

**Responses to Retirement Questionnaire**

**Number of Questionnaires in this period** 43

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	42	98%
		NO	1	2%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	34	79%
		B	Within 10 working days after R'ment date	4	9%
		C	Later than 10 days after R'ment date	5	12%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	28	82%
		Later than 10 days after R'ment date	6	18%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	3	75%
		Later than 10 days after returning Opt Form	1	25%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	2	40%
		Later than 10 days after returning Opt Form	3	60%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	35	81%
		Later than 1 month after R'ment date	8	19%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	32	74%
		Good	9	21%
		Average	2	5%
		Poor	0	0%

6	Is there anything we could have done to improve the service we provided?	Yes	7	16%
		No	36	84%

7	Were you treated with sensitivity & fairness?	Yes	43	100%
		No	0	0%

