

Satisfaction Survey Results

Every year the Fund carries out a satisfaction survey with members and employers to supply feedback on whether it is achieving its aims and objectives as set out within the Fund's Administration and Communication Strategies. The results for surveys completed in 2021 are shown in the tables below.

Member Survey Results

<p>2021: 425 posted / 10 responses (2.4%) 15,606 emails sent / 691 responses (4.4%)</p> <p>Do you agree that the Clwyd Pension Fund...</p>		KPI > Agree	Strongly Agree / Agree	Neither Agree Nor Disagree	Strongly Disagree / Disagree
Administration	...offers documentation, guidance and information in a professional manner?	90%	84%	13%	3%
	...is proactive in their approach to provide a service to members?		73%	22%	5%
	... gives an appropriately timed service with regular updates?		73%	20%	7%
	...is customer focused and meets the needs of its members		70%	23%	7%
	...has provided a high quality service throughout your membership?		77%	15%	8%
Communications	...promotes the scheme as a valuable benefit and provide sufficient information so you can make informed decisions about your benefits?		68%	25%	7%
	...communicate in a clear and concise manner?		76%	16%	8%
	...use the most appropriate means of communication?		77%	15%	8%

Employer Survey Results

2021: 123 surveys emailed (1 reminder sent) 16 responses received (13.0%) Do you agree that the Clwyd Pension Fund...		KPI > Agree	Strongly Agree / Agree	Neither Agree Nor Disagree	Strongly Disagree / Disagree
(Non- ELT) Employer Survey	...offers documentation, guidance and information in a professional manner?	90%	100%	0%	0%
	...is proactive in their approach to provide a service to employers?		100%	0%	0%
	...gives an appropriately timed service with regular updates?		100%	0%	0%
	...is customer focused and meets the needs of its employers?		100%	0%	0%
	...has provided a high quality service to you in your role as employer?		100%	0%	0%
	... ensures you are aware of your LGPS employer related roles and responsibilities for the administration of the Clwyd Pension Fund?		100%	0%	0%
	... communicates in a clear and concise manner?		94%	6%	0%
	... uses the most appropriate means of communication?		100%	0%	0%