

**LPF employer survey 2018
Priorities for improvement (PFIs)**

Purpose

To identify areas of WYPF/LPF 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/LPF.

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

Results

Replies received: 55
Overall result: 84.73%

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

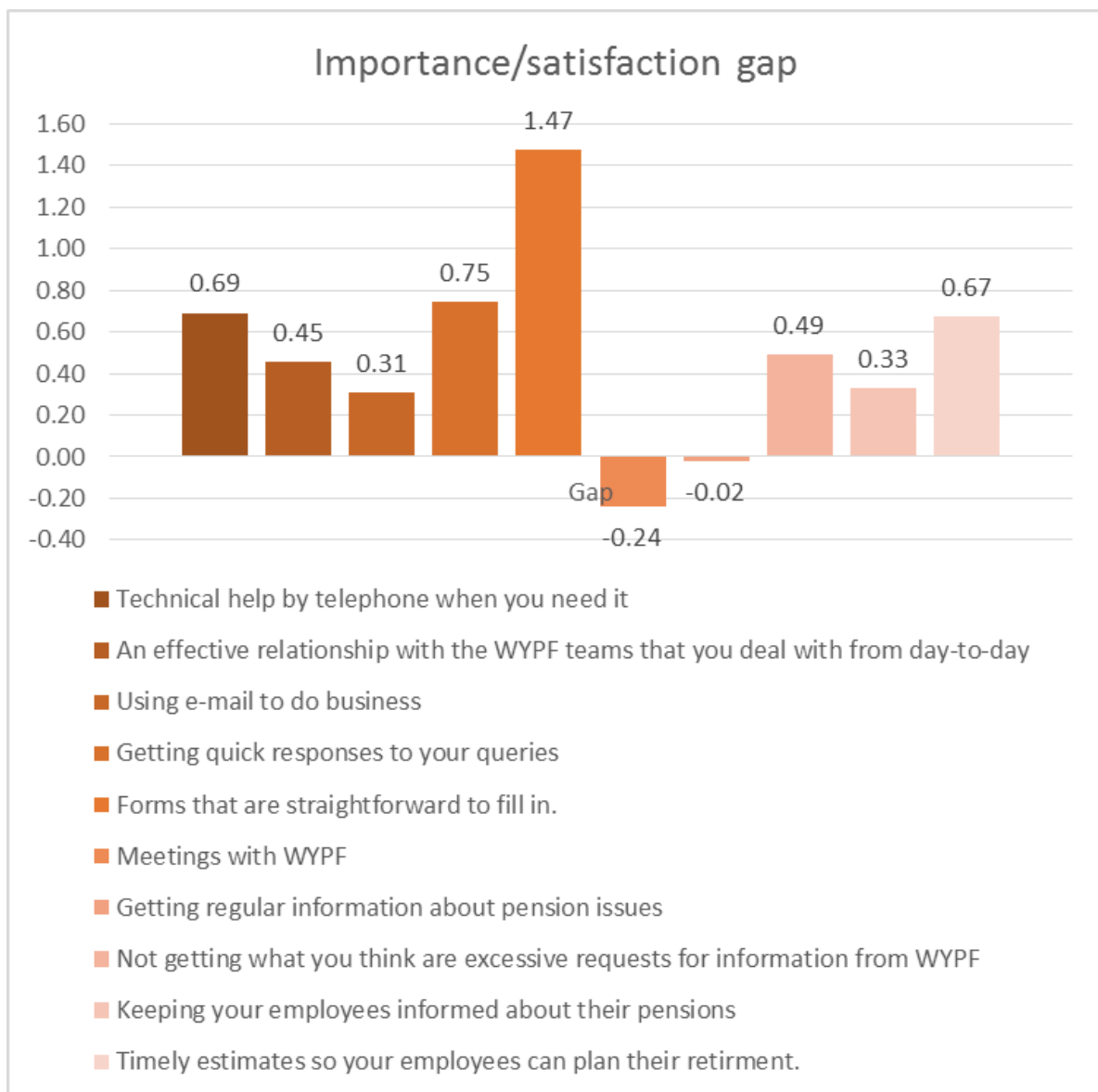


Importance/satisfaction gap

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 action should be taken and gaps in excess of 2 are serious.



Comments

Any comments you would like to add?

Very impressed with affinity half day workshop for pre-retirement and the ongoing service offered.

I don't find the forms at all easy to complete, and yes I have been to the training.

Regarding employees, most need to make more effort to understand their pension provision and not expect it on a plate.

I am unable to answer the last question because as yet I haven't ever requested an estimate but have always been happy with other information requested.

Some more technical advice would be helpful - such as queries relating to contracted out NI where customer systems do not quote those figures. I have been asked several times for C/O NI values with e-mails going backwards and forwards but no advice or guidance offered as to how to arrive at the C/O values. E-mails saying 'does not agree with previous e-mails' or 'can you look at this again' aren't helpful! We do receive duplicated requests for the same information for individual Members so we are not sure if the information we originally send is uploaded onto a central database to avoid these multiple requests being received from other employees of WYPF.

Disappointed that a recent training session was cancelled due to lack of uptake as these are so beneficial. The training is excellent and very important, so hope that the workshops continue.

No experience of areas where one star granted as unable to leave blank. Pensions are administered on our behalf by a third party but any queries raised have been dealt with knowledgeably and efficiently. I have attended two training courses - both were helpful but I would suggest that it is recommended to attendees that they attend the basic introduction course before attending any others unless they have prior experience of pension's administration.

Working on my own I do need support as some information requested is difficult to understand. However I have a list of people to ring and they are always helpful.

Thank you,

I find the staff extremely helpful and knowledgeable, who do their very best to sort out complicated issues.

Staff always very helpful, meetings very informative and able to be accessed by people with very different pension knowledge.

The monthly returns seem to be behind several months and this has a knock on effect to our processing. As if issues are found on the January return but these are not being processed by WYPF until June it means that the correction cannot be

made by our self until June return, therefor 4 months returns contain the same error this has to be discussed each month for it to be resolved.

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

Accessible, friendly and willing to help

Average

Useful helpful service with speedy responses

Contact with named person is very good but contact with WYPFEmail can be VERY repetitive.

Good

Efficient

A most efficient and customer focused service provider.

Great level of service, the team are very knowledgeable.

Very efficient

Excellent

Quite good but some email requests could be made a little clearer

Great efforts are made to explain the complexities of the LGPS scheme and employer obligations.

Always very willing and helpful and never make me feel a fool for questions I may ask!

Good but the computer system could be easier to use. Not very customer friendly.

All queries are dealt with quickly & confidently- giving us confidence in WYPF/LPF

Knowledgeable, friendly, professional

Developing into a stronger working partnership

Excellent

Good help and useful advice always at the end of the telephone

Very Good, thank you.

Very helpful and efficient

Good but with a little more could be excellent!

Overall service is good

Prompt and helpful

Our contact at LPF (KP) has been a pleasure to work with

Both professional and helpful at all times.

Very good

Helpful and to the point.

Doing OK.

Very good service

Very informative, helpful and reliable

Very helpful team who are always willing to support.

Great service and good day to day relationship with the team - keep doing what you're doing!

Good overall service to both us as an Employer and our Employees

Appendix A – Summary of results Lincolnshire Pension Fund

Summary of results Lincolnshire Pension Fund	2016		2017		2018	
	Rank	Score	Rank	Score	Rank	Score
Technical help by telephone when you need it	8	-0.08	5	0.70	3	0.69
An effective relationship with the WYPF/LPF teams that you deal with from day-to-day	4	0.23	7	0.45	6	0.45
Using e-mail to do business	9	-0.15	8	0.24	8	0.31
Getting quick responses to your queries	3	0.31	4	0.73	2	0.75
Forms that are straightforward to fill in.	<u>1</u>	<u>0.85</u>	<u>1</u>	<u>1.58</u>	<u>1</u>	<u>1.47</u>
Meetings with WYPF/LPF	10	-1.00	10	-0.28	10	-0.24
Getting regular information about pension issues	2	0.38	8	0.24	9	-0.02
Not getting what you think are excessive requests for information from WYPF/LPF	5	0.23	2	1.14	5	0.49
Keeping your employees informed about their pensions	7	0.00	6	0.66	7	0.33
Timely estimates so your employees can plan their retirement.	6	0.08	3	1.03	4	0.67
Satisfaction Score (%)	91.47		83.42		84.73	
Number of replies	12		71		55	