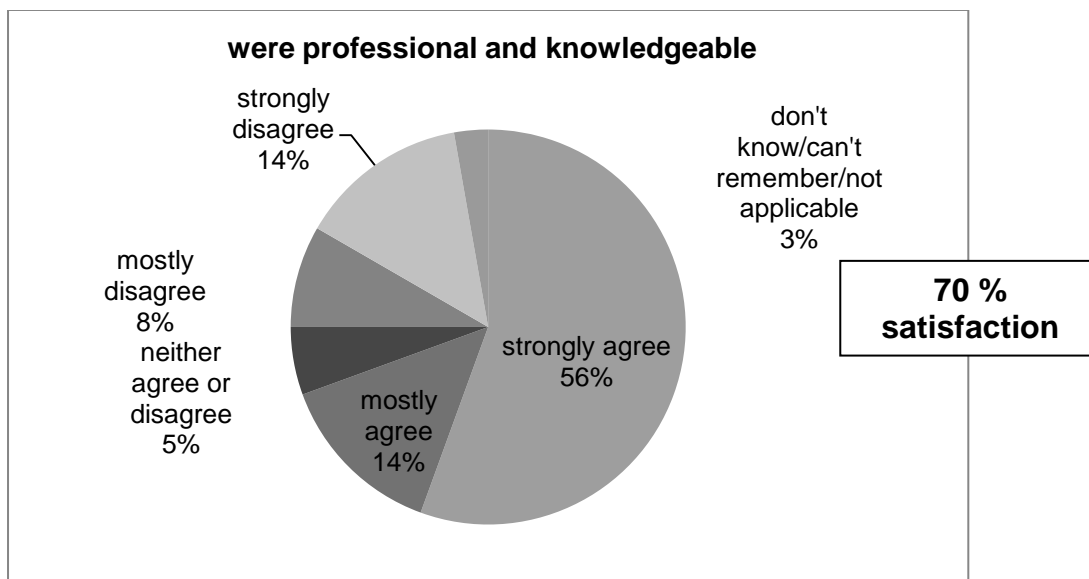
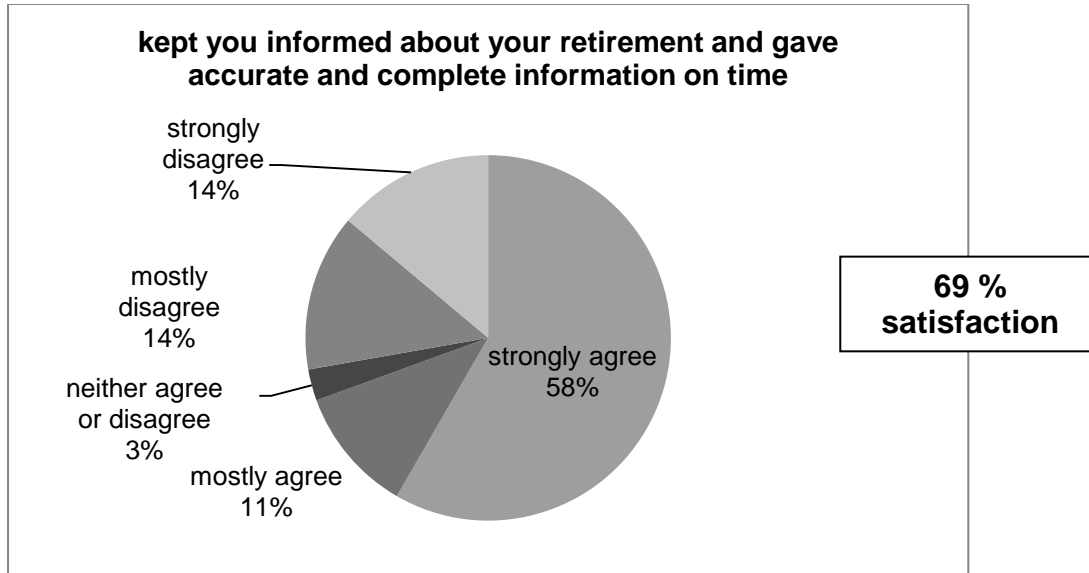


Annex 1

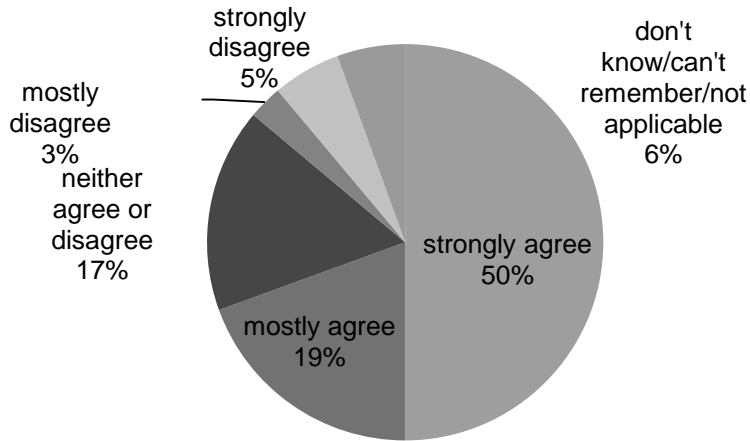
Retirement customer service questionnaire results to 30 September 2017

36 responses

Q1 To what extent do you agree or disagree that the Avon Pension Fund ...

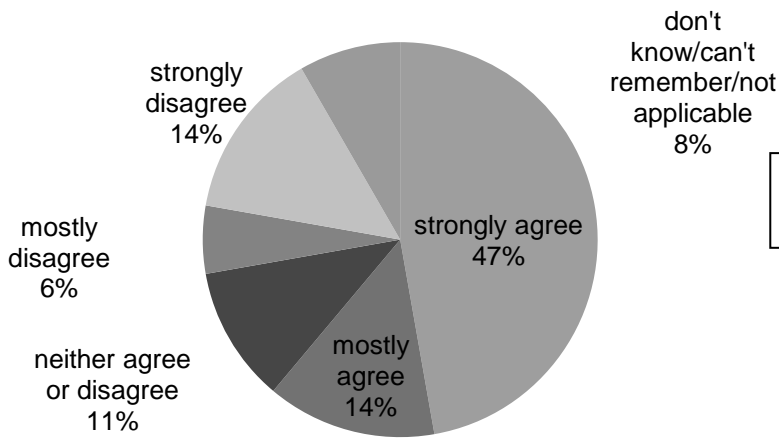


had a polite, friendly attitude, treating you with respect



**69 %
satisfaction**

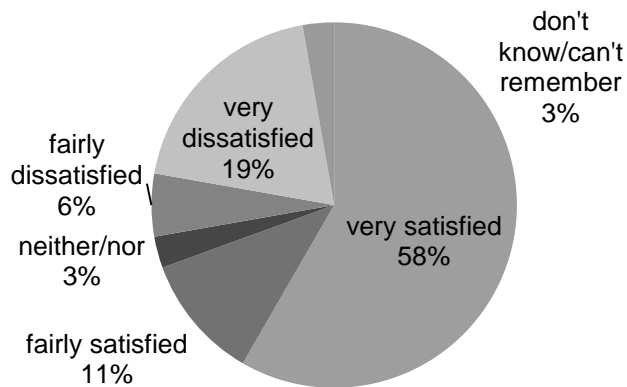
answered any questions or issues that you had



**61 %
satisfaction**

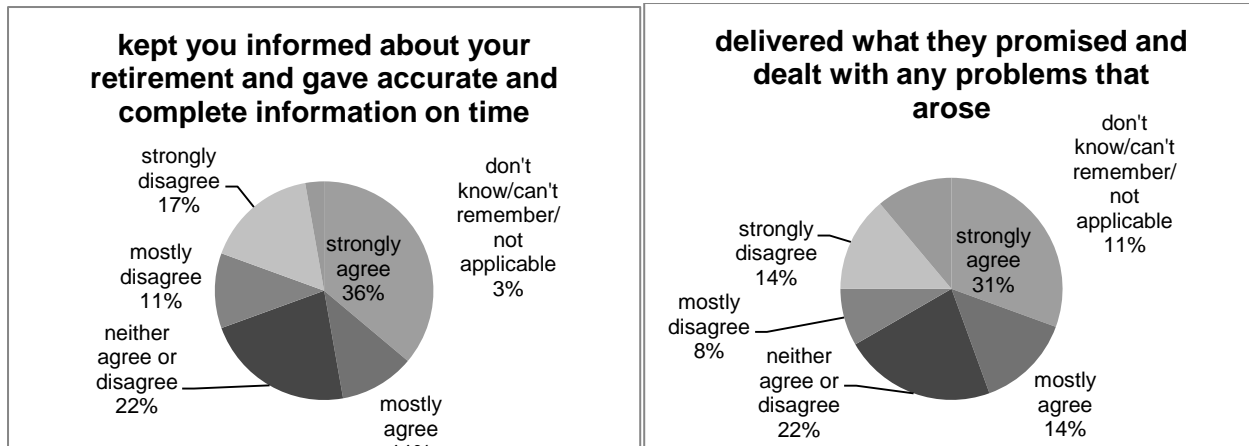
Q2 Overall, how satisfied are you with service you received from the Avon Pension Fund?

Overall, how satisfied are you with service you received from the Avon Pension Fund?



**69 %
satisfaction**

Q3 To process your retirement efficiently and on time we require timely and accurate information from your former employer. To what extent do you agree or disagree that your former employer...



Annex 2

Employer event feedback

During the 3 months to 30 September an Employer Forum for Academies took place (29 September). A short feedback form using SurveyMonkey was emailed to all participants. 28 attendees – 9 responses received.

Average usefulness rating for each session (1 to 5 where 1= poor, 5=excellent)

- Technical update 4.22
- Employer responsibilities 4.56
- Intro to the Employer Services team 4.78
- New leaver form and process 4.33
- Pensions valuation 4.22
- My pension online demo 4.11
- **Overall how useful was event 4.67**
- Event length - 100% said "just about right"
- Would you attend a similar event in 6 months time – 100% said "Yes"

Any comments:

- The employee relations and member services team are amazingly helpful, particularly with a topic that can be such a minefield. The team are always incredibly friendly, patient, knowledgeable and helpful. Customer service like that can be a rarity these days. Thank you (*Olympus Academy Trust*)
- Support so far has been excellent for new MAT (*Kaleidoscope MAT*)

Member feedback

During period a general enquiries member pension clinic was held at North Somerset Council (13 September). 32 attendees - 32 feedback forms completed

Rate your experience of the clinic (1 to 5 rating, where 1=poor, 5=excellent)

Overall average rating of 4.5

Any comments:

- Excellent discussion – explained in detail
- Very helpful – info on AVCs & APCs explained. Info on website useful

- Very helpful useful session
- Clarified all my questions
- Many thanks, easy to understand and helpful
- Great calm approach to a tricky subject