

## SOUTH YORKSHIRE PENSIONS AUTHORITY

16 February 2012

### Report of the Clerk and Treasurer

#### CONSULTATION STRATEGY: MEMBER SATISFACTION RATING

##### 1. Purpose of the Report

To advise Members of the current level of customer satisfaction amongst Scheme members and to set a performance target for 2012/13.

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##### 2. Recommendation

**Members are recommended to set a general performance target for customer satisfaction.**

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##### 3. Background

3.1 Members will recall that the Authority achieved the Customer Service Excellence Award in February 2011. In securing the award we were compliant in 56 out of the 57 categories reviewed by the external assessor. In his report he commented that we were only partially compliant in the following sub-criteria,

'We set challenging and stretching targets for customer satisfaction and our levels are improving'

3.2 In discussions with the assessor we pointed to the fact that we consulted with all our stakeholders over a range of different subject areas and that we always had a high satisfaction rating. Whilst this was accepted the assessor commented that although our performance was very good we did not have a target level to achieve and measure our performance against.

3.3 In order to assess whether our customer satisfaction levels are improving and provide Members with an opportunity to set a target for us to attain we first needed to establish the current level of customer satisfaction. To achieve this we have concluded all our recent surveys, regardless of the topic, with an overall satisfaction rating type question.

##### 4. Results and Target Setting

4.1 The results from the surveys where we asked for an overall customer satisfaction rating are as follows,

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
48.6%	50.4%	0.6%	0.4%

- 4.2 In anticipation that our overall satisfaction level would be high (99%) we deliberately created a degree of satisfaction to allow for a target to be set that would require movement from one level of satisfaction to the other. However Members may be satisfied with a single level of satisfaction and seek us to simply have zero less than satisfied customers.
- 4.3 Members are requested to set a customer satisfaction target for 2012/3 with a review to take place in April 2013.

#### **4. Implications**

- **Financial** - None
- **Legal** - None
- **Diversity** - None

**Officer responsible:**

Gary Chapman Head of Pensions Administration  
Phone 01226 772954  
E-mail: gchapman@sypa.org.uk

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