

## **SOUTH YORKSHIRE LOCAL PENSION BOARD**

**15 March 2018**

### **Consultation Programme – Employers Forum Survey**

#### **1. Purpose of the Report**

To inform Members of the results of the survey carried out amongst the Scheme employers who attended the annual employers forum with a view to testing customer satisfaction of the experience and/or support they received.

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#### **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.**

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#### **3. Information**

- 3.1 As part of the Authority's Consultation Strategy we are committed to carrying out employer satisfaction surveys after the attendance at the Employers Forum.
- 3.2 The survey was designed to gauge perceptions of the service provided by SYPA in terms of venue, directions, speakers and subjects covered.
- 3.3 All delegates who attended the Forum were issued an online survey after the event. However, employers were invited to give feedback on any area of the day in order for SYPA to improve on future Employer Forums'.
- 3.4 14 out of 68 employers 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 employer events.
- 3.6 The overall "score" for the various service elements was:-

<b>Service Element</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Structure	57.14%	42.86%	0.00%	0.00%
Agenda Items	64.29%	35.71%	0.00%	0.00%
Start time	57.14%	42.86%	0.00%	0.00%

<b>Service Element</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Directions provided	71.43%	28.57%	0.00%	0.00%
Room sizes	71.43%	21.43%	7.14%	0.00%
Room Layout	71.43%	14.29%	14.29%	0.00%
Location	50.00%	35.71%	14.29%	0.00%
Speakers	64.29%	30.36%	1.78%	3.57%
Subjects Covered	57.14%	39.28%	1.79%	1.79%

The format of the meeting followed last year's event, where by employers had the opportunity to suggest agenda items and raise questions prior to the Forum.

Employers were also asked to rate the overall event. 8 employer representatives rated the event as excellent, 4 gave a good rating and 2 employer representatives said it was satisfactory. Comments can be viewed at Appendix 1.

In comparison with previous employers forums 3 employer representatives rated the event as better, 7 said it was about the same and one employer representative said it wasn't as good as previous forums.

- 3.7 Appendix 1 gives the summary, detailed analysis of the responses, and 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, employers are asked to give us a rating based on the overall satisfaction level of SYPA. The results are shown below:

<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
42.86%	57.14%	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.

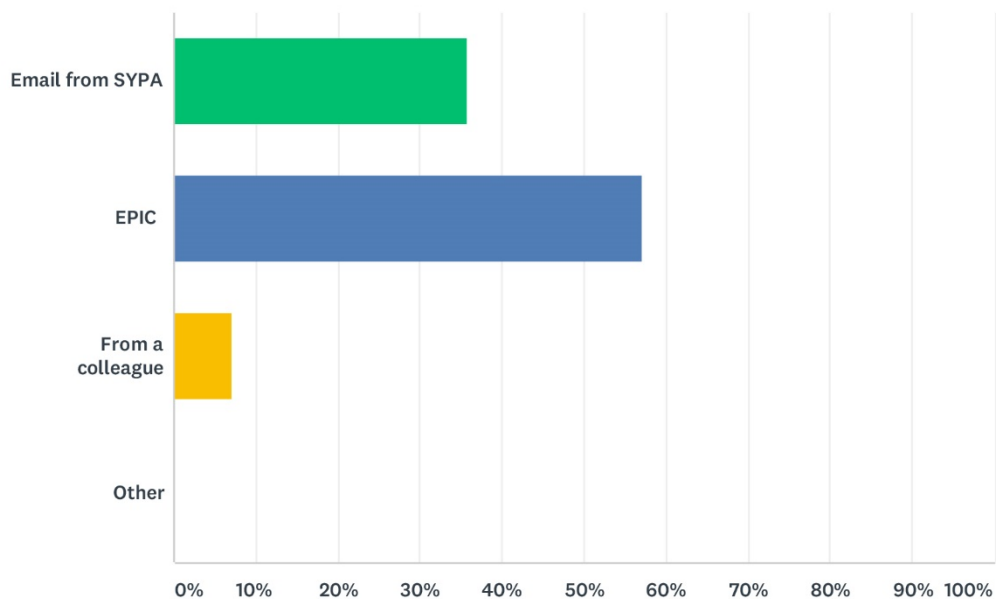
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# Employers Forum Survey – Appendix 1

## Q1 Which organisation were you representing?

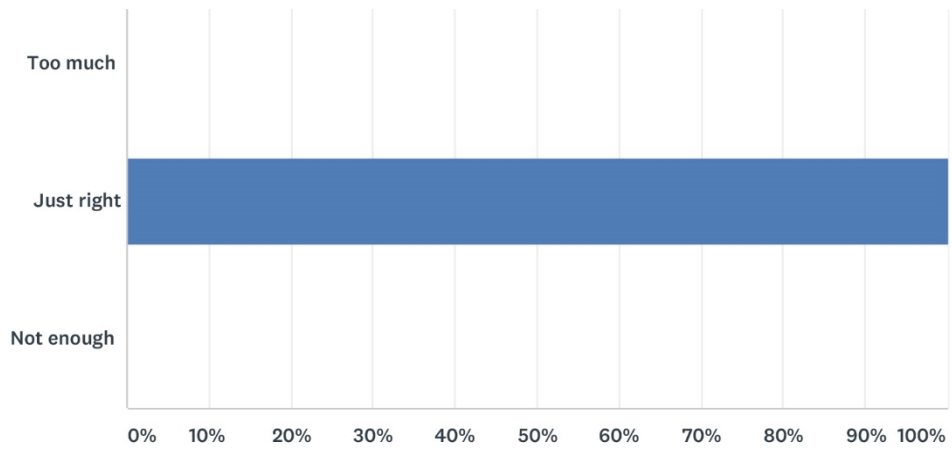
- St Leger Homes of Doncaster Ltd
- Minerva Learning Trust
- Doncaster Council
- Kexborough Primary School
- DONCASTER COLLEGE
- L.E.A.D Academy Trust
- St Leger Homes of Doncaster
- South Yorkshire Fire
- Schools First
- Sheffield Hallam University
- Maltby Learning Trust
- Wellspring Academy Trust
- SYPTE
- Outwood Grange Academies Trust

## Q2 How did you hear about the Forum?



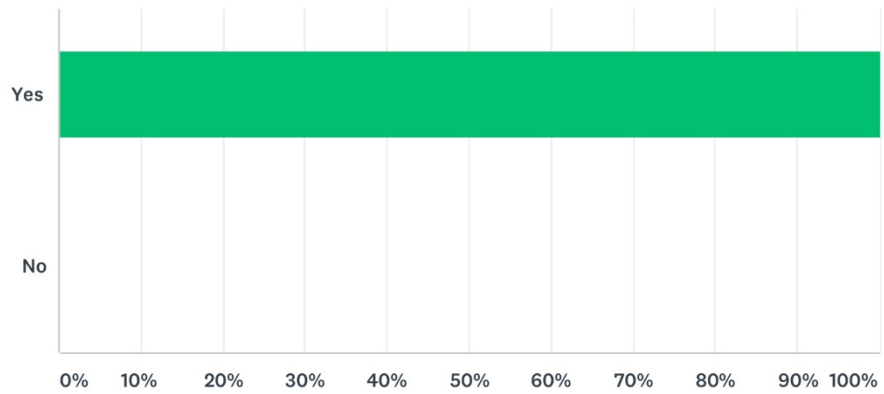
Email from SYPA	35.71%	5
EPIC	57.14%	8
From a colleague	7.14%	1
Other	0.00%	0

### Q3 In your opinion, did we publicise the Forum;



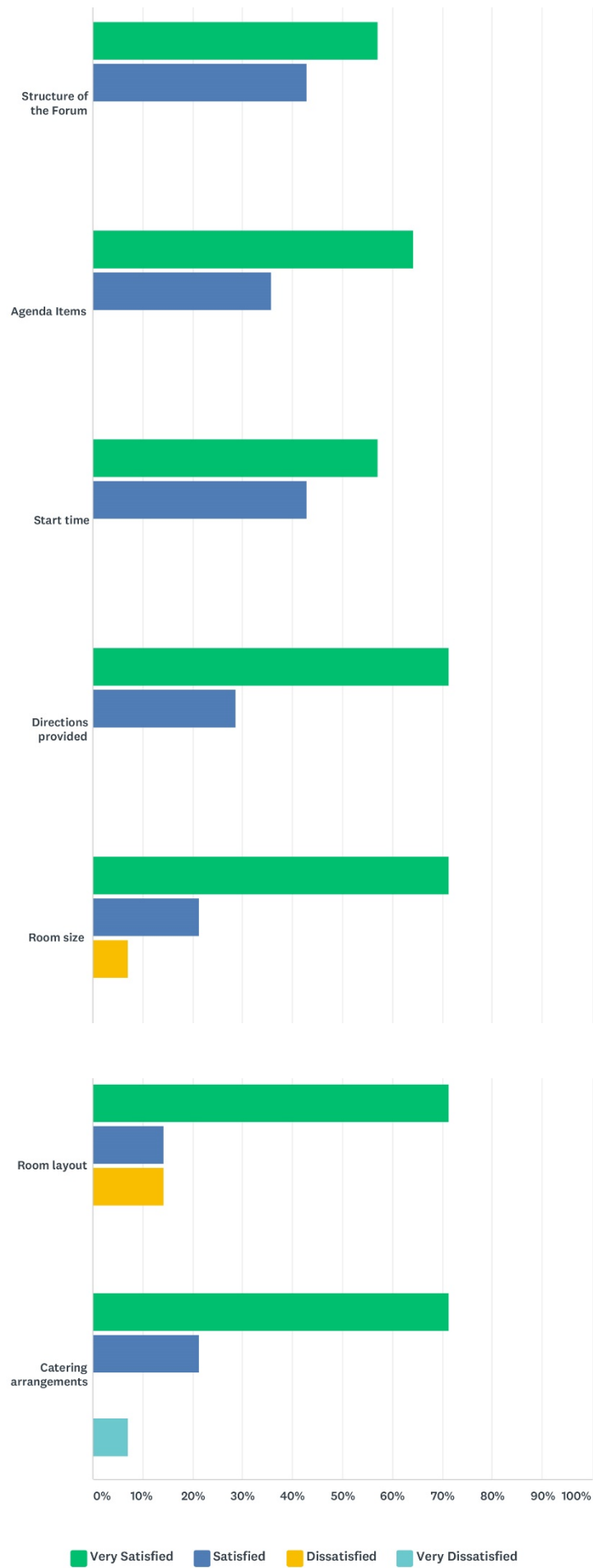
Too much	0.00%	0
Just right	100.00%	14
Not enough	00.0%	0

### Q4 Did you have access to the agenda prior to the Forum?



Yes	100.00%	14
No	0.00%	0

## Q5 Please indicate your level of satisfaction with:

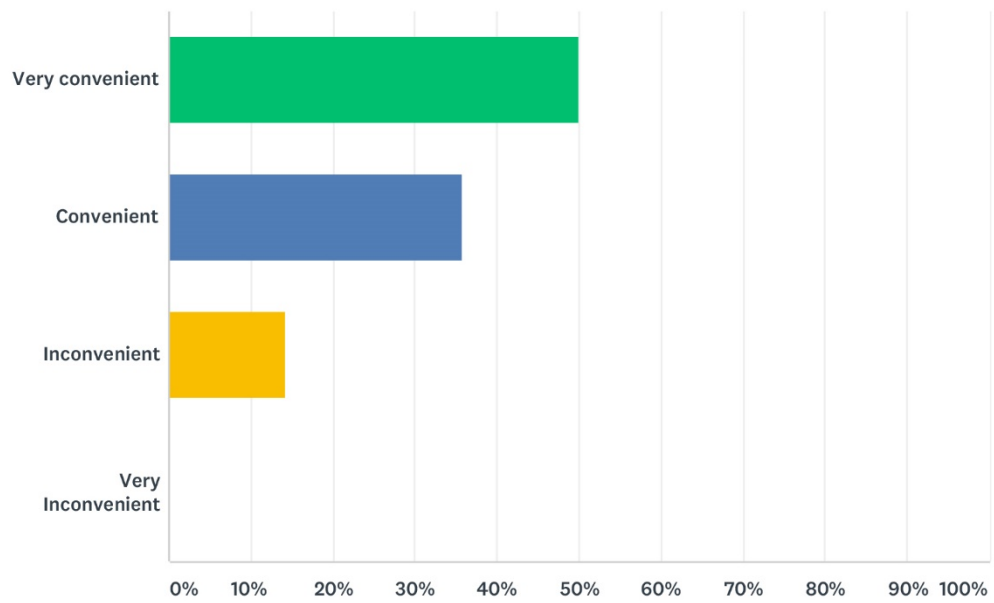


	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Total</i>
Structure of the Forum	57.14% 8	42.86% 6	0.00% 0	0.00% 0	14
Agenda Items	64.29% 9	35.71% 5	0.00% 0	0.00% 0	14
Start time	57.14% 8	42.86% 6	0.00% 0	0.00% 0	14
Directions provided	71.43% 10	28.57% 4	0.00% 0	0.00% 0	14
Room Size	71.43% 10	21.43% 3	7.14% 1	0.00% 0	14
Room Layout	71.43% 10	14.29% 2	14.29% 2	0.00% 0	14
Catering arrangements	71.43% 10	21.43% 3	0.00% 0	7.14% 1	14

If you have indicated that you are *Dissatisfied/Very Dissatisfied* with any of the above, please state your reasons

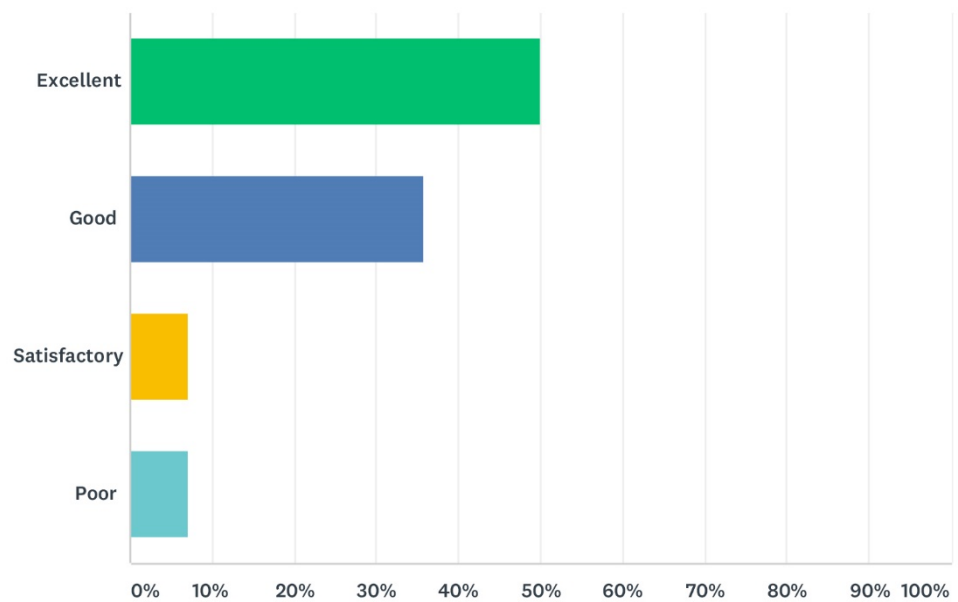
- The chairs were very uncomfortable to sit on for any length of time. The lectern was too big and inhibited the audience's view of some of the presenters.
- I have attended several Forums at the Holiday Inn, I find the room and the restaurant was very cold and lunch was awful this time.

## Q6 Please indicate how you rate the location of the event:



Very convenient	50.00%	7
Convenient	35.71%	5
Inconvenient	14.29%	2
Very inconvenient	0.00%	0

## Q7 How would you rate this year's venue?

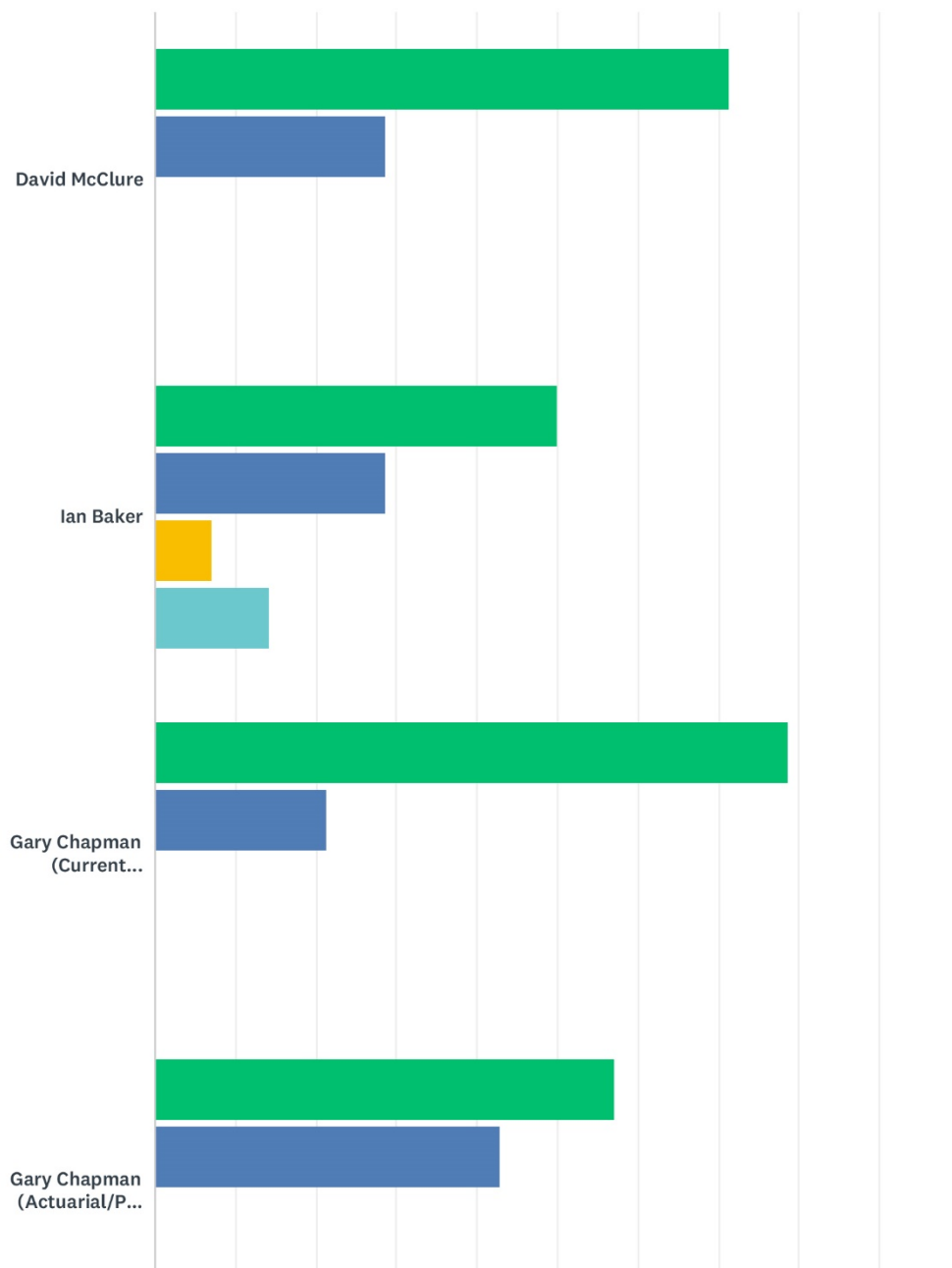


Excellent	50.00%	7
Good	35.71%	5
Satisfactory	7.14%	1
Poor	7.14%	1

If you have given a 'Poor' rating, please tell us why

- Not straightforward to get to if using public transport.
- All rooms cold lunch awful.

### Q8 Please indicate your level of satisfaction with the quality of the speakers:



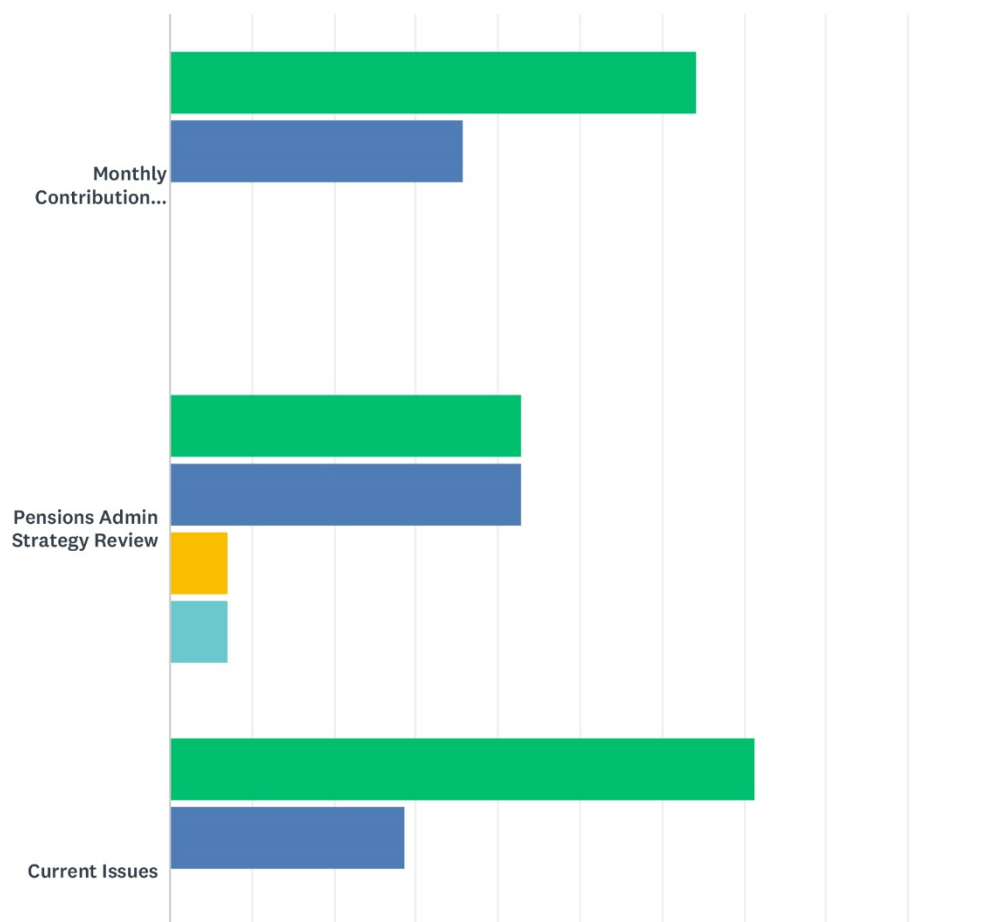


	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Total</i>
David McClure	71.43% 10	28.57% 4	0.00% 0	0.00% 0	14
Ian Baker	50.00% 7	28.57% 4	7.14% 1	14.29% 2	14
Gary Chapman (Current Issues)	78.57% 11	21.43% 3	0.00% 0	0.00% 0	14
Gary Chapman (Actuarial/Pooling)	57.14% 8	42.86% 6	0.00% 0	0.00% 0	14

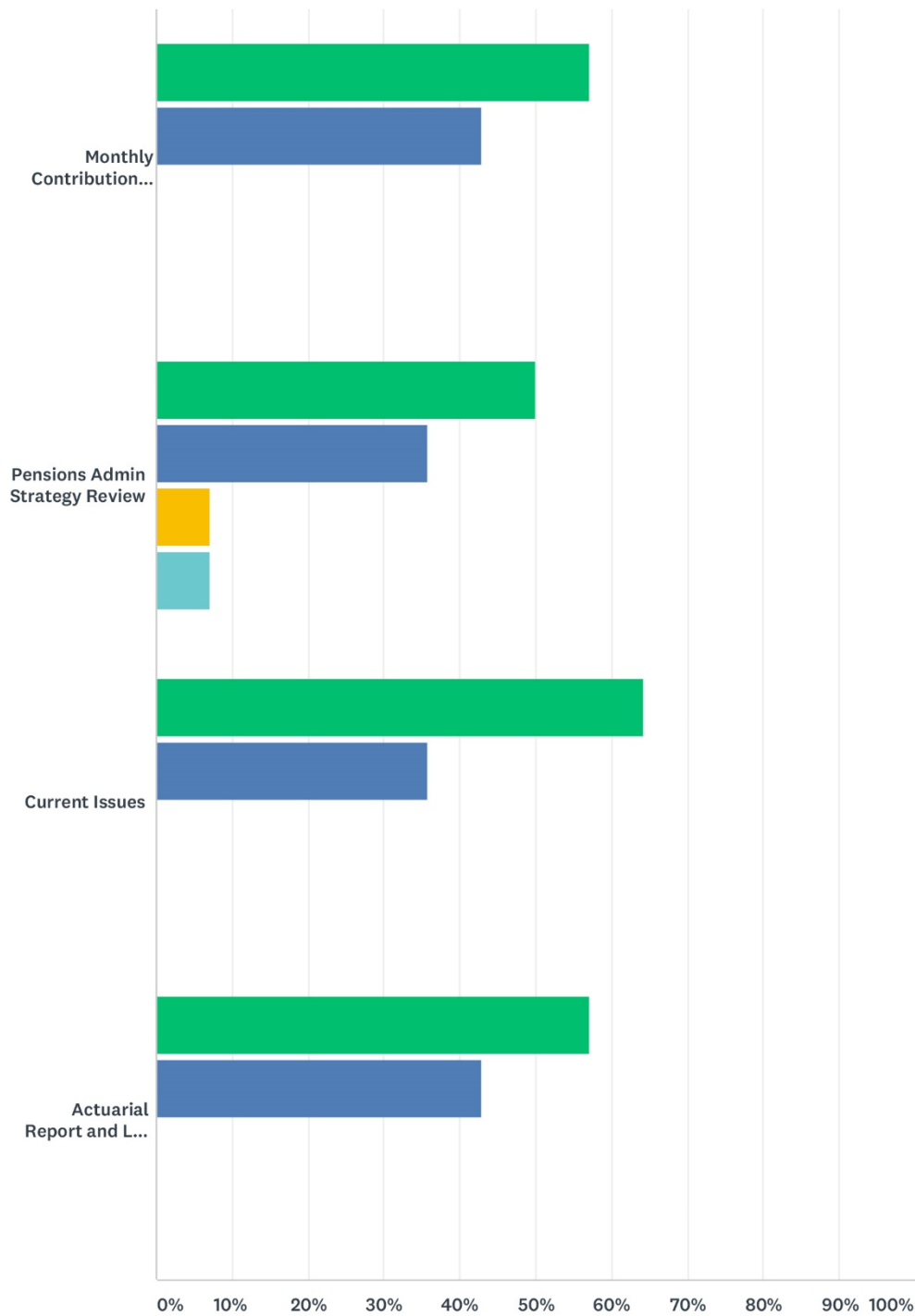
If you have indicated that you are *Dissatisfied/Very Dissatisfied* with any of the above, please state your reasons:

- Comments made in a very negative manner, condescending in tone, poor attitude towards participants. Forgets that we have a choice of which fund to go to and forgets that those who attended did so to improve their knowledge not to be criticised. Found his whole approach disgraceful and thought it was reflected in the lack of applause he was given. Smirked smiles when talking about £20 million fines did nobody any favours. Ruined the rest of what was otherwise a very good day.
- Ian's presentation felt like it was just threading us, we are your customers, we are also the good customers sat in that room as we bother to turn up. I feel he was preaching to/threatening the wrong audience and didn't respect any of us.
- More bothered about penalties and didn't really listen to the questions people asked. Did not seem to want to work together with the employers.

## Q9 Please indicate your level of satisfaction with the content of the presentations:

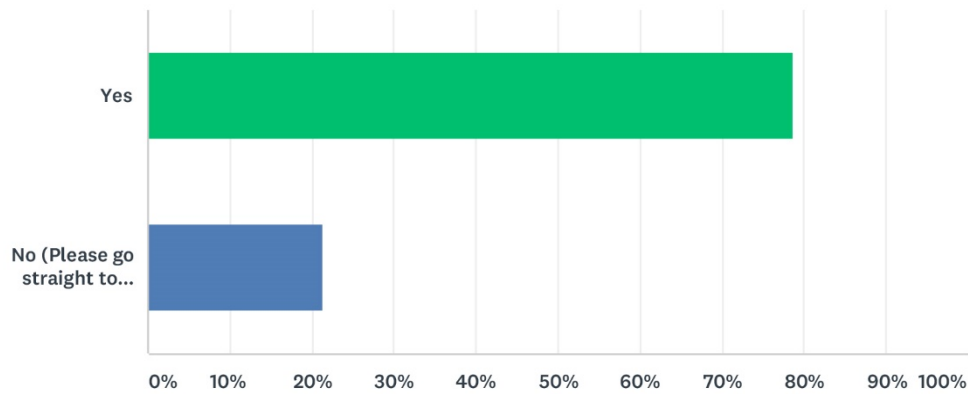


**Q10 Please indicate your level of satisfaction with the length of each presentation:**



	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Total</i>
Monthly Contribution Returns	57.14%	42.86%	0.00%	0.00%	14
Pensions Admin Strategy Review	50.00%	35.71%	7.14%	7.14%	14
Current Issues	64.29%	35.71%	0.00%	0.00%	14
Actuarial Report & Pen Investment Pooling	57.14%	42.86%	0.00%	0.00%	14

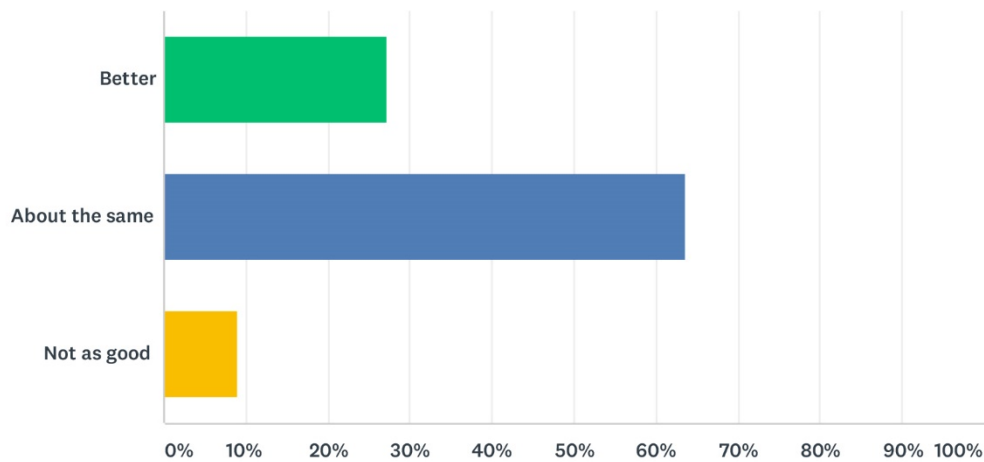
## Q11 Have you attended the Employers Forum before?



Yes 78.57%

No 21.43%

## Q12 In comparison with previous Forums you have attended was it:



Better 27.27% 3

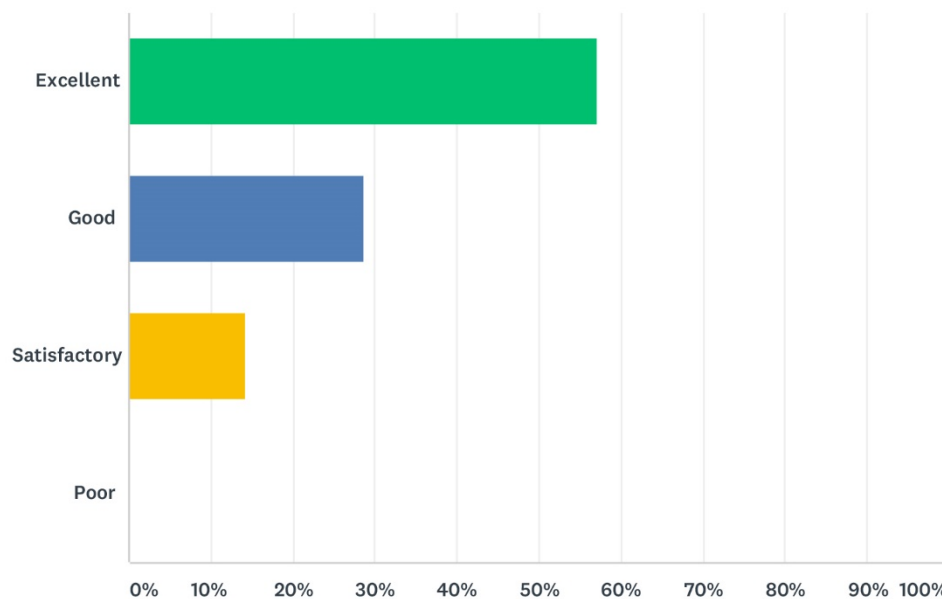
About the same 63.64% 7

Not as good 9.09% 1

If you have chosen 'not as good' please tell us why

- Ruined by Ian Baker rest was better than previous

### Q13 How would you rate the overall event?



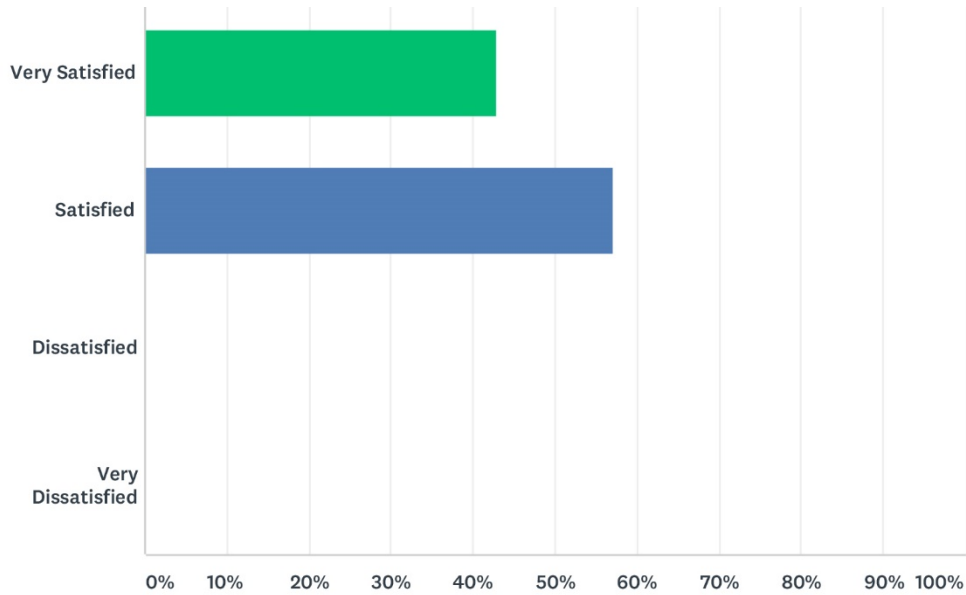
Excellent	57.14%	8
Good	28.57%	4
Satisfactory	14.29%	2
Poor	0.00%	0

### Q14 Are there any suggestions for improvements or changes that you would like us to make?

- On the whole I find the event to be really useful in providing an opportunity for some dedicated time to focus on pensions and in particular updates, changes and new initiatives. The thing that I would like to see change may just be a personal perception but I often feel like there is an element of the day that is used as an opportunity to tell employers off for not meeting required standards. While I appreciate that there is clearly an issue with some employers the point was made that the people attending the forum are considered to be the 'good' employers who are engaged and therefore it feels unjust (and an inappropriate forum) when my employer is engaged and making every effort to meet the standards being set by SYPA. This may not be the intention but it is how it comes across to me at least.
- Don't ask Ian Baker to contribute in that tone or manner.
- Change the location.

Q15

With every survey we issue we also like to ask about your overall experience with us. Therefore aside from this event, please rate how satisfied you are with the performance of SYPA?



Very Satisfied	42.86%	6
Satisfied	57.14%	8
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0