

Summary of Effectiveness Survey

Clwyd Pension Board



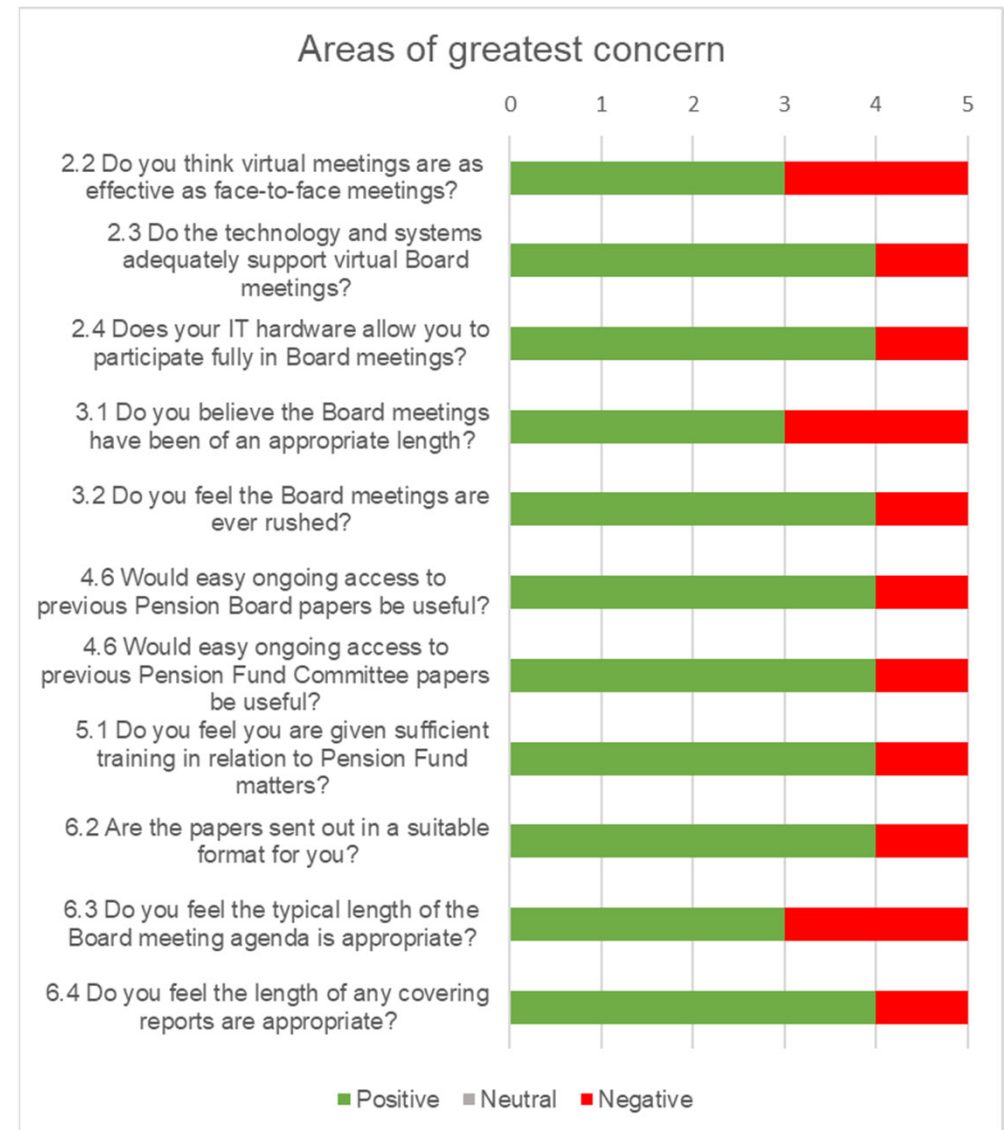
Prepared for: Pensions Board of the Clwyd Pension Fund

Prepared by: Aon

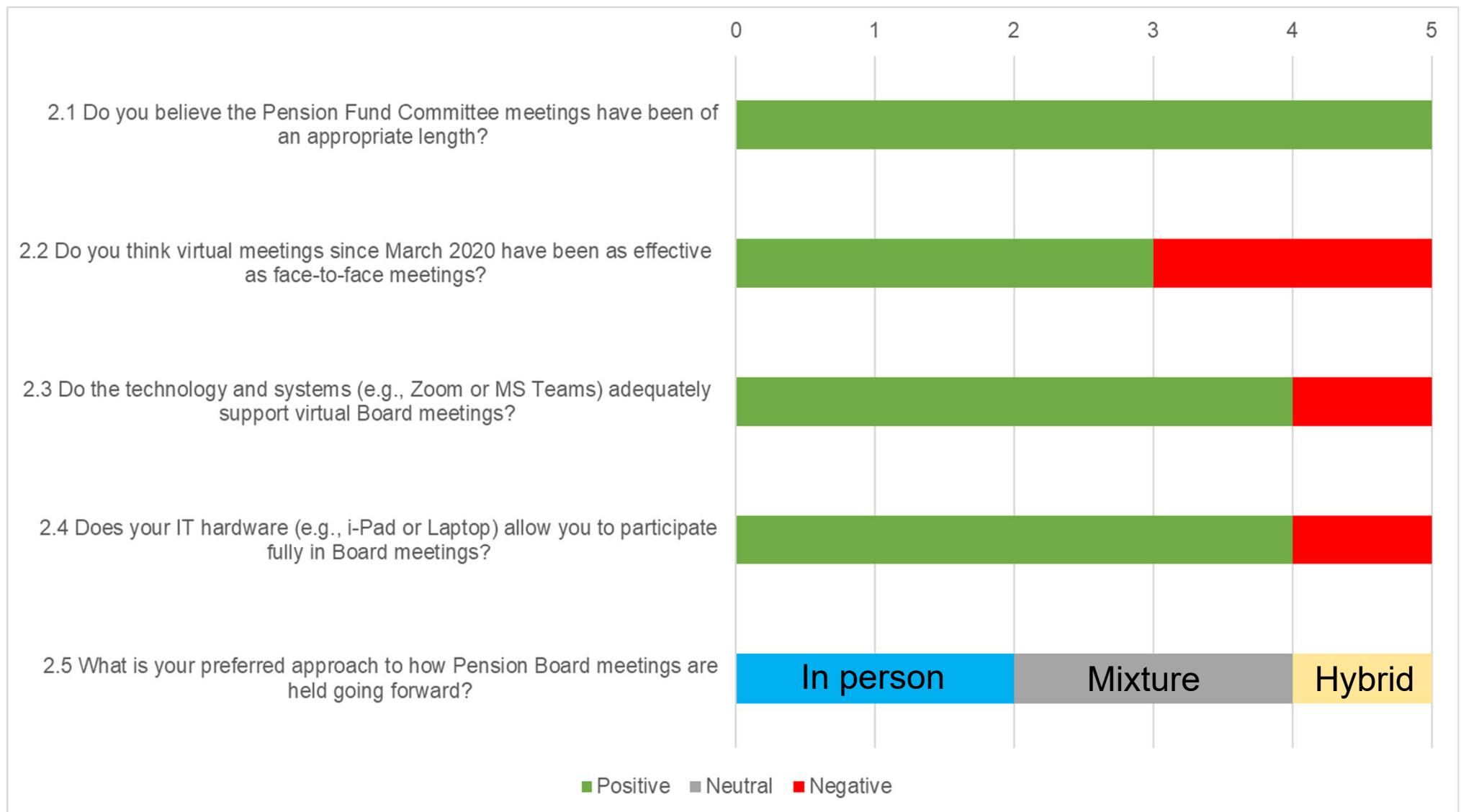
Date: 26 July 2022

Summary of Members' key concerns

- Generally the survey results are positive about how the members find the Pension Board operates.
- In most areas the members have no or very little concern, but we have shown the areas where members raised concerns.
- The biggest area of concern is around virtual meetings and training sessions, which some members do not feel work as well as face to face meetings, although one member was clear that they wished to retain hybrid Pension Board meetings.
- There are also concerns around the length of meetings and the size of the agenda for each meeting. It may be worth considering increasing the number of meetings to cover the current annual agenda.
- There was also a comment that more “exception” reporting could be done to keep the meeting length shorter.
- There was one member who felt that whilst the training received by the Board was very good, there were a small number of areas where additional training could be received.
- Finally, there is one member who cannot easily find the Pension Board information, especially as email systems can sometime block the large meeting packs. Their suggestion was the use of a Committee Administration style system to retain all current and past Pension Board papers and minutes.

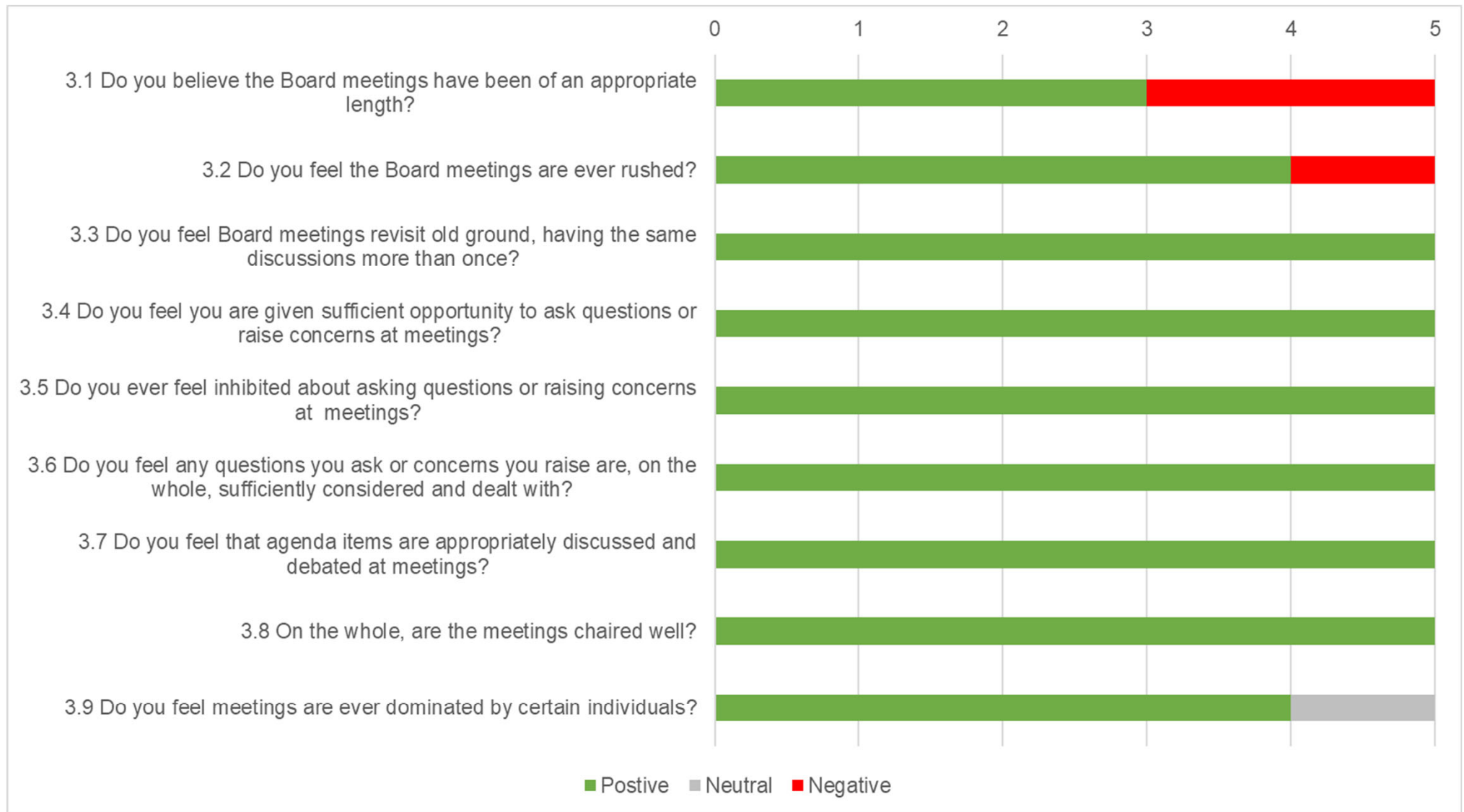


Effectiveness of meeting format



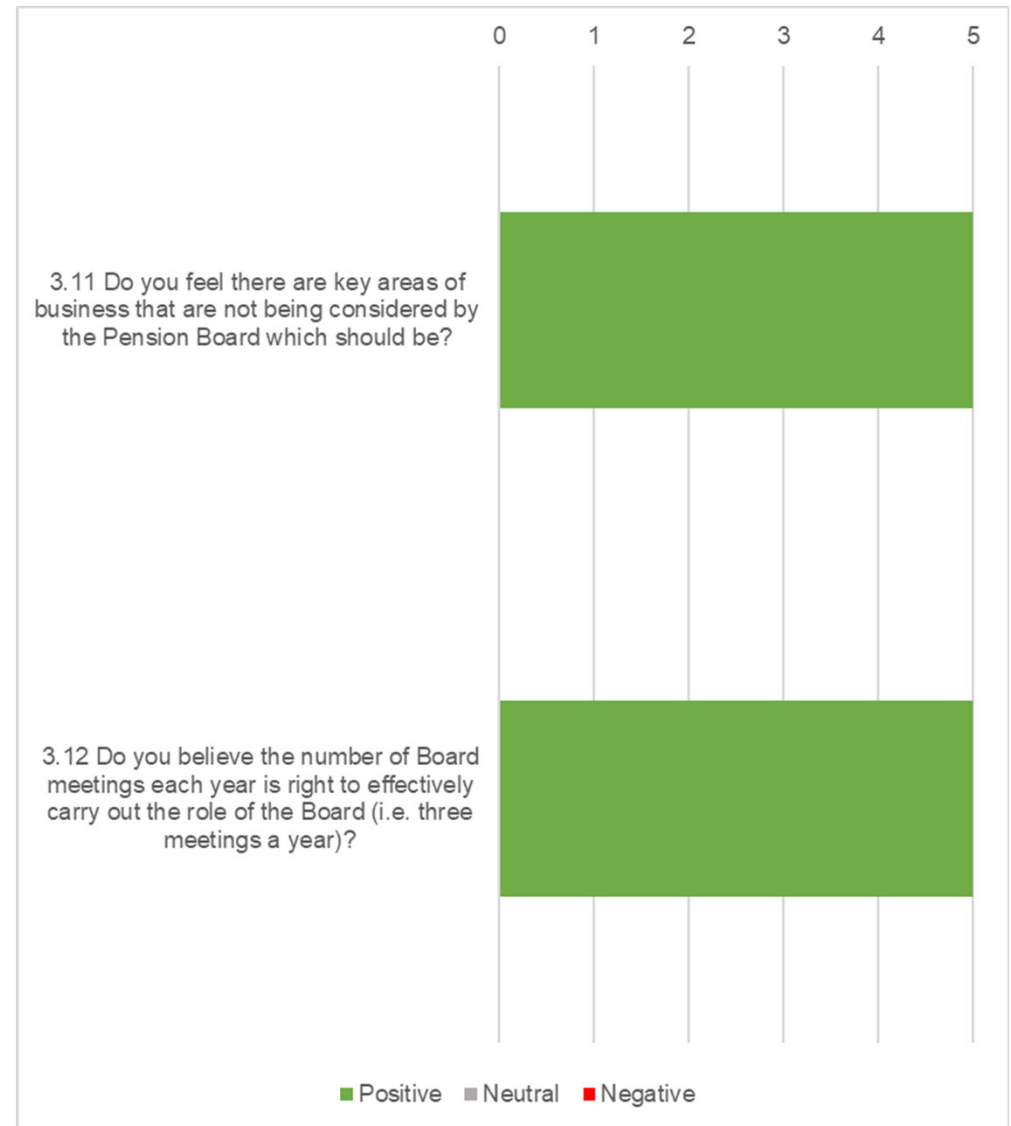
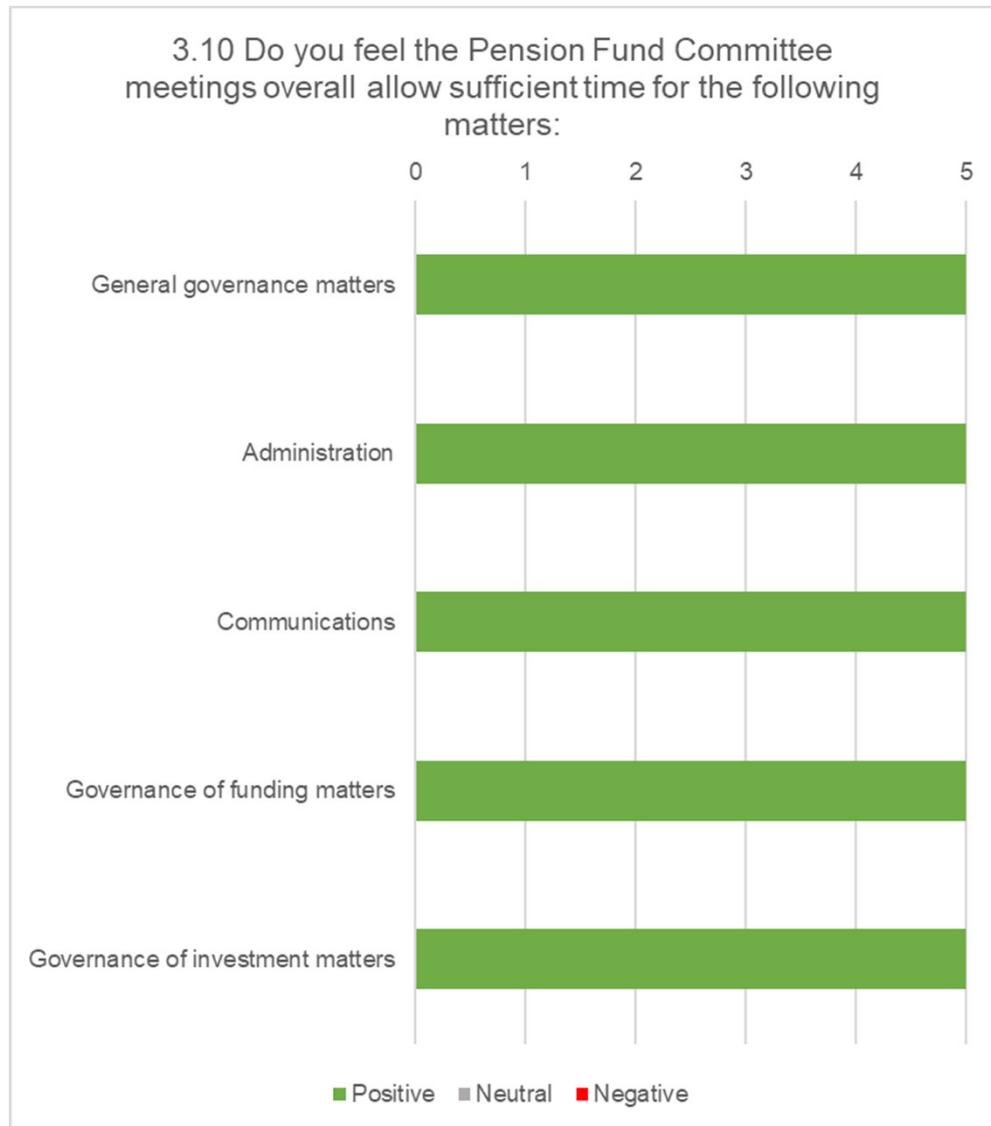
Question 2.5 is asking for members' opinion and so cannot be assessed as either a positive or negative answer. We have shown the answers given by the members instead. Two of the members noted that they would like a mixture of in person and virtual or hybrid meetings.

Effectiveness of meetings and decision making



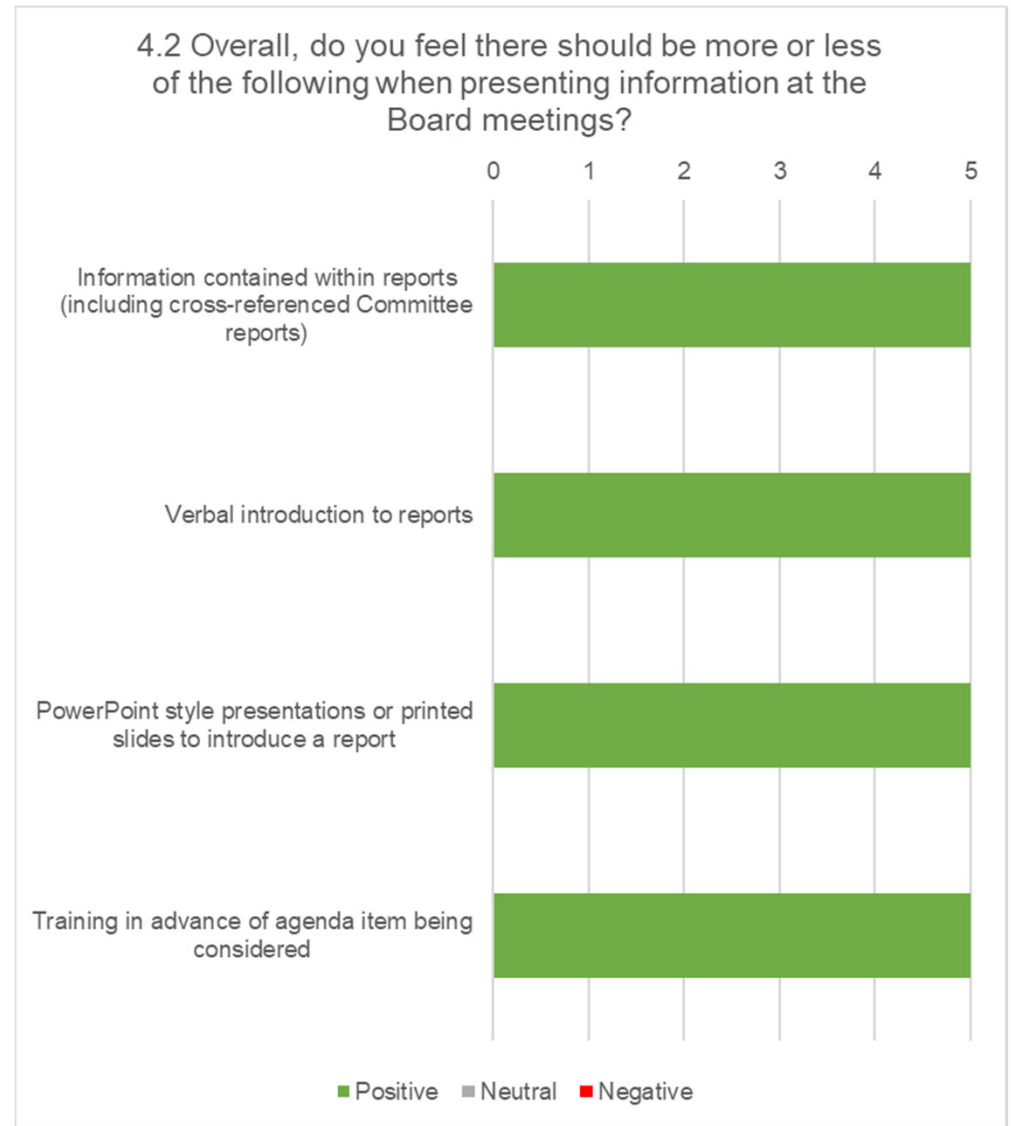
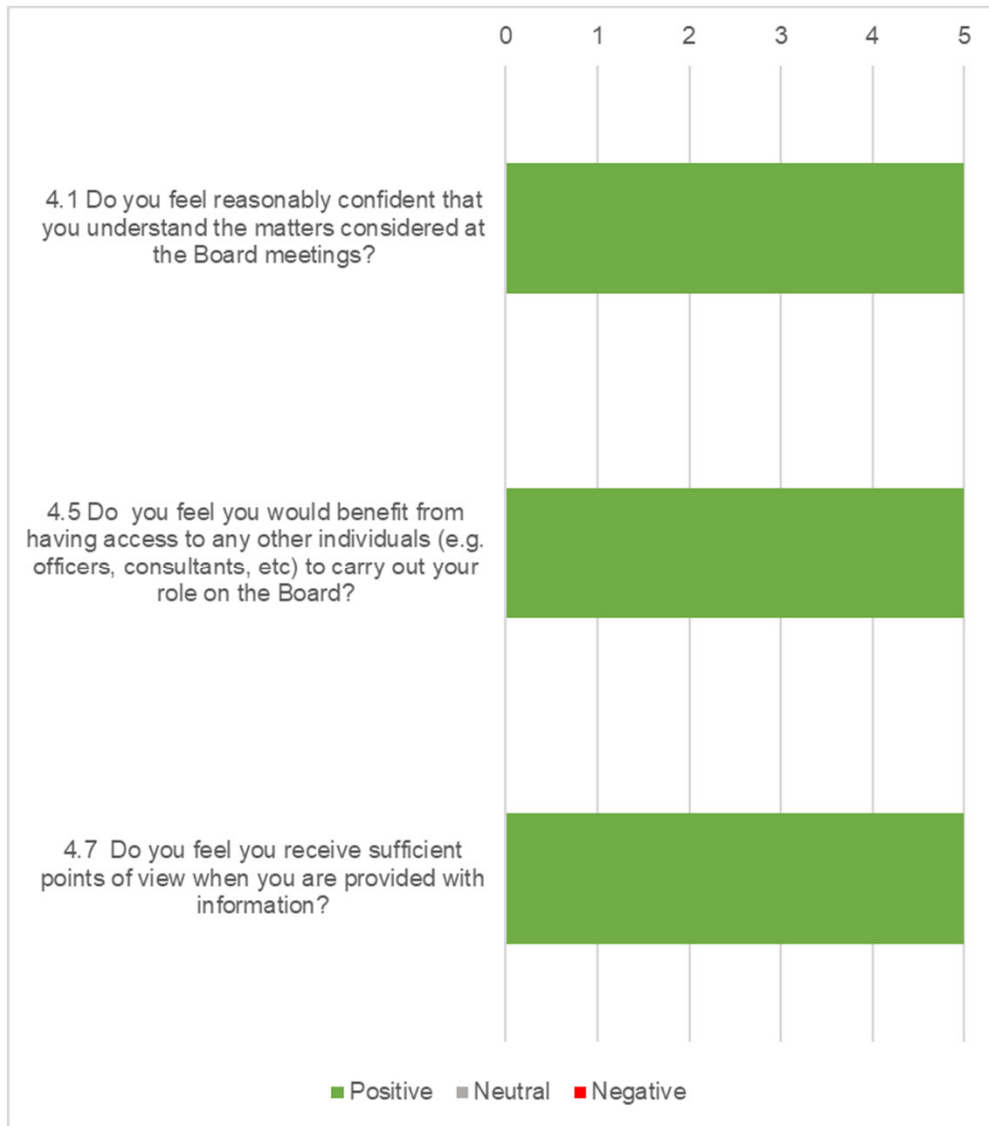
Some member of the board feel meetings are too long and another says they feel meetings are rushed. It may be necessary to consider increasing the number of meetings in a year.

Effectiveness of meetings and decision making

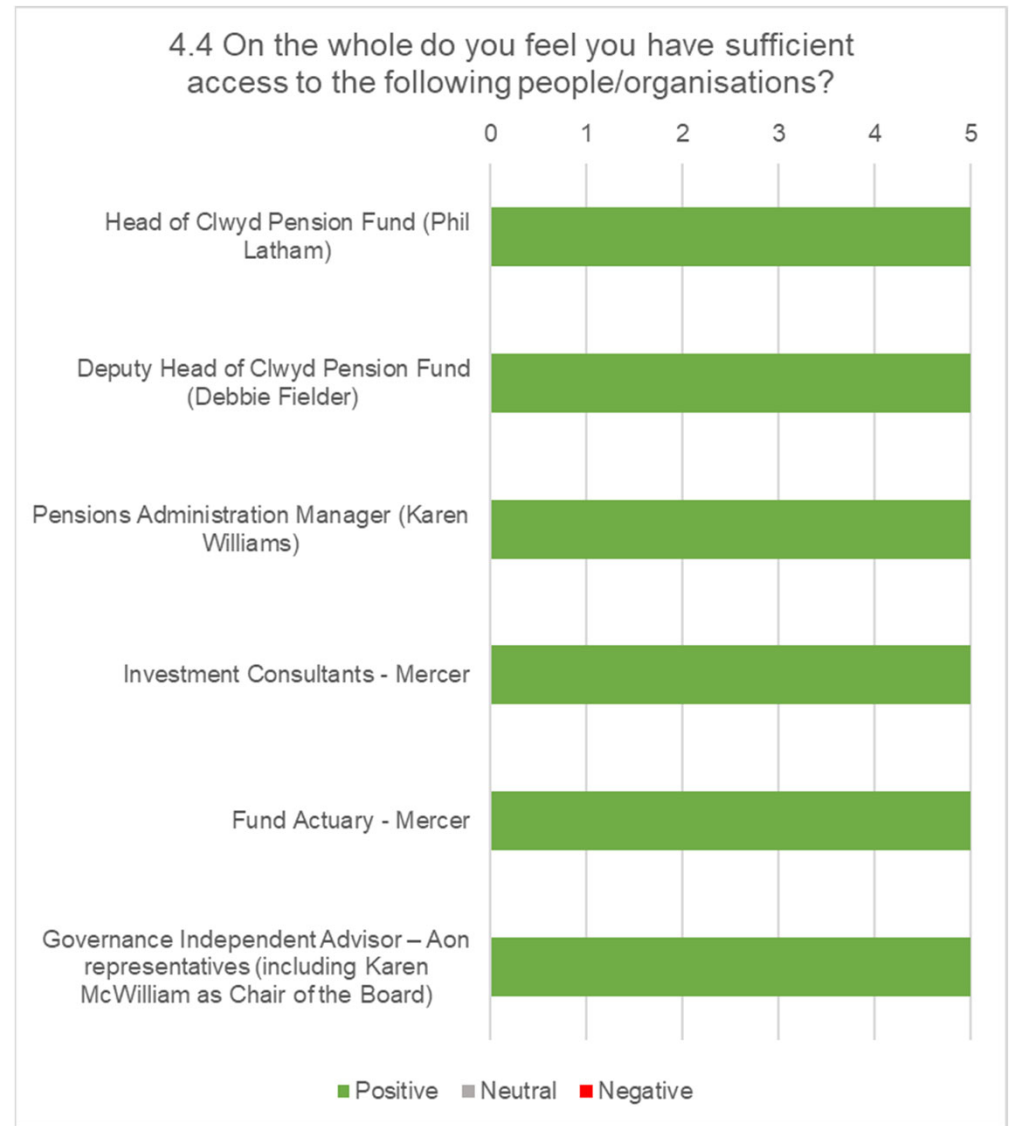
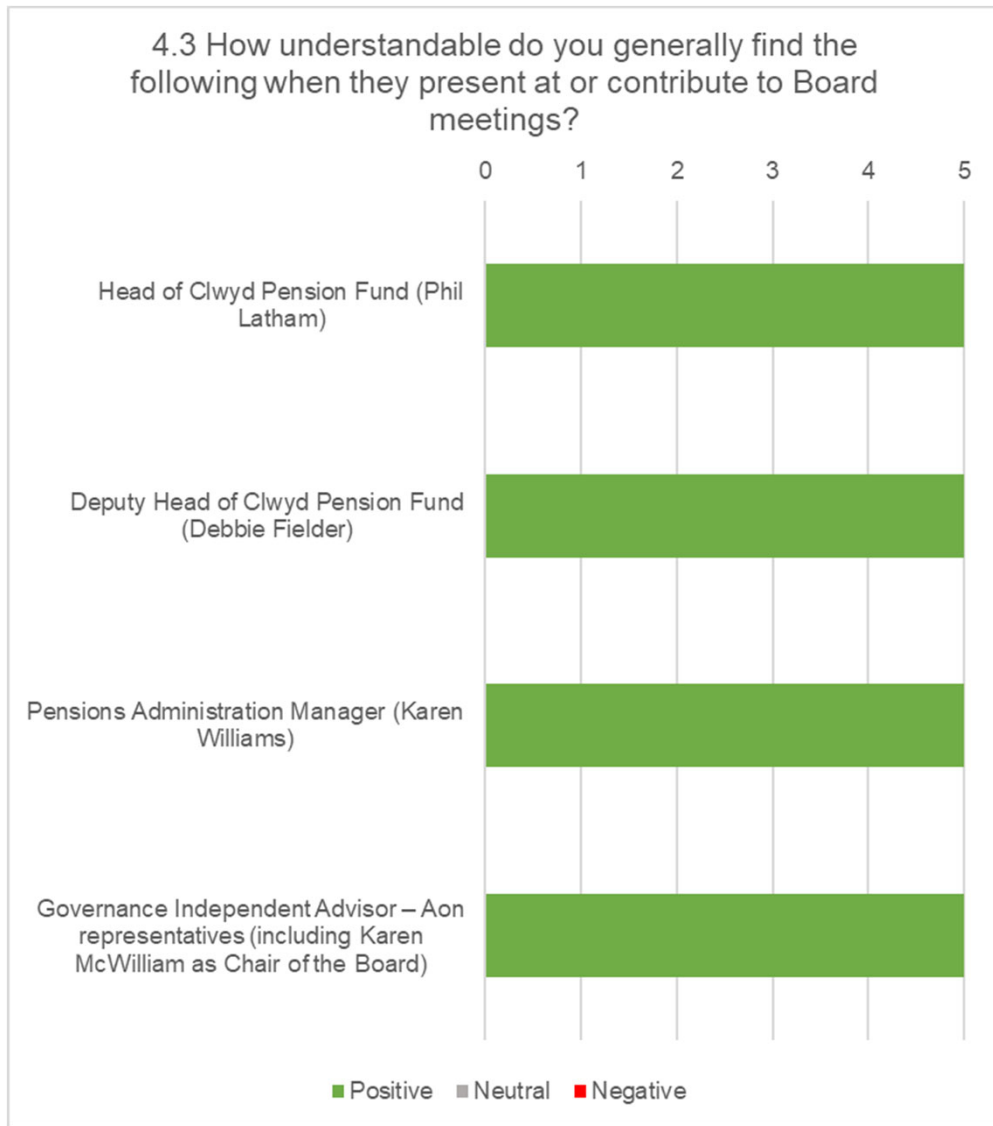


Within the comments for 3.12 at least one member noted that there may need to be more meetings each year, or wider use of a Task & Finish group.

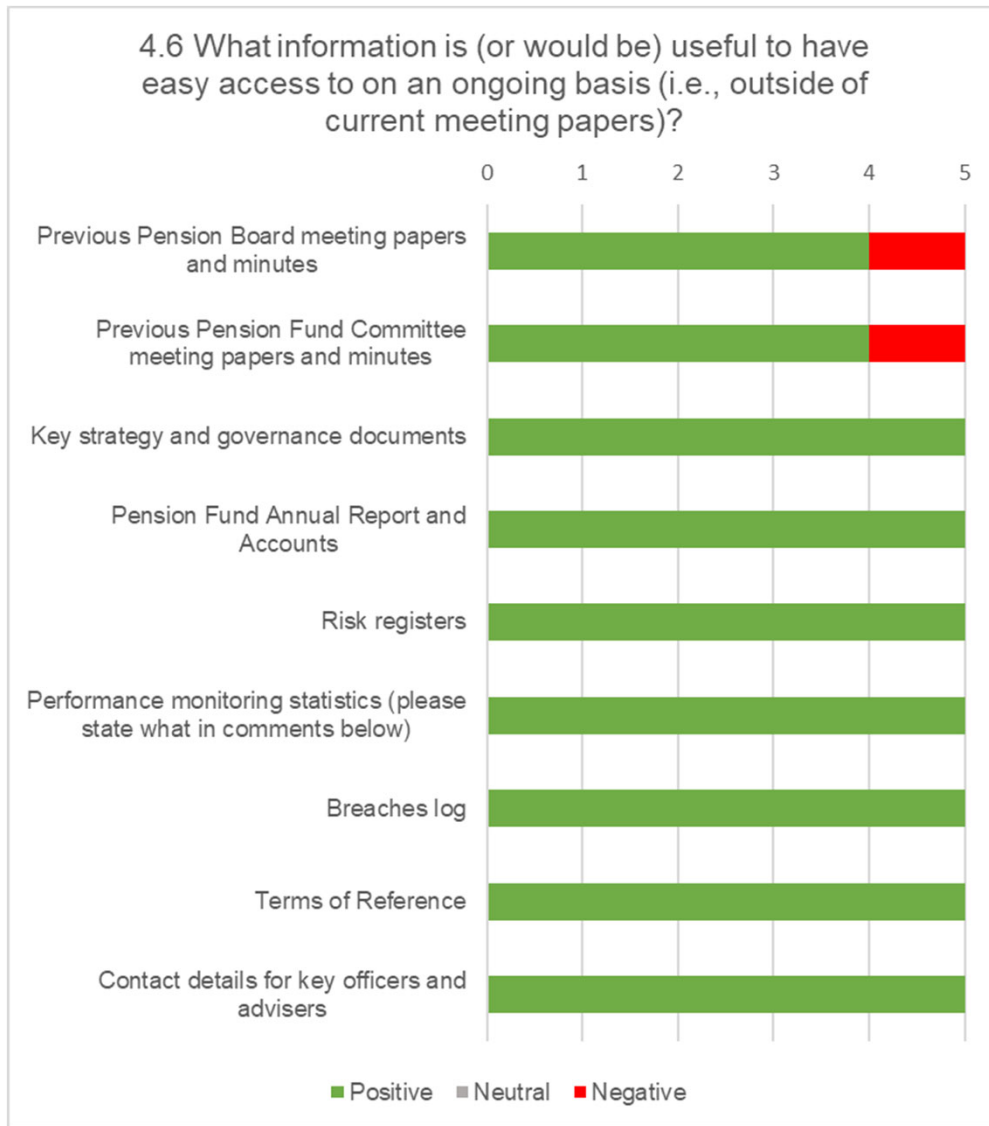
Accessibility, format and usefulness of information



Accessibility, format and usefulness of information

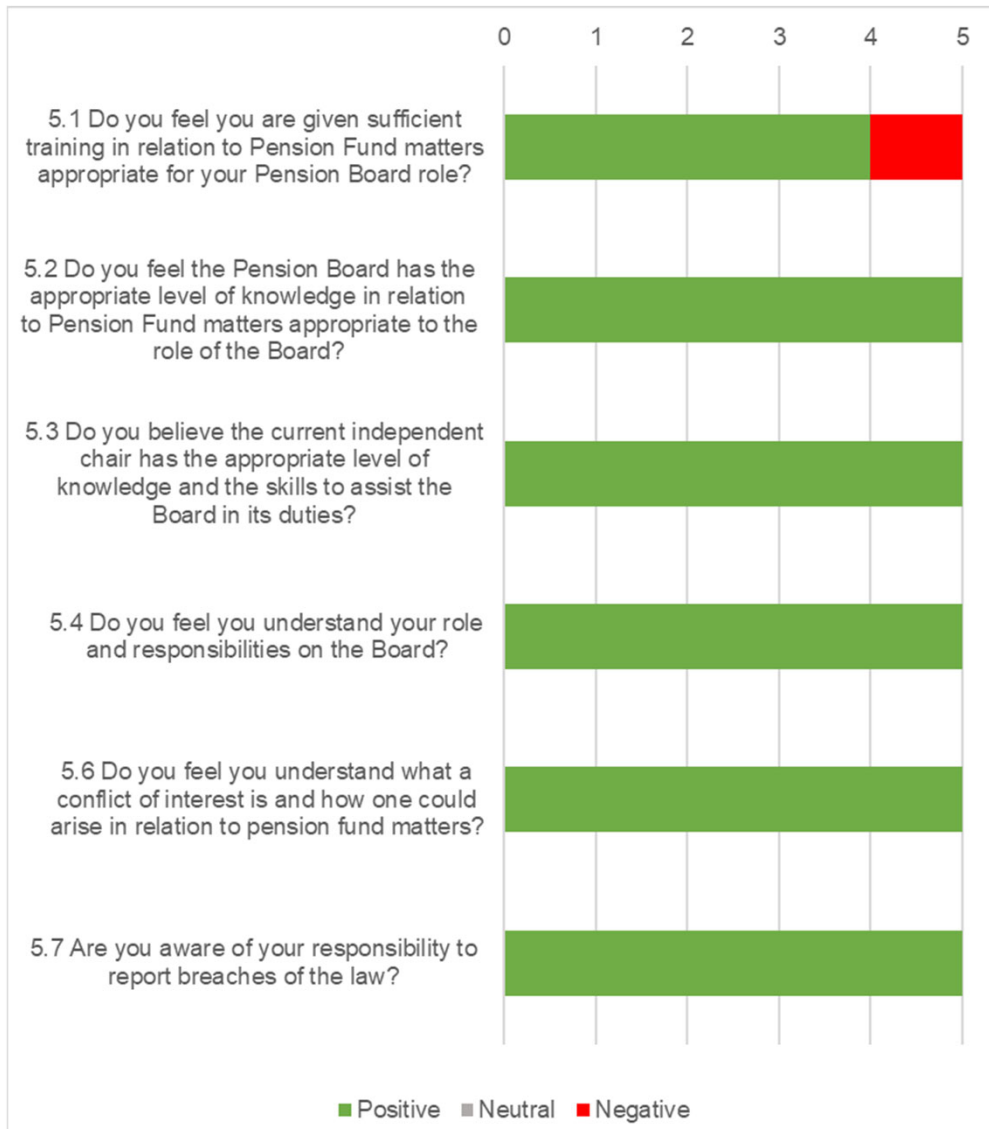


Accessibility, format and usefulness of information



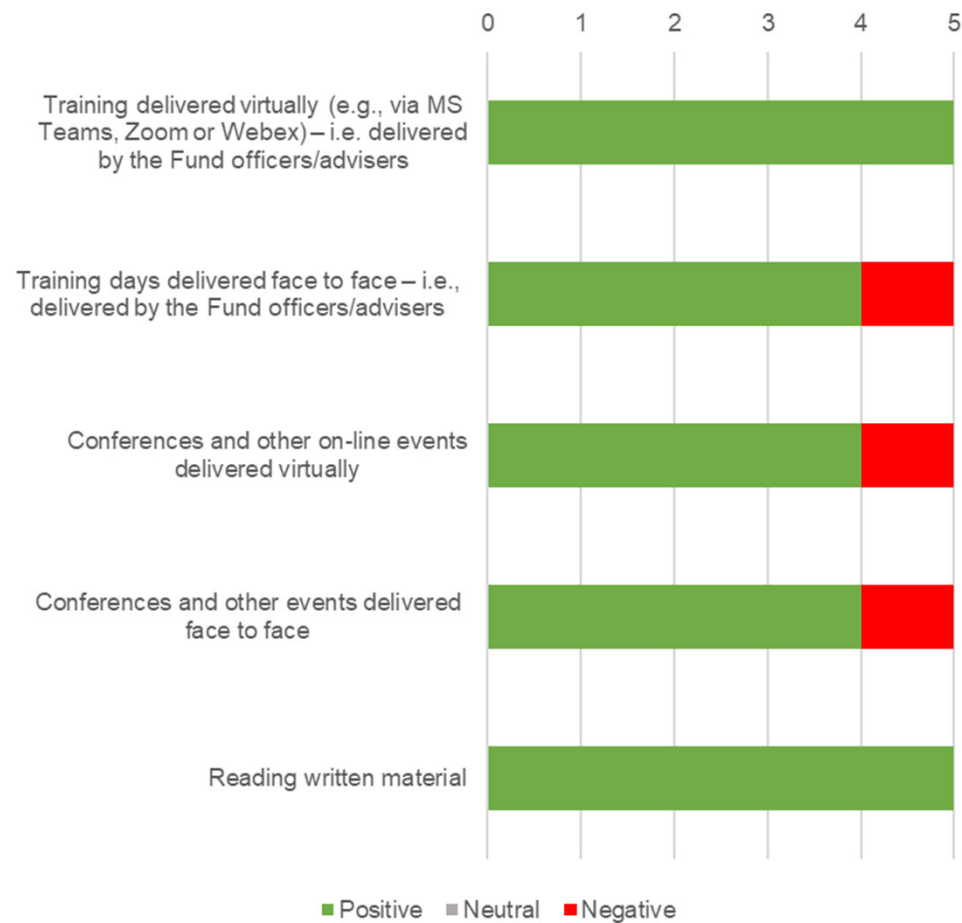
We recommend that you consider providing current and past information in a format other than email and letting members know where to find these. One member suggested a Committee Administration style system.

Knowledge, Skills and Understanding



Knowledge, Skills and Understanding

5.5 Please tick the boxes that best describe how you feel about each of the following training methods. You may have more than one training method with the same ranking if you equally like or dislike them.

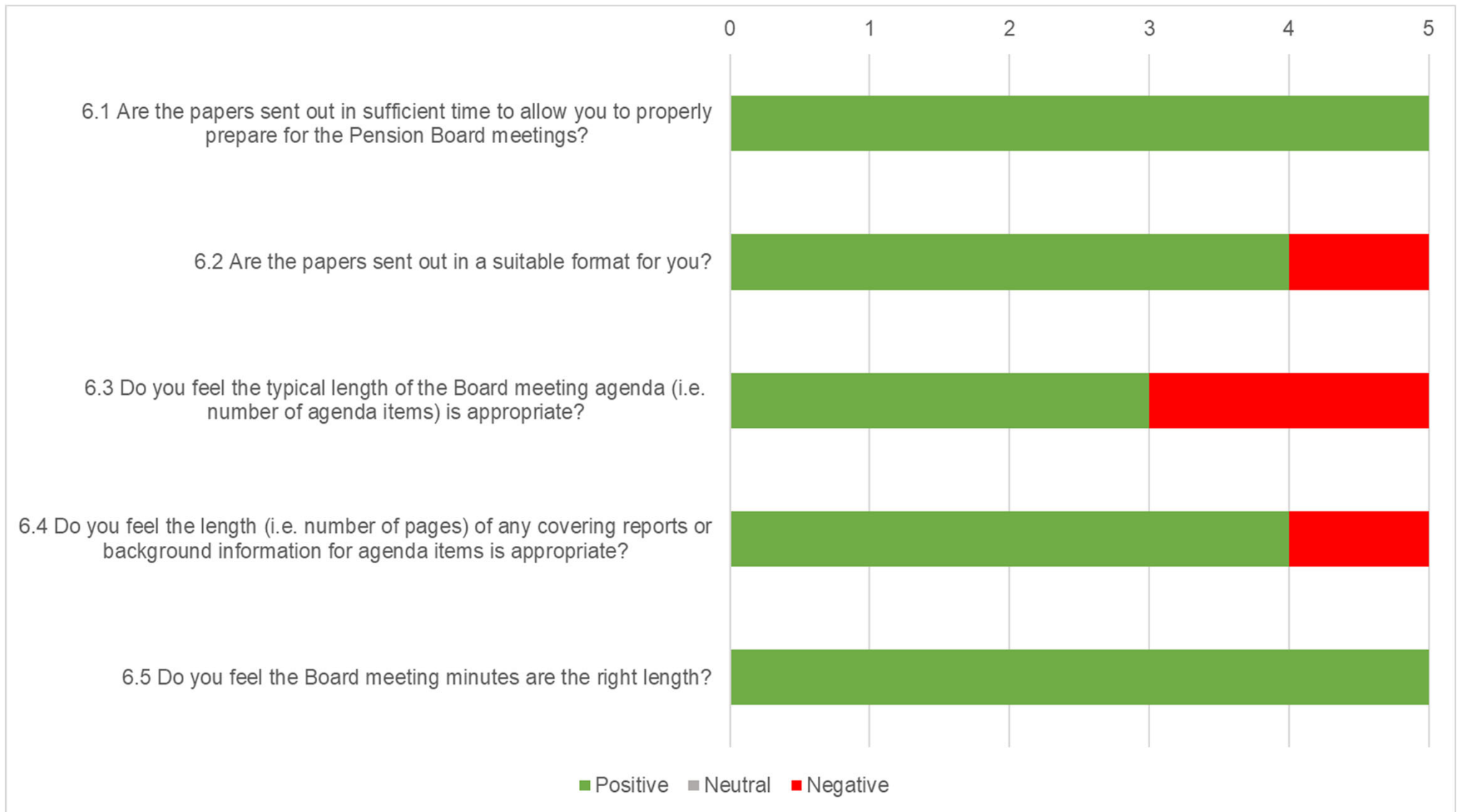


There is a mix of opinions, one member would prefer training to be delivered virtually, whilst another does not like virtual training.

There was also one member who noted that whilst they preferred face to face training, it may not always be possible to attend this sort of training and so virtual training can help with ensuring that the maximum number of people can attend.

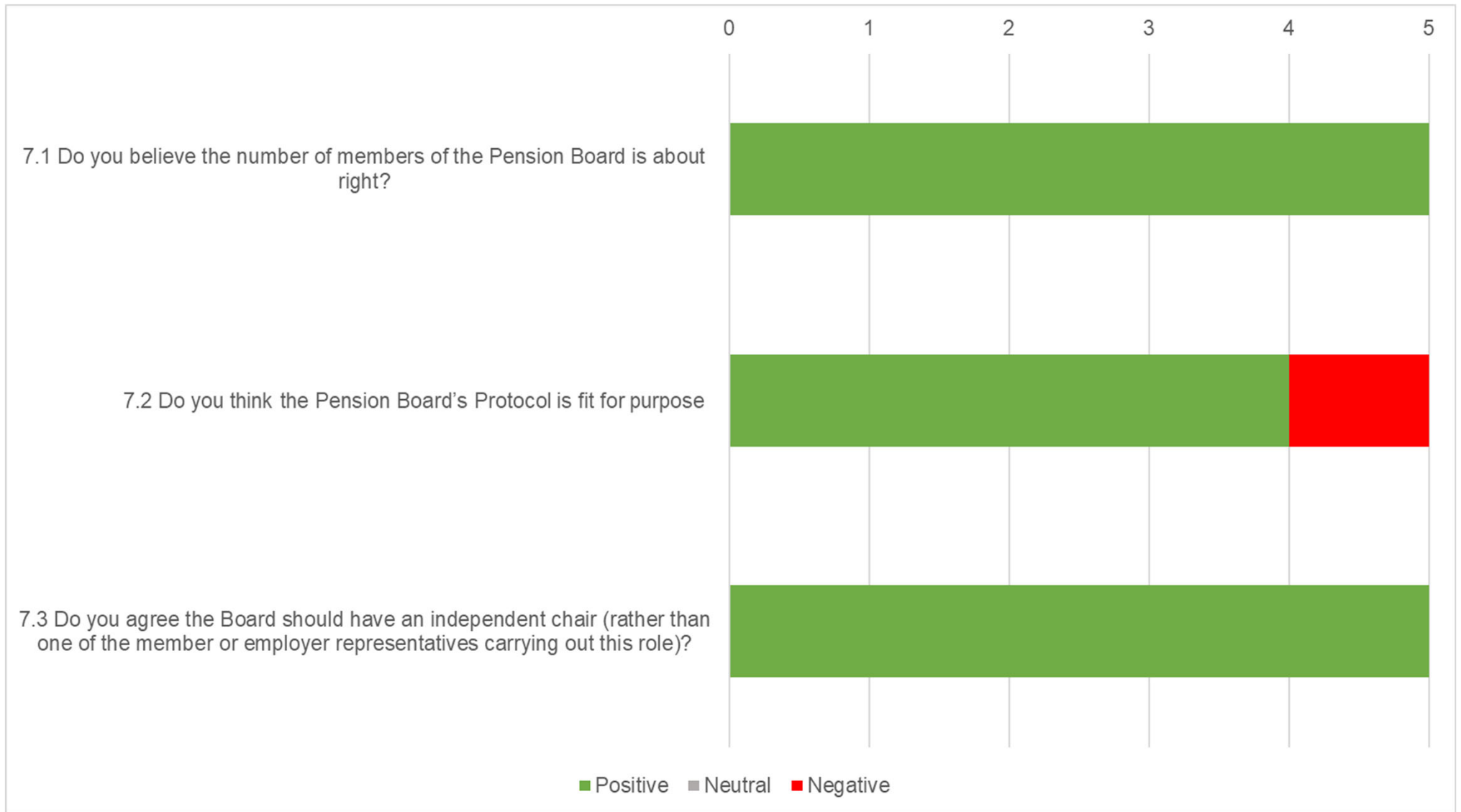
The Fund should consider offering at minimum a hybrid training option for all essential training sessions to help with availability of members.

Administration of Meetings

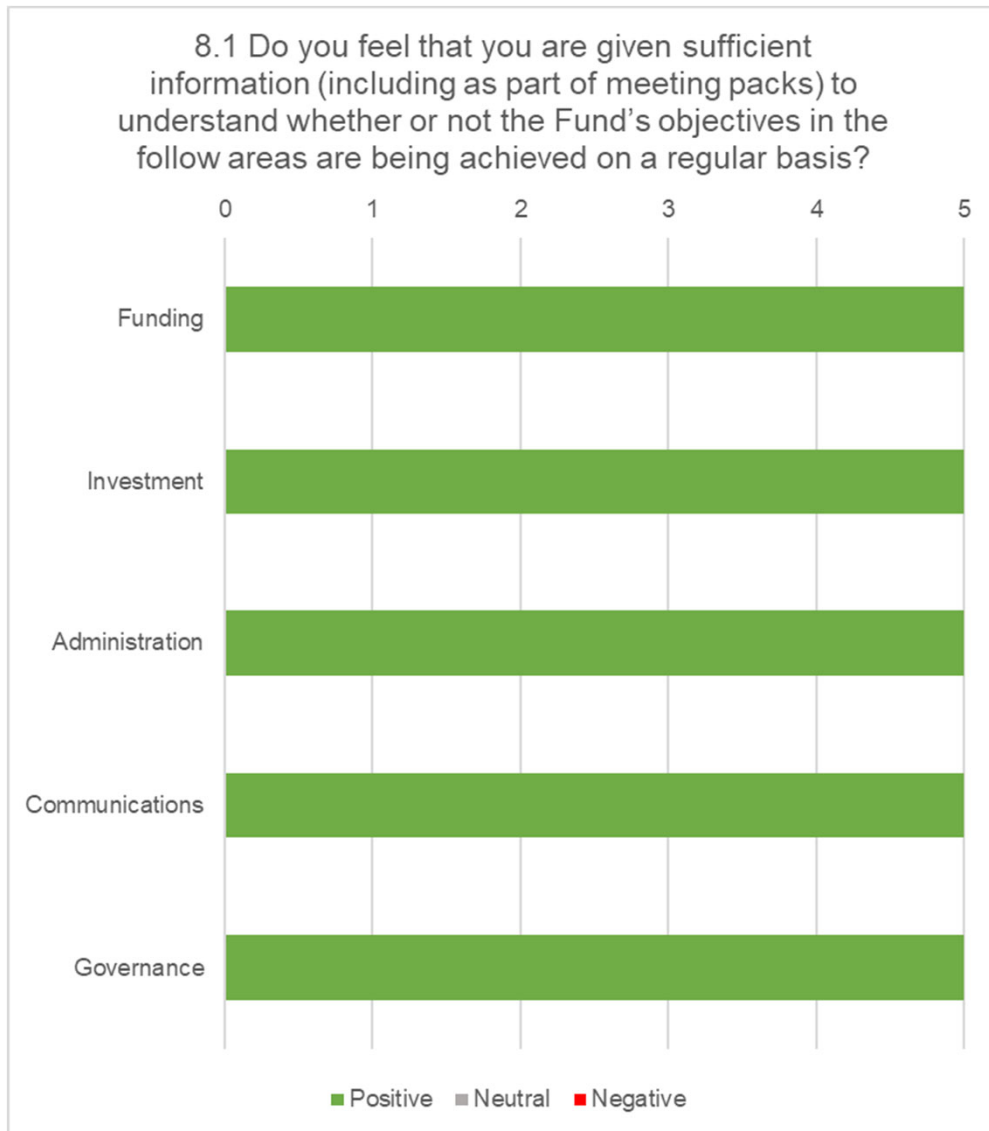


The negative answers to these questions indicated that the meetings were too long rather than too short, and that there could be more reporting by exception.

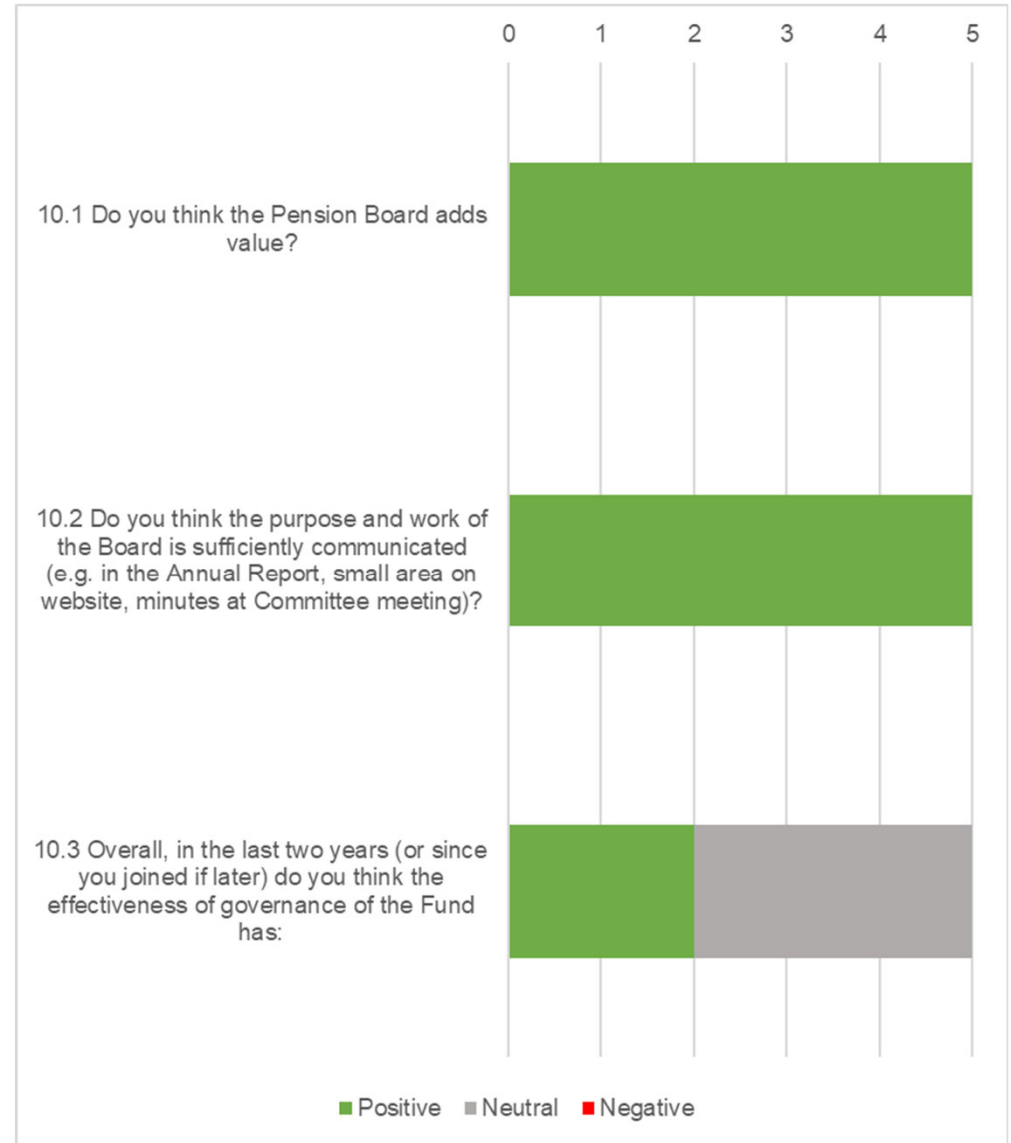
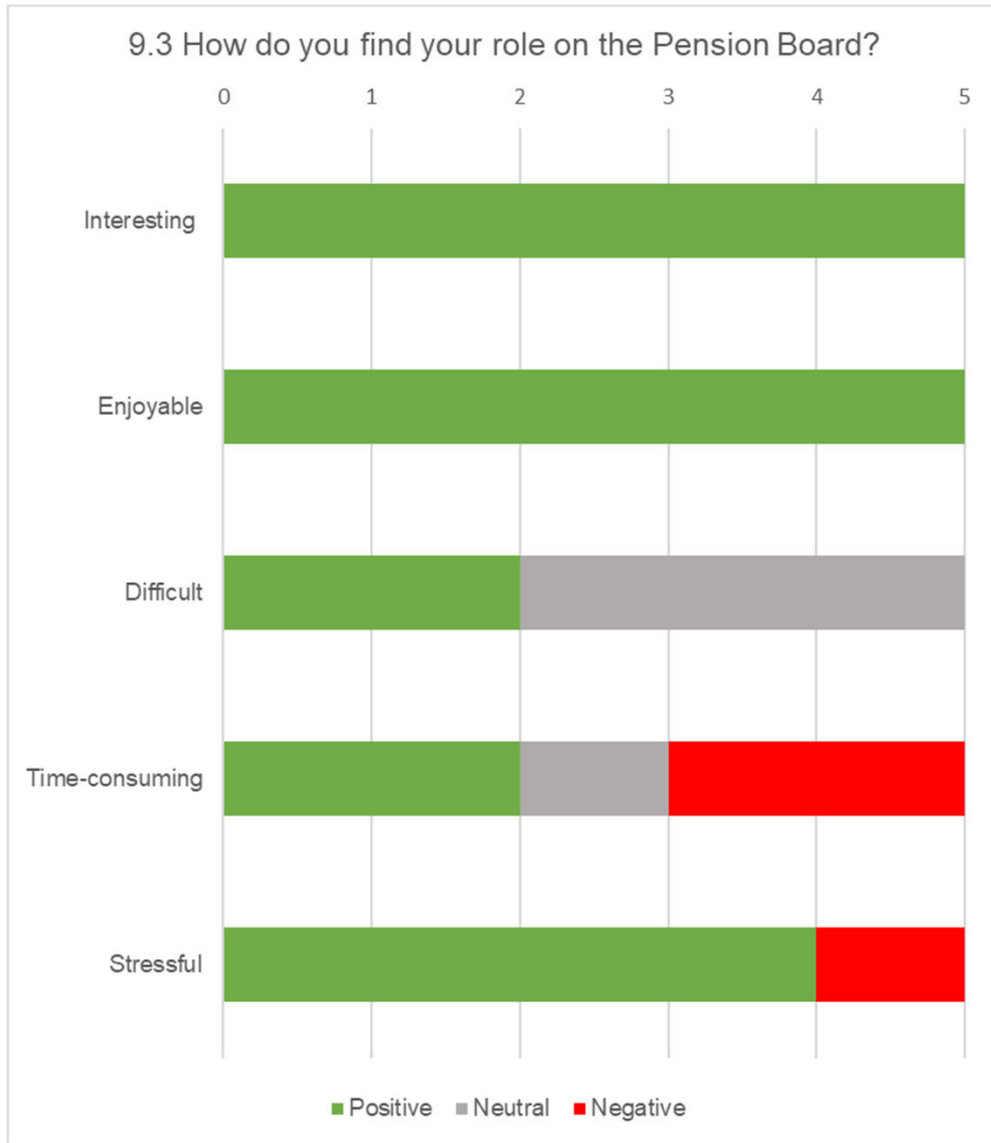
Governance Structure



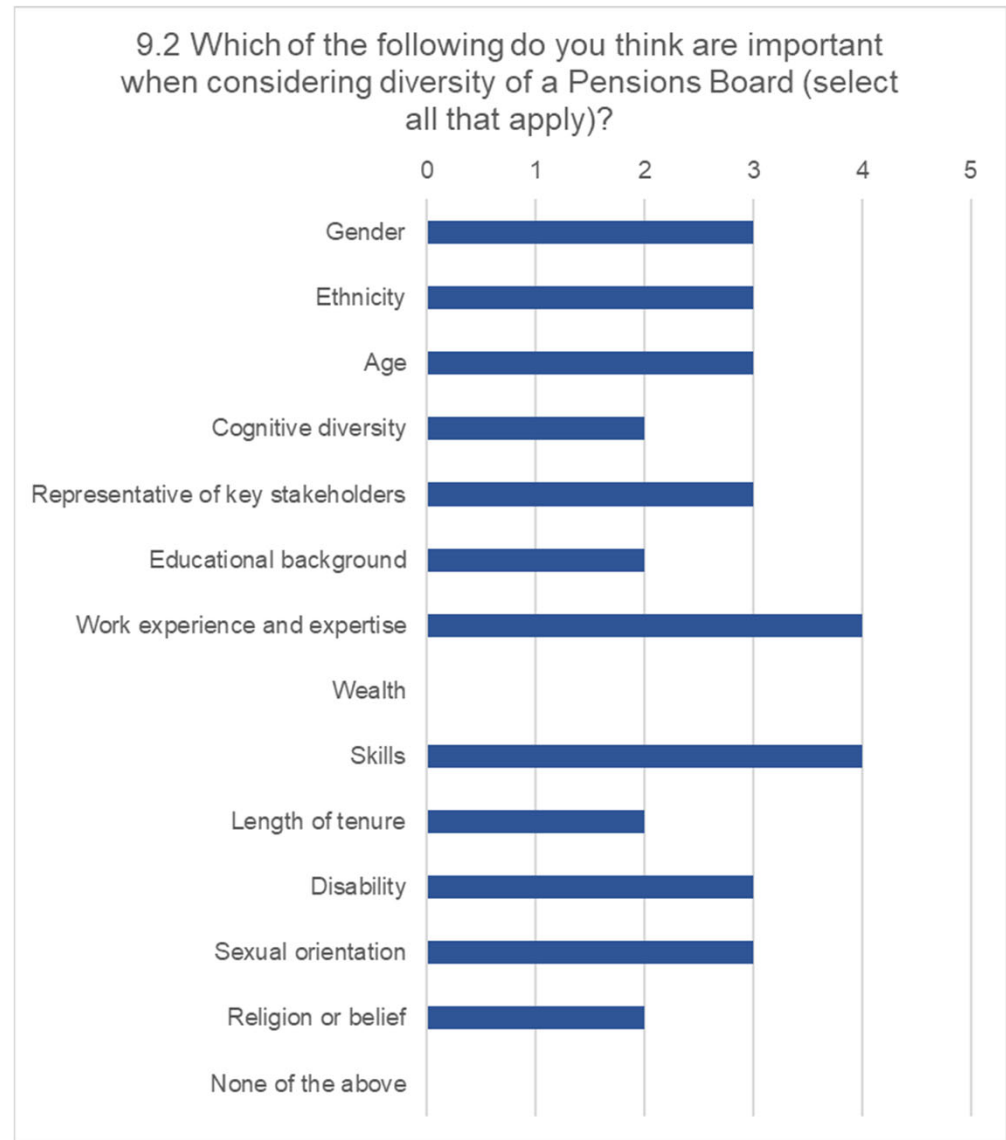
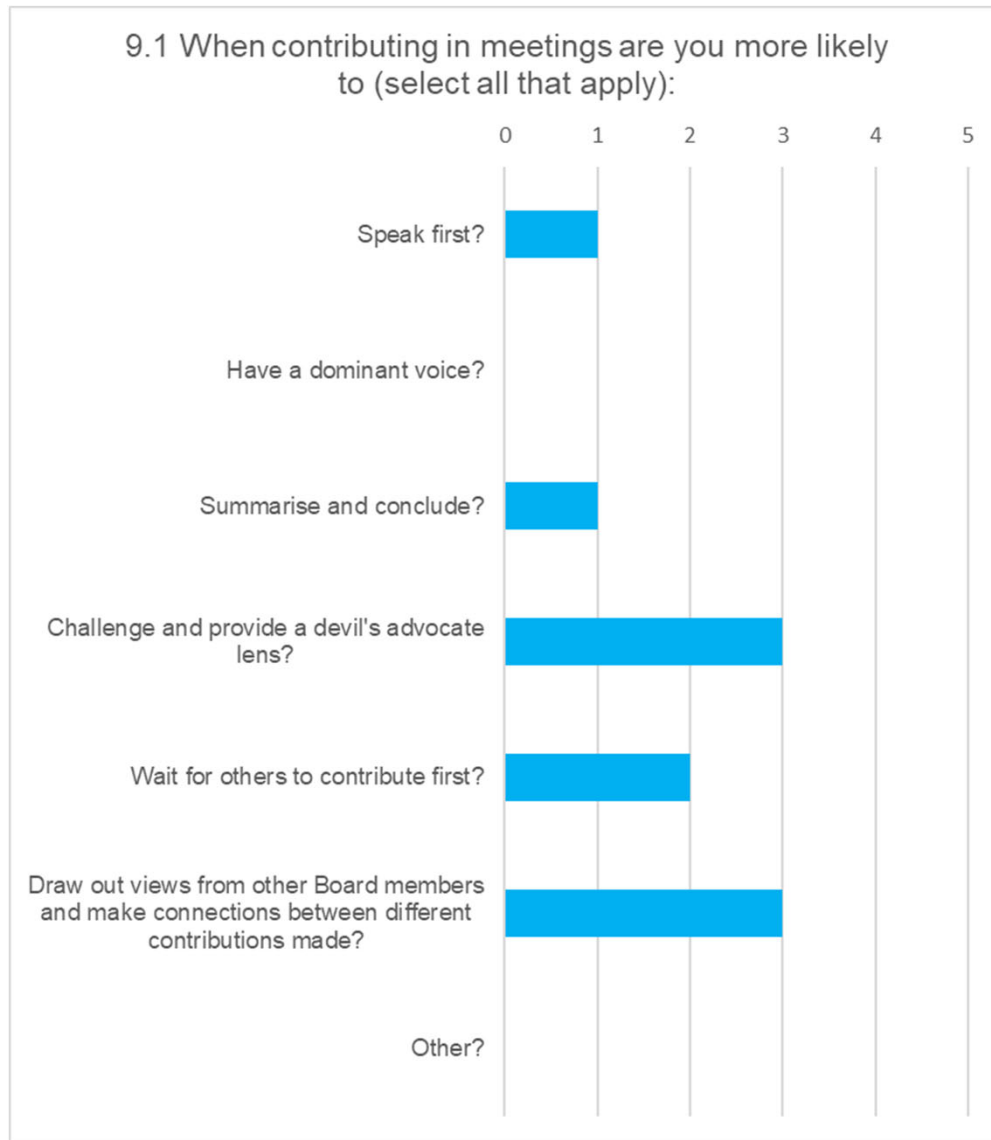
Compliance, Business Planning and Risk Management



Summary and Final Comments



Diversity and Inclusion



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