

Q1.What do you think we can improve about the Administration service you receive from us?

Q2.What could we do to assist YOU with the service you provide to YOUR employees?

No.	Employer Comments	SYPA Response	Timescale for Action
1	Happy with the service we receive		
2	Monthly return is not in least bit user-friendly. Needs simplifying and a lot of the double-checking steps removing Easier to use system The portal interface is a little cumbersome Improvements and simplification of Civica UPM upload process	We recognise the process is slightly cumbersome and are working with Civica to improve the MDC the tool where possible. Unfortunately the flexibility of the current product is limited and it does not make economic sense to invest heavily in an upgrade prior to the wider review of the administration software that is due to be carried out during the 2019/20 financial year. Response as Point 2 above. Response as Point 2 above. Response as Point 2 above.	Contract for new administration system to be determined by March 2020
3			
4			
5			
6	Not sure		
7	Consistency of approach in issuing pension estimates to the HR Team	This will hopefully be resolved by some internal workload changes we are making from 1 April 2019.	Apr-19
8	Workshops- last workshop was extremely poor in terms of preparation, deliverability and general communication	Unfortunately we are unable to determine which workshop this refers to.	
9	Looking into cases fully before responding to the member, there do seem to be some instances where the employer is blamed too readily without checking the facts	As discussed at the Employer Forum, we recognise this has been a problem historically and are developing a single 'Workflow' tool for employers through the Employer Portal which we hope we can direct all employer queries through. This is currently being tested and we hope to be live by the end of April 2019.	May-19
10	Greater control and consistency in the way queries are lodged with us - consistency in the way queries are sent and chased up, ceasing duplication of queries, or chasing queries that have already been responded to If emails could just be sent and not having to log on the portal as well More consistency when dealing with queries (for example terminology used), to be clear about the information being requested, trying not to duplicate requests for information, asking for all the information needed for each query in the first instance rather than keep coming back to us with further information requests Send things to one email address as requested	Response as Point 9 above. Response as Point 9 above. Response as Point 9 above. Response as Point 9 above.	
11			
12			
13			
14	Since the abolition of starter and leaver forms on EPIC it would help if all your depts knew that new starters and leavers now get entered on the monthly return. I have had a few instances where leavers have contacted SYPA after leaving and have been advised you are awaiting a form 9 from us, when we have actually entered the leaving details on the monthly report. It makes us look like we are not providing what we should Contact us before writing to employees advising that we have not provided some necessary info stop referring queries to the employer when they relate to pensions functions. Employees then feel like they are being passed around without getting the information that they need	Response as Point 9 above. Response as Point 9 above. Response as Point 9 above.	
15			
16			
17	The new online submission system is very cumbersome as we have nearly 30 individual uploads	This relates to MDC and may be due to misunderstanding of the capabilities of the system so we are trying to identify the source of the query to assist them directly.	
18	We don't deal with south yorkshire pension		
19	Nothing I am aware of		
20	Headings on MDC spreadsheet could be clearer	Agreed - we will look to make this change.	Apr-19
21	Less use of complex terminology. Can be confusing for someone new to pensions Easier to understand updates Ensure pensions staff explain things in plain English to HR employees with less knowledge of the LGPS Sometimes with queries it is not immediately obvious what information is required. It would be useful if it was explained what was required in less complex terms Sometimes with queries it is not immediately obvious what information is required. It would be useful if it was explained what was required in less complex terms Make sure any information is in an easy context to understand simply	We agree that we need to focus more on Plain English in some of our communications. Response as Point 21 above. Response as Point 21 above. Response as Point 21 above. Response as Point 21 above. Response as Point 21 above.	Ongoing
22			
23			
24			
25			
26			
27	Standardise terminology to provide clarity for employers	We think is a reference to our definitions of the pay for the 2 pension schemes (Final Salary and CARE scheme) and will look to agree a consistent approach going forward. Response as Point 27 above.	Jun-19
28	Standardise terminology to provide clarity for our employees		Jun-19
29	Nothing		
30	More timely responses		
31	I think the website could be improved and made user friendly	This is a wider piece of work which is included in our Corporate Strategy.	Apr-20
32	Not sure		
33	Maybe a monthly report following the return to show changes made to a record	This would be a resource intensive process both for SYPA and for the employer and we are not convinced of the level of benefit that would be gained for the effort involved from both parties.	
34	A much better website and online facilities	This is a wider piece of work which is included in our Corporate Strategy.	Apr-20
35	Amalgamate the finance side of upload into one DIRECT DEBIT PAYMENTS	This was discussed at the Employer Forum as a potential benefit and is included on our Work Plan for 2019-20. See response to Point 35 above.	Dec-19
36			
37	No problems at the moment		
38	Nothing that I am aware of		
39	Any email suggestions to staff will be welcome		
40	Employees should be allowed more than one quotation	Members can use the online portal to carry out multiple estimates and quotations.	
41	More engagement for ideas on how to simplify processes for employers and their payroll providers	We plan to run more workshops for employers in the next 12 months where this feedback will be very welcome.	2019-20
42	I have nothing to give out for new employees - link or a "New Starter" e-mail to forward	We already hold 'Brief' and 'Full' guides to the LGPS on our website which employers can provide an email link to. We will look to produce a one-page 'flyer' in case this is helpful to employers.	Jun-19
43	Do you have a dedicated employee's helpline? If not maybe this would be good	This is a wider piece of work which is included in our Corporate Strategy.	Dec-19
44	I think you provide our company with a good service Everything is ok Nothing - assistance given when requested		
45			
46			
47	Stop changing the Regs!	Unfortunately this is not within our gift as an administering authority!	
48	More training in completing online forms	We are reviewing our training for 2019-20 and will reflect this.	2019-20

What do you like about the Administration service you receive from us?

- Quick and helpful
- Regular updates - epic is very easy to use
- Informative
- Its user friendly
- Helpful & Friendly
- We do not receive much from this
- Good
- Quick to respond to telephone / email enquiries.
- Being able to speak to pensions staff direct with questions and them being able to answer our questions
- Quick, friendly, informative responses
- Accessible and efficient
- It's a helpful and informative service
- Having points of contact for different issues, and direct lines to members of staff
- Shirley Nicholson is Excellent - full of information and very helpful
- Prompt replies
- Quick and friendly service if any issues arise
- There are some excellent staff who work really hard
- All employees are very helpful by phone
- Knowledgeable staff
- Knowledgeable staff, always act swiftly
- Quick
- We don't deal with south yorkshire pension
- Recently there seems to be a move to work in partnership rather than the previous somewhat adversarial attitude
- Fast friendly service
- Friendly and approachable
- Regular Information
- Done in a timely manner
- Friendly and competent service
- Very helpful on the phone when called previously
- Combined Monthly Returns for all SY clients
- Quick response to queries or requests for assistance
- The use of e-mail
- Always someone to speak to regarding a query
- Emails received with any updates
- Right amount of information
- Understand the organisation
- PROMPT RESPONSES
- Good
- I like the fact that we now have a member of staff assigned to our company. Also that the administration have identitys' now and you can confer with them
- The regular pension updates