

SOUTH YORKSHIRE PENSIONS AUTHORITY

Joint Local Pension Board

14 January 2016

Consultation Programme – Annual Fund Member Survey

1. Purpose of the Report

To inform Members of the results of the survey carried out amongst the scheme members with a view to testing customer satisfaction as a result of attending the Annual Fund Meeting.

2. Recommendations

Members are recommended to examine the analysis attached at Appendix 1 with a view to commenting on any future service delivery changes they wish to see.

3. Information

- 3.1 As part of the Authority's Consultation Strategy we are committed to carrying out member satisfaction surveys after the attendance at the authority's Annual Fund Meeting.
- 3.2 The survey is designed to gauge perceptions of the service provided by SYPA in terms of venue, travel arrangements, directions, speakers, subjects and the helpfulness of staff.
- 3.3 All delegates at the AFM were issued with a survey. Delegates were invited to give feedback on any area of the meeting in order for SYPA to improve on future AFM's.
- 3.4 53 out of 72 delegates returned a completed survey.
- 3.5 The analysis of these replies have been carried out by the Communications and Training Team who will take on board all comments when organising future AFM's.
- 3.6 The overall "score" for the various service elements was:-

Service Element	Excellent	Good	Satisfactory	Poor
Start time	50.95%	33.96%	15.09%	0.0%
Venue	73.58%	22.64%	3.77%	0.0%
Travel arrangements	42.86%	46.43%	10.71%	0.0%
Directions	76.00%	20.00%	4.00%	0.0%
Helpfulness of SYPA staff	77.36%	18.87%	3.77%	0.0%
Navigation around venue	64.15%	30.19%	5.66%	0.0%
Hand-out/booklet	33.96%	62.26%	3.77%	0.0%
Speakers and Presentations	37.74%	38.99%	22.01%	1.26%

The format of the meeting was the same as last year in that members had the opportunity to write in prior to the meeting with a question, 88.68% found this useful.

For the first time this year the meeting was available to view live, in addition to it being recorded and made available on YouTube. 94.34% said they found the live streaming of the AFM a useful addition.

The meeting can be viewed at www.youtube.com/sypensions

In comparison to previous AFM's 42.86% said it was better 51.43% said it was about the same with 5.71%, which represents 2 members, saying it was not as good.

- 3.7 Appendix 1 gives the detailed analysis of the responses, and also provides individual comments received as feedback.

4. Future Performance Targets

- 4.1 Members will be aware that we publish and report on our casework performance standards. Therefore in every survey we issue, members are asked to give us a rating based on the overall satisfaction level of SYPA. The results are shown below:

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
62.26%	37.74%	0.0%	0.0%

These results will be added to the results of the same question asked in other surveys to form the basis of our overall performance.

5. Implications and risks

Implications

- Financial - none
- Legal - none
- Diversity - none

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Background papers used in the preparation of this report are available for inspection in the Pensions Administration Unit.

Other sources and references:

Annual General Meeting Survey 2015

22nd October. Doncaster Racecourse

Q1 Did you attend as a:

Pensioner	43	(81.13%)
Current Contributing Scheme Member	6	(11.32%)
Deferred Scheme Member	1	(1.89%)
Councillor	3	(5.66%)
Employer's Representative	0	(0.0%)

Q2 Please indicate your level of satisfaction with the arrangements.

	Poor	Satisfactory	Good	Excellent	N/A
Time the meeting started	0 (0.0%)	8 (15.10%)	18 (33.96%)	27 (50.94%)	0 (0.0%)
The Venue	0 (0.0%)	2 (3.78%)	12 (22.64%)	39 (73.58%)	0 (0.0%)
Travel arrangements (if you used transport provided)	0 (0.0%)	3 (5.66%)	13 (24.53%)	12 (22.64%)	25 (47.17%)
Directions provided (if you made your own way)	0 (0.0%)	1 (1.89%)	5 (9.43%)	19 (35.85%)	28 (52.83%)
Helpfulness of SYPA staff	0 (0.0%)	2 (3.77%)	10 (18.87%)	41 (77.36%)	0 (0.0%)
Navigation around venue	0 (0.0%)	3 (5.66%)	16 (30.19%)	34 (64.15%)	0 (0.0%)

- Coach had to wait a long time at some stops to check whether member was going to turn up. I understand that last year the coach arrived at venue late, so I do appreciate that estimating journey time is very difficult
- I would like a telephone number printed on the ticket so people who cannot come to the meeting for any reason, not being their fault can ring up. So the transport is not wasting time waiting for them.
- Travel waiting for one person man I think who lived quite close to venue making his from Sheffield later than usual.
- Temperature rose quickly as meeting progressed

Q3 Please indicate your level of satisfaction with the speakers and their presentations.

	<i>Poor</i>	<i>Satisfactory</i>	<i>Good</i>	<i>Excellent</i>
Cllr Ellis – Introduction	0 (0.0%)	17 (32.08%)	27 (50.94%)	9 (16.98%)
John Hattersley – Investments	2 (3.77%)	18 (15.09%)	18 (33.97%)	25 (47.17%)
Gary Chapman – Administration	0 (0.0%)	10 (7.5%)	17 (31.3%)	26 (61.2%)

If you have indicated a poor level of satisfaction please give your reasons

- Too long winded and too complicated to understand
- John & Gary went on longer than normal
- Stupid quiz trivia- time wasting not interested in watches! Make more time for members questions
- Martin no time available
- Gary was on for too long and some of the info about names??? wasted time and was of no interest therefore left less time for important info
- John's use of too much jargon (put in agenda booklet). Cllr Ellis could have said more about herself.

Q4 Please indicate how you felt about the length of each presentation;

	<i>Too Short</i>	<i>About Right</i>	<i>Too Long</i>
Cllr Ellis – Introduction	3 (5.66%)	50 (94.34%)	0 (0.0%)
John Hattersley – Investments	0 (0.0%)	41 (77.36%)	12 (22.64%)
Gary Chapman – Administration	1 (1.89%)	46 (86.79%)	6 (11.32%)

Q5 In your opinion was there enough time for questions at the end?

Yes **28** (52.83%) No **25** (47.17%)

Q6 What do you think to the AFM 2015 hand-out/booklet?

Poor	0	(0.0%)
Satisfactory	2	(3.77%)
Good	33	(62.27%)
Excellent	18	(33.96%)

Would you like to comment further on this?

- I would have referred some of John's comment on Fossil Fuels/SRI and the future of LGPS investment policy to be backed up with slides.
- The way things had put together
- Enjoyable

- Clear & concise, just what we needed

Q7 You have the opportunity to write in with a question prior to the meeting, do you find this;

Very useful	25	(47.17%)
Useful	22	(41.51%)
Not very useful	1	(1.89%)
No use at all	5	(9.43%)

Q8 The meeting has been recorded and will be available to view on our YouTube account. Do you think this is a good idea?

Yes	44	(83.02%)
No	7	(16.98%)

If no please give reasons

- However if you add Martin's talk which was not given it would be a great help
- No interest
- No computer
- Not with IT = no computer
- Don't have the service
- Don't have YouTube
- No computer

Q9 The meeting has been broadcast via live streaming this year, do you think this is a good idea?

Yes	50	(94.34%)
No	3	(5.66%)

Please give reasons

- No interest
- Except for not being able to pose, in person, questions prompted by presentations would mean attendance absolutely essential. Good idea
- Don't know what this is

Q10 If you have attended the AFM before, how does this year's event compare to previous AFM's, was it:

Better	15	<i>(28.30%)</i>
About the same	18	<i>(33.96%)</i>
Not as good	2	<i>(3.77%)</i>
N/A	18	<i>(33.96%)</i>

Q11 Please let us have any comments on any aspect of the meeting.

- An excellent venue. My question was not included in any of the presentations
- Both John and Gary's presentations were very long. I would have preferred members questions after each presentation
- Commercial Break- too long. Just needed a mention - no need to show fields etc. Wastes time. Banal questions in Members question section
- Venue Excellent
- The meeting was very good
- Venue is easy to find, of good quality, good parking
- 'Commercial Break'- OK but! of fluid presentation regrettable!
- John's presentation was masterful. His reference to a Dire Straits song made my heart skip a beat. His reference to Betamax was so Meta he should have thrown in laserdiscs to mix it up. Gary's cartoon was refreshing. The quiz was good fun.
- The corporate social responsibility statement needs re-writing to include what actions SYPA will take to implement CSR policy and also what SYPA will and will not invest in, including not investing in the arms trade.
- Best venue I have been to in 9 years. Fantastic sound system.

Q12 Overall With every survey we also like to ask members, how satisfied are you with the performance of SYPA?

Very satisfied	33 <i>(62.26%)</i>	Dissatisfied	0 <i>(0.0%)</i>
Satisfied	20 <i>(37.74%)</i>	Very dissatisfied	0 <i>(0.0%)</i>