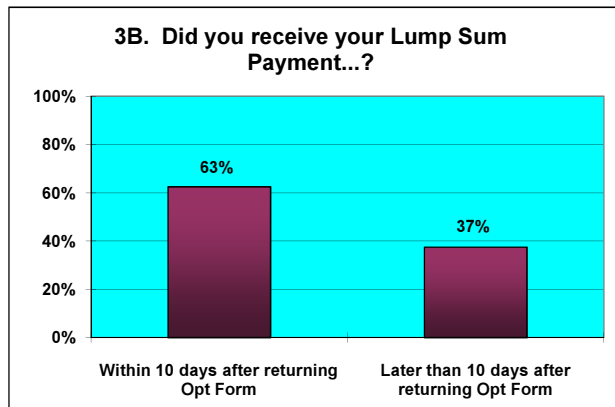
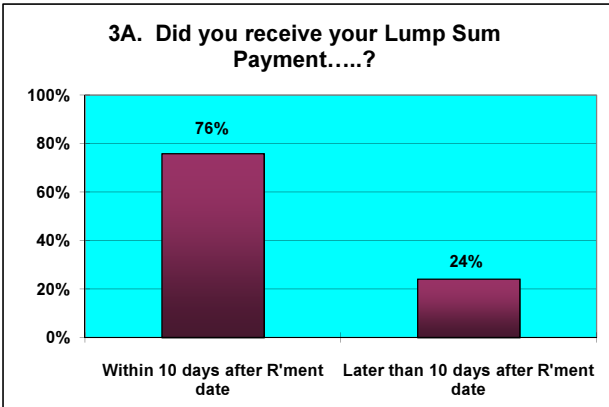
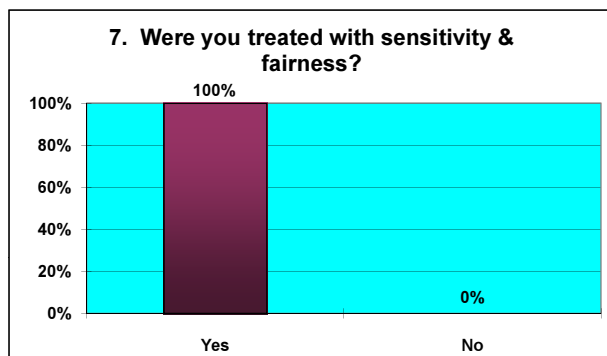
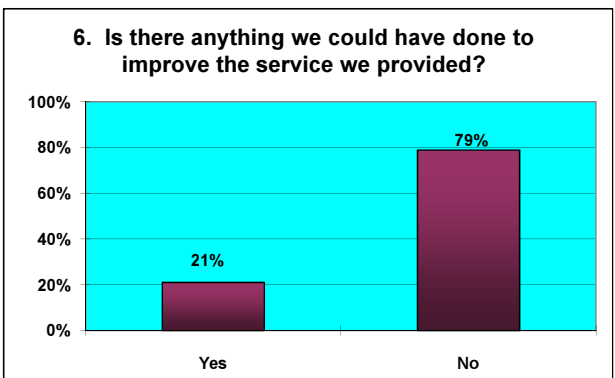
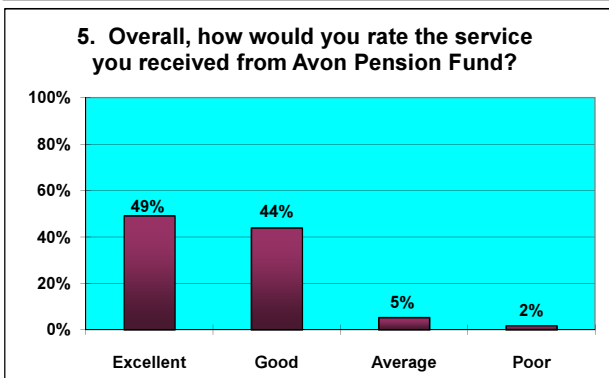
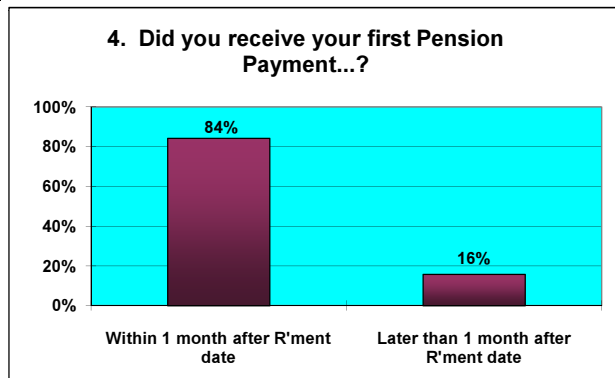
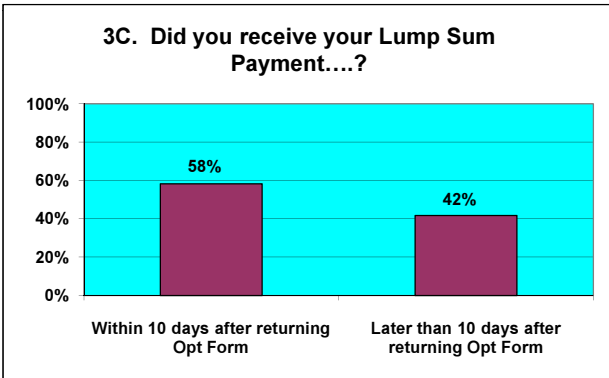


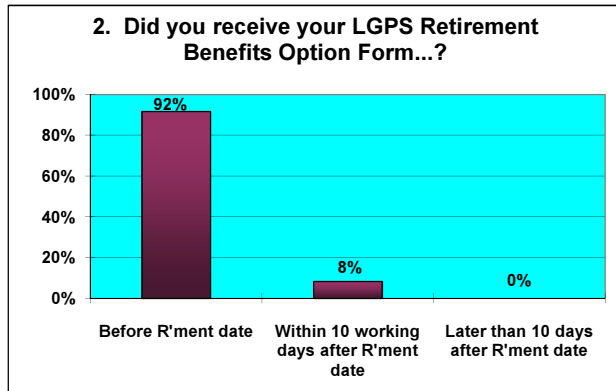
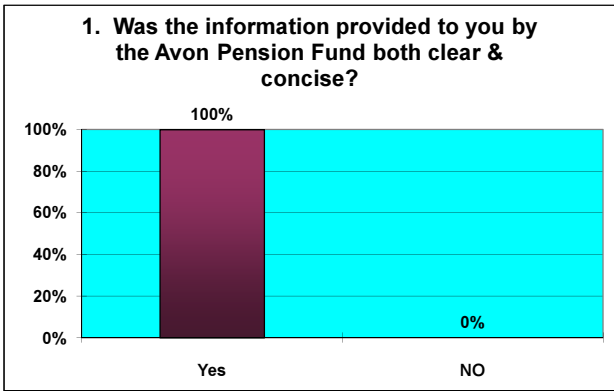
From Question 2 above (column 1)

From Question 2 above (column 2)

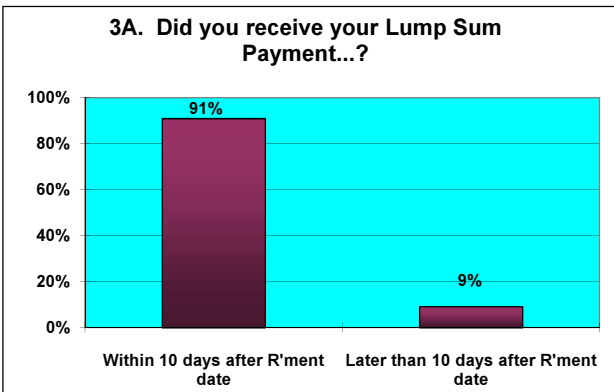


From Question 2 above (column 3)

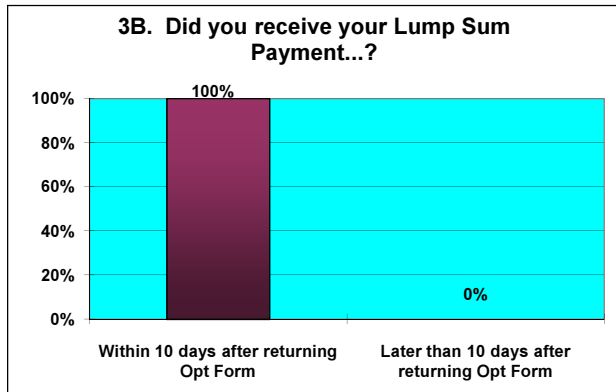




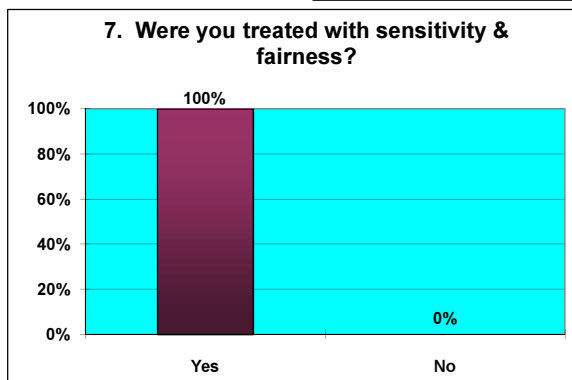
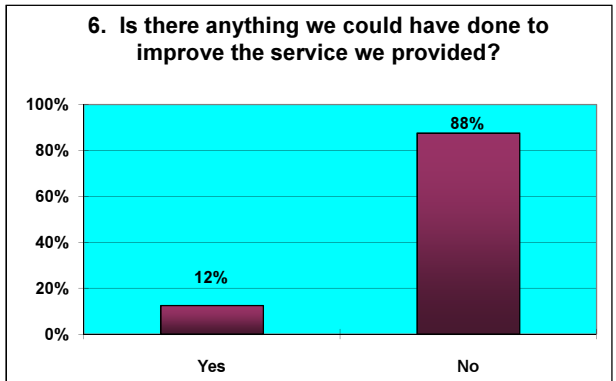
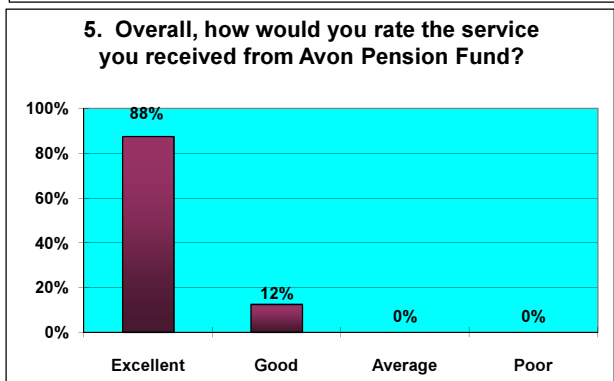
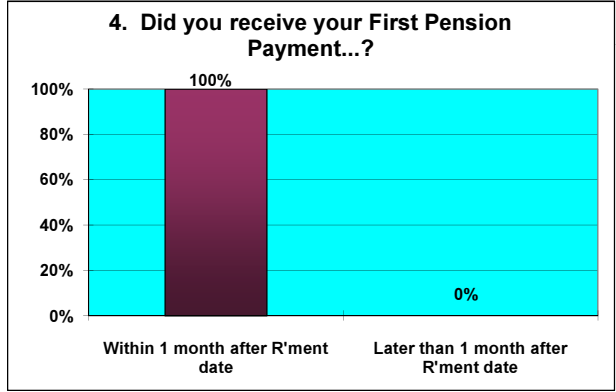
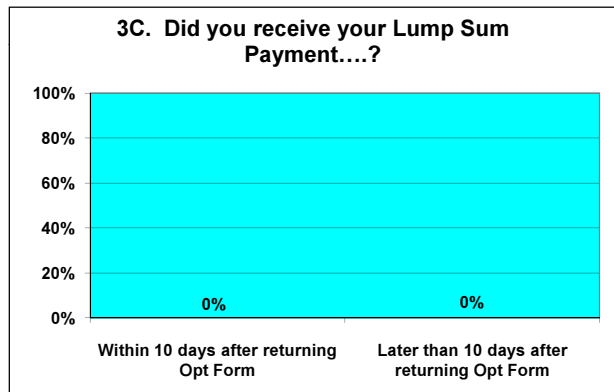
From Question 2 above (column 1)



From Question 2 above (column 2)



From Question 2 above (column 3)



Responses to Retirement Questionnaire

Number of Questionnaires in this period

57

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	56	98%
		NO	1	2%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	29	51%
		B	Within 10 working days after R'ment date	16	28%
		C	Later than 10 days after R'ment date	12	21%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	22	76%
		Later than 10 days after R'ment date	7	24%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	10	63%
		Later than 10 days after returning Opt Form	6	37%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	7	58%
		Later than 10 days after returning Opt Form	5	42%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	48	84%
		Later than 1 month after R'ment date	9	16%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	28	49%
		Good	25	44%
		Average	3	5%
		Poor	1	2%

6	Is there anything we could have done to improve the service we provided?	Yes	12	21%
		No	45	79%

7	Were you treated with sensitivity & fairness?	Yes	57	100%
		No	0	0%

Responses to Retirement Questionnaire

Number of Questionnaires in this period

24

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	24	100%
		NO		0%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	22	92%
		B	Within 10 working days after R'ment date	2	8%
		C	Later than 10 days after R'ment date		0%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	20	91%
		Later than 10 days after R'ment date	2	9%

3B	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%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form		n/a%
		Later than 10 days after returning Opt Form		n/a%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	24	100%
		Later than 1 month after R'ment date		0%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	21	88%
		Good	3	12%
		Average		0%
		Poor		0%

6	Is there anything we could have done to improve the service we provided?	Yes	3	12%
		No	21	88%

7	Were you treated with sensitivity & fairness?	Yes	24	100%
		No		0%