

Employer Customer Satisfaction Survey – Results

An audience of 384 employer contacts were contacted. 60 responded.

Question and Themes	Suggested Actions
<p>Which meeting did you attend? and how would you rate them?</p> <p>59 responded</p> <p>Responses ranged from not invited/get very little communications to attend every meeting which are useful.</p> <p>There were no real themes that came out of this question.</p>	<p>N/A</p>
<p>Thinking about Format, frequency, presenters and content, how could these be improved?</p> <p>16 responded</p> <ul style="list-style-type: none"> • Issues with location • Repeating over previous meetings minutes • Target your audience e.g. based on employer type • Confusion over who is who e.g. between WSCC and Capita for end of year training 	<ul style="list-style-type: none"> • Employer meetings held around the County not just at County Council buildings • Take an action log, provide update ahead of meeting and then only cover outstanding actions. • Employer meetings, where relevant, are now separated into employer type e.g. District/Boroughs, Academies, Admission Bodies and Parish/Town Councils. • This year’s training was presented by one person, who referred, where relevant, to the appropriate parties.
<p>Are there any Topics you would like covered?</p> <p>15 responded</p> <p>The main theme was over employers asking for additional training for general aspects of the scheme.</p>	<p>Procedure manual details process notes to help employers navigate their way through a process.</p> <p>If employers need additional training this can be accommodated where necessary.</p>

<p>How do you normally contact the Pensions team?</p> <p>59 responded</p> <p>Email was the main contact route</p>	<p>Employers have a dedicated email address to the Pensions Team</p>
<p>How satisfied were you with:</p> <p>59 responded</p> <p>Politeness</p> <p>94.92% responded to say they were satisfied, very satisfied or extremely satisfied.</p> <p>5.08% responded N/A</p> <p>Knowledge</p> <p>81.03% responded to say they were satisfied, very satisfied or extremely satisfied.</p> <p>13.79% responded to say they were dissatisfied</p> <p>5.17% responded N/A</p> <p>Time taken to resolve queries</p> <p>61.4% responded to say they were satisfied, very satisfied or extremely satisfied.</p> <p>35.09% responded to say they were either dissatisfied or very dissatisfied.</p>	<p>It was identified following discussions at the employer meetings that as there were a number of process streamed happening at the same time, duplicate requests were being made. An action was taken by the Pensions Team, to ensure that these processes are more joined up to ensure duplicate requests are not made.</p> <p>Quick win enquiries within the employer mailbox are usually responded to within 5 working days.</p> <p>Other enquiries which may require a detailed response can take up to 10 working days.</p>

<p>3.51% responded N/A</p> <p>Of the comments provided the key themes are that:</p> <ul style="list-style-type: none"> • Paperwork is provided and not actioned, or duplicate paperwork is requested; • Queries take a long time to be answered and the employer then has to chase; 	
<p>As an employer, do you use the Pension Fund's website?</p> <p>59 responded</p> <p>71.19% said they used it</p> <p>28.81% said they didn't</p>	<p>Employers to use the website and employer procedure manual</p>
<p>If you use the website, how satisfied are you with the layout:</p> <p>41 responded</p> <p>Layout</p> <p>92.68% responded to say they were satisfied, very satisfied or extremely satisfied.</p> <p>4.88% responded to say they were dissatisfied</p> <p>2.44% responded N/A</p>	<p>The website is reviewed annually, subject to the news pages which are reviewed monthly.</p> <p>Any feedback received is incorporated in the content review.</p>

Content

90.25% responded to say they were satisfied, very satisfied or extremely satisfied.

7.32% responded to say they were dissatisfied

2.44% responded N/A

Relevance

95.13% responded to say they were satisfied, very satisfied or extremely satisfied.

2.44% responded to say they were dissatisfied

2.44% responded N/A

Quality

95.13% responded to say they were satisfied, very satisfied or extremely satisfied.

2.44% responded to say they were dissatisfied

2.44% responded N/A

Of the two comments received these related to navigating the employer procedure manual.

<p>Do you receive from the Pensions Team?</p> <p>58 responded</p> <p>94.83% responded yes</p>	
<p>If you do receive communications from the Pensions team, how satisfied are you with the:</p> <p>55 responded</p> <p>Layout</p> <p>98.19% responded to say they were satisfied, very satisfied or extremely satisfied.</p> <p>1.82% responded to say they were dissatisfied</p> <p>Content</p> <p>94.55% responded to say they were satisfied, very satisfied or extremely satisfied.</p> <p>5.45% responded to say they were dissatisfied</p> <p>Frequency</p> <p>92.73% responded to say they were satisfied, very satisfied or extremely satisfied.</p> <p>3.64% responded to say they were dissatisfied</p> <p>1.82% responded N/A</p>	<p>Employer communications has been added as an agenda item to the Employer meetings held throughout the year. This is to ensure the Pensions Team can monitor employer's requirements, and any feedback that they wish to provide.</p>

Timeliness

83.64% responded to say they were satisfied, very satisfied or extremely satisfied.

9.09% responded to say they were dissatisfied

5.45% responded N/A

Of the comments provided the main theme was about specifying who the information related to and what action is required.