

ANNUAL SATISFACTION SURVEY RESULTS

Employee Satisfaction Survey



21 original surveys (5Q's) and 80 revised surveys (8Q's) sent

		Strongly Disagree	Disagree	Agree	Strongly Agree	> Agree
Administration	...offers documentation, guidance and information in a professional manner?	8.7%	4.3%	52.2%	34.8%	87.0%
	...is proactive in their approach to provide a service to members?	8.7%	8.7%	52.2%	30.4%	82.6%
	... gives an appropriately timed service with regular updates?	13.0%	8.7%	60.9%	17.4%	78.3%
	... is customer focused and meets the needs of its members	8.7%	4.3%	60.9%	26.1%	87.0%
	... has provided a high quality service throughout your membership?	8.7%	8.7%	43.5%	39.1%	82.6%
Communications	... promotes the scheme as a valuable benefit and provide sufficient information so you can make informed decisions about your benefits?	15.4%	7.7%	46.2%	30.8%	76.9%
	... communicate in a clear and concise manner?	15.4%	7.7%	46.2%	30.8%	76.9%
	... use the most appropriate means of communication?	7.7%	15.4%	38.5%	38.5%	76.9%

5 out of the 23 responses included positive written feedback

22.8% response rate

Some negative responses refer to things out of the Pension Section's control

Our Vision

Improvements to be made, to provide professional and consistent **branded forms and documentation** 24/7 access to the Clwyd Pension Funds **services** via Member Self Service will enhance the member experience **Regular updates** to be provided in **news section** of the website, along with posted newsletters until 2018 Bulletins, tweets and newsletters across all communication channels **to promote the scheme** as a valuable benefit Pushing for electronic communication, however, elections available **to preferred means** of communication

Employer Satisfaction Survey



86 surveys emailed, with one reminder via Survey Monkey

		Strongly Disagree	Disagree	Agree	Strongly Agree	> Agree
Employer Survey	...offers documentation, guidance and information in a professional manner?	0.0%	0.0%	88.9%	11.1%	100.0%
	...is proactive in their approach to provide a service to employers?	0.0%	11.1%	72.2%	16.7%	88.9%
	...gives an appropriately timed service with regular updates?	0.0%	16.7%	72.2%	11.1%	83.3%
	...is customer focused and meets the needs of its employers?	0.0%	5.6%	77.8%	16.7%	94.4%
	... ensures you are aware of your LGPS employer related roles and responsibilities for the administration of the Clwyd Pension Fund?	0.0%	5.6%	83.3%	11.1%	94.4%
	... communicates in a clear and concise manner?	0.0%	11.1%	72.2%	16.7%	88.9%
	... uses the most appropriate means of communication?	0.0%	0.0%	83.3%	16.7%	100.0%

20.9% response rate

An average of 92.8% agree with the service provided to employers

No negative written feedback received

Our Vision

Maintain guidance and information provided, with a vision to provide **e-learning opportunities** for employers **Regular updates** through employer website section, and integration of **Employer Relationship Management** Provide opportunities for **employer training** where required, advertised via emails and website Become clearer when communicating with employers by providing **adequate, relevant but simplified** information

Portfolio of all written feedback received

Employee

"I would in any case have wanted to express my confidence in all involved with the Clwyd Pension Fund. I have received helpful, efficient and entirely professional advice, documentation, information and good standard of service."

"I found information on how my pension will be taxed very confusing. It was so unclear that I emailed for further assistance."

"I can say that all people I spoke to were professional and pleasant in their approach and the end result was that I received my lump sum on my 60th birthday. I had expected to receive information 8-12 weeks before."

"I am particularly grateful for the 'pension workshops' and the seminar clearly indicated the advantages of the Prudential in-house AVC scheme. Kerry Robinson presented these, and they proved invaluable given that I had to give up work early to care for my mother"

"I appreciate the proactive approach towards pension transfer opportunities."

"I was not informed of a technical problem with the payment of my pension. I had to phone five times before the issue was resolved. Pension matured in January 2017. It still hasn't been received by April 2017. Contact and information instigated by the pension department would have been preferable to me having to repeatedly contacting the department."

Although I have been in it a short time, the people I have dealt with in that time have been helpful in all matters to do with my pension"

"Complete confusion and miscommunication in terms of non-provision of payslips, lack of clear timely information regarding how much and when pension is paid. This is marked contrast to other local authorities with whom I have a very small pension – they were both efficient and effective. Also, bilingual service also seems unavailable in Flintshire."

Employer

"It is quite difficult to give much constructive feedback as we have only been with the scheme for a year and it is a small, closed scheme, but all my dealings to date have been dealt with swiftly and efficiently."

"Have been very supportive to this council"

"Staff are very professional and knowledgeable."