

# LPF employer survey 2017

## Priorities for improvement (PFIs)

### Purpose

To identify areas of WYPF service with employers that could be improved.

### Sample

The survey was emailed, and made available on the employer blog, to all authorised users notified to use by the scheme employers of WYPF.

These are the Finance, Administration and Strategic contacts as well as additional Authorised users of the system.

### Results

Replies received: 72

Overall result: 83.42%

A summary of previous year's results are in appendix A

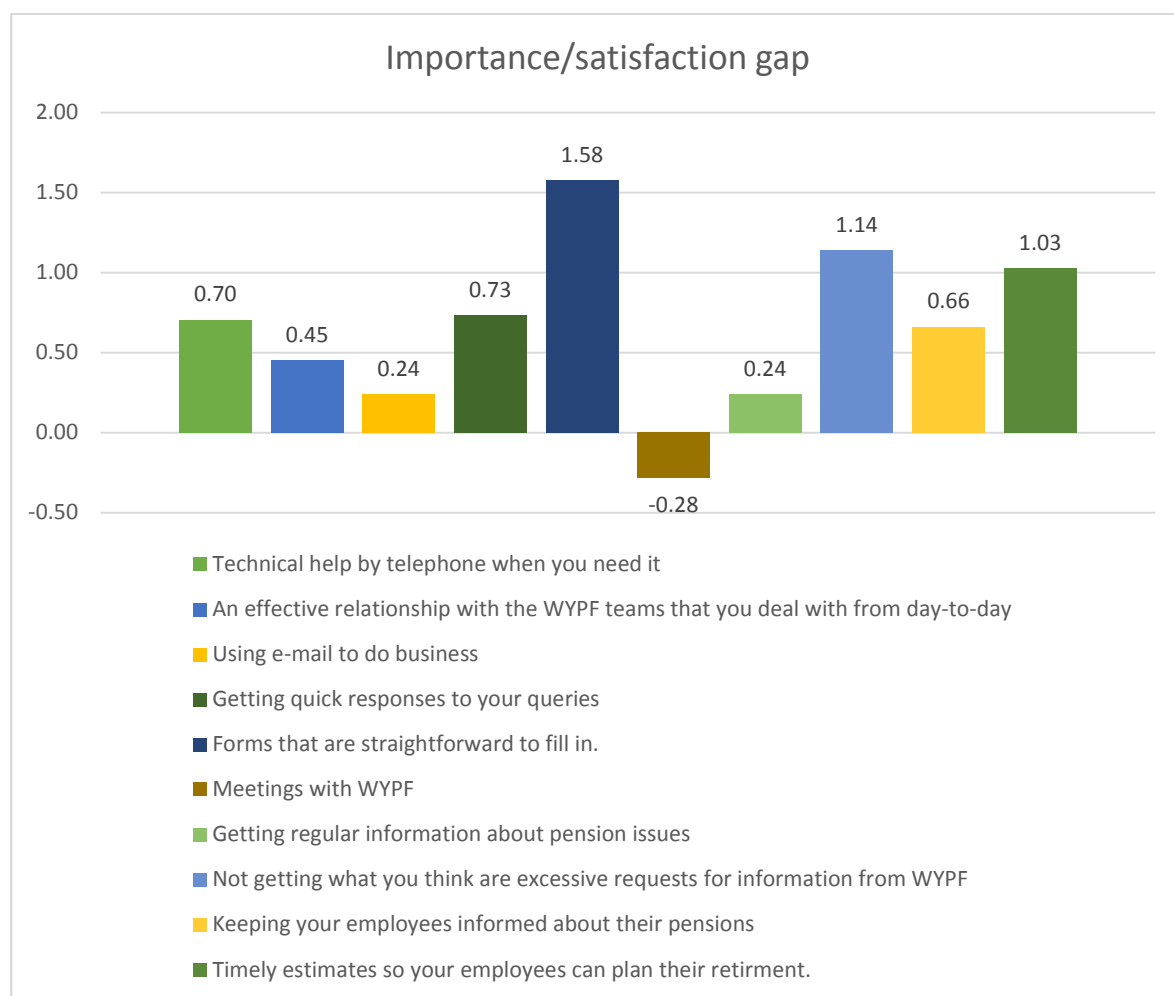


## Importance/satisfaction gap

Plotting the gap between the score for how important an area is to the customer against how satisfied they are with our performance allows the identification of the largest gaps quite easily.

Normally a greater gain in customer satisfaction will be achieved by closing a large gap rather than a small gap.

On a 10 point scale any satisfaction gap above 1 is a point of concern and gaps on excess of 2 are serious.



## Comments

Any comments you would like to add?

Have rated some highly but have not needed the service.

The one criticism I have is the forms you have. It was a long and laborious process to get myself and my colleagues registered with the right access to the WYPF, seemingly filling the same form in many times. It was a nightmare and you need to look at this. Apart from that the service has been excellent.

Well done, good service

Above taken from employee feedback who recently retired.

It would be good to get acknowledgements of pension estimates that are requested with an estimated timescale for a response.

Generally very pleased with service. Most staff extremely helpful and knowledgeable.

Thank you I am very satisfied with the service from WYPF

I have often rang into the main switchboard for the pension's team and could not get to speak to someone at that time. I left a message for a return call but often this doesn't happen and i have to call again.

WYPF tend to send a lot of emails with queries, when the queries are dealt with, we get another email with another query for the same person. Sometimes when you phone up for advice i.e. refund of APC's not only do WYPF pension officers give the incorrect advice that could've potentially got us into an issue with HMRC. We also have had more employees this year come to our department saying i phoned pensions and they said to contact the employer. We as an employer are not pension experts, we do payroll. Just as WYPF are not payroll professional you advise on Pensions, our link contact is brilliant and always willing to help. Overall the service is good, however, the above issues are some faced in the past tax year. From when WYPF took over and we went to the presentation it was said that everything will be done on a monthly form, admin will be easier, however, we have yet to see advances in this yet.

Please pass on thanks to your 'front line' staff who have to deal with people like me who don't do pensions all day and struggle to cope with what are probably very easy tasks! They are always patient and help with step by step instructions to deal with any queries.

Website not 100% user friendly

We are a very small employer and therefore have little day to day contact with the teams, however it is extra important to know that the service is available readily with the expert knowledge.

Our PFR is not client focused or friendly towards us a HR/payroll providers. They appear to think that the only organisation of importance is WYPF rather than us all working together to make sure staff pensions are paid correctly.

Staff don't seem to know much about their pensions. Kaele has offered to come out and hold a briefing session

Our relationship with WYPF got off to a very rocky start and there are still a number of queries that are outstanding. Recently this has been improving. However, I find the portal hard to use, the forms complex and very difficult to complete and I think that more help in this area would be an excellent idea.

I understand that WYPF have a backlog and this is creating us issues and our staff, when will this be resolved. We have streamlined our processes to make sure we get timely information to WYPF only to understand they are not touching it for months. The employees think this is an issue with us but we have done all we can.

Feedback from employee

Portal can be a little difficult to navigate and can sometimes kick you out/error whilst you are trying to update forms. Believe WYPF are due to come see EPM soon though to resolve this.

I have only been working with the fund for 2 months, so difficult to judge

I'm a new user so have yet to fully experience your service.

In my experience the support of the WYPF has been very helpful. They are always willing and prepared to talk through a complex pension processes as one builds and understanding of the requirements.

Scores of 5 are where I have not made use of the service

## How would you sum up WYPF's service in one sentence?

Importance

Excellent

Professional and responsive

Friendly, efficient & informative

Solid performance - just what we need!

Professional and proactive

I think that the service and communication I have experienced has been very good

The WYPF/LFP's service is excellent.

Always putting employer & employees needs first

WYPF/LPF provide an effective service

Good

It seems to work well.

Excellent, efficient people who are nice to work with.

Dealing with staff at WYPF has made my job easier, as they dealt were professional and efficient

Professional

Excellent

User friendly website and help always at the end of the phone

Very efficient service and excellent response times to queries

Very helpful service

Professional, but sometimes there is a delay to queries  
Helpful when I have contacted them and workshops useful  
It's been a learning curve since the transfer to WYPF, but things are improving.  
Very helpful and keep me on track with our responsibilities  
Excellent  
Excellent!  
First class  
Could be far more understanding of how schools/providers actually operate.  
Whoever I have spoken with at WYPF have been extremely helpful  
Very pleased with the customer service however still find the website/portal difficult to navigate  
Good  
A work in progress.  
Work in progress  
A very professional service.  
Knowledgeable and efficient  
Efficient and informative together with being swift to respond to questions  
The service from WYPF/LPF's is second to none  
Good  
Satisfactory  
Good  
Good.  
Adequate  
Excellent  
Always helpful with efficient and effective guidance  
WYPF representatives are always willing to help no matter how incompetent the question!  
Good so far.  
A user friendly and very helpful service.  
Very Good  
Excellent  
Training sessions this year have been extremely helpful  
On the whole accessible and responsive to our needs.  
Acceptable but customer service could be better.

## Appendix A – Summary of results Lincolnshire Pension Fund

Summary of results Lincolnshire Pension Fund	2016		2017	
	Rank	Score	Rank	Score
Technical help by telephone when you need it	8	-0.08	5	0.70
An effective relationship with the WYPF teams that you deal with from day-to-day	4	0.23	7	0.45
Using e-mail to do business	9	-0.15	8	0.24
Getting quick responses to your queries	3	0.31	4	0.73
Forms that are straightforward to fill in.	<u>1</u>	<u>0.85</u>	<u>1</u>	<u>1.58</u>
Meetings with WYPF	10	-1.00	10	-0.28
Getting regular information about pension issues	2	0.38	8	0.24
Not getting what you think are excessive requests for information from WYPF	5	0.23	2	1.14
Keeping your employees informed about their pensions	7	0.00	6	0.66
Timely estimates so your employees can plan their retirement.	6	0.08	3	1.03
Satisfaction Score (%)	91.47		83.42	
Number of replies	12		71	