

## Active Retirements 1 February to 31 March 2012

### Responses to Retirement Questionnaire

Number of Questionnaires in this period

53

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	49	92%
		NO	4	8%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	26	49%
		B	Within 10 working days after R'ment date	8	15%
		C	Later than 10 days after R'ment date	19	36%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	15	58%
		Later than 10 days after R'ment date	11	42%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	5	63%
		Later than 10 days after returning Opt Form	3	37%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	11	58%
		Later than 10 days after returning Opt Form	8	42%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	40	75%
		Later than 1 month after R'ment date	13	25%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	29	55%
		Good	18	34%
		Average	5	9%
		Poor	1	2%

6	Is there anything we could have done to improve the service we provided?	Yes	7	13%
		No	46	87%

7	Were you treated with sensitivity & fairness?	Yes	53	100%
		No	0	0%