



BRIEFING NOTE

LGPS Pensions

Customer Service Review – Pensioner Leavers

Overview

Since 16th December 2016, the Kier Pensions Unit have included a questionnaire with the pension options issued to members at the time of their retirement.

The questionnaire asked the following eight questions:

1. It was easy to see what benefits were available to me
2. The information provided was clear and easy to understand
3. Overall, the Pensions Unit provides a good service
4. The retirement process is straight forward
5. My query was answered promptly
6. The response I received was easy to understand
7. Do you feel you know enough about your employer's retirement process?
8. What one thing could improve our service?

For the first six questions, members were then asked to respond on a scale from Strongly Agree to Strongly Disagree.

Questions 5 and 6 refer to cases where the member has contacted the Pensions Unit directly (via telephone, email, or in person).

Results

To date, 11th April 2017, the overall results are as follows:

Issued	1,367				
Returned	209				
	15.29%				
Positive	1,046	Neutral	79	Negative	29
	90.64%		6.85%		2.51%

Looking on an individual question basis, the responses are as follows:

Question	Positive	Neutral	Negative	Nil response	Average Score*
1)	195 93.30%	10 4.78%	4 1.92%	0	4.33
2)	191 91.83%	14 6.73%	3 1.44%	1	4.30
3)	190 91.79%	14 6.76%	3 1.45%	2	4.35
4)	171 81.82%	25 11.96%	13 6.22%	0	4.11
5)	149 92.55%	8 4.97%	4 2.48%	48	4.48
6)	150 93.75%	8 5.00%	2 1.25%	49	4.48

*a score of 5 is applied for Strongly Agree response to 1 for Strongly Disagree

80.23% of responses, feel that they have sufficient knowledge of their employer's retirement process.

Comparing those returns just from the Borough Councils, the responses and average scores are as follows:

	HBC	MBC	R&CBC	SBC
Responses	19	13	34	65
1)	4.26	4.62	4.21	4.38
2)	4.21	4.62	4.09	4.37
3)	4.32	4.54	4.12	4.40
4)	3.79	4.46	4.00	4.20
5)	4.53	4.58	4.38	4.49
6)	4.59	4.58	4.36	4.49
7)	50.00%	90.00%	85.71%	86.54%