%	12	1.2%	2
Tenure type	Home owner	17.4%	12	59.4%	41	10.1%	7	8.7%	6	4.3%	3
	Rented from council OR HA	19.5%	64	56.2%	185	14.0%	46	6.7%	22	3.6%	12
	Rented private	17.2%	27	64.3%	101	13.4%	21	3.8%	6	1.3%	2
How would you describe the composition of your household?	One adult under 60	17.2%	17	58.6%	58	13.1%	13	7.1%	7	4.0%	4
	One adult aged 60 or over	25.0%	26	67.3%	70	4.8%	5	2.9%	3	.0%	0
	Two adults both under 60	16.3%	7	58.1%	25	16.3%	7	7.0%	3	2.3%	1
	Two adults, at least one 60 or over	30.9%	17	60.0%	33	1.8%	1	5.5%	3	1.8%	1
	Three or more adults, 16 or over	17.2%	5	48.3%	14	20.7%	6	13.8%	4	.0%	0
	1-parent family with children, at least 1 under 16	11.3%	13	53.9%	62	22.6%	26	8.7%	10	3.5%	4
	2-parent family with children, at least 1 under 16	22.7%	17	46.7%	35	20.0%	15	1.3%	1	9.3%	7
Other	10.0%	4	70.0%	28	7.5%	3	7.5%	3	5.0%	2	
Economic activity	Active	13.1%	24	56.8%	104	19.7%	36	6.6%	12	3.8%	7
	Inactive	19.5%	46	53.8%	127	14.4%	34	7.2%	17	5.1%	12
	Retired	25.2%	35	66.2%	92	5.0%	7	2.9%	4	.7%	1
Ethnicity	White	19.0%	102	57.9%	311	13.4%	72	6.3%	34	3.4%	18
	BME	20.0%	4	60.0%	12	20.0%	4	.0%	0	.0%	0

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

### The Staff In Your Local Benefits Office

#### Further analysis of those dissatisfied overall with the service provided by staff in the Benefits office

**Base : All those dissatisfied overall with the service provided by staff in the Benefits office and expressing a view**

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
<i>Staff in the local authority benefits office were friendly</i>	3.8%	2	34.6%	18	19.2%	10	25.0%	13	17.3%	9
<i>I wasn't always confident that what the staff said was correct</i>	36.5%	19	28.8%	15	15.4%	8	13.5%	7	5.8%	3
<i>Things were explained in a way I could understand</i>	5.7%	3	28.3%	15	17.0%	9	35.8%	19	13.2%	7
<i>I felt unable to ask the questions I wanted to</i>	20.8%	11	17.0%	9	22.6%	12	34.0%	18	5.7%	3
<i>Staff were in a rush</i>	13.5%	7	34.6%	18	19.2%	10	23.1%	12	9.6%	5
<i>Staff treated me with respect</i>	2.0%	1	24.0%	12	18.0%	9	34.0%	17	22.0%	11
<i>Overall, I am satisfied with the service provided by staff in my local authority benefits office</i>	.0%	0	.0%	0	.0%	0	63.6%	35	36.4%	20

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

### The Forms You Fill In To Claim Benefits

#### Overview of all questions asked

**Base : All those expressing a view**

	<i>Strongly agree</i>		<i>Agree</i>		<i>Neither agree nor disagree</i>		<i>Disagree</i>		<i>Strongly disagree</i>	
	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>
<i>The Housing/Council Tax benefits claim form was difficult to fill in</i>	<b>9.8%</b>	<b>57</b>	<b>23.5%</b>	<b>137</b>	<b>24.7%</b>	<b>144</b>	<b>38.5%</b>	<b>224</b>	<b>3.4%</b>	<b>20</b>
<i>I could fill in the form quickly</i>	<b>4.5%</b>	<b>26</b>	<b>34.1%</b>	<b>195</b>	<b>22.6%</b>	<b>129</b>	<b>32.5%</b>	<b>186</b>	<b>6.3%</b>	<b>36</b>
<i>The information that came with the form was helpful</i>	<b>5.8%</b>	<b>33</b>	<b>57.2%</b>	<b>328</b>	<b>25.8%</b>	<b>148</b>	<b>10.3%</b>	<b>59</b>	<b>.9%</b>	<b>5</b>
<i>The letters sent out about my claim were difficult to understand</i>	<b>12.3%</b>	<b>70</b>	<b>26.8%</b>	<b>153</b>	<b>24.0%</b>	<b>137</b>	<b>32.6%</b>	<b>186</b>	<b>4.4%</b>	<b>25</b>
<i>Overall, I am satisfied with the Housing/Council Tax benefits claim form</i>	<b>10.9%</b>	<b>65</b>	<b>48.1%</b>	<b>287</b>	<b>25.1%</b>	<b>150</b>	<b>12.2%</b>	<b>73</b>	<b>3.7%</b>	<b>22</b>

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Forms You Fill In To Claim Benefits

The Housing / Council Tax benefits claim form was difficult to fill in

Base : All those expressing a view

		The Housing/Council Tax benefits claim form was difficult to fill in									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	9.8%	57	23.5%	137	24.7%	144	38.5%	224	3.4%	20
sampling window	1st sampling window	9.6%	31	24.8%	80	24.5%	79	37.6%	121	3.4%	11
	2nd sampling window	10.0%	26	21.9%	57	25.0%	65	39.6%	103	3.5%	9
Outcome of claim	Successful	10.1%	49	22.4%	109	25.7%	125	39.3%	191	2.5%	12
	UNsuccessful	15.4%	6	33.3%	13	15.4%	6	28.2%	11	7.7%	3
Dissatisfied with service overall	Dissatisfied with overall service	25.7%	19	18.9%	14	20.3%	15	28.4%	21	6.8%	5
Dissatisfied with length of time	Those dissatisfied with length of time	24.0%	24	22.0%	22	20.0%	20	29.0%	29	5.0%	5
Are you male or female?	Male	11.9%	25	25.7%	54	23.3%	49	34.3%	72	4.8%	10
	Female	8.5%	31	21.9%	80	25.5%	93	41.4%	151	2.7%	10
Agebands	16-24 year olds	10.3%	6	17.2%	10	25.9%	15	37.9%	22	8.6%	5
	25-44 year olds	9.0%	19	22.2%	47	23.6%	50	42.9%	91	2.4%	5
	45-60 year olds	13.1%	17	20.8%	27	26.9%	35	34.6%	45	4.6%	6
	60 years or over	8.6%	15	27.4%	48	24.6%	43	37.1%	65	2.3%	4
Disability	With a disability that limits activities	9.6%	16	27.5%	46	22.8%	38	37.1%	62	3.0%	5
Tenure type	Home owner	8.9%	7	38.0%	30	19.0%	15	30.4%	24	3.8%	3
	Rented from council OR HA	8.4%	28	21.3%	71	26.7%	89	40.5%	135	3.0%	10
	Rented private	12.7%	20	21.5%	34	22.2%	35	39.2%	62	4.4%	7
How would you describe the composition of your household?	One adult under 60	9.4%	10	22.6%	24	21.7%	23	39.6%	42	6.6%	7
	One adult aged 60 or over	8.9%	9	26.7%	27	26.7%	27	35.6%	36	2.0%	2
	Two adults both under 60	19.6%	9	32.6%	15	17.4%	8	28.3%	13	2.2%	1
	Two adults, at least one 60 or over	7.5%	4	32.1%	17	22.6%	12	34.0%	18	3.8%	2
	Three or more adults, 16 or over	13.3%	4	23.3%	7	23.3%	7	30.0%	9	10.0%	3
	1-parent family with children, at least 1 under 16	5.9%	7	21.8%	26	26.1%	31	42.9%	51	3.4%	4
	2-parent family with children, at least 1 under 16	14.3%	11	13.0%	10	29.9%	23	41.6%	32	1.3%	1
	Other	7.1%	3	19.0%	8	23.8%	10	50.0%	21	.0%	0
Economic activity	Active	11.9%	23	18.7%	36	26.9%	52	38.3%	74	4.1%	8
	Inactive	10.5%	25	22.6%	54	23.8%	57	39.3%	94	3.8%	9
	Retired	5.9%	8	28.1%	38	25.2%	34	38.5%	52	2.2%	3
Ethnicity	White	9.3%	51	23.3%	127	25.5%	139	38.5%	210	3.5%	19
	BME	19.0%	4	14.3%	3	19.0%	4	47.6%	10	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Forms You Fill In To Claim Benefits

I could fill in the form quickly

Base : All those expressing a view

		I could fill in the form quickly									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	4.5%	26	34.1%	195	22.6%	129	32.5%	186	6.3%	36
sampling window	1st sampling window	4.7%	15	29.8%	95	23.2%	74	35.7%	114	6.6%	21
	2nd sampling window	4.3%	11	39.5%	100	21.7%	55	28.5%	72	5.9%	15
Outcome of claim	Successful	4.6%	22	34.5%	164	22.7%	108	31.5%	150	6.7%	32
	UNsuccessful	7.5%	3	22.5%	9	17.5%	7	45.0%	18	7.5%	3
Dissatisfied with service overall	Dissatisfied with overall service	1.4%	1	27.0%	20	17.6%	13	43.2%	32	10.8%	8
Dissatisfied with length of time	Those dissatisfied with length of time	2.0%	2	28.3%	28	13.1%	13	42.4%	42	14.1%	14
Are you male or female?	Male	6.3%	13	33.2%	69	19.2%	40	33.7%	70	7.7%	16
	Female	3.4%	12	34.6%	124	24.9%	89	31.6%	113	5.6%	20
Agebands	16-24 year olds	14.0%	8	31.6%	18	19.3%	11	26.3%	15	8.8%	5
	25-44 year olds	3.8%	8	31.0%	66	22.5%	48	36.6%	78	6.1%	13
	45-60 year olds	2.4%	3	33.1%	42	25.2%	32	30.7%	39	8.7%	11
	60 years or over	4.2%	7	39.3%	66	22.0%	37	30.4%	51	4.2%	7
Disability	With a disability that limits activities	4.2%	7	28.9%	48	21.1%	35	38.6%	64	7.2%	12
Tenure type	Home owner	2.6%	2	28.9%	22	19.7%	15	40.8%	31	7.9%	6
	Rented from council OR HA	5.5%	18	35.9%	118	24.9%	82	29.8%	98	4.0%	13
	Rented private	3.8%	6	33.3%	52	17.9%	28	34.6%	54	10.3%	16
How would you describe the composition of your household?	One adult under 60	3.8%	4	38.1%	40	18.1%	19	29.5%	31	10.5%	11
	One adult aged 60 or over	7.1%	7	38.4%	38	23.2%	23	30.3%	30	1.0%	1
	Two adults both under 60	2.2%	1	22.2%	10	24.4%	11	40.0%	18	11.1%	5
	Two adults, at least one 60 or over	3.9%	2	37.3%	19	15.7%	8	35.3%	18	7.8%	4
	Three or more adults, 16 or over	6.7%	2	30.0%	9	26.7%	8	26.7%	8	10.0%	3
	1-parent family with children, at least 1 under 16	1.7%	2	34.7%	41	22.0%	26	38.1%	45	3.4%	4
	2-parent family with children, at least 1 under 16	10.4%	8	29.9%	23	20.8%	16	29.9%	23	9.1%	7
Other	.0%	0	34.1%	14	36.6%	15	26.8%	11	2.4%	1	
Economic activity	Active	3.6%	7	33.7%	65	24.4%	47	30.1%	58	8.3%	16
	Inactive	5.1%	12	32.9%	77	21.8%	51	33.8%	79	6.4%	15
	Retired	5.3%	7	36.8%	49	21.1%	28	33.8%	45	3.0%	4
Ethnicity	White	4.5%	24	33.6%	181	22.8%	123	33.0%	178	6.1%	33
	BME	10.0%	2	45.0%	9	20.0%	4	15.0%	3	10.0%	2

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Forms You Fill In To Claim Benefits

The information that came with the form was helpful

Base : All those expressing a view

		The information that came with the form was helpful									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	5.8%	33	57.2%	328	25.8%	148	10.3%	59	.9%	5
sampling window	1st sampling window	6.0%	19	56.4%	180	26.3%	84	10.0%	32	1.3%	4
	2nd sampling window	5.5%	14	58.3%	148	25.2%	64	10.6%	27	.4%	1
Outcome of claim	Successful	5.8%	28	57.6%	277	27.0%	130	8.7%	42	.8%	4
	UNsuccessful	5.3%	2	47.4%	18	21.1%	8	26.3%	10	.0%	0
Dissatisfied with service overall	Dissatisfied with overall service	2.8%	2	45.8%	33	26.4%	19	19.4%	14	5.6%	4
Dissatisfied with length of time	Those dissatisfied with length of time	2.0%	2	45.9%	45	25.5%	25	22.4%	22	4.1%	4
Are you male or female?	Male	6.3%	13	57.7%	120	24.0%	50	11.1%	23	1.0%	2
	Female	5.6%	20	57.0%	204	27.1%	97	9.5%	34	.8%	3
Agebands	16-24 year olds	10.5%	6	43.9%	25	28.1%	16	15.8%	9	1.8%	1
	25-44 year olds	5.2%	11	54.2%	115	28.8%	61	11.3%	24	.5%	1
	45-60 year olds	4.9%	6	56.6%	69	29.5%	36	9.0%	11	.0%	0
	60 years or over	5.7%	10	65.7%	115	20.0%	35	6.9%	12	1.7%	3
Disability	With a disability that limits activities	5.3%	9	57.1%	97	25.9%	44	10.6%	18	1.2%	2
Tenure type	Home owner	5.2%	4	59.7%	46	16.9%	13	16.9%	13	1.3%	1
	Rented from council OR HA	6.4%	21	56.7%	185	27.0%	88	8.6%	28	1.2%	4
	Rented private	5.1%	8	58.0%	91	27.4%	43	9.6%	15	.0%	0
How would you describe the composition of your household?	One adult under 60	7.6%	8	58.1%	61	23.8%	25	10.5%	11	.0%	0
	One adult aged 60 or over	6.7%	7	63.8%	67	21.0%	22	6.7%	7	1.9%	2
	Two adults both under 60	2.5%	1	42.5%	17	42.5%	17	12.5%	5	.0%	0
	Two adults, at least one 60 or over	4.0%	2	74.0%	37	14.0%	7	6.0%	3	2.0%	1
	Three or more adults, 16 or over	10.0%	3	56.7%	17	26.7%	8	6.7%	2	.0%	0
	1-parent family with children, at least 1 under 16	2.6%	3	53.4%	62	30.2%	35	12.9%	15	.9%	1
	2-parent family with children, at least 1 under 16	9.1%	7	51.9%	40	26.0%	20	11.7%	9	1.3%	1
Economic activity	Other	2.4%	1	57.1%	24	28.6%	12	11.9%	5	.0%	0
	Active	4.8%	9	58.5%	110	26.6%	50	9.6%	18	.5%	1
	Inactive	6.5%	15	50.2%	116	29.9%	69	12.6%	29	.9%	2
Ethnicity	Retired	5.8%	8	66.2%	92	18.7%	26	7.9%	11	1.4%	2
	White	5.8%	31	56.3%	303	26.8%	144	10.4%	56	.7%	4
	BME	4.8%	1	76.2%	16	4.8%	1	9.5%	2	4.8%	1

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Forms You Fill In To Claim Benefits

The letters sent out about my claim were difficult to understand

Base : All those expressing a view

		The letters sent out about my claim were difficult to understand									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	12.3%	70	26.8%	153	24.0%	137	32.6%	186	4.4%	25
sampling window	1st sampling window	13.8%	44	30.3%	97	23.4%	75	28.4%	91	4.1%	13
	2nd sampling window	10.4%	26	22.3%	56	24.7%	62	37.8%	95	4.8%	12
Outcome of claim	Successful	13.0%	62	24.6%	117	24.4%	116	33.6%	160	4.4%	21
	UNsuccessful	10.3%	4	38.5%	15	23.1%	9	23.1%	9	5.1%	2
Dissatisfied with service overall	Dissatisfied with overall service	30.6%	22	29.2%	21	15.3%	11	18.1%	13	6.9%	5
Dissatisfied with length of time	Those dissatisfied with length of time	27.6%	27	34.7%	34	16.3%	16	18.4%	18	3.1%	3
Are you male or female?	Male	9.2%	19	28.5%	59	25.6%	53	33.3%	69	3.4%	7
	Female	14.2%	51	25.6%	92	23.4%	84	31.8%	114	5.0%	18
Agebands	16-24 year olds	13.8%	8	31.0%	18	27.6%	16	24.1%	14	3.4%	2
	25-44 year olds	16.6%	35	24.2%	51	26.5%	56	27.5%	58	5.2%	11
	45-60 year olds	10.4%	13	28.8%	36	25.6%	32	30.4%	38	4.8%	6
	60 years or over	7.1%	12	27.1%	46	19.4%	33	42.9%	73	3.5%	6
Disability	With a disability that limits activities	8.4%	14	30.1%	50	23.5%	39	31.3%	52	6.6%	11
Tenure type	Home owner	6.8%	5	31.1%	23	20.3%	15	35.1%	26	6.8%	5
	Rented from council OR HA	12.8%	42	25.9%	85	24.7%	81	32.6%	107	4.0%	13
	Rented private	14.1%	22	27.6%	43	23.7%	37	30.1%	47	4.5%	7
How would you describe the composition of your household?	One adult under 60	9.7%	10	27.2%	28	30.1%	31	27.2%	28	5.8%	6
	One adult aged 60 or over	5.1%	5	25.3%	25	20.2%	20	44.4%	44	5.1%	5
	Two adults both under 60	9.1%	4	36.4%	16	22.7%	10	27.3%	12	4.5%	2
	Two adults, at least one 60 or over	5.8%	3	28.8%	15	21.2%	11	42.3%	22	1.9%	1
	Three or more adults, 16 or over	23.3%	7	16.7%	5	26.7%	8	30.0%	9	3.3%	1
	1-parent family with children, at least 1 under 16	18.8%	22	27.4%	32	26.5%	31	23.1%	27	4.3%	5
	2-parent family with children, at least 1 under 16	18.2%	14	28.6%	22	14.3%	11	32.5%	25	6.5%	5
Other	11.9%	5	19.0%	8	31.0%	13	38.1%	16	.0%	0	
Economic activity	Active	17.3%	33	28.3%	54	25.7%	49	24.6%	47	4.2%	8
	Inactive	13.0%	30	26.0%	60	25.5%	59	30.7%	71	4.8%	11
	Retired	5.1%	7	24.3%	33	19.9%	27	47.1%	64	3.7%	5
Ethnicity	White	12.3%	66	26.6%	143	24.2%	130	32.4%	174	4.5%	24
	BME	9.5%	2	28.6%	6	28.6%	6	33.3%	7	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Forms You Fill In To Claim Benefits

Overall, I am satisfied with the Housing / Council Tax benefit claim form

Base : All those expressing a view

		Overall, I am satisfied with the Housing/Council Tax benefits claim form									
		Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	10.9%	65	48.1%	287	25.1%	150	12.2%	73	3.7%	22
sampling window	1st sampling window	11.6%	39	45.8%	154	25.3%	85	13.7%	46	3.6%	12
	2nd sampling window	10.0%	26	51.0%	133	24.9%	65	10.3%	27	3.8%	10
Outcome of claim	Successful	11.4%	57	49.0%	244	25.9%	129	10.6%	53	3.0%	15
	UNsuccessful	7.5%	3	30.0%	12	22.5%	9	25.0%	10	15.0%	6
Dissatisfied with service overall	Dissatisfied with overall service	1.4%	1	24.7%	18	28.8%	21	31.5%	23	13.7%	10
Dissatisfied with length of time	Those dissatisfied with length of time	2.0%	2	24.0%	24	37.0%	37	25.0%	25	12.0%	12
Are you male or female?	Male	13.7%	30	47.0%	103	23.3%	51	11.0%	24	5.0%	11
	Female	9.1%	34	49.2%	183	26.3%	98	12.4%	46	3.0%	11
Agebands	16-24 year olds	12.1%	7	48.3%	28	22.4%	13	13.8%	8	3.4%	2
	25-44 year olds	6.5%	14	46.0%	99	28.4%	61	14.0%	30	5.1%	11
	45-60 year olds	10.6%	14	40.9%	54	33.3%	44	12.1%	16	3.0%	4
	60 years or over	15.7%	29	56.8%	105	15.7%	29	9.2%	17	2.7%	5
Disability	With a disability that limits activities	14.5%	26	49.2%	88	22.3%	40	11.2%	20	2.8%	5
Tenure type	Home owner	12.7%	10	48.1%	38	20.3%	16	13.9%	11	5.1%	4
	Rented from council OR HA	9.4%	32	48.8%	166	28.2%	96	10.6%	36	2.9%	10
	Rented private	13.3%	22	46.1%	76	21.2%	35	15.2%	25	4.2%	7
How would you describe the composition of your household?	One adult under 60	10.2%	11	49.1%	53	28.7%	31	9.3%	10	2.8%	3
	One adult aged 60 or over	19.6%	22	53.6%	60	15.2%	17	9.8%	11	1.8%	2
	Two adults both under 60	6.7%	3	28.9%	13	31.1%	14	28.9%	13	4.4%	2
	Two adults, at least one 60 or over	14.3%	8	51.8%	29	19.6%	11	8.9%	5	5.4%	3
	Three or more adults, 16 or over	9.7%	3	48.4%	15	19.4%	6	19.4%	6	3.2%	1
	1-parent family with children, at least 1 under 16	4.2%	5	47.9%	57	32.8%	39	11.8%	14	3.4%	4
	2-parent family with children, at least 1 under 16	10.5%	8	43.4%	33	25.0%	19	14.5%	11	6.6%	5
Other	9.1%	4	56.8%	25	27.3%	12	2.3%	1	4.5%	2	
Economic activity	Active	4.6%	9	44.8%	87	29.9%	58	16.5%	32	4.1%	8
	Inactive	12.0%	29	45.9%	111	26.4%	64	11.6%	28	4.1%	10
	Retired	17.1%	25	58.2%	85	15.1%	22	7.5%	11	2.1%	3
Ethnicity	White	11.4%	64	47.7%	268	25.8%	145	12.1%	68	3.0%	17
	BME	.0%	0	57.1%	12	19.0%	4	9.5%	2	14.3%	3

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

### The Forms You Fill In To Claim Benefits

#### Further analysis of those dissatisfied overall with the Housing / Council Tax benefit claim form

**Base : All those dissatisfied overall with the Housing / Council Tax benefit claim form and expressing a view**

	<i>Strongly agree</i>		<i>Agree</i>		<i>Neither agree nor disagree</i>		<i>Disagree</i>		<i>Strongly disagree</i>	
	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>	<i>%</i>	<i># Respondents</i>
<i>The Housing/Council Tax benefits claim form was difficult to fill in</i>	<b>34.7%</b>	<b>33</b>	<b>41.1%</b>	<b>39</b>	<b>12.6%</b>	<b>12</b>	<b>10.5%</b>	<b>10</b>	<b>1.1%</b>	<b>1</b>
<i>I could fill in the form quickly</i>	<b>3.2%</b>	<b>3</b>	<b>4.3%</b>	<b>4</b>	<b>9.6%</b>	<b>9</b>	<b>62.8%</b>	<b>59</b>	<b>20.2%</b>	<b>19</b>
<i>The information that came with the form was helpful</i>	<b>1.1%</b>	<b>1</b>	<b>29.2%</b>	<b>26</b>	<b>27.0%</b>	<b>24</b>	<b>38.2%</b>	<b>34</b>	<b>4.5%</b>	<b>4</b>
<i>The letters sent out about my claim were difficult to understand</i>	<b>30.4%</b>	<b>28</b>	<b>42.4%</b>	<b>39</b>	<b>9.8%</b>	<b>9</b>	<b>9.8%</b>	<b>9</b>	<b>7.6%</b>	<b>7</b>
<i>Overall, I am satisfied with the Housing/Council Tax benefits claim form</i>	<b>.0%</b>	<b>0</b>	<b>.0%</b>	<b>0</b>	<b>.0%</b>	<b>0</b>	<b>76.8%</b>	<b>73</b>	<b>23.2%</b>	<b>22</b>

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## How Quickly Is Your Claim Sorted Out?

How satisfied or dissatisfied are you with the amount of time it took to tell you whether your claim was successful or not?

Base : All those expressing a view

		How satisfied or dissatisfied are you with the amount of time it took to tell you whether your claim for Housing/Council Tax Benefit was successful or not?									
		Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	27.0%	160	44.4%	263	11.7%	69	9.0%	53	7.9%	47
sampling window	1st sampling window	24.6%	78	44.8%	142	12.3%	39	10.4%	33	7.9%	25
	2nd sampling window	29.8%	82	44.0%	121	10.9%	30	7.3%	20	8.0%	22
Outcome of claim	Successful	29.5%	153	47.1%	244	11.0%	57	7.7%	40	4.6%	24
	UNsuccessful	9.8%	4	26.8%	11	19.5%	8	14.6%	6	29.3%	12
Dissatisfied with service overall	Dissatisfied with overall service	.0%	0	12.3%	9	9.6%	7	28.8%	21	49.3%	36
Dissatisfied with length of time	Those dissatisfied with length of time	.0%	0	.0%	0	.0%	0	53.0%	53	47.0%	47
Are you male or female?	Male	29.2%	62	41.0%	87	10.8%	23	8.0%	17	10.8%	23
	Female	26.3%	98	46.1%	172	11.8%	44	9.4%	35	6.4%	24
Agebands	16-24 year olds	13.0%	7	44.4%	24	9.3%	5	18.5%	10	14.8%	8
	25-44 year olds	15.7%	32	49.5%	101	12.7%	26	13.7%	28	8.3%	17
	45-60 year olds	27.6%	35	44.1%	56	16.5%	21	6.3%	8	5.5%	7
	60 years or over	42.2%	84	40.7%	81	7.5%	15	3.0%	6	6.5%	13
Disability	With a disability that limits activities	33.0%	60	46.7%	85	7.7%	14	6.6%	12	6.0%	11
Tenure type	Home owner	27.6%	21	43.4%	33	10.5%	8	7.9%	6	10.5%	8
	Rented from council OR HA	28.0%	95	44.8%	152	10.3%	35	8.0%	27	8.8%	30
	Rented private	25.5%	41	44.1%	71	13.7%	22	11.8%	19	5.0%	8
How would you describe the composition of your household?	One adult under 60	23.1%	24	45.2%	47	12.5%	13	12.5%	13	6.7%	7
	One adult aged 60 or over	50.4%	61	33.9%	41	8.3%	10	2.5%	3	5.0%	6
	Two adults both under 60	20.0%	8	42.5%	17	17.5%	7	7.5%	3	12.5%	5
	Two adults, at least one 60 or over	33.9%	20	47.5%	28	8.5%	5	3.4%	2	6.8%	4
	Three or more adults, 16 or over	22.6%	7	41.9%	13	9.7%	3	16.1%	5	9.7%	3
	1-parent family with children, at least 1 under 16	15.8%	18	52.6%	60	12.3%	14	9.6%	11	9.6%	11
	2-parent family with children, at least 1 under 16	16.2%	12	45.9%	34	13.5%	10	18.9%	14	5.4%	4
	Other	17.5%	7	45.0%	18	15.0%	6	5.0%	2	17.5%	7
Economic activity	Active	18.9%	34	46.7%	84	11.7%	21	12.8%	23	10.0%	18
	Inactive	19.5%	46	47.5%	112	15.3%	36	9.7%	23	8.1%	19
	Retired	47.8%	75	38.2%	60	5.1%	8	3.8%	6	5.1%	8
Ethnicity	White	27.2%	151	44.2%	246	11.7%	65	9.0%	50	7.9%	44
	BME	15.0%	3	55.0%	11	10.0%	2	10.0%	2	10.0%	2

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## How Quickly Is Your Claim Sorted Out?

Breakdown by subgroup of those dissatisfied with the amount of time it took to tell them whether their claim for Housing / Council Tax was successful or not

Base : All those dissatisfied who also gave their demographic details

		%	# Respondents
Was your claim successful or unsuccessful?	Successful	64.6%	64
	Unsuccessful	18.2%	18
	Don't Know	17.2%	17
sampling window	1st sampling window	58.0%	58
	2nd sampling window	42.0%	42
Outcome of claim	Successful	78.0%	64
	UNsuccessful	22.0%	18
Dissatisfied with service overall	Dissatisfied with overall service	100.0%	57
Dissatisfied with length of time	Those dissatisfied with length of time	100.0%	100
Are you male or female?	Male	40.4%	40
	Female	59.6%	59
Agebands	16-24 year olds	18.6%	18
	25-44 year olds	46.4%	45
	45-60 year olds	15.5%	15
	60 years or over	19.6%	19
Disability	With a disability that limits activities	100.0%	23
How would you describe the composition of your household?	One adult under 60	20.0%	20
	One adult aged 60 or over	9.0%	9
	Two adults both under 60	8.0%	8
	Two adults, at least one 60 or over	6.0%	6
	Three or more adults, 16 or over	8.0%	8
	1-parent family with children, at least 1 under 16	22.0%	22
	2-parent family with children, at least 1 under 16	18.0%	18
	Other	9.0%	9
Tenure type	Home owner	14.3%	14
	Rented from council OR HA	58.2%	57
	Rented private	27.6%	27
Economic activity	Active	42.3%	41
	Inactive	43.3%	42
	Retired	14.4%	14
Ethnicity	White	95.9%	94
	BME	4.1%	4

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## The Overall Service From Your Local Benefits Office

Taking everything into account, how satisfied or dissatisfied are you with the service you receive from the local authority Benefits office?

Base : All those expressing a view

		Taking everything into account, how satisfied or dissatisfied are you with the service you receive from Tunbridge Wells Borough Council Benefits Office?									
		Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	31.1%	183	44.1%	260	12.1%	71	5.9%	35	6.8%	40
sampling window	1st sampling window	28.8%	91	44.9%	142	13.0%	41	6.6%	21	6.6%	21
	2nd sampling window	33.7%	92	43.2%	118	11.0%	30	5.1%	14	7.0%	19
Outcome of claim	Successful	33.6%	174	45.0%	233	12.2%	63	5.2%	27	4.1%	21
	UNsuccessful	9.8%	4	43.9%	18	7.3%	3	9.8%	4	29.3%	12
Dissatisfied with service overall	Dissatisfied with overall service	.0%	0	.0%	0	.0%	0	46.7%	35	53.3%	40
Dissatisfied with length of time	Those dissatisfied with length of time	.0%	0	16.7%	16	24.0%	23	26.0%	25	33.3%	32
Are you male or female?	Male	34.4%	73	39.6%	84	10.8%	23	7.1%	15	8.0%	17
	Female	29.4%	109	46.4%	172	12.7%	47	5.4%	20	6.2%	23
Agebands	16-24 year olds	14.5%	8	49.1%	27	16.4%	9	7.3%	4	12.7%	7
	25-44 year olds	17.3%	35	48.5%	98	15.3%	31	9.4%	19	9.4%	19
	45-60 year olds	31.7%	39	45.5%	56	16.3%	20	3.3%	4	3.3%	4
	60 years or over	49.3%	99	38.8%	78	4.5%	9	3.0%	6	4.5%	9
Disability	With a disability that limits activities	40.6%	73	41.1%	74	8.3%	15	5.6%	10	4.4%	8
Tenure type	Home owner	32.0%	24	48.0%	36	8.0%	6	4.0%	3	8.0%	6
	Rented from council OR HA	30.6%	103	44.2%	149	11.6%	39	6.2%	21	7.4%	25
	Rented private	32.3%	52	41.6%	67	14.9%	24	6.2%	10	5.0%	8
How would you describe the composition of your household?	One adult under 60	24.8%	25	48.5%	49	15.8%	16	5.9%	6	5.0%	5
	One adult aged 60 or over	56.5%	70	36.3%	45	3.2%	4	2.4%	3	1.6%	2
	Two adults both under 60	30.0%	12	40.0%	16	15.0%	6	10.0%	4	5.0%	2
	Two adults, at least one 60 or over	39.7%	23	41.4%	24	8.6%	5	1.7%	1	8.6%	5
	Three or more adults, 16 or over	24.1%	7	34.5%	10	24.1%	7	6.9%	2	10.3%	3
	1-parent family with children, at least 1 under 16	16.8%	19	52.2%	59	13.3%	15	8.8%	10	8.8%	10
	2-parent family with children, at least 1 under 16	23.0%	17	45.9%	34	16.2%	12	5.4%	4	9.5%	7
	Other	17.1%	7	46.3%	19	9.8%	4	12.2%	5	14.6%	6
Economic activity	Active	16.4%	30	50.8%	93	16.4%	30	7.7%	14	8.7%	16
	Inactive	25.9%	59	45.6%	104	13.6%	31	6.6%	15	8.3%	19
	Retired	53.5%	85	37.1%	59	3.1%	5	3.1%	5	3.1%	5
Ethnicity	White	31.3%	173	44.3%	245	11.9%	66	5.8%	32	6.7%	37
	BME	10.0%	2	60.0%	12	15.0%	3	10.0%	2	5.0%	1

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

## The Overall Service From Your Local Benefits Office

### Breakdown by subgroup of those dissatisfied with the overall service they receive from the local authority Benefits office

Base : All those dissatisfied who also gave their demographic details

		%	# Respondents
Was your claim successful or unsuccessful?	Successful	64.0%	48
	Unsuccessful	21.3%	16
	Don't Know	14.7%	11
sampling window	1st sampling window	56.0%	42
	2nd sampling window	44.0%	33
Outcome of claim	Successful	75.0%	48
	UNsuccessful	25.0%	16
Are you male or female?	Male	42.7%	32
	Female	57.3%	43
Agebands	16-24 year olds	15.3%	11
	25-44 year olds	52.8%	38
	45-60 year olds	11.1%	8
	60 years or over	20.8%	15
How would you describe the composition of your household?	One adult under 60	14.7%	11
	One adult aged 60 or over	6.7%	5
	Two adults both under 60	8.0%	6
	Two adults, at least one 60 or over	8.0%	6
	Three or more adults, 16 or over	6.7%	5
	1-parent family with children, at least 1 under 16	26.7%	20
	2-parent family with children, at least 1 under 16	14.7%	11
Tenure type	Other	14.7%	11
	Home owner	12.3%	9
	Rented from council OR HA	63.0%	46
Economic activity	Rented private	24.7%	18
	Active	40.5%	30
	Inactive	45.9%	34
Ethnicity	Retired	13.5%	10
	White	95.8%	69
	BME	4.2%	3

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## What Needs Improving?

Thinking about the overall service you receive from the local authority Benefits office, which one of the list below do you think most needs improving?

Base : All those expressing a view

		Thinking about the overall service you receive from the local authority benefits office, which one of the list below do you think most needs improving?															
		The ways in which I can contact the local authority benefits		The experience of visiting the local authority benefits offi		The telephone service provided by the local authority benefi		The staff service in the local authority benefits office		The Housing/Council Tax benefits claim form		The time it takes to tell me whether my claim for Housing/Co		Other		None of these	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	2.9%	15	8.2%	42	5.4%	28	4.9%	25	24.1%	124	15.8%	81	11.7%	60	27.0%	139
sampling window	1st sampling window	3.5%	10	9.4%	27	4.9%	14	5.2%	15	25.2%	72	16.1%	46	11.9%	34	23.8%	68
	2nd sampling window	2.2%	5	6.6%	15	6.1%	14	4.4%	10	22.8%	52	15.4%	35	11.4%	26	31.1%	71
Outcome of claim	Successful	2.4%	10	8.5%	36	5.4%	23	5.2%	22	25.2%	107	13.2%	56	11.3%	48	28.9%	123
	UNsuccessful	5.6%	2	5.6%	2	5.6%	2	2.8%	1	22.2%	8	33.3%	12	16.7%	6	8.3%	3
Dissatisfied with service overall	Dissatisfied with overall service	4.4%	3	7.4%	5	2.9%	2	10.3%	7	20.6%	14	32.4%	22	19.1%	13	2.9%	2
Dissatisfied with length of time	Those dissatisfied with length of time	3.4%	3	11.2%	10	5.6%	5	5.6%	5	22.5%	20	36.0%	32	14.6%	13	1.1%	1
Are you male or female?	Male	4.6%	9	3.6%	7	4.6%	9	4.6%	9	23.2%	45	18.0%	35	12.9%	25	28.4%	55
	Female	1.5%	6	10.3%	32	6.1%	19	4.8%	15	24.7%	77	14.4%	45	11.2%	35	26.6%	83
Agebands	16-24 year olds	4.1%	2	18.4%	9	10.2%	5	12.2%	6	14.3%	7	22.4%	11	8.2%	4	10.2%	5
	25-44 year olds	5.0%	9	6.6%	12	2.2%	4	5.5%	10	26.0%	47	19.9%	36	16.0%	29	18.8%	34
	45-60 year olds	.9%	1	7.5%	8	4.7%	5	4.7%	5	29.9%	32	18.7%	20	10.3%	11	23.4%	25
	60 years or over	1.8%	3	7.1%	12	7.1%	12	1.2%	2	22.0%	37	7.1%	12	9.5%	16	44.0%	74
Disability	With a disability that limits activities	3.4%	5	4.1%	6	4.1%	6	4.1%	6	27.0%	40	11.5%	17	13.5%	20	32.4%	48
Tenure type	Home owner	1.5%	1	5.9%	4	7.4%	5	4.4%	3	32.4%	22	10.3%	7	13.2%	9	25.0%	17
	Rented from council OR HA	2.4%	7	7.8%	23	5.8%	17	4.8%	14	24.2%	71	16.4%	48	11.6%	34	27.0%	79
	Rented private	5.0%	7	9.9%	14	3.5%	5	5.0%	7	21.3%	30	15.6%	22	11.3%	16	28.4%	40
How would you describe the composition of your household?	One adult under 60	2.3%	2	9.3%	8	4.7%	4	4.7%	4	24.4%	21	18.6%	16	12.8%	11	23.3%	20
	One adult aged 60 or over	.0%	0	5.2%	5	7.2%	7	2.1%	2	19.6%	19	6.2%	6	9.3%	9	50.5%	49
	Two adults both under 60	.0%	0	15.0%	6	7.5%	3	2.5%	1	30.0%	12	17.5%	7	10.0%	4	17.5%	7
	Two adults, at least one 60 or over	6.0%	3	6.0%	3	4.0%	2	.0%	0	28.0%	14	8.0%	4	8.0%	4	40.0%	20
	Three or more adults, 16 or over	3.6%	1	7.1%	2	.0%	0	7.1%	2	28.6%	8	25.0%	7	10.7%	3	17.9%	5
	1-parent family with children, at least 1 under 16	5.9%	6	10.9%	11	5.0%	5	3.0%	3	23.8%	24	18.8%	19	13.9%	14	18.8%	19
	2-parent family with children, at least 1 under 16	3.0%	2	4.5%	3	4.5%	3	11.9%	8	26.9%	18	23.9%	16	13.4%	9	11.9%	8
Other		2.8%	1	8.3%	3	11.1%	4	8.3%	3	19.4%	7	13.9%	5	13.9%	5	22.2%	8
Economic activity	Active	6.2%	10	10.5%	17	5.6%	9	4.3%	7	29.0%	47	19.8%	32	9.3%	15	15.4%	25
	Inactive	1.5%	3	6.9%	14	4.9%	10	7.8%	16	22.1%	45	17.2%	35	17.6%	36	22.1%	45
	Retired	1.5%	2	6.8%	9	6.8%	9	.8%	1	21.8%	29	7.5%	10	6.8%	9	48.1%	64
Ethnicity	White	2.7%	13	8.2%	40	5.8%	28	4.5%	22	23.3%	113	15.9%	77	12.2%	59	27.4%	133
	BME	13.3%	2	.0%	0	.0%	0	.0%	0	53.3%	8	20.0%	3	6.7%	1	6.7%	1

## TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

### What Needs Improving?

#### Further analysis of the required improvement

**Base : All those dissatisfied with the overall service they receive from the local authority Benefits office and who also expressed a view**

		%	# Respondents
<i>Thinking about the overall service you receive from the local authority benefits office, which one of the list below do you think most needs improving?</i>	<i>The ways in which I can contact the local authority benefits</i>	<b>4.4%</b>	<b>3</b>
	<i>The experience of visiting the local authority benefits offi</i>	<b>7.4%</b>	<b>5</b>
	<i>The telephone service provided by the local authority benefi</i>	<b>2.9%</b>	<b>2</b>
	<i>The staff service in the local authority benefits office</i>	<b>10.3%</b>	<b>7</b>
	<i>The Housing/Council Tax benefits claim form</i>	<b>20.6%</b>	<b>14</b>
	<i>The time it takes to tell me whether my claim for Housing/Co</i>	<b>32.4%</b>	<b>22</b>
	<i>Other</i>	<b>19.1%</b>	<b>13</b>
	<i>None of these</i>	<b>2.9%</b>	<b>2</b>

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data  
ALL respondents

Documents which we asked you to provide

Which documents did we ask you to provide in order that we could then process your claim for benefit?

Base : All those who expressed a view

		\$Askedfor													
		Wage slips		Bank statements		Tenancy agreement		Passport		Other forms of ID		Utility Bills		Other documents	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	24.0%	146	39.6%	241	33.2%	202	16.6%	101	19.2%	117	38.8%	236	41.3%	251
sampling window	1st sampling window	.6%	2	6.3%	21	8.3%	28	4.5%	15	6.5%	22	33.0%	111	40.8%	137
	2nd sampling window	52.9%	144	80.9%	220	64.0%	174	31.6%	86	34.9%	95	46.0%	125	41.9%	114
Outcome of claim	Successful	23.6%	119	39.2%	198	33.9%	171	16.6%	84	18.4%	93	38.4%	194	40.4%	204
	UNsuccessful	41.5%	17	56.1%	23	34.1%	14	26.8%	11	29.3%	12	53.7%	22	51.2%	21
Dissatisfied with service overall	Dissatisfied with overall service	26.4%	19	36.1%	26	33.3%	24	18.1%	13	22.2%	16	50.0%	36	41.7%	30
Dissatisfied with length of time	Those dissatisfied with length of time	25.0%	24	37.5%	36	29.2%	28	17.7%	17	21.9%	21	42.7%	41	42.7%	41
Are you male or female?	Male	19.8%	43	38.7%	84	30.9%	67	17.1%	37	23.0%	50	40.1%	87	40.6%	88
	Female	26.2%	100	39.6%	151	34.1%	130	16.3%	62	17.1%	65	38.1%	145	41.5%	158
Agebands	16-24 year olds	20.0%	11	34.5%	19	40.0%	22	21.8%	12	25.5%	14	32.7%	18	40.0%	22
	25-44 year olds	34.0%	71	37.3%	78	35.9%	75	15.8%	33	21.5%	45	48.8%	102	41.1%	86
	45-60 year olds	30.3%	40	43.2%	57	32.6%	43	17.4%	23	20.5%	27	45.5%	60	40.2%	53
	60 years or over	10.9%	22	41.8%	84	29.4%	59	14.9%	30	14.9%	30	27.4%	55	41.8%	84
Disability	With a disability that limits activities	15.0%	27	36.1%	65	32.2%	58	10.6%	19	16.7%	30	40.6%	73	41.1%	74
	One adult under 60	26.0%	27	37.5%	39	32.7%	34	18.3%	19	17.3%	18	46.2%	48	32.7%	34
How would you describe the composition of your household?	One adult aged 60 or over	4.1%	5	40.7%	50	27.6%	34	12.2%	15	16.3%	20	26.0%	32	46.3%	57
	Two adults both under 60	21.7%	10	37.0%	17	34.8%	16	19.6%	9	10.9%	5	52.2%	24	34.8%	16
	Two adults, at least one 60 or over	19.0%	11	43.1%	25	32.8%	19	13.8%	8	12.1%	7	31.0%	18	36.2%	21
	Three or more adults, 16 or over	10.0%	3	26.7%	8	43.3%	13	13.3%	4	10.0%	3	30.0%	9	30.0%	9
	1-parent family with children, at least 1 under 16	37.8%	45	38.7%	46	37.8%	45	16.8%	20	26.1%	31	49.6%	59	40.3%	48
	2-parent family with children, at least 1 under 16	38.9%	28	44.4%	32	31.9%	23	18.1%	13	26.4%	19	41.7%	30	58.3%	42
	Other	29.5%	13	40.9%	18	29.5%	13	20.5%	9	27.3%	12	31.8%	14	40.9%	18
Tenure type	Home owner	16.7%	13	39.7%	31	5.1%	4	10.3%	8	11.5%	9	38.5%	30	42.3%	33
	Rented from council OR HA	23.5%	82	39.0%	136	33.5%	117	16.6%	58	22.3%	78	36.1%	126	41.8%	146
	Rented private	29.3%	49	40.1%	67	46.1%	77	18.6%	31	18.0%	30	46.7%	78	38.9%	65
Economic activity	Active	39.0%	73	41.2%	77	32.1%	60	17.6%	33	22.5%	42	45.5%	85	39.0%	73
	Inactive	25.2%	60	38.7%	92	37.0%	88	18.9%	45	21.4%	51	44.1%	105	39.9%	95
	Retired	6.7%	11	39.6%	65	28.7%	47	12.8%	21	14.0%	23	25.0%	41	43.9%	72
Ethnicity	White	23.8%	136	39.6%	226	34.0%	194	15.8%	90	19.3%	110	38.9%	222	41.2%	235
	BME	30.0%	6	40.0%	8	10.0%	2	30.0%	6	25.0%	5	35.0%	7	30.0%	6

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Documents which we asked you to provide

Do you consider that having to provide some of these documents caused a delay in your claim for benefit being decided?

Base: All those who expressed a view

		Do you consider that having to provide some of these documents caused a delay in your claim for benefit being decided?			
		Yes		No	
		%	# Respondents	%	# Respondents
All respondents	All	24.9%	149	75.1%	449
sampling window	1st sampling window	22.0%	74	78.0%	262
	2nd sampling window	28.6%	75	71.4%	187
Outcome of claim	Successful	22.4%	111	77.6%	384
	UNsuccessful	47.5%	19	52.5%	21
Dissatisfied with service overall	Dissatisfied with overall service	47.8%	33	52.2%	36
Dissatisfied with length of time	Those dissatisfied with length of time	60.4%	58	39.6%	38
Are you male or female?	Male	25.8%	56	74.2%	161
	Female	24.3%	90	75.7%	281
Agebands	16-24 year olds	42.1%	24	57.9%	33
	25-44 year olds	30.8%	64	69.2%	144
	45-60 year olds	23.7%	31	76.3%	100
	60 years or over	12.6%	24	87.4%	167
Disability	With a disability that limits activities	17.7%	31	82.3%	144
	Home owner	27.3%	21	72.7%	56
Tenure type	Rented from council OR HA	25.7%	87	74.3%	252
	Rented private	21.8%	36	78.2%	129
	One adult under 60	26.2%	27	73.8%	76
How would you describe the composition of your household?	One adult aged 60 or over	8.5%	10	91.5%	108
	Two adults both under 60	28.9%	13	71.1%	32
	Two adults, at least one 60 or over	15.8%	9	84.2%	48
	Three or more adults, 16 or over	27.6%	8	72.4%	21
	1-parent family with children, at least 1 under 16	28.6%	34	71.4%	85
	2-parent family with children, at least 1 under 16	39.7%	29	60.3%	44
	Other	32.6%	14	67.4%	29
	Economic activity	Active	31.5%	58	68.5%
Economic activity	Inactive	26.5%	63	73.5%	175
	Retired	11.4%	18	88.6%	140
Ethnicity	White	24.6%	138	75.4%	424
	BME	33.3%	7	66.7%	14

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

Documents which we asked you to provide

If so which documents did you have problems in providing?

Base : All those said that having to provide some documents caused a delay and who expressed a view

		\$Difficulty													
		Wage slips		Bank statements		Tenancy agreement		Passport		Other forms of ID		Utility Bills		Other documents	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	29.7%	41	31.2%	43	13.8%	19	6.5%	9	6.5%	9	8.7%	12	37.7%	52
sampling window	1st sampling window	17.6%	12	20.6%	14	14.7%	10	1.5%	1	2.9%	2	5.9%	4	36.8%	25
	2nd sampling window	41.4%	29	41.4%	29	12.9%	9	11.4%	8	10.0%	7	11.4%	8	38.6%	27
Outcome of claim	Successful	29.5%	31	29.5%	31	17.1%	18	5.7%	6	6.7%	7	6.7%	7	37.1%	39
	UNsuccessful	38.9%	7	44.4%	8	5.6%	1	11.1%	2	5.6%	1	22.2%	4	33.3%	6
Dissatisfied with service overall	Dissatisfied with overall service	25.8%	8	25.8%	8	12.9%	4	3.2%	1	.0%	0	6.5%	2	38.7%	12
Dissatisfied with length of time	Those dissatisfied with length of time	23.1%	12	28.8%	15	11.5%	6	5.8%	3	5.8%	3	7.7%	4	40.4%	21
Are you male or female?	Male	28.0%	14	38.0%	19	24.0%	12	8.0%	4	10.0%	5	10.0%	5	30.0%	15
	Female	30.2%	26	27.9%	24	8.1%	7	5.8%	5	4.7%	4	8.1%	7	40.7%	35
Agebands	16-24 year olds	47.8%	11	17.4%	4	13.0%	3	17.4%	4	8.7%	2	21.7%	5	34.8%	8
	25-44 year olds	25.4%	15	25.4%	15	15.3%	9	.0%	0	5.1%	3	6.8%	4	45.8%	27
	45-60 year olds	33.3%	10	53.3%	16	6.7%	2	6.7%	2	6.7%	2	3.3%	1	30.0%	9
	60 years or over	20.0%	4	40.0%	8	25.0%	5	10.0%	2	10.0%	2	10.0%	2	15.0%	3
Disability	With a disability that limits activities	27.6%	8	31.0%	9	20.7%	6	3.4%	1	3.4%	1	13.8%	4	31.0%	9
How would you describe the composition of your household?	One adult under 60	23.1%	6	42.3%	11	7.7%	2	3.8%	1	7.7%	2	15.4%	4	30.8%	8
	One adult aged 60 or over	11.1%	1	44.4%	4	22.2%	2	11.1%	1	11.1%	1	11.1%	1	22.2%	2
	Two adults both under 60	27.3%	3	45.5%	5	18.2%	2	.0%	0	.0%	0	9.1%	1	36.4%	4
	Two adults, at least one 60 or over	37.5%	3	37.5%	3	12.5%	1	12.5%	1	12.5%	1	12.5%	1	12.5%	1
	Three or more adults, 16 or over	12.5%	1	12.5%	1	50.0%	4	.0%	0	.0%	0	.0%	0	25.0%	2
	1-parent family with children, at least 1 under 16	31.3%	10	28.1%	9	9.4%	3	9.4%	3	3.1%	1	9.4%	3	34.4%	11
	2-parent family with children, at least 1 under 16	34.6%	9	23.1%	6	19.2%	5	7.7%	2	11.5%	3	7.7%	2	57.7%	15
Other	38.5%	5	15.4%	2	.0%	0	7.7%	1	7.7%	1	.0%	0	46.2%	6	
Tenure type	Home owner	22.2%	4	22.2%	4	5.6%	1	11.1%	2	11.1%	2	22.2%	4	55.6%	10
	Rented from council OR HA	27.5%	22	33.8%	27	13.8%	11	6.3%	5	5.0%	4	5.0%	4	37.5%	30
	Rented private	37.1%	13	31.4%	11	17.1%	6	5.7%	2	8.6%	3	11.4%	4	25.7%	9
Economic activity	Active	40.0%	22	32.7%	18	7.3%	4	1.8%	1	.0%	0	1.8%	1	40.0%	22
	Inactive	27.1%	16	27.1%	16	16.9%	10	8.5%	5	10.2%	6	13.6%	8	35.6%	21
	Retired	14.3%	2	35.7%	5	28.6%	4	21.4%	3	21.4%	3	21.4%	3	21.4%	3
Ethnicity	White	28.9%	37	30.5%	39	14.1%	18	5.5%	7	5.5%	7	7.8%	10	35.2%	45
	BME	50.0%	3	50.0%	3	16.7%	1	33.3%	2	33.3%	2	33.3%	2	50.0%	3

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Documents which we asked you to provide

Do you think we make it sufficiently clear from the beginning which document(s) we needed you to provide?

Base: All those who expressed a view

		Do you think we make it sufficiently clear from the beginning which document(s) we needed you to provide?			
		Yes		No	
		%	# Respondents	%	# Respondents
All respondents	All	81.2%	493	18.8%	114
sampling window	1st sampling window	83.4%	286	16.6%	57
	2nd sampling window	78.4%	207	21.6%	57
Outcome of claim	Successful	82.8%	414	17.2%	86
	UNsuccessful	70.0%	28	30.0%	12
Dissatisfied with service overall	Dissatisfied with overall service	63.9%	46	36.1%	26
Dissatisfied with length of time	Those dissatisfied with length of time	69.1%	65	30.9%	29
Are you male or female?	Male	80.7%	180	19.3%	43
	Female	82.3%	307	17.7%	66
Agebands	16-24 year olds	67.9%	38	32.1%	18
	25-44 year olds	84.5%	175	15.5%	32
	45-60 year olds	84.6%	110	15.4%	20
	60 years or over	81.3%	165	18.7%	38
Disability	With a disability that limits activities	85.7%	156	14.3%	26
Tenure type	Home owner	81.2%	69	18.8%	16
	Rented from council OR HA	83.2%	288	16.8%	58
	Rented private	81.0%	128	19.0%	30
How would you describe the composition of your household?	One adult under 60	89.4%	93	10.6%	11
	One adult aged 60 or over	80.6%	100	19.4%	24
	Two adults both under 60	71.1%	32	28.9%	13
	Two adults, at least one 60 or over	81.4%	48	18.6%	11
	Three or more adults, 16 or over	84.4%	27	15.6%	5
	1-parent family with children, at least 1 under 16	82.5%	94	17.5%	20
	2-parent family with children, at least 1 under 16	76.0%	57	24.0%	18
	Other	81.0%	34	19.0%	8
Economic activity	Active	84.1%	159	15.9%	30
	Inactive	80.3%	188	19.7%	46
	Retired	81.6%	133	18.4%	30
Ethnicity	White	81.0%	461	19.0%	108
	BME	100.0%	21	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Documents which we asked you to provide

Are you aware that when you make a claim you can take these documents to any of our offices?

Base: All those who expressed a view

		Are you aware that when you make a claim you can take these documents to any of our offices?			
		Yes		No	
		%	# Respondents	%	# Respondents
All respondents	All	54.1%	326	45.9%	277
sampling window	1st sampling window	54.6%	185	45.4%	154
	2nd sampling window	53.4%	141	46.6%	123
Outcome of claim	Successful	53.7%	267	46.3%	230
	UNsuccessful	48.8%	20	51.2%	21
Dissatisfied with service overall	Dissatisfied with overall service	39.4%	28	60.6%	43
Dissatisfied with length of time	Those dissatisfied with length of time	43.6%	41	56.4%	53
Are you male or female?	Male	58.6%	130	41.4%	92
	Female	51.6%	192	48.4%	180
Agebands	16-24 year olds	47.4%	27	52.6%	30
	25-44 year olds	55.4%	113	44.6%	91
	45-60 year olds	56.3%	72	43.8%	56
	60 years or over	53.9%	110	46.1%	94
Disability	With a disability that limits activities	54.4%	99	45.6%	83
Tenure type	Home owner	51.2%	42	48.8%	40
	Rented from council OR HA	56.2%	194	43.8%	151
	Rented private	53.2%	84	46.8%	74
How would you describe the composition of your household?	One adult under 60	54.4%	56	45.6%	47
	One adult aged 60 or over	51.2%	64	48.8%	61
	Two adults both under 60	47.8%	22	52.2%	24
	Two adults, at least one 60 or over	66.1%	39	33.9%	20
	Three or more adults, 16 or over	50.0%	16	50.0%	16
	1-parent family with children, at least 1 under 16	50.5%	56	49.5%	55
	2-parent family with children, at least 1 under 16	64.0%	48	36.0%	27
	Other	47.6%	20	52.4%	22
Economic activity	Active	60.7%	111	39.3%	72
	Inactive	49.6%	117	50.4%	119
	Retired	54.9%	90	45.1%	74
Ethnicity	White	53.6%	303	46.4%	262
	BME	80.0%	16	20.0%	4

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Home visits

Did you have a home visit when you made your last claim?

Base : All those who expressed a view

		Did you have a home visit when you made your last claim?					
		Yes		Did not want one		Did not know I could have one	
		%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	32.2%	196	19.0%	116	48.8%	297
sampling window	1st sampling window	36.4%	125	17.8%	61	45.8%	157
	2nd sampling window	26.7%	71	20.7%	55	52.6%	140
Outcome of claim	Successful	34.7%	173	19.4%	97	45.9%	229
	UNsuccessful	11.9%	5	11.9%	5	76.2%	32
Dissatisfied with service overall	Dissatisfied with overall service	22.7%	17	14.7%	11	62.7%	47
Dissatisfied with length of time	Those dissatisfied with length of time	22.2%	22	13.1%	13	64.6%	64
Are you male or female?	Male	32.0%	71	19.8%	44	48.2%	107
	Female	32.1%	121	18.3%	69	49.6%	187
Agebands	16-24 year olds	24.6%	14	24.6%	14	50.9%	29
	25-44 year olds	34.9%	73	12.9%	27	52.2%	109
	45-60 year olds	30.7%	39	18.9%	24	50.4%	64
	60 years or over	32.7%	67	23.4%	48	43.9%	90
Disability	With a disability that limits activities	31.1%	56	20.0%	36	48.9%	88
Tenure type	Home owner	32.9%	27	14.6%	12	52.4%	43
	Rented from council OR HA	32.4%	112	18.8%	65	48.8%	169
	Rented private	29.4%	48	23.3%	38	47.2%	77
How would you describe the composition of your household?	One adult under 60	27.2%	28	24.3%	25	48.5%	50
	One adult aged 60 or over	37.0%	47	24.4%	31	38.6%	49
	Two adults both under 60	31.8%	14	15.9%	7	52.3%	23
	Two adults, at least one 60 or over	26.3%	15	28.1%	16	45.6%	26
	Three or more adults, 16 or over	38.7%	12	.0%	0	61.3%	19
	1-parent family with children, at least 1 under 16	34.8%	40	14.8%	17	50.4%	58
	2-parent family with children, at least 1 under 16	30.3%	23	11.8%	9	57.9%	44
	Other	25.0%	11	20.5%	9	54.5%	24
Economic activity	Active	38.6%	73	15.3%	29	46.0%	87
	Inactive	26.2%	62	18.1%	43	55.7%	132
	Retired	32.9%	54	25.0%	41	42.1%	69
Ethnicity	White	30.9%	177	19.2%	110	49.8%	285
	BME	66.7%	14	9.5%	2	23.8%	5

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Home visits

If yes, how helpful did you find the home visit?

Base : All those who had a home visit and who expressed a view

		If yes, how helpful did you find the home visit?									
		Very helpful		Fairly helpful		Neither helpful nor unhelpful		Fairly unhelpful		Very unhelpful	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	45.9%	89	28.9%	56	18.6%	36	3.6%	7	3.1%	6
sampling window	1st sampling window	46.4%	58	28.8%	36	16.8%	21	4.8%	6	3.2%	4
	2nd sampling window	44.9%	31	29.0%	20	21.7%	15	1.4%	1	2.9%	2
Outcome of claim	Successful	45.6%	78	29.2%	50	19.9%	34	2.9%	5	2.3%	4
	UNsuccessful	40.0%	2	20.0%	1	40.0%	2	.0%	0	.0%	0
Dissatisfied with service overall	Dissatisfied with overall service	17.6%	3	35.3%	6	17.6%	3	23.5%	4	5.9%	1
Dissatisfied with length of time	Those dissatisfied with length of time	22.7%	5	36.4%	8	18.2%	4	13.6%	3	9.1%	2
Are you male or female?	Male	55.1%	38	27.5%	19	13.0%	9	2.9%	2	1.4%	1
	Female	40.5%	49	29.8%	36	21.5%	26	4.1%	5	4.1%	5
Agebands	16-24 year olds	14.3%	2	28.6%	4	28.6%	4	14.3%	2	14.3%	2
	25-44 year olds	36.1%	26	36.1%	26	18.1%	13	6.9%	5	2.8%	2
	45-60 year olds	39.5%	15	28.9%	11	28.9%	11	.0%	0	2.6%	1
	60 years or over	67.2%	45	22.4%	15	9.0%	6	.0%	0	1.5%	1
Disability	With a disability that limits activities	56.4%	31	21.8%	12	20.0%	11	.0%	0	1.8%	1
Tenure type	Home owner	63.0%	17	22.2%	6	3.7%	1	3.7%	1	7.4%	2
	Rented from council OR HA	45.5%	51	34.8%	39	16.1%	18	1.8%	2	1.8%	2
	Rented private	32.6%	15	23.9%	11	32.6%	15	8.7%	4	2.2%	1
How would you describe the composition of your household?	One adult under 60	40.7%	11	25.9%	7	25.9%	7	.0%	0	7.4%	2
	One adult aged 60 or over	68.1%	32	21.3%	10	8.5%	4	.0%	0	2.1%	1
	Two adults both under 60	28.6%	4	42.9%	6	7.1%	1	14.3%	2	7.1%	1
	Two adults, at least one 60 or over	66.7%	10	26.7%	4	6.7%	1	.0%	0	.0%	0
	Three or more adults, 16 or over	41.7%	5	33.3%	4	16.7%	2	8.3%	1	.0%	0
	1-parent family with children, at least 1 under 16	32.5%	13	32.5%	13	30.0%	12	2.5%	1	2.5%	1
	2-parent family with children, at least 1 under 16	34.8%	8	21.7%	5	26.1%	6	13.0%	3	4.3%	1
Other	40.0%	4	40.0%	4	20.0%	2	.0%	0	.0%	0	
Economic activity	Active	26.4%	19	37.5%	27	29.2%	21	5.6%	4	1.4%	1
	Inactive	41.0%	25	31.1%	19	16.4%	10	4.9%	3	6.6%	4
	Retired	72.2%	39	18.5%	10	7.4%	4	.0%	0	1.9%	1
Ethnicity	White	48.0%	84	26.9%	47	17.7%	31	4.0%	7	3.4%	6
	BME	21.4%	3	50.0%	7	28.6%	4	.0%	0	.0%	0

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Home visits

Would you be interested if our visiting service was provided outside of office hours?

Base : All those who expressed a view

		Would you be interested if our visiting service was provided outside of office hours? Office hours are currently 8.30am to 5.00pm Monday to Friday			
		Yes		No	
		%	# Respondents	%	# Respondents
All respondents	All	28.6%	172	71.4%	429
sampling window	1st sampling window	28.8%	98	71.2%	242
	2nd sampling window	28.4%	74	71.6%	187
Outcome of claim	Successful	26.2%	130	73.8%	367
	UNsuccessful	44.7%	17	55.3%	21
Dissatisfied with service overall	Dissatisfied with overall service	40.8%	29	59.2%	42
Dissatisfied with length of time	Those dissatisfied with length of time	42.7%	41	57.3%	55
Are you male or female?	Male	28.0%	61	72.0%	157
	Female	29.1%	109	70.9%	266
Agebands	16-24 year olds	26.3%	15	73.7%	42
	25-44 year olds	38.2%	79	61.8%	128
	45-60 year olds	29.1%	37	70.9%	90
	60 years or over	17.9%	36	82.1%	165
Disability	With a disability that limits activities	22.9%	41	77.1%	138
Tenure type	Home owner	16.9%	14	83.1%	69
	Rented from council OR HA	29.7%	102	70.3%	241
	Rented private	31.3%	50	68.8%	110
How would you describe the composition of your household?	One adult under 60	35.3%	36	64.7%	66
	One adult aged 60 or over	13.1%	16	86.9%	106
	Two adults both under 60	30.2%	13	69.8%	30
	Two adults, at least one 60 or over	17.5%	10	82.5%	47
	Three or more adults, 16 or over	54.8%	17	45.2%	14
	1-parent family with children, at least 1 under 16	33.1%	39	66.9%	79
	2-parent family with children, at least 1 under 16	35.1%	27	64.9%	50
	Other	21.4%	9	78.6%	33
Economic activity	Active	39.5%	75	60.5%	115
	Inactive	28.8%	67	71.2%	166
	Retired	14.7%	24	85.3%	139
Ethnicity	White	28.3%	160	71.7%	406
	BME	28.6%	6	71.4%	15

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Home visits

If yes, what would be your preferred time and date of visit?

Base : All those who would be interested in a home visit outside of office hours and who expressed a view

		If yes, what would be your preferred time and date of visit?			
		Weekend		Evening	
		%	# Respondents	%	# Respondents
All respondents	All	17.4%	28	82.6%	133
sampling window	1st sampling window	7.6%	7	92.4%	85
	2nd sampling window	30.4%	21	69.6%	48
Outcome of claim	Successful	18.2%	22	81.8%	99
	UNsuccessful	29.4%	5	70.6%	12
Dissatisfied with service overall	Dissatisfied with overall service	6.9%	2	93.1%	27
Dissatisfied with length of time	Those dissatisfied with length of time	12.2%	5	87.8%	36
Are you male or female?	Male	10.5%	6	89.5%	51
	Female	21.6%	22	78.4%	80
Agebands	16-24 year olds	33.3%	5	66.7%	10
	25-44 year olds	16.0%	12	84.0%	63
	45-60 year olds	17.1%	6	82.9%	29
	60 years or over	15.6%	5	84.4%	27
Disability	With a disability that limits activities	16.2%	6	83.8%	31
Tenure type	Home owner	8.3%	1	91.7%	11
	Rented from council OR HA	13.5%	13	86.5%	83
	Rented private	27.7%	13	72.3%	34
How would you describe the composition of your household?	One adult under 60	20.6%	7	79.4%	27
	One adult aged 60 or over	26.7%	4	73.3%	11
	Two adults both under 60	16.7%	2	83.3%	10
	Two adults, at least one 60 or over	12.5%	1	87.5%	7
	Three or more adults, 16 or over	17.6%	3	82.4%	14
	1-parent family with children, at least 1 under 16	17.9%	7	82.1%	32
	2-parent family with children, at least 1 under 16	9.1%	2	90.9%	20
	Other	11.1%	1	88.9%	8
Economic activity	Active	18.1%	13	81.9%	59
	Inactive	17.5%	11	82.5%	52
	Retired	20.0%	4	80.0%	16
Ethnicity	White	17.4%	26	82.6%	123
	BME	16.7%	1	83.3%	5

# TUNBRIDGE WELLS BC 2006-07 BVPI Benefits survey

UNweighted data

ALL respondents

## Home visits

Should you want to make a claim for benefit in the future how likely do you think it is that you might want to make use of a home visit?

Base : All those who expressed a view

		Should you want to make a claim for benefit in the future how likely do you think it is that you might want to make use of a home visit ...?									
		Very likely		Fairly likely		Not sure		Fairly unlikely		Very unlikely	
		%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents	%	# Respondents
All respondents	All	14.5%	90	19.5%	121	32.6%	202	19.2%	119	14.2%	88
sampling window	1st sampling window	14.6%	51	18.9%	66	32.1%	112	19.8%	69	14.6%	51
	2nd sampling window	14.4%	39	20.3%	55	33.2%	90	18.5%	50	13.7%	37
Outcome of claim	Successful	13.8%	71	19.3%	99	31.2%	160	20.3%	104	15.4%	79
	UNsuccessful	17.1%	7	19.5%	8	43.9%	18	14.6%	6	4.9%	2
Dissatisfied with service overall	Dissatisfied with overall service	13.9%	10	22.2%	16	31.9%	23	13.9%	10	18.1%	13
Dissatisfied with length of time	Those dissatisfied with length of time	14.3%	14	16.3%	16	37.8%	37	19.4%	19	12.2%	12
Are you male or female?	Male	18.9%	43	19.8%	45	31.7%	72	18.5%	42	11.0%	25
	Female	12.0%	46	18.5%	71	33.4%	128	20.1%	77	15.9%	61
Agebands	16-24 year olds	3.5%	2	8.8%	5	50.9%	29	12.3%	7	24.6%	14
	25-44 year olds	13.3%	28	19.0%	40	34.1%	72	23.2%	49	10.4%	22
	45-60 year olds	12.8%	17	22.6%	30	33.1%	44	18.0%	24	13.5%	18
	60 years or over	20.7%	43	19.2%	40	26.4%	55	17.8%	37	15.9%	33
Disability	With a disability that limits activities	21.6%	40	19.5%	36	33.0%	61	16.8%	31	9.2%	17
Tenure type	Home owner	16.5%	14	22.4%	19	28.2%	24	21.2%	18	11.8%	10
	Rented from council OR HA	16.7%	59	18.6%	66	34.7%	123	14.7%	52	15.3%	54
	Rented private	8.0%	13	17.8%	29	31.9%	52	28.8%	47	13.5%	22
How would you describe the composition of your household?	One adult under 60	13.2%	14	17.0%	18	38.7%	41	20.8%	22	10.4%	11
	One adult aged 60 or over	20.9%	27	14.7%	19	28.7%	37	17.8%	23	17.8%	23
	Two adults both under 60	8.7%	4	28.3%	13	28.3%	13	21.7%	10	13.0%	6
	Two adults, at least one 60 or over	20.7%	12	24.1%	14	22.4%	13	20.7%	12	12.1%	7
	Three or more adults, 16 or over	15.6%	5	28.1%	9	34.4%	11	15.6%	5	6.3%	2
	1-parent family with children, at least 1 under 16	9.5%	11	19.0%	22	33.6%	39	22.4%	26	15.5%	18
	2-parent family with children, at least 1 under 16	10.4%	8	19.5%	15	35.1%	27	20.8%	16	14.3%	11
Other	18.2%	8	13.6%	6	38.6%	17	9.1%	4	20.5%	9	
Economic activity	Active	9.5%	18	20.0%	38	30.5%	58	27.4%	52	12.6%	24
	Inactive	13.6%	33	19.8%	48	36.0%	87	14.5%	35	16.1%	39
	Retired	20.2%	34	17.9%	30	32.1%	54	16.7%	28	13.1%	22
Ethnicity	White	14.3%	83	19.8%	115	31.7%	184	19.6%	114	14.6%	85
	BME	14.3%	3	4.8%	1	61.9%	13	19.0%	4	.0%	0