

Deferred member survey 2023...question by question results



Servicing

How would you rate the overall service and support you receive from the Pension Scheme?

Options	Total	Percent
Very positive	457	24.45%
Somewhat positive	447	23.45%
Neutral	849	45.43%
Somewhat negative	88	4.71%
Very negative	28	1.50%

Have you ever contacted our helpdesk?

Option	Total	Percent
Yes	580	31.03%
No	1289	68.97%

How would you rate the quality of support you have received from our helpdesk?

Options	Total	Percent
Very Positive	246	42.27%
Somewhat Positive	178	30.58%
Neutral	98	16.84%
Somewhat Negative	45	7.73%
Very Negative	15	2.58%

What is your preferred method of providing and receiving information on your pension?

Options	Total	Percent
Email	1332	71.27% (2022 - 68.62%)
Letter	434	23.22% (2022 - 20.14%)
Phone	23	1.23% (2022 - 2.66%)
Online	80	4.28% (2022 - 8.59%)

Would you be interested in attending training on the pension fund (tick sessions which are of interest?)

Options	Total	Percent
Introduction to the Local Government Pension Scheme	171	9.15%
Your Pension MOT... how to keep on top of your pension	469	25.09%
Planning for retirement... how benefits are calculated etc	496	26.54%
The process of retirement... which forms to complete, how you are paid etc	465	24.88%
I am not interested in training	1074	57.46%

Member self-service

Were you aware that you can access details of your pension (including your annual benefit statement) online through 'My Pension' - our Member Self-Service Portal?

Options	Total	Percent
Yes	1408	75.33%
No	461	24.67%

When did you last log in to the Member Self-Service Portal?

Options	Total	Percent
In the last month	180	12.77%
Within the last 6 months	466	33.10%
Within the last year	271	19.25%
Over a year ago	271	19.25%
I am aware but have never logged in	220	15.63%

Have you used these features on the Member Self-Service Portal? – tick all that apply

Options	Total	Percent
View and update your personal details	685	36.65%
View your annual benefit statement	987	52.81%
Check and update your beneficiaries	457	24.45%
Benefit projection calculators	380	20.33%

Would you be interested in submitting (and tracking) requests such as quotations/transfer values via the Member Self-Service Portal?

Options	Total	Percent
Yes	688	48.86%
No	720	51.14%

Website and Communication

Are the communications you receive from us easy to understand?

Options	Total	Percent
Extremely easy	640	34.24%
Somewhat easy	1076	57.57%
Not at all easy	153	8.19%

Do you feel that the East Sussex Pension Fund keeps you regularly updated about your pension?

Options	Total	Percent
Yes – The frequency of communication is fine	1289	68.97%
Yes – But there is too much information provided	91	4.87%
No – I do not feel that you communicate often enough	370	19.80%
No – I don't receive any information	119	6.37%

How often would you like to receive a newsletter from the East Sussex Pension Fund?

Options	Total	Percent
Every three months	350	18.73%
Every six months	659	35.26%
Annually	860	46.01%

For the first time in 2023 the pension fund issued a scheme update booklet to all members by post. Do you remember receiving this?

Options	Total	Percent
Yes	590	31.57%
No	1279	68.43%

Each year you receive an Annual Benefit Statement. We changed the format and layout this year based on member feedback. How clear was the 2023 Annual Benefit Statement?

Options	Total	Percent
It is clear	718	38.42%
I understand some of it	611	32.69%
It leaves me confused	173	9.26%
I never received one	367	19.64%

To aid your understanding of the Pension Scheme which of the following would be most useful? *Tick all that apply

Options	Total	Percent
Short videos that explain how the Scheme works	738	39.49%
A set of simple, easy to understand guides	1371	73.35%
Educational articles on pensions	309	16.53%
Regular Newsletters	361	19.32%
Face to face or online pensions training	277	14.82%
Regular posts on social media sites	78	4.17%

Website

Are you aware of the East Sussex Pension Fund website (separate to the member self service portal) which is dedicated to supporting members of the Scheme?

Options	Total	Percent
Yes	459	24.56%
No	1410	75.44%

How easy is it to understand the information on our website?

Options	Total	Percent
Extremely easy	186	40.52%
Somewhat easy	250	54.47%
Not at all easy	23	5.01%

How easy is it to find what you are looking for on our website?

Options	Total	Percent
Extremely easy	168	36.60%
Somewhat easy	257	55.99%
Not at all easy	34	7.41%