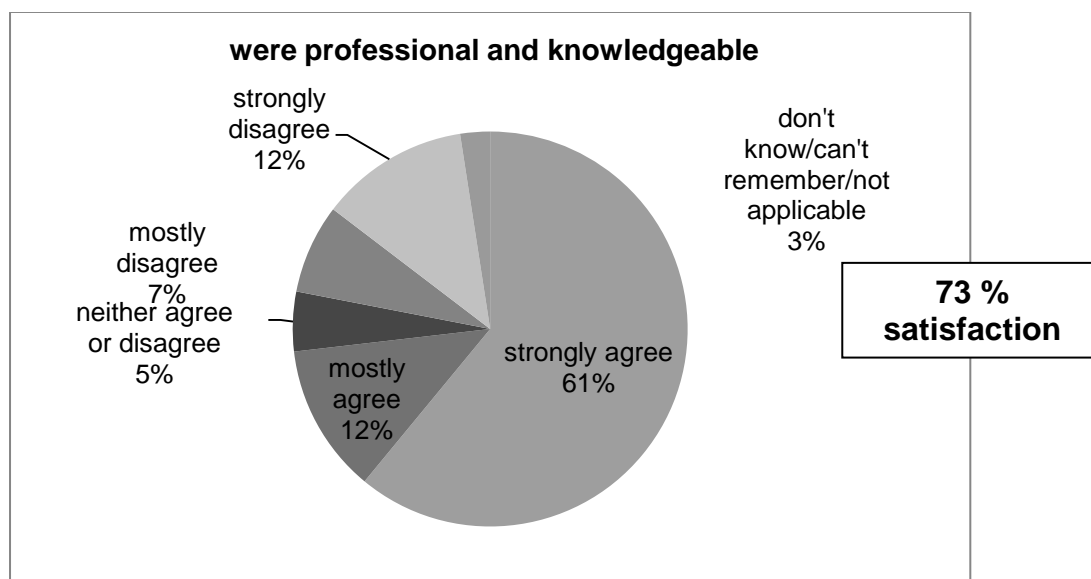
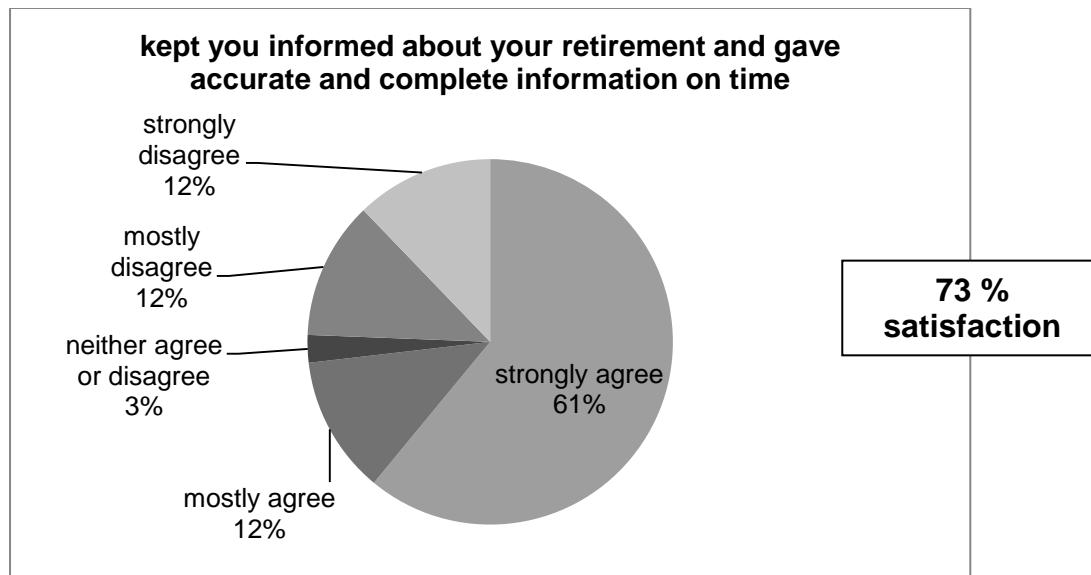


Annex 1

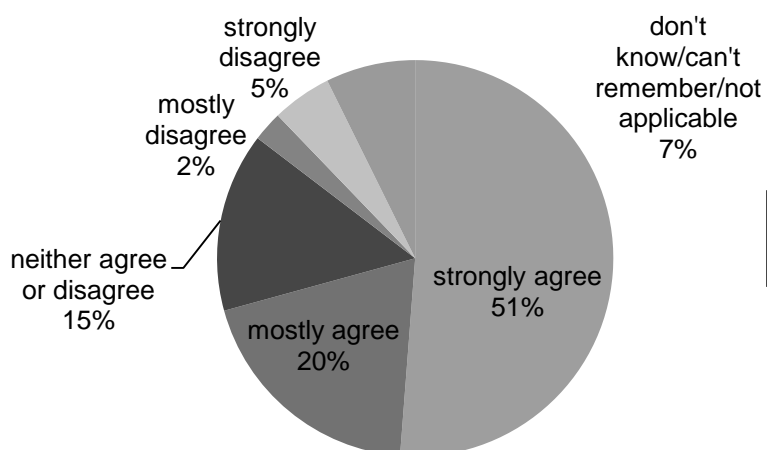
Retirement customer service questionnaire results to 31 December 2017

42 responses

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

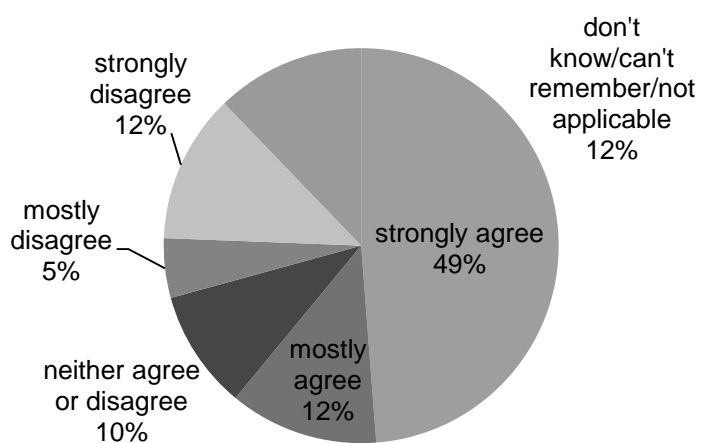


had a polite, friendly attitude, treating you with respect



**71 %
satisfaction**

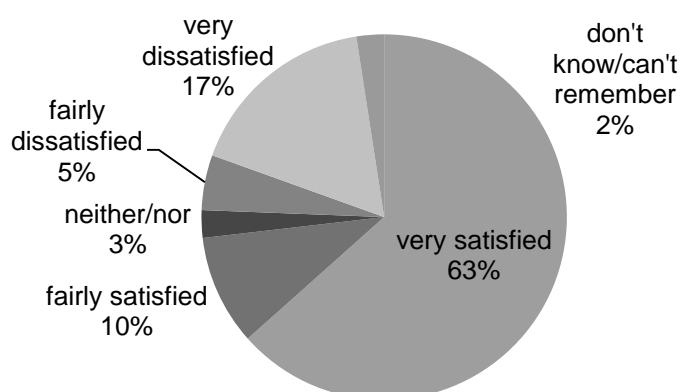
answered any questions or issues that you had



**64 %
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?



**73 %
satisfaction**

Annex 2

Employer event feedback

An Employers Forum was held on 15 November, as the last in a series of three forums targeting different employer types

Attendees: 26

Responses: 12 – 46% response rate

Q3. How useful did you find the following sessions at the forum?

	POINTLESS	NOT THAT USEFUL	USEFUL	VERY USEFUL	EXCELLENT
Technical update (Legislation/regs)	0.00% 0	16.67% 2	50.00% 6	25.00% 3	8.33% 1
Intro to the Employer Services team	0.00% 0	0.00% 0	25.00% 3	58.33% 7	16.67% 2
Employer responsibilities	0.00% 0	8.33% 1	8.33% 1	66.67% 8	16.67% 2
New Leaver form and process	0.00% 0	8.33% 1	16.67% 2	66.67% 8	8.33% 1

Q4. Overall, how useful did you find the forum?

POINTLESS	NOT THAT USEFUL	USEFUL	VERY USEFUL	EXCELLENT	TOTAL	WEIGHTED AVERAGE
0.00% 0	0.00% 0	25.00% 3	58.33% 7	16.67% 2	12	3.92

Comments:

- This latest forum was a good overview in terms of jogging memories for groups that have no specific HR/Pension dept. Shame I missed the specific Town and Parish Council forum earlier in the year.
- Excellent delivery from all the staff from APF, sessions were just right length.
- Service has improved with introduction of employer services team, there is a definite feeling that you want to work with us
- It's good to meet colleagues in person.
- Have found help to date really useful. I am new to the pension role.

Member feedback

Member website survey - Please rate your experience on our website

Survey launched 8 November.

Number of submissions in period	16
5 stars	13
4 stars	3
3 stars	0
2 stars	0
1 star	0
Comments: Fantastic service – well done	