

SOUTH YORKSHIRE JOINT LOCAL PENSION BOARD

16 March 2017

Consultation Programme – AFM 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 note 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 was 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 41 out of 62 delegates returned a completed survey.
- 3.5 The analysis of these replies were 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	43.91%	41.46%	14.63%	0.00%
Venue	48.78%	46.34%	4.88%	0.00%
Travel arrangements	48.00%	32.00%	20.00%	0.00%
Directions	50.00%	31.25%	12.50%	6.25%
Helpfulness of SYPA staff	65.85%	26.83%	4.88%	2.44%
Navigation around venue	43.90%	46.34%	7.32%	2.44%
Hand-out/booklet	19.51%	70.73%	9.76%	0.00%
Speakers and Presentations	43.90%	43.09%	11.38%	1.63%

Members had the opportunity to write in prior to the meeting with a question and everyone who completed the survey found this useful.

The format on the night changed slightly in that we had a Q & A session after each presentation rather than at the end of the meeting, 95.12% which represents 39 out of 41 members thought this was better with all 41 delegates agreeing there was enough time allocated for the questions.

The meeting was again available to view live, in addition to it being recorded and made available on YouTube. 37 members said they found the live streaming of the AFM a useful addition.

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

From the members who had attended the AFM before 11 said it was better with 26 members saying it was about the same.

- 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 overleaf:

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
78.05%	21.95%	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.

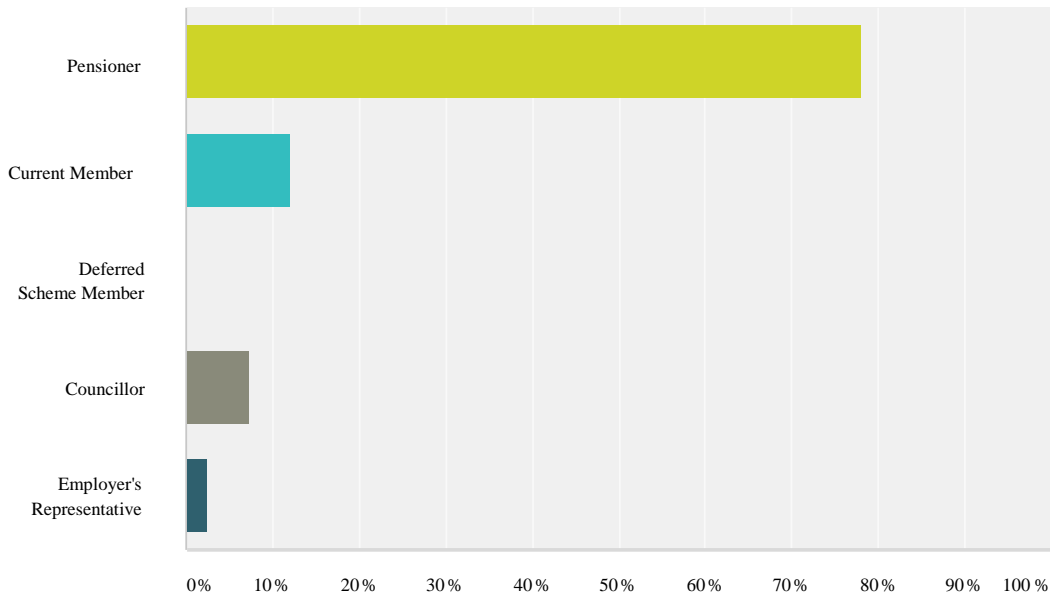
Joanne Webster
Communications Manager

Annual Fund Meeting Survey 2016

20th October 2016 – Holiday Inn Barnsley

Q1 Did you attend as a:

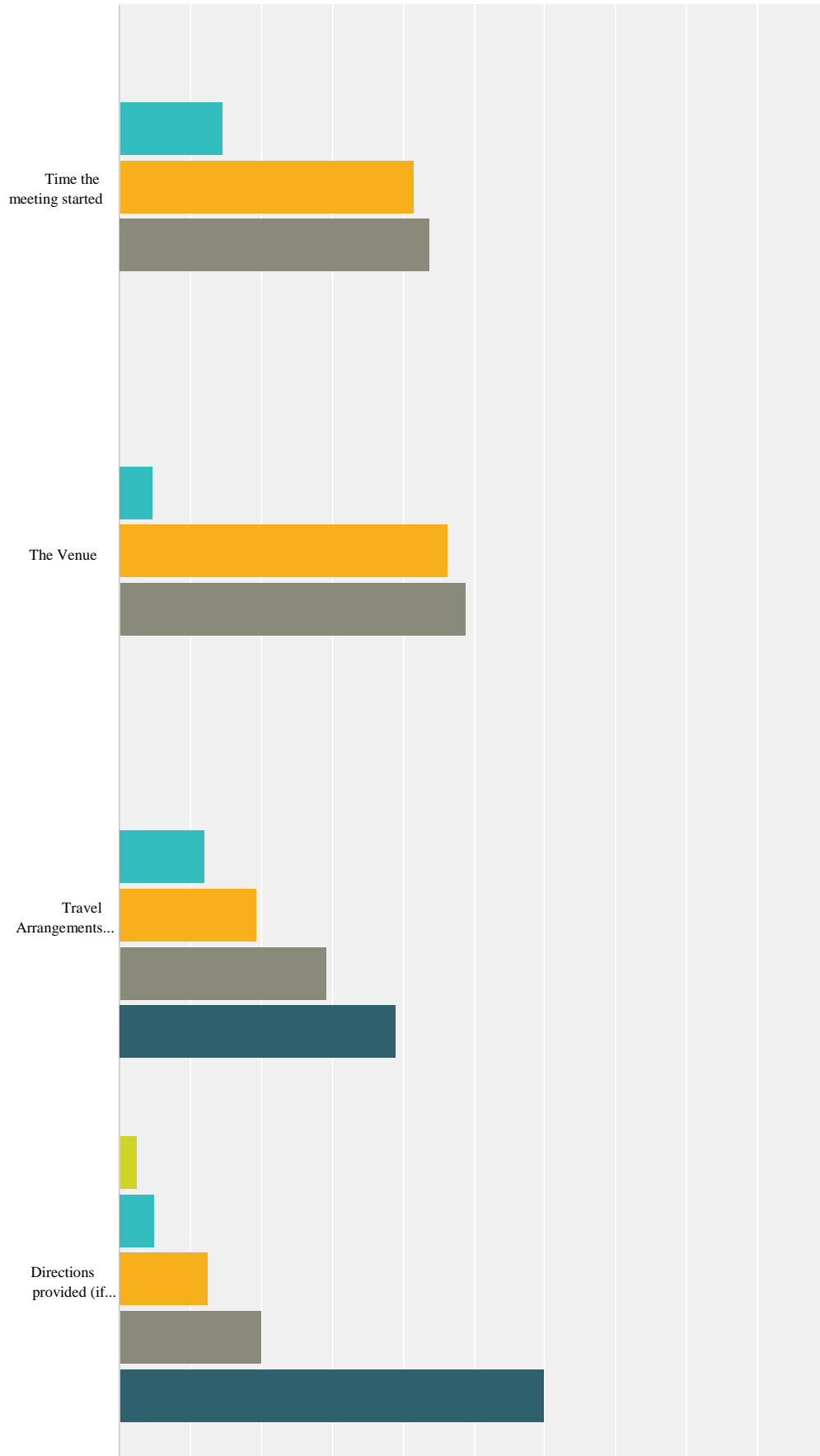
Answered: 41 Skipped: 0

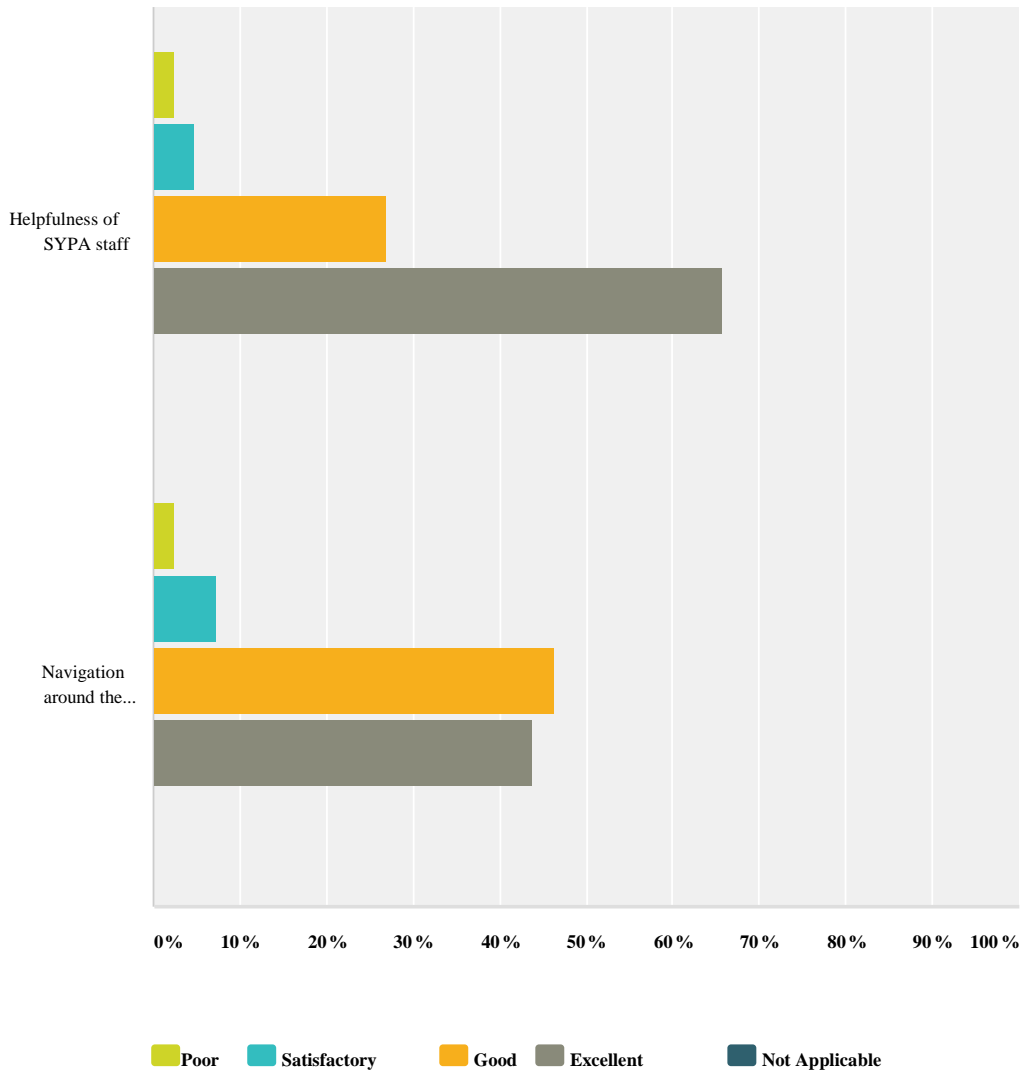


Answer Choices	Responses
Pensioner	78.05% 32
Current Member	12.20% 5
Deferred Scheme Member	0.00% 0
Councillor	7.32% 3
Employer's Representative	2.44% 1
Total	41

Q2 Please indicate your level of satisfaction with the arrangements

Answered: 41 Skipped: 0





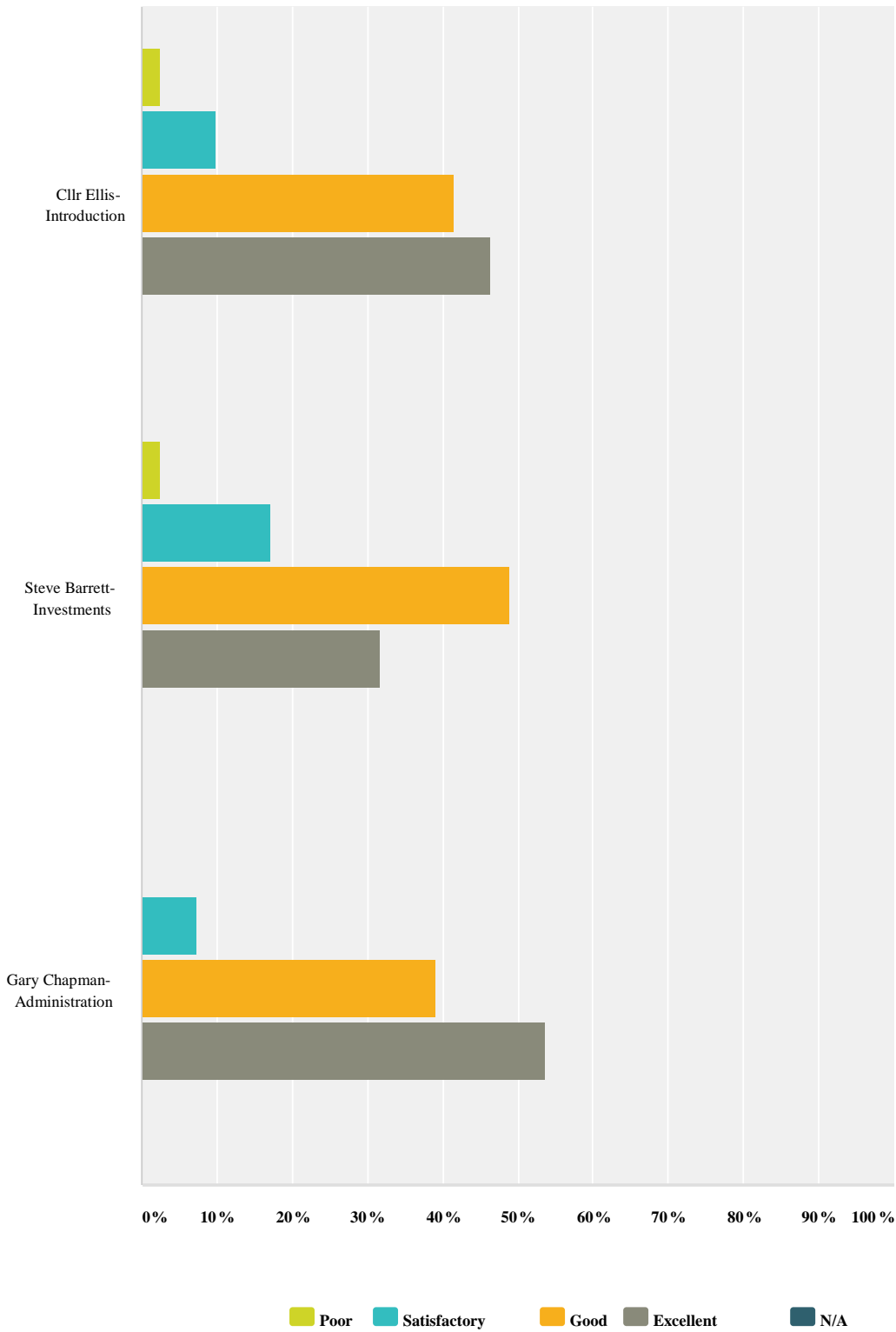
	Poor	Satisfactory	Good	Excellent	Not Applicable	Total Respondents
Time the meeting started	0.00% 0	14.63% 6	41.46% 17	43.90% 18	0.00% 0	41
The Venue	0.00% 0	4.88% 2	46.34% 19	48.78% 20	0.00% 0	41
Travel Arrangements (if you used the transport provided)	0.00% 0	12.20% 5	19.51% 8	29.27% 12	39.02% 16	41
Directions provided (if you made your own way)	2.50% 1	5.00% 2	12.50% 5	20.00% 8	60.00% 24	40
Helpfulness of SYPA staff	2.44% 1	4.88% 2	26.83% 11	65.85% 27	0.00% 0	41
Navigation around the venue	2.44% 1	7.32% 3	46.34% 19	43.90% 18	0.00% 0	41

Q2 Please indicate your level of satisfaction with the arrangements

- Unsure whether start time is correct - appreciating how difficult it is to sort out. Still think it is too early.
- May I suggest to travel for one and a half hours from Sheffield to the venue is too long and perhaps to arrange a mini bus to collect some members from the small pick-up out-stations?
- Map does not show N - S orientation assumes can travel north; map upside down from exit south from M1.
- Coach took a long route from Sheffield. There were a lot of pick-up options where coach had to wait for very few passengers.

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

Answered: 41 Skipped: 0

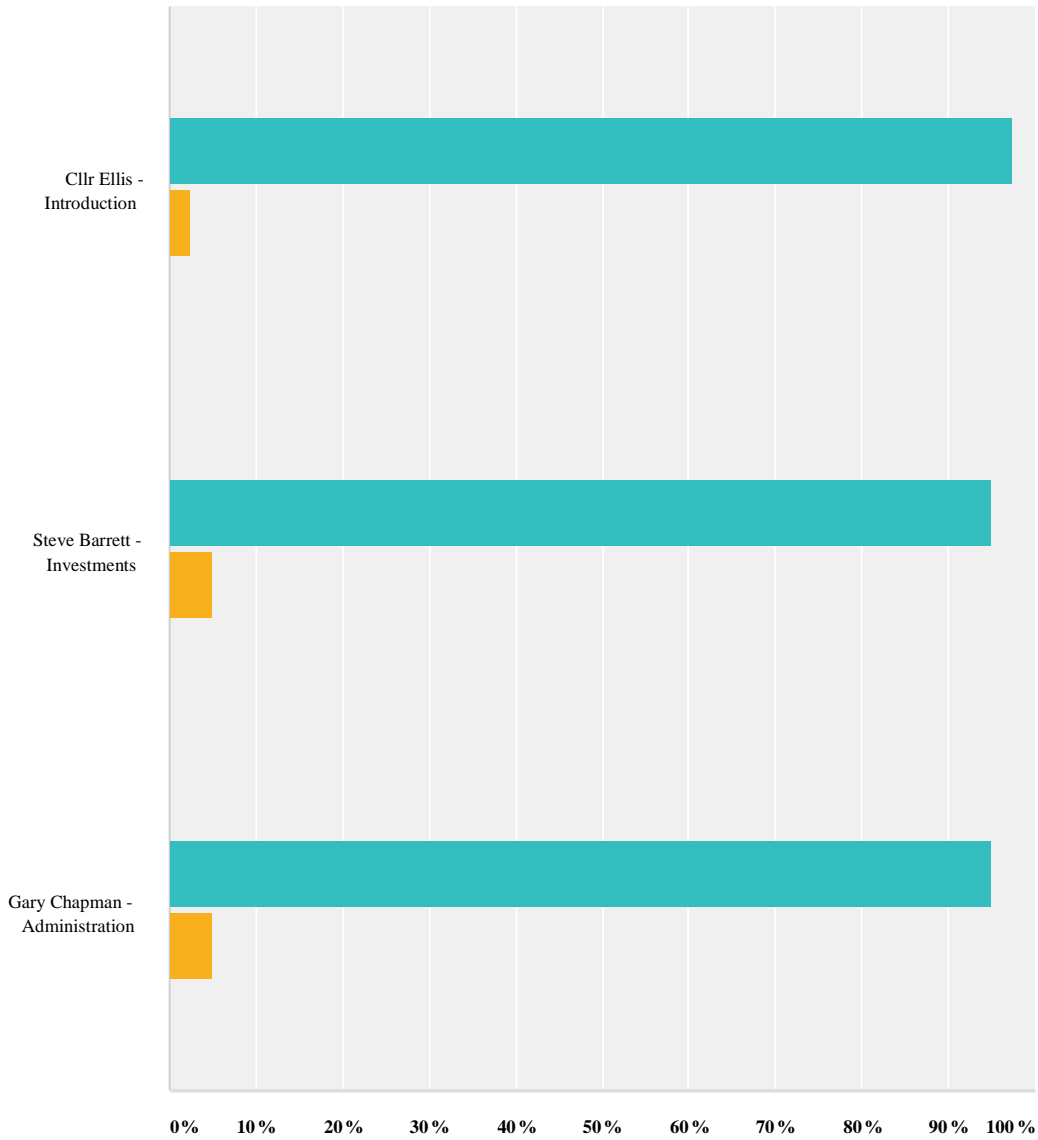


	Poor	Satisfactory	Good	Excellent	N/A	Total Respondents
Clr Ellis- Introduction	2.44% 1	9.76% 4	41.46% 17	46.34% 19	0.00% 0	41
Steve Barrett- Investments	2.44% 1	17.07% 7	48.78% 20	31.71% 13	0.00% 0	41
Gary Chapman- Administration	0.00 % 0	7.32 % 3	39.02 % 16	53.66 % 22	0.00 % 0	41

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

■ Too Short
 ■ About Right
 ■ Too Long
 ■ N/A

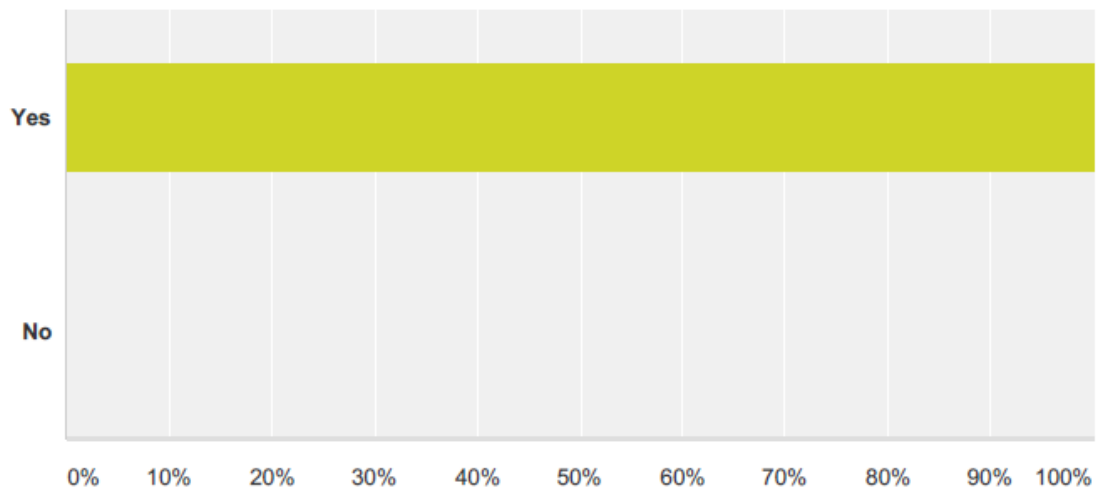
Answered: 40 Skipped: 1



	Too Short	About Right	Too Long	N/A	Total Respondents
Clr Ellis - Introduction	0.00% 0	97.50% 39	2.50% 1	0.00% 0	40
Steve Barrett - Investments	0.00% 0	95.00% 38	5.00% 2	0.00% 0	40
Gary Chapman - Administration	0.00% 0	95.00% 38	5.00% 2	0.00% 0	40

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

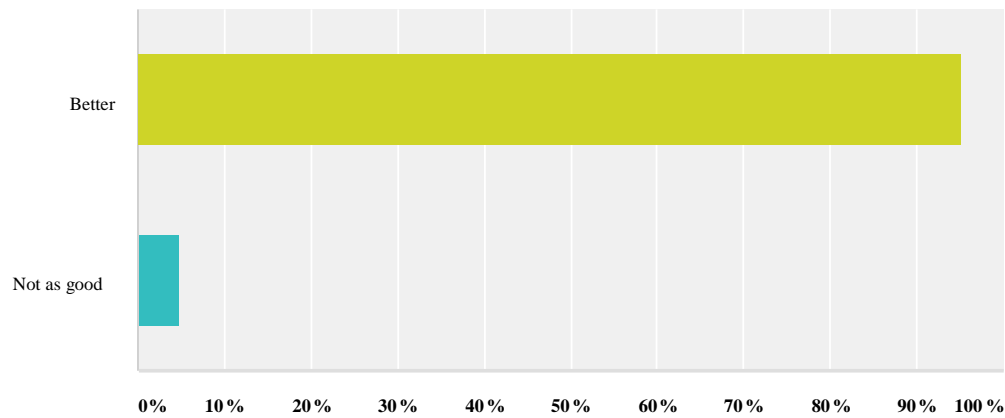
Answered: 41 Skipped: 0



Answer Choices	Responses
Yes	100.00% 41
No	0.00% 0
Total	41

Q6 What do you think to having questions after each individual presentation, in your opinion is it better or not as good as having one question session at the end?

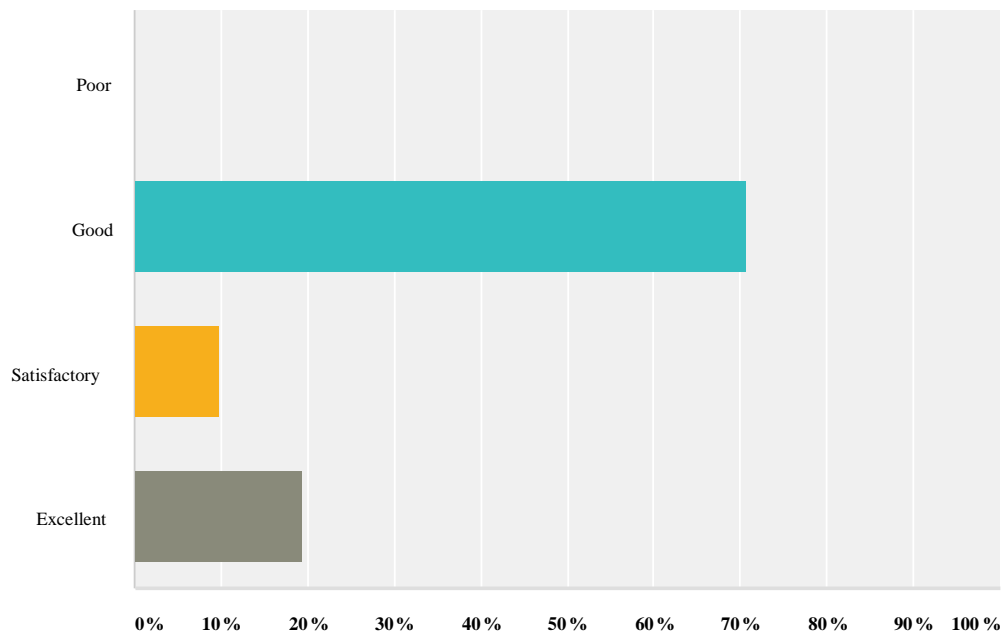
Answered: 41 Skipped: 0



Answer Choices	Responses
Better	95.12% 39
Not as good	4.88% 2
Total	41

Q7 What do you think to the AFM 2016 hand-out/booklet?

Answered: 41 Skipped: 0



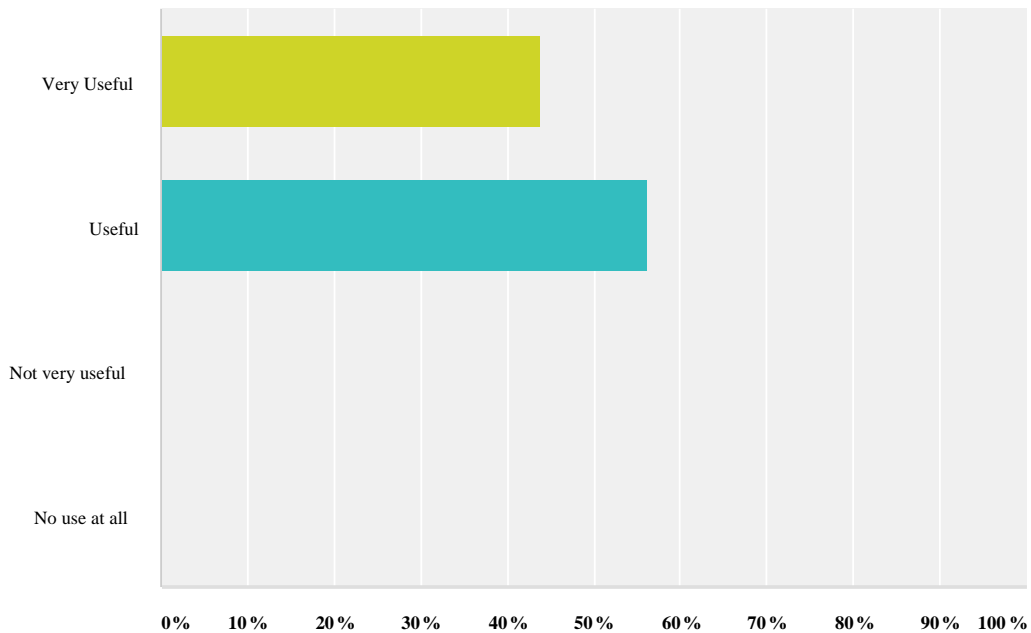
Answer Choices	Responses
Poor	0.00% 0
Good	70.73% 29
Satisfactory	9.76% 4
Excellent	19.51% 8
Total	41

Q7 What do you think to the AFM 2016 hand-out/booklet

- Good font size. No distracting backgrounds to the words.
- I would like more information to be made available on the balance sheet for the fund, either in the AFM hand-out or (preferably) sent out in advance with the Fund's newsletters sent out with details and the booking form for the AFM.
- It could be improved with larger text

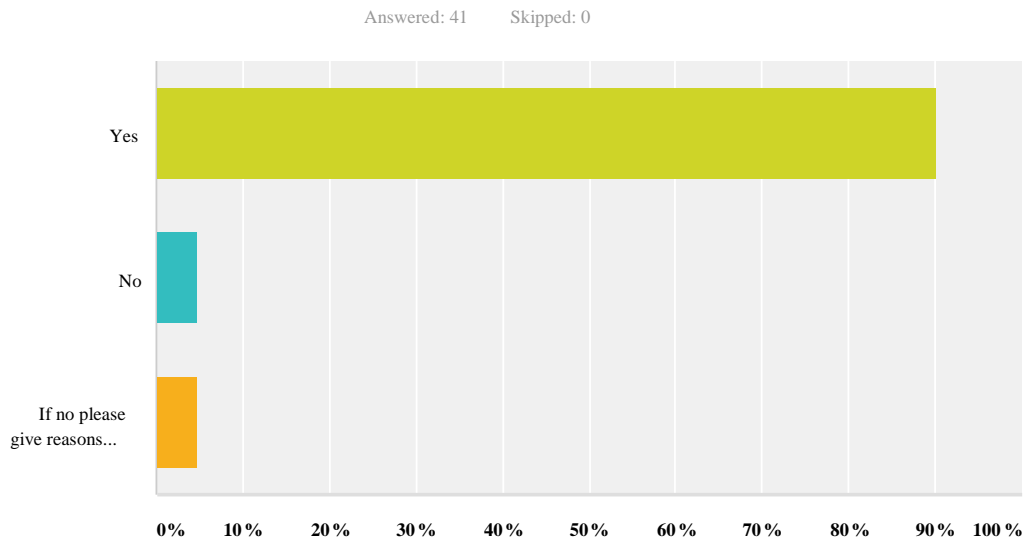
Q8 You have the opportunity to write in with a question prior to the meeting, do you find this;

Answered: 41 Skipped: 0



Answer Choices	Responses	
Very Useful	43.90%	18
Useful	56.10%	23
Not very useful	0.00%	0
No use at all	0.00%	0
Total		41

Q9 The meeting has been recorded and will be available to view on our YouTube account. Do you think this is a useful addition to the service we provide?

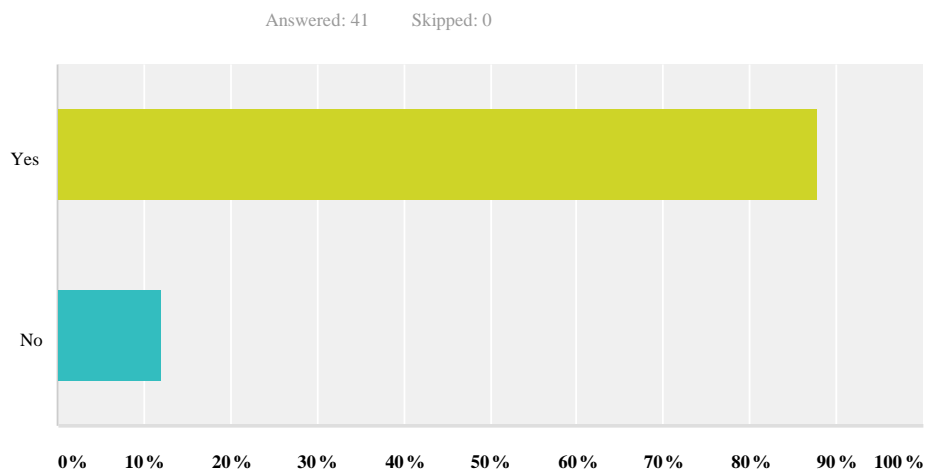


Answer Choices	Responses	
Yes	90.24%	37
No	4.88%	2
If no please give reasons	4.88%	2
Total		41

Q9 The meeting has been recorded and will be available to view on our YouTube account. Do you think this is a useful addition to the service we provide?

- Few pensioners will be interested
- No system to view

Q10 The meeting has been broadcast via live streaming this year, do you think this is a good idea?



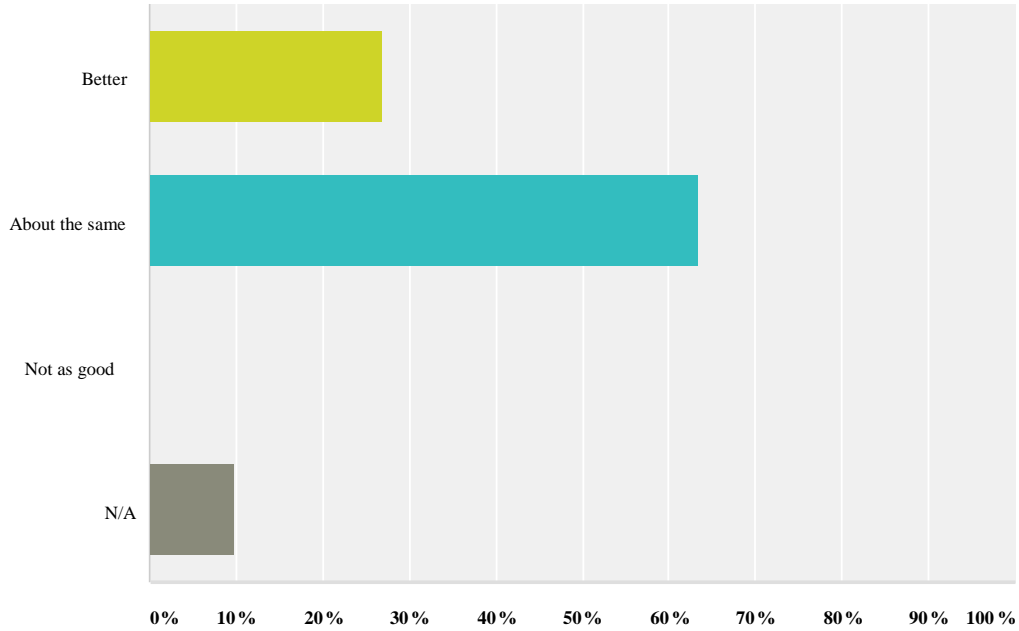
Answer Choices	Responses
Yes	87.80% 36
No	12.20% 5
Total	41

Q10 The meeting has been broadcast via live streaming this year, do you think this is a good idea?

- Few pensioners will be interested
- Not sure, is it worth the cost?
- It is probably me as an individual but I would prefer to be recorded and kept in the confines of the AFM meeting. I'm from the 'old school'. If there are sound reasons for this I would like to be notified by letter, at your convenience.

Q11 If you have attended the AFM before, how does this year's event compare to previous AFMs, was it:

Answered: 41 Skipped: 0



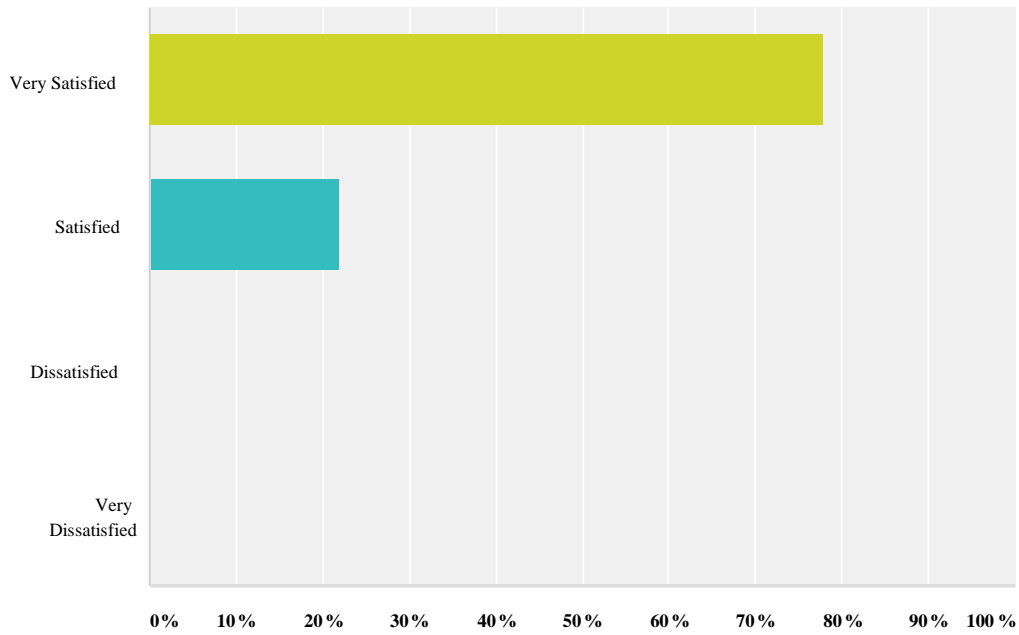
Answer Choices	Responses
Better	26.83% 11
About the same	63.41% 26
Not as good	0.00% 0
N/A	9.76% 4
Total	41

Q12 Please let us have any comments on any aspect of the meeting.

- Re the BREXIT Questions. The bulk of the public have voted yes to withdraw from the EU. If the Government keep their nerve we should be successful. Having been to work areas and seen the costs of these we need to be well rid!
- Filming the meeting just encourages speakers to talk too long (particularly politicians)
- All the staff at SYPA do a brilliant job. Well done Gary to 40 years, here's to the next 40. There's plenty of money in the world. I think it should be put in a pot and shared out equally. Then when I've spent mine, put it back in the pot again.
- I find it useful to come to the AFM to keep up to speed with South Yorkshire affairs now that I live outside the county in Nottinghamshire. Just one criticism- I seem to keep getting missed off your mailing database for newsletter/date of AFM. I have to remember to ring up.
- More space between rows would have been better for those who have mobility issues. There was plenty of room space for this to have been done. It was good that microphones were used so that everyone had quality sound levels (and loop users were not disadvantaged).
- All very good
- Many thanks for all your hard work which is very much appreciated. It's not easy to please everyone. Meeting always very informative with good speakers.
- Please have people turn off mobile phones. Happens every year and detracts from the meeting, as well as being impolite.
- Quite professional
- Good - Clear
- Should have tables for buffet
- It felt strange without John Hattersley

Q13 With every survey we also like to ask members, how satisfied are you with the overall performance of SYPA?

Answered: 41 Skipped: 0



Answer Choices	Responses
Very Satisfied	78.05% 32
Satisfied	21.95% 9
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	41