Listening to our customers

Presented by John Ronson
Support and Engagement Team Manager
Changes implemented following 2018 survey

- Introduction of Employer Queries through EmployerWeb
- Launched employer online quote facility
- Members able to produce unlimited retirement quotes online
- Updated MDC spreadsheet for clarity
- Introduction of an employee helpline
- Two new engagement officers to assist with employer and staff training
Review of Employer Survey 2021

- Issued Dec 2021 following previous survey in 2018
- To 600+ employers
- 42 responses – relatively low rate compared to 2018 survey. We want feedback!
- On-going feedback will be logged and reviewed on a regular basis.
Review of Employer Survey 2021

Overall satisfaction with the service

- Very satisfied – 25%
- Satisfied – 69%
- Dissatisfied – 6%
- Very dissatisfied – 0%

The results are similar to the 2018 survey and show an overall assurance that we are meeting the needs of employers.
Review of Employer Survey 2021

Individual aspects of the service

- Employers scored on individual aspects of our service, including:
  - Timely response to queries
  - EPIC system
  - Employer Web
  - Demos and Guides
  - Employer Training
  - Employer Area of the Website
  - Helpfulness of SYPA staff
  - Scheme presentations to members

All aspects corresponded with the overall satisfaction results – around 85-95% satisfied with the service.
What do you think we can improve about the administration service you receive from us?

- **Terminology and use of acronyms**
  - What we’ll do – any training material to include a glossary of terms, plus a standalone document explaining terms and acronyms.

- **Issues resolved at first point of contact**
  - What we’ll do – further training to be provided to our contact centre to resolve MDC issues on first contact
  - What we’ll do – comprehensive Q&A doc plus training videos for common issues
What do you think we can improve about the administration service you receive from us?

- **EmployerWeb queries can be too vague**
  - What we’ll do – feedback will be provided to the benefits team to review queries for clarity
  - What you can do – let us know if anything is unclear!

- **Loss of dedicated MDC contact**
  - What we’ll do – on-going training for customer centre and benefits team staff to resolve issues
  - What you can do – try to submit MDCs by the preferred date where possible in case any issues arise
Others points of note:

- The preference for training is now virtual rather than in-person.
- Employer newsletters are informative and useful.
- The employer training currently provided is of a high standard.
- Continuous improvement in MDC submission rates
Employee Satisfaction

Retirement Surveys

- A retirement survey was issued to all new retirees in the last year:
  - 2321 surveys issued
  - 521 responses
  - 22% response rate
- Results:
  - Very satisfied – 62.38%
  - Satisfied – 29.56%
  - Dissatisfied – 5.95%
  - Very dissatisfied – 2.11%
Employee Satisfaction

Retirement Surveys – Feedback

- Better online facilities for retirement needed – launch of Retire Online facility.
- Delays in receiving information from employers when a member signals their intention to retire. New retirement data form to be released soon.
- Delays caused by AVC providers – issues with Prudential.

Feedback
Employee Satisfaction

Customer Centre Data

- When a member contacts us, we issue an electronic survey to gather feedback. In the last 12 months:
  - 12,845 surveys issued
  - 1,695 responses
  - 13% response rate

- Results:
  - Very satisfied – 62.18%
  - Satisfied – 27.79%
  - Dissatisfied – 6.96%
  - Very dissatisfied – 3.07%
Employee Satisfaction

Customer Centre – Feedback

- Delays in online system showing contributions, especially regarding AVCs.
- Delays with transfers.
- Occasionally call backs not made in promised timeframe.
Any questions?