

Pensions Admin Report: Appendix 4A & B - Retirees Feedback Results May to July 2011

Responses to Retirement Questionnaire

Number of Questionnaires in this period 75

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	73	97%
		NO	2	3%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	43	57%
		B	Within 10 working days after R'ment date	20	27%
		C	Later than 10 days after R'ment date	12	16%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	36	84%
		Later than 10 days after R'ment date	7	16%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	14	70%
		Later than 10 days after returning Opt Form	6	30%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	4	33%
		Later than 10 days after returning Opt Form	8	67%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	56	75%
		Later than 1 month after R'ment date	19	25%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	46	61%
		Good	24	32%
		Average	5	7%
		Poor	0	0%

6	Is there anything we could have done to improve the service we provided?	Yes	13	17%
		No	62	83%

7	Were you treated with sensitivity & fairness?	Yes	75	100%
		No	0	0%