

2018 Member Satisfaction Survey

317 posted (21 responses)
7869 emails (38 responses)

		Strongly Disagree	Disagree	Agree	Strongly Agree	> Agree 59 responses	KPI	+ / - from 2017
Administration	... offers documentation, guidance and information in a professional manner?	3 (5.1%)	4 (6.8%)	37 (62.7%)	15 (25.4%)	52 (88.1%)	90%	1.1%
	... is proactive in their approach to provide a service to members?	1 (1.7%)	8 (13.6%)	36 (61.0%)	14 (23.7%)	50 (84.7%)		2.1%
	... gives an appropriately timed service with regular updates?	4 (6.8%)	5 (8.5%)	35 (59.3%)	15 (25.4%)	50 (84.7%)		6.4%
	... is customer focused and meets the needs of its members	2 (3.4%)	8 (13.6%)	35 (59.3%)	14 (23.7%)	49 (83.1%)		-3.9%
	... has provided a high quality service throughout your membership?	3 (5.1%)	8 (13.6%)	32 (54.2%)	16 (27.1%)	48 (81.4%)		-1.2%
Communications	... promotes the scheme as a valuable benefit and provide sufficient information so you can make informed decisions about your benefits?	1 (1.7%)	6 (10.2%)	38 (64.4%)	14 (23.7%)	52 (88.1%)		11.2%
	... communicate in a clear and concise manner?	5 (8.5%)	3 (5.1%)	36 (61.0%)	15 (25.4%)	51 (86.4%)		9.5%
	... use the most appropriate means of communication?	4 (6.8%)	5 (8.5%)	33 (55.9%)	17 (28.8%)	50 (84.7%)		7.8%

88 Surveys emailed (1 reminder sent)
19 Responses (21.6%)

Strongly Disagree	Disagree	Agree	Strongly Agree	> Agree	KPI	+ / - from 2017
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Do you agree that the Clwyd Pension Fund...

Employer Survey	...offers documentation, guidance and information in a professional manner?	0 (0.00%)	1 (5.3%)	9 (47.4%)	9 (47.4%)	18 (94.8%)	90%	-5.2%
	...is proactive in their approach to provide a service to employers?	0 (0.00%)	1 (5.3%)	10 (52.6%)	8 (42.2%)	18 (94.8%)		5.9%
	...gives an appropriately timed service with regular updates?	0 (0.00%)	0 (0.00%)	13 (68.4%)	6 (31.6%)	19 (100%)		16.7%
	...is customer focused and meets the needs of its employers?	0 (0.00%)	0 (0.00%)	12 (63.2%)	7 (36.8%)	19 (100%)		5.6%
	... ensures you are aware of your LGPS employer related roles and responsibilities for the administration of the Clwyd Pension Fund?	0 (0.00%)	0 (0.00%)	12 (63.2%)	7 (36.8%)	19 (100%)		5.6%
	... communicates in a clear and concise manner?	0 (0.00%)	0 (0.00%)	12 (63.2%)	7 (36.8%)	19 (100%)		11.1%
	... uses the most appropriate means of communication?	0 (0.00%)	0 (0.00%)	12 (63.2%)	7 (36.8%)	19 (100%)		0.0%

2018 Employer Satisfaction Survey

Comments: “Very helpful and professional staff with understandable explanations given on any questions raised”

“Can members have one to one meetings with CPF staff.”

“Always very helpful and communication from Clwyd Pensions has improved”

Approximately how many active members does your employer have? (optional question)	Under 100	9	101 – 999	2	1000+	6
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Members who have elected to include comments, alongside their individual responses (14 out of 59)

S Agree	Agree	Disagree	S Disagree	Member Comments
8				Very impressed with this website and also the service provided by Flintshire Pensions
8				Simple to use.
8				Web link is very useful
7		1		The online statements and calculator for calculating pension pensions if retiring early has been very useful. The previous printed statements were quite difficult to understand. As a member who intends to retire early, this has been invaluable.
	8			The new web site can be hard to obtain.
1	5	2		On-line information is not always the best form of communication. How do members know if there's any update news?
1	3	1	3	Every member of the fund that I have spoken with has had major delays in initially receiving their pension and/or lump sum to the point where they have to depend on other sources of income to live for at least the first three months and have had to change their plans eg not being able to invest or pay off their mortgage.
	3	4	1	In schools, we are not kept informed of how to read our pension benefit statements and now the system is on line, we have not been given instructions on how to understand the system at all.
	2	5	1	Waited 3 months for cetv.. Everything's time chased, was promised it would happen asap.
	1	4	3	It seems obvious that the Pension Section is severely and significantly understaffed. This leads to a less than satisfactory service. I would stress that what few staff remain in the Pension Section should not be blamed for this lack of quality service. As a Welsh speaker it is also clear that the Pension Section is only able to offer, at best, a tokenistic response through Welsh.
		4	4	Not happy with Web communication and e mail. Communication was already minimal and infrequent so with changes to e mail addresses passwords etc surviving family will not have access to information currently maintained in a dedicated paper home file.
		8		It has taken a number of phone calls, at least one meeting and numerous mailshots to get to this position, when I made this clear at the onset
			8	I have had the need to contact Clwyd pensions via email and phone and haven't received the information I requested, which was up to date figures for my current role. I was very disappointed especially as this was needed for a financial review. I have a pension from my previous employer they were able to provide this information much quicker.

			8	I have been unable to view my pension on line and error message keeps appearing now my account has deactivated. (<i>Feedback left 22/04/18, successfully registered 23/04/18</i>)
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