

New Members Survey

Greater Manchester Pension Fund

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BACKGROUND:

Date of Survey

11 September 2008.

Target Group

Questionnaires were issued on 11th September 2008 and replies accepted until 31st October 2008. 2000 members were selected at random from approximately 2800 members who had joined within the last 6 months.

Purpose

To obtain feedback on the experience of this group of new members regarding the service and information provided by GMPF.

Surveys issued

2000.

Returned surveys

222 completed.

Return Rate

11.2% (1 in 9)

Definitions

Active members are those currently making contributions to the Fund. Whilst statistically the surveyed group is too small to be representative of the entire 103,000 active members, it is representative of those that received a questionnaire and of those that have recently joined the Fund. Individual comments are of particular interest.

Basis of Analysis

Questions were in 3 forms, Yes/No, Yes/No/Sometimes or a rating on a scale of 1 to 6 (with 1 being poor, and 6 being good).

Scores and Yes/No reply percentages reported are based on respondents who answered the question, i.e. if only 50 (out of the 222 respondents) responded to a particular question, 25 saying yes and 25 saying no then the score was 50% for yes even though less than half actually responded to the question.

For clarity and completeness all appropriate and relevant answers and comments have been included. Inappropriate and noncommittal answers such as "don't know" have been excluded.

RESULTS IN SUMMARY:

Joining Form

The key form for members upon joining the Fund is the Joining Form (PF2). This document scored 4.8. Items mentioned for improvement where:

- An additional items box
- More information about transfers.

Membership Certificate

95% of those that received their certificate will be keeping it. Though 32% of respondents did not receive, or did not remember receiving, one.

Members' Guide

91% of those that received their Members Guide will be keeping it. Though 26% of respondents did not receive, or did not remember receiving, one.

The membership returns show a good mix of members from local authorities, housing, education, and other services and organisations. The Members' Guide scored 4.6 for usefulness.

Other Benefits

58% knew of the ability to buy AVCs. 65% knew of the option to buy extra pension

Booklets

Between 11% and 28% had received additional booklets, scoring them between 4.5 and 5.2

Website

34 members had used the website (15%), scoring it 4.7.

Visiting The Fund

5 members had visited the Fund. All advised they had received the information they requested. The service scored 5.4 for information and 5.6 for courtesy.

Helpline

44 members (20%) had contacted us by phone. They scored the service as 5.1 for information and 5.5 for courtesy.

Overall

196 members (88%) gave an overall score, which averaged at 4.6.

Diversity

The following results show differences in experience related to diversity issues.

Only where the score varied by ± 1.0 or more have comments been made, assuming any differences less than this can be explained by statistical difference and some small sample groups.

Response Variations by Gender

Men and women had no significant variations.

Response Variations by Disability

Disabled respondents did not score any service significantly different to the non-disabled.

Response Variations by Ethnicity

Responses were from 13 different ethnic backgrounds, demonstrating a diverse membership. The majority were White British. 24 members (11%) were from other ethnic groups. 2 did not state their ethnicity.

Response Variations by Age

Splitting the 219 that indicated their age into 12 age groups between 16 and 74 indicates a diverse age range with all groups having at least 1 respondent. The wide spread however resulted in some groups being too small to be statistically robust. However analysis shows that there was no particular difference in scores based on age.

Response Variations by Sexuality

There were a variety of orientation responses within the group, illustrating a diverse membership. 32 did not state their sexuality and consistently scored services slightly lower than the rest.

There were 7 gay (4%), 4 bisexual (2%), no lesbian respondents; the remainder (94%) were heterosexual. This demonstrated slightly under national average returns though not significantly so.

Response Variations by Religion

There were a variety of religions in the group, again illustrating a diverse membership. 134 (71%) were Christian (4 specified churches and 2 nonspecific) and 32 did not respond. 46 stated they had no religion or were agnostic. 10 were other beliefs (3 organised & 2 non-organised).

Prize Draw

208 (94%) of the respondents entered the competition, which was drawn at noon on 06 November 2008. The prize of a £50 M&S gift card was issued to a member in Lancashire.

The next survey of active members will be undertaken in 2010.

The results from that survey may be compared to these results.

CONCLUSION:

A generally positive exercise with every item covered scoring at least 80% satisfied and some scoring 90% or more.

Comments about the membership certificate will however inform the review of new entrants literature that is taking place and we will also carry articles that the survey prompts, eg. about AVCs and the availability of employee guides.

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