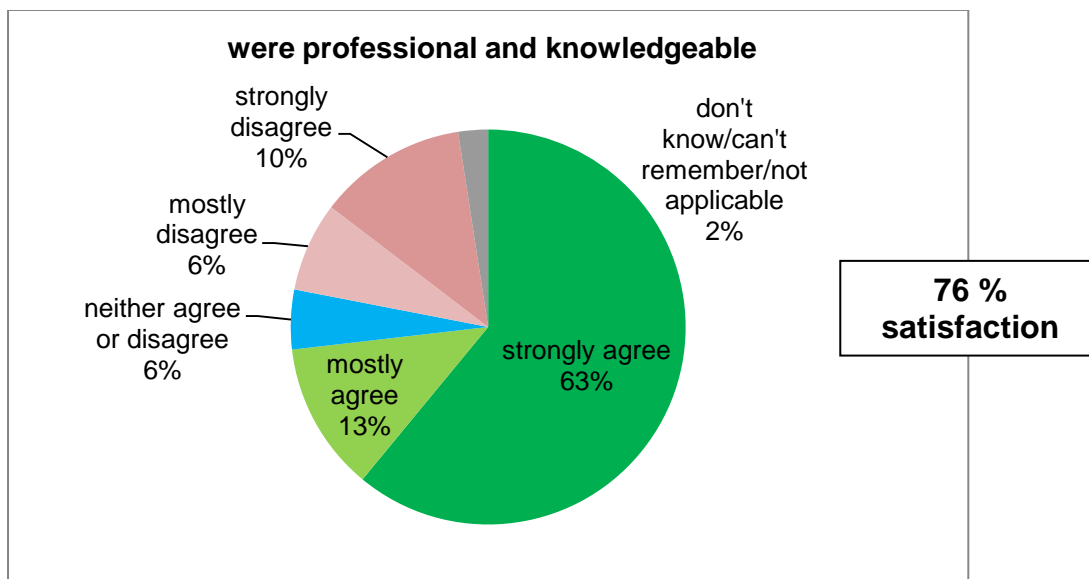
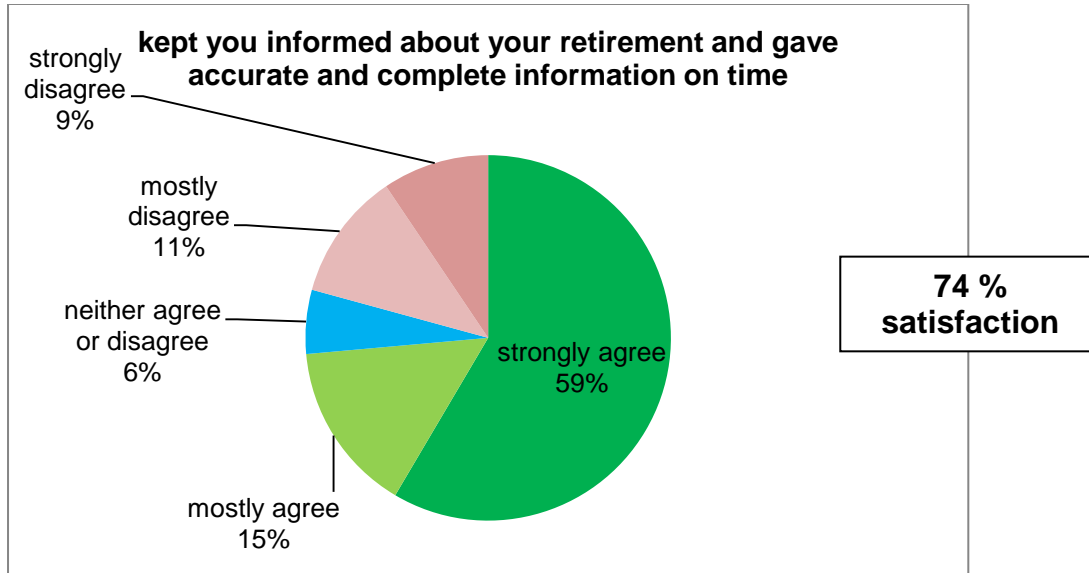


Annex 1

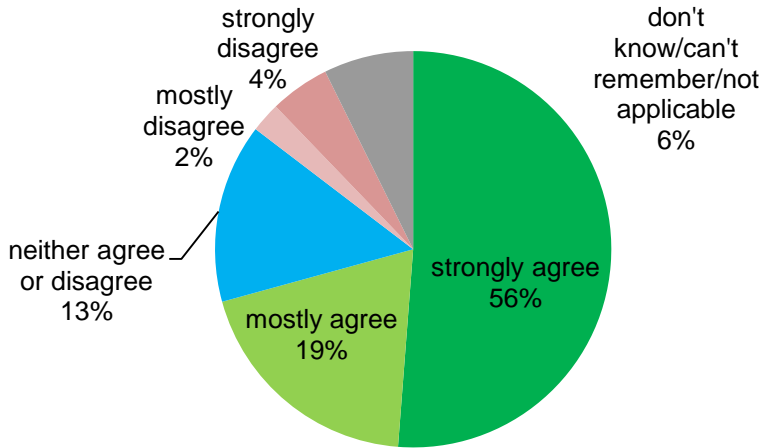
Retirement customer service questionnaire results to 31 December 2018

53 responses

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

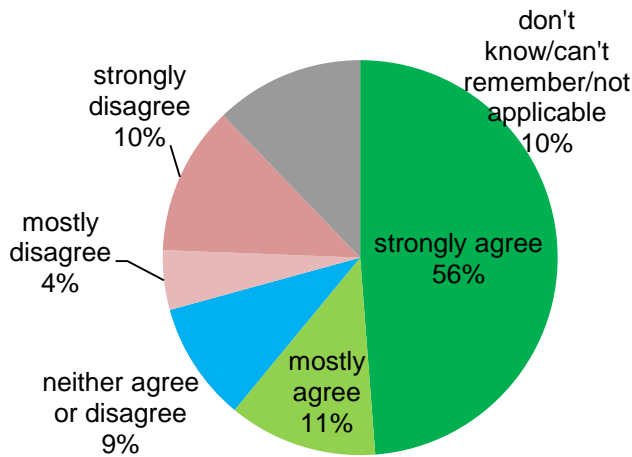


had a polite, friendly attitude, treating you with respect



**75 %
satisfaction**

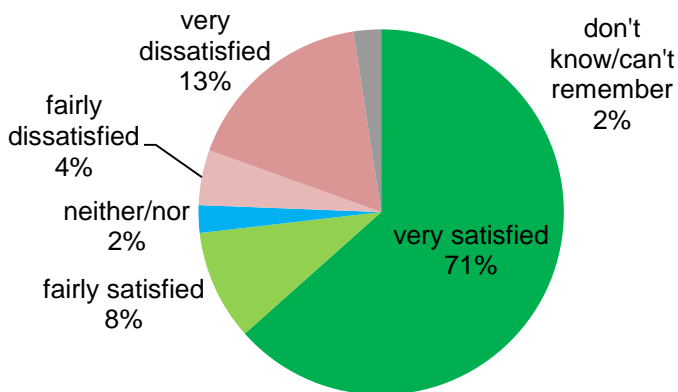
answered any questions or issues that you had



**67 %
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?



**79 %
satisfaction**

Annex 2

Member feedback

Member website survey - Please rate your experience on our website

Results of the star rating survey for period to 31 December 2018

Number of submissions in period	48	%
5 stars	41	85%
4 stars	1	2%
3 stars	0	0
2 stars	2	4%
1 star	4	8%
Comments:		
<ul style="list-style-type: none">• A comprehensive site with useful details and information, but not very intuitive to navigate• pretty easy to navigate.• would have been 5 star if you could complete forms online and submit• Very good – thanks• I want to reduce my payments but cannot find how to		

Annex 2

Employer feedback

Employer forums were held on 23 January and 5 February.

The 23 January session was aimed at academies, educational establishments, universities and colleges. There were 54 attendees to this event. The 5 February session was aimed at town and parish councils, unitary authorities. There were 26 attendees at this event.

Feedback from both forums is highlighted below.

Employers Forum 23 Jan 2019 - Feedback

1. How useful did you find the following parts of the forum?						
	Not at all useful	Not very useful	Useful	Very useful	Excellent	Response Total
Funding review results and planning for 2019 Valuation	9.1% (1)	0.0% (0)	0.0% (0)	81.8% (9)	9.1% (1)	11
Data preparation	0.0% (0)	0.0% (0)	18.2% (2)	72.7% (8)	9.1% (1)	11
Regulatory update	0.0% (0)	9.1% (1)	36.4% (4)	54.5% (6)	0.0% (0)	11
Pensions Administration Strategy	0.0% (0)	9.1% (1)	27.3% (3)	63.6% (7)	0.0% (0)	11
Service Level Agreements	0.0%	0.0%	18.2%	81.8%	0.0%	11

1. How useful did you find the following parts of the forum?

	Not at all useful	Not very useful	Useful	Very useful	Excellent	Response Total
	(0)	(0)	(2)	(9)	(0)	
					answered	11
					skipped	0


Matrix Charts



1.1. Funding review results and planning for 2019 Valuation						Response Percent	Response Total
1	Not at all useful					9.1%	1
2	Not very useful					0.0%	0
3	Useful					0.0%	0
4	Very useful					81.8%	9
5	Excellent					9.1%	1
Analysis	Mean: 3.82	Std. Deviation: 0.94	Satisfaction Rate: 70.45				
	Variance: 0.88	Std. Error: 0.28				answered	11


1.2. Data preparation						Response Percent	Response Total
1	Not at all useful					0.0%	0
2	Not very useful					0.0%	0
3	Useful					18.2%	2
4	Very useful					72.7%	8
5	Excellent					9.1%	1
Analysis	Mean: 3.91	Std. Deviation: 0.51	Satisfaction Rate: 72.73				
	Variance: 0.26	Std. Error: 0.16				answered	11

1.3. Regulatory update						Response Percent	Response Total
1	Not at all useful					0.0%	0
2	Not very useful					9.1%	1
3	Useful					36.4%	4
4	Very useful					54.5%	6
5	Excellent					0.0%	0
Analysis	Mean: 3.45	Std. Deviation: 0.66	Satisfaction Rate: 61.36				
	Variance: 0.43	Std. Error: 0.2				answered	11

1.4. Pensions Administration Strategy						Response Percent	Response Total
1	Not at all useful					0.0%	0
2	Not very useful					9.1%	1
3	Useful					27.3%	3



1.4. Pensions Administration Strategy						Response Percent	Response Total
4	Very useful					63.6%	7
5	Excellent					0.0%	0
Analysis	Mean:	3.55	Std. Deviation:	0.66	Satisfaction Rate:	63.64	answered
	Variance:	0.43	Std. Error:	0.2			

1.5. Service Level Agreements						Response Percent	Response Total
1	Not at all useful					0.0%	0
2	Not very useful					0.0%	0
3	Useful					18.2%	2
4	Very useful					81.8%	9
5	Excellent					0.0%	0
Analysis	Mean:	3.82	Std. Deviation:	0.39	Satisfaction Rate:	70.45	answered
	Variance:	0.15	Std. Error:	0.12			

2. Was the forum too long, too short or about right?							
						Response Percent	Response Total
1	Too long					0.00%	0
2	About right					100.00%	11
3	Too short					0.00%	0
Analysis	Mean:	2	Std. Deviation:	0	Satisfaction Rate:	50	answered
	Variance:	0	Std. Error:	0			skipped
							0

3. What did you think of the venue?				
	Poor	OK	Good	Response Total
Location / parking / travel	9.1% (1)	0.0% (0)	90.9% (10)	11
Facilities	0.0% (0)	27.3% (3)	72.7% (8)	11
Refreshments	18.2% (2)	54.5% (6)	27.3% (3)	11
				answered
				11
				skipped
				0

Matrix Charts

3.1. Location / parking / travel						Response Percent	Response Total
1	Poor					9.1%	1
2	OK					0.0%	0
3	Good					90.9%	10

3.1. Location / parking / travel						Response Percent	Response Total	
Analysis	Mean:	2.82	Std. Deviation:	0.57	Satisfaction Rate:	90.91	answered	11
	Variance:	0.33	Std. Error:	0.17				

3.2. Facilities						Response Percent	Response Total	
1	Poor					0.0%	0	
2	OK					27.3%	3	
3	Good					72.7%	8	
Analysis	Mean:	2.73	Std. Deviation:	0.45	Satisfaction Rate:	86.36	answered	11
	Variance:	0.2	Std. Error:	0.13				

3.3. Refreshments						Response Percent	Response Total	
1	Poor					18.2%	2	
2	OK					54.5%	6	
3	Good					27.3%	3	
Analysis	Mean:	2.09	Std. Deviation:	0.67	Satisfaction Rate:	54.55	answered	11
	Variance:	0.45	Std. Error:	0.2				

4. Are there any areas that you would like us to cover in future forums?				Response Percent	Response Total	
1	Open-Ended Question			100.00%	1	
	1	Nothing specific				
				answered	1	
				skipped	10	

5. Please let us know if you have any other comments about the event or the support we provide?				Response Percent	Response Total	
1	Open-Ended Question			100.00%	6	
	1	Unfortunately it was extremely difficult to hear the speakers, as there was a speaker system in the venue, could Microphones be used?				
	2	Really struggled to hear most speakers - needed a microphone. No biscuits!!.				
	3	The speakers could have done with a microphone, being sat at the back there were some parts I couldn't hear at all				
	4	it would be good to know in advance what is to be covered, an agenda, as a lot of the information was not relevant to me, and other members may have been more suited to the seminar.				
	5	The event would have benefited from a sound system. I was sat at the back and it was difficult to hear some of the talks.				
	6	Biscuits at the break!				
				answered	6	
				skipped	5	

Employers Forum 5 February 2019 - Feedback

1. How useful did you find the following parts of the forum?

	Not at all useful	Not very useful	Useful	Very useful	Excellent	Response Total
Preparation for 2019 Valuation	0.0% (0)	11.1% (1)	22.2% (2)	44.4% (4)	22.2% (2)	9
Data preparation	0.0% (0)	22.2% (2)	11.1% (1)	44.4% (4)	22.2% (2)	9
Regulatory update	0.0% (0)	0.0% (0)	44.4% (4)	22.2% (2)	33.3% (3)	9
Pensions Administration Strategy	0.0% (0)	0.0% (0)	50.0% (4)	25.0% (2)	25.0% (2)	8
Service Level Agreements	0.0% (0)	0.0% (0)	37.5% (3)	37.5% (3)	25.0% (2)	8
					answered	9
					skipped	0

Matrix Charts

1.1. Preparation for 2019 Valuation						Response Percent	Response Total
1	Not at all useful					0.0%	0
2	Not very useful					11.1%	1
3	Useful					22.2%	2
4	Very useful					44.4%	4
5	Excellent					22.2%	2
Analysis	Mean:	3.78	Std. Deviation:	0.92	Satisfaction Rate:	69.44	answered
	Variance:	0.84	Std. Error:	0.31			

1.2. Data preparation						Response Percent	Response Total
1	Not at all useful					0.0%	0
2	Not very useful					22.2%	2
3	Useful					11.1%	1
4	Very useful					44.4%	4
5	Excellent					22.2%	2
Analysis	Mean:	3.67	Std. Deviation:	1.05	Satisfaction Rate:	66.67	answered
	Variance:	1.11	Std. Error:	0.35			

1.3. Regulatory update						Response Percent	Response Total
1	Not at all useful					0.0%	0
2	Not very useful					0.0%	0
3	Useful					44.4%	4
4	Very useful					22.2%	2

1.3. Regulatory update						Response Percent	Response Total
5	Excellent					33.3%	3
Analysis	Mean:	3.89	Std. Deviation:	0.87	Satisfaction Rate:	72.22	answered
	Variance:	0.77	Std. Error:	0.29			

1.4. Pensions Administration Strategy						Response Percent	Response Total
1	Not at all useful					0.0%	0
2	Not very useful					0.0%	0
3	Useful					50.0%	4
4	Very useful					25.0%	2
5	Excellent					25.0%	2
Analysis	Mean:	3.75	Std. Deviation:	0.83	Satisfaction Rate:	68.75	answered
	Variance:	0.69	Std. Error:	0.29			

1.5. Service Level Agreements						Response Percent	Response Total
1	Not at all useful					0.0%	0
2	Not very useful					0.0%	0
3	Useful					37.5%	3
4	Very useful					37.5%	3
5	Excellent					25.0%	2
Analysis	Mean:	3.88	Std. Deviation:	0.78	Satisfaction Rate:	71.88	answered
	Variance:	0.61	Std. Error:	0.28			

2. Was the forum too long, too short or about right?							
						Response Percent	Response Total
1	Too long					11.11%	1
2	About right					88.89%	8
3	Too short					0.00%	0
Analysis	Mean:	1.89	Std. Deviation:	0.31	Satisfaction Rate:	44.44	answered
	Variance:	0.1	Std. Error:	0.1			9
							skipped
							0

3. What did you think of the venue?				
	Poor	OK	Good	Response Total
Location / parking / travel	0.0% (0)	22.2% (2)	77.8% (7)	9
Facilities	0.0% (0)	11.1% (1)	88.9% (8)	9
Refreshments	22.2% (2)	44.4% (4)	33.3% (3)	9

3. What did you think of the venue?

	Poor	OK	Good	Response Total
			answered	9
			skipped	0

Matrix Charts

3.1. Location / parking / travel						Response Percent	Response Total
1	Poor					0.0%	0
2	OK					22.2%	2
3	Good					77.8%	7
Analysis	Mean:	2.78	Std. Deviation:	0.42	Satisfaction Rate:	88.89	
	Variance:	0.17	Std. Error:	0.14			answered
							9

3.2. Facilities						Response Percent	Response Total
1	Poor					0.0%	0
2	OK					11.1%	1
3	Good					88.9%	8
Analysis	Mean:	2.89	Std. Deviation:	0.31	Satisfaction Rate:	94.44	
	Variance:	0.1	Std. Error:	0.1			answered
							9

3.3. Refreshments						Response Percent	Response Total
1	Poor					22.2%	2
2	OK					44.4%	4
3	Good					33.3%	3
Analysis	Mean:	2.11	Std. Deviation:	0.74	Satisfaction Rate:	55.56	
	Variance:	0.54	Std. Error:	0.25			answered
							9

4. Are there any areas that you would like us to cover in future forums?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	3
	1 Perhaps a shorter session could be held for those parish councils who only have one or two employees		
	2 use of discretions		
	3 The discretionary policy too, annual allowance		
		answered	3
		skipped	6

5. Please let us know if you have any other comments about the event or the support we provide?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	4
1	The Venue would have got good if someone had checked that the location could be found by sat navs.. would have been nice to have had biscuits especially for those of us who had to travel distance so missed lunch. clearer sign posts and possible a map link with the agenda could have helped.		
2	Morning session would be preferred		
3	Very professional and informative as always but could have done with biscuits to go with the coffee! :-)		
4	As a parish council with one employee (myself), I keep my records and data up to date and find the reminders to inform APF of changes unnecessary, although I appreciate that employers with multiple employees need to have this reminder. The information on updating our Discretionary Policy and Service Level Agreement was useful, but an email on this would have sufficed for me personally.		
		answered	4
		skipped	5