

Responses to Retirement Questionnaire
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Number of Questionnaires in this period	30
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1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	29	97%
		NO	1	3%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	23	77%
		B	Within 10 working days after R'ment date	6	20%
		C	Later than 10 days after R'ment date	1	3%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	20	88%
		Later than 10 days after R'ment date	3	12%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	5	0%
		Later than 10 days after returning Opt Form	1	0%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	0	0%
		Later than 10 days after returning Opt Form	1	100%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	30	100%
		Later than 1 month after R'ment date	0	0%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	26	87%
		Good	2	7%
		Average	2	7%
		Poor	0	0%

6	Is there anything we could have done to improve the service we provided?	Yes	2	7%
		No	28	93%

7	Were you treated with sensitivity & fairness?	Yes	30	100%
		No	0	0%