

Deferred Members Questionnaire



Results summary

SUMMARY OF RESULTS

Date of survey:	March 2007
Target group:	Deferreds who left the Fund between September and November 2006
Aim of survey:	To research members' experience of the leaving process
Response level:	Questionnaires sent out: 1169 Number returned: 49 Response rate: 4.2%
Comments:	Deferred members are neither contributors nor pensioners, but have an entitlement to what is on hold. We therefore expected that the response rate would be fairly low, and this was the case. Whilst statistically no definitive conclusions can be made, many comments are of interest.
Prize draw:	To encourage members to complete the survey, there was a competition for a £50 shopping voucher. 48 members took part, and the vouchers were issued shortly afterwards.
Learning points for the pension service:	<p>The scores for each section showed higher than average scores, most comments were positive, and advise of a good experience and clear documentation.</p> <p>Leavers option form: Scores a high 4.8 out of 6 as clear and informative. However several people did not remember it or claim not to have had it.</p> <p>Deferred benefits letter: Scores a good 4.6 out of 6. Comments included that it was clear and in Plain English, but again some claimed not to have received (which we can discount since the letter is the address carrier for all the information sent).</p> <p>Deferred statement: Scored an excellent 5.0 out of 6, as simple and clear.</p> <p>Notes for guidance: Scored 4.5 out of 6 for clarity & usefulness.</p> <p>Nomination form: 50% of the respondents had completed a nomination form, and rated it 5.1 out of 6 for ease of use & clarity.</p> <p>AVC statement: this scored 5.0 out of 6 for clarity.</p> <p>Website: this seems to be little used with only 6% (3 people) advising that they had used it, but with those that had scoring it 5.0 out of 6.</p> <p>Helpline: this received particularly high scores of 5.2 out of 6 for information and 5.6 for <i>courtesy</i>. However, men scored the <i>quality of information</i> lower than women. This will be reviewed as part of an Equalities Impact Assessment during 2008/9.</p> <p>Overall rating: Overall deferred members were happy with the service, giving an overall rating of 5.6 out of 6.</p>
Learning points for future questionnaires:	<p>Question design: Some of the questions were too similar, so received duplicate responses. Address wording for future.</p> <p>Equalities: Design future questionnaires to match 2001 census questions, and also to include bisexual category.</p>
Date of next survey:	The next survey of deferred members will be undertaken in 2009. The results of that survey will be compared to these results.