

Responses to Retirement Questionnaire

Period 1 August to 31st October 2010

Number of Questionnaires in this period	74
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1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	74	100%	
		NO		0%	
<hr style="border: 1px solid cyan;"/>					
2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	45	61%
		B	Within 10 working days after R'ment date	17	23%
		C	Later than 10 days after R'ment date	12	16%
<hr style="border: 1px solid cyan;"/>					
3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	38	84%	
		Later than 10 days after R'ment date	7	16%	
<hr style="border: 1px solid cyan;"/>					
3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	13	76%	
		Later than 10 days after returning Opt Form	4	24%	
<hr style="border: 1px solid cyan;"/>					
3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	6	50%	
		Later than 10 days after returning Opt Form	6	50%	
<hr style="border: 1px solid cyan;"/>					
4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	63	85%	
		Later than 1 month after R'ment date	11	15%	
<hr style="border: 1px solid cyan;"/>					
5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	52	70%	
		Good	22	30%	
		Average	0	0%	
		Poor	0	0%	
<hr style="border: 1px solid cyan;"/>					
6	Is there anything we could have done to improve the service we provided?	Yes	5	7%	
		No	69	93%	
<hr style="border: 1px solid cyan;"/>					
7	Were you treated with sensitivity & fairness?	Yes	73	99%	
		No	1	1%	

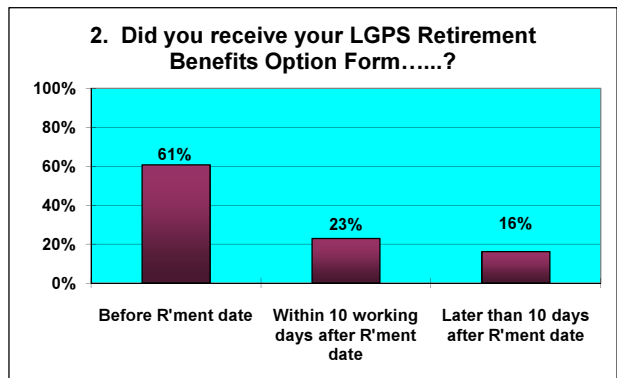
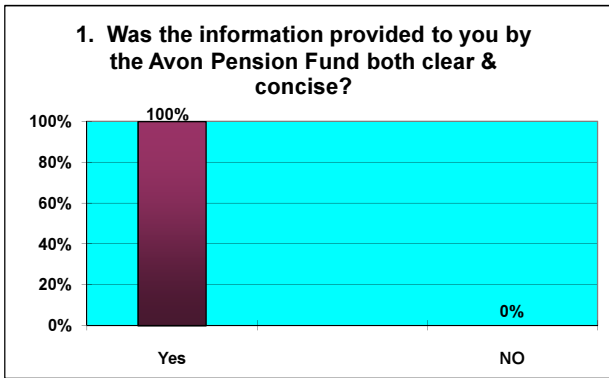
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Period 1 August to 31st October 2010

Number of Questionnaires in this period

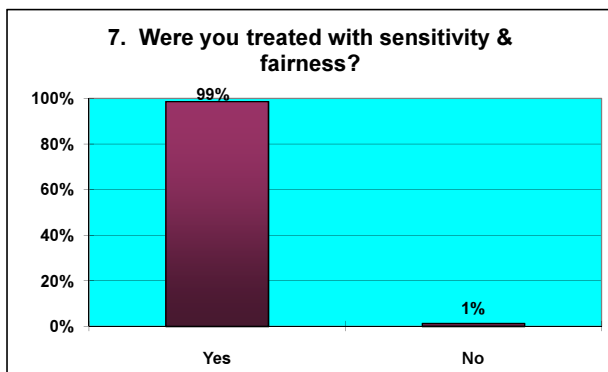
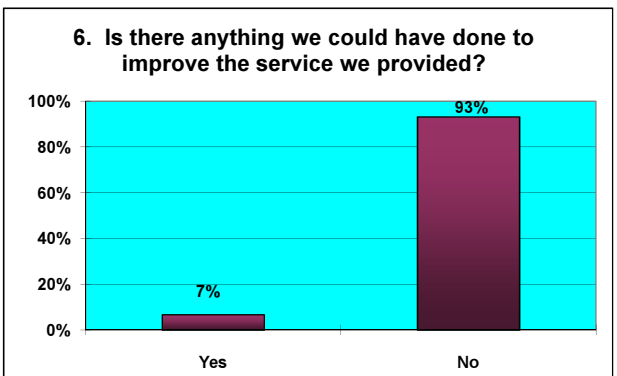
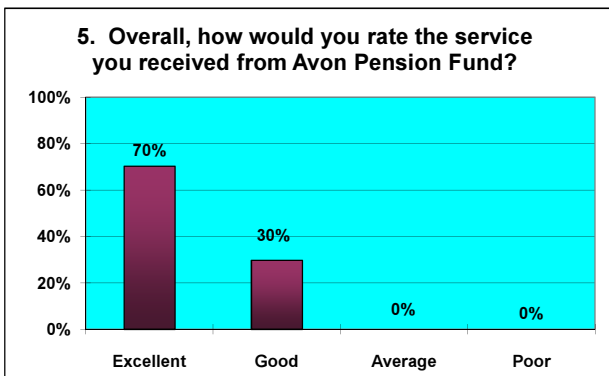
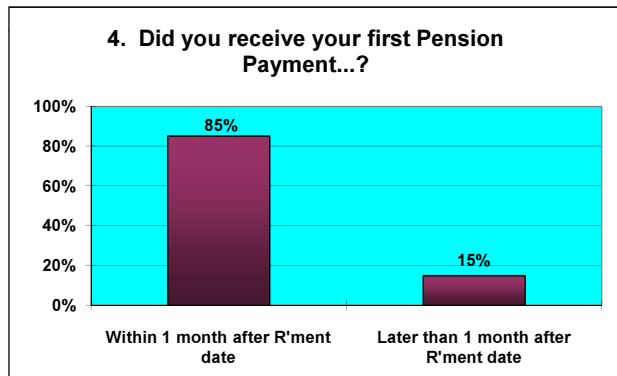
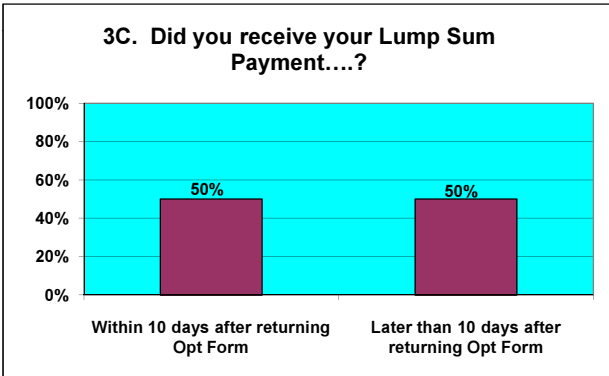
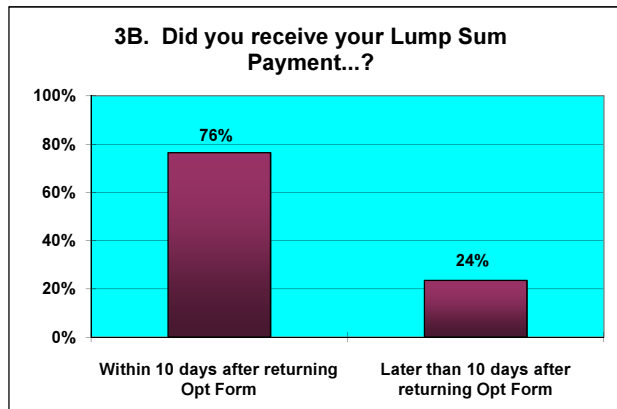
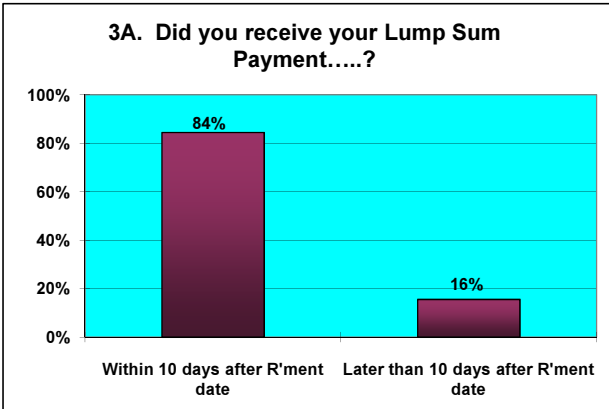
31

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	30	97%
		NO	1	3%
2	Did you receive your LGPS Retirement Benefits Option Form.....	A Before R'ment date	28	90%
		B Within 10 working days after R'ment date	1	3%
		C Later than 10 days after R'ment date	2	6%
3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	26	93%
		Later than 10 days after R'ment date	2	7%
3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	1	100%
		Later than 10 days after returning Opt Form	0	0%
3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	2	100%
		Later than 10 days after returning Opt Form	0	0%
4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	29	94%
		Later than 1 month after R'ment date	2	6%
5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	24	77%
		Good	6	19%
		Average	1	3%
		Poor	0	0%
6	Is there anything we could have done to improve the service we provided?	Yes	5	16%
		No	26	84%
7	Were you treated with sensitivity & fairness?	Yes	31	100%
		No		0%

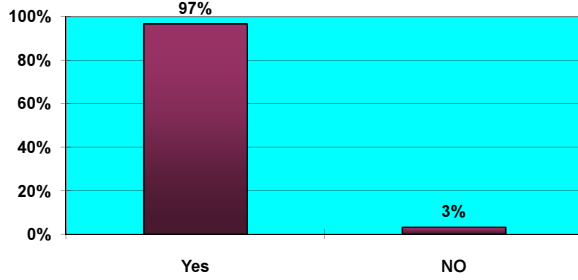


From Question 2 above (column 1)

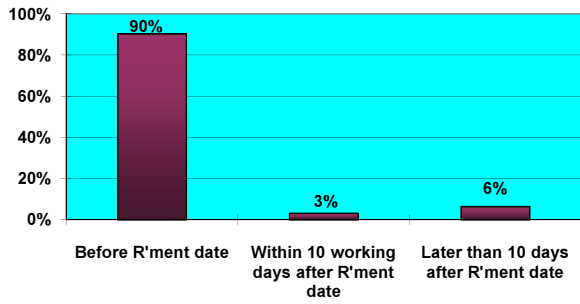
From Question 2 above (column 2 & 3)



1. Was the information provided to you by the Avon Pension Fund both clear & concise?



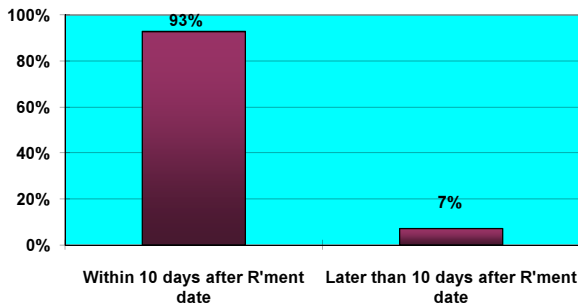
2. Did you receive your LGPS Retirement Benefits Option Form...?



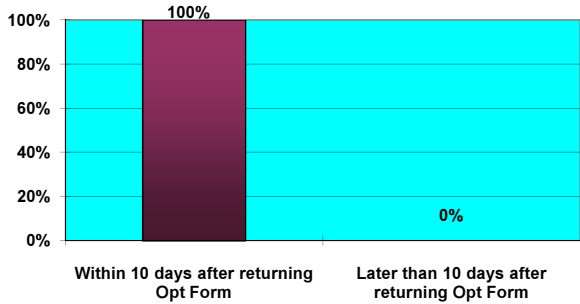
From Question 2 above (column 1)

From Question 2 above (column 2 & 3)

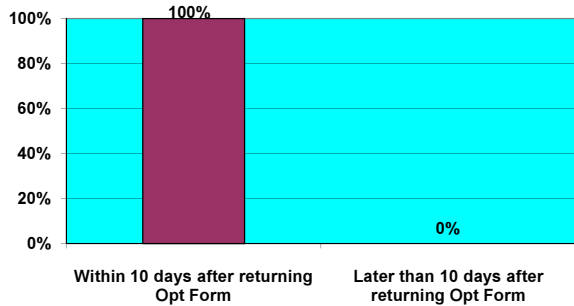
3A. Did you receive your Lump Sum Payment...?



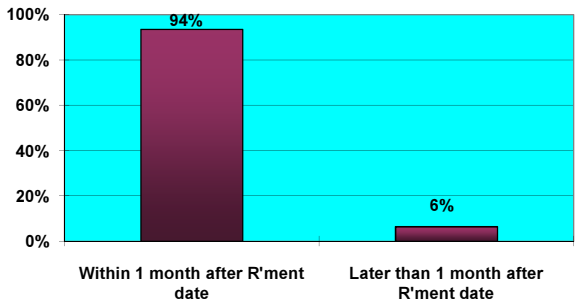
3B. Did you receive your Lump Sum Payment...?



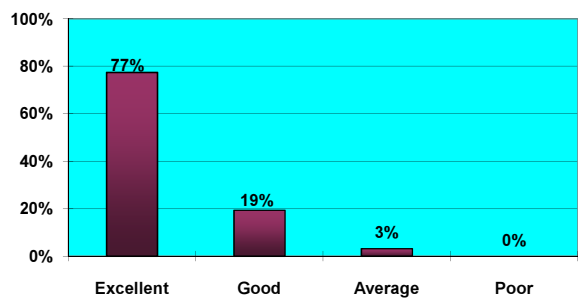
3C. Did you receive your Lump Sum Payment...?



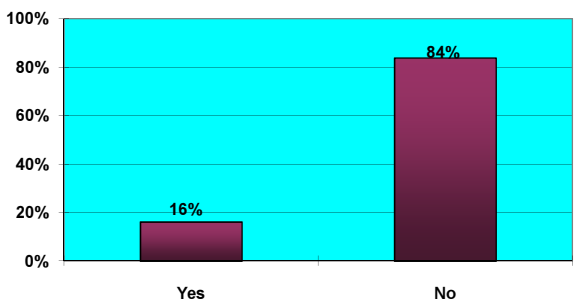
4. Did you receive your First Pension Payment...?



5. Overall, how would you rate the service you received from Avon Pension Fund?



6. Is there anything we could have done to improve the service we provided?



7. Were you treated with sensitivity & fairness?

