

# Members' Survey Report 2011



## **Introduction**

During May 2011, the GMPF posted 750 questionnaires to members of the Fund who had more than five years Membership. The aim was to discover the experience and expectations of our members.

65 (8.7%) of the questionnaires had been returned by the 8th July. The following report summarises the results of the survey and any actions to improve, suggested by these results.

## **The Members' Guide**

On average, members who replied had been in the Fund for 13 years and 75% remembered receiving the Members' Guide. Half of them had kept the guide. The guide scored 4.6 (out of 6) for both ease of read and the information it contained.

Members were from a wide variety of employers including councils, the police, schools, colleges, universities and housing trusts.

## **Pension Power Magazine**

Our magazine about the Fund scored 4.7 for both its ease of read and information content. This is sent out at least once per year. 89% remembered reading it.

## **Pension Forecast**

Once a year we send estimates of the pension benefits members are accruing. 92% had remembered receiving a forecasts, of whom 95% always or sometimes kept it. The illustrations scored 5.0 for usefulness.

## **Booklets**

GMPF provide a variety of booklets that better describe in detail personalised services available to members. Seven people (11%) had asked for a booklet. The most popular were;

- Making a Death Grant Nomination,
- Topping up your benefits &
- Pensions for cohabiting partners.

Those who had received the booklets scored them as 5.1 for useful information.

## **Roadshows**

6% of members had been to a roadshow. These are often organised by employers although groups of members can also request a roadshow.

## **Website ([www.gmpf.org.uk](http://www.gmpf.org.uk))**

9% of members had visited the website. Those who had used the site scored it 5 out of 6.

## **Writing**

18% of members had written (or emailed) the Fund. They scored the service 4.7.

## **Visiting Us**

One member had visited the Fund at the Concord Suite, giving a 6 out of 6 for information and for the courtesy of the staff.

## **Telephone**

One third of the members had telephoned the Fund. The service scored 5.4 for information and 5.7 for the courtesy of the staff.

## Overall

The Fund scored 4.9 as an overall evaluation.

“When you give ‘worked out examples’ of people’s pensions or situations, it makes it easier to understand in your booklet  
- Thanks for that.”

## Equalities & diversity

We asked some questions about the members themselves.

The majority of responses came from women (81%), with women making up about 69% of active members.

Two respondents regarded themselves as disabled.

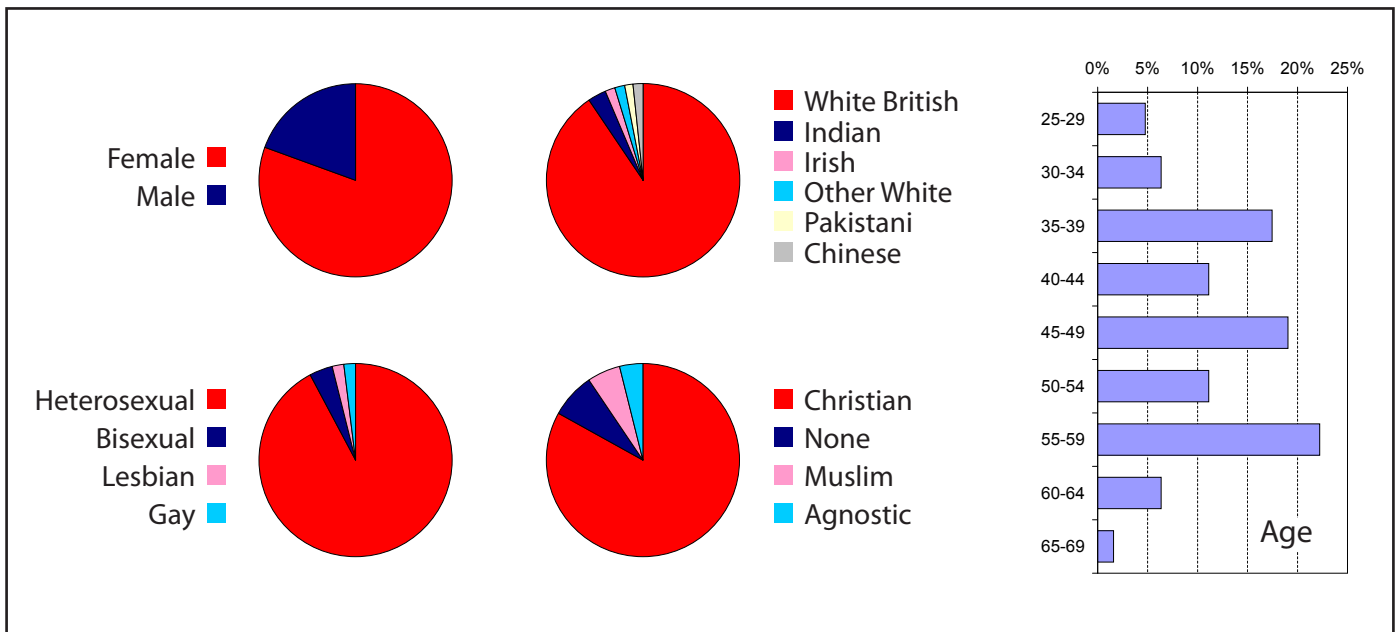
90% of those that replied were white British, with the remaining 10% being: Irish, other white, Chinese, Pakistani and Indian.

The age groups ranged from 25-29 up to the 65-69 age brackets.

92% were heterosexual. There were also respondents who were gay, lesbian and bisexual.

There were some people with no belief or who were agnostic, some were Muslim, the majority (83%), were Christian.

These results demonstrate the wide diversity of the Fund’s membership. There was no evidence that any group had a different experience of the Fund’s services from any other group.



## Results

The Corporate Manager will include the following action into the business plans of 2011-2014.

*“To continue to promote the advantages of scheme membership.”*

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