

New Members' Survey 2010

Greater Manchester
Pension Fund



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During the Autumn of 2010, 1100 new members to the Greater Manchester Pension Fund, were sent questionnaires.

The Fund wanted to know about their experiences of the joining process and what they thought of the services provided.

87 of the questionnaires (8%) had been returned by February 2011.

Who replied?

The responses were split 1/3rd male and 2/3rd female. This would be in line with the recruitment profile of local government agencies.

There were responses from lesbian and bisexual members, though the majority (97%) who answered that question were heterosexual.

Most members regarded themselves as White British (83%). There were members from the Irish community and other white or black British backgrounds. Others were Persian, Indian, African, Indian, Pakistani and Caribbean. This demonstrates a small number, but wide range, of backgrounds that members come from.

This consultation was undertaken for several reasons.

- 1. To evaluate the joining experiences of Fund membership.**
- 2. To determine if new members receive clear and adequate information regarding the Fund and benefits.**
- 3. To question whether the service received was joined up and consistently high quality.**
- 4. To gain feedback that could help inform our continuous improvement process.**
- 5. To evaluate if there was any variation of service based around diversity issues.**

The ages of those returning the surveys ranged from 16-19 up to 65-69 years of age.

One person described themselves as disabled.

Various Christian religions constituted the majority (74%) of the faiths, whilst one was Hindu, two were Buddhist, four people were Muslim, one person had spiritualist beliefs and eleven had no religion or faith.

The analysis of the equalities questions demonstrates the diversity of the responding members and that the results are representative of a diverse group within the Fund's membership.

The findings.

Members were from across the Greater Manchester area and worked for a range of employers including schools, local authorities and housing trusts.

When asked how easy to complete the joining form was scored 5.1 out of a possible 6.0.

When asked how easy the joining form was to understand, it scored 5.0.

66% received a Members Guide, which scored 4.6 for usefulness.

55% remembered receiving the Members Certificate. Of those 97% would be keeping it.

59% were aware of AVCs and 66% were aware of ARCs.

More than 14% had read the additional leaflet about civil partners.

Over 13% had read the cohabiting partners leaflet.

The widest read leaflet was the Lump Sum on Death leaflet. 36% had read it.

The GMPF website was used by 13 (15%) of the 86 who replied to this question. The information on the website scored 5.2 by those who had used it.

14 members had written to us. One stated they had not yet received a reply.

Telephone contact scored 5.6 for information and 5.8 for courtesy.

Visiting the reception area scored 5.0.

“ *Excellent information received, polite and courteous staff when speaking [...] on the phone.* ”

Conclusion.

The scores show high satisfaction rates and the majority of comments support this. 89% entered the draw, the winner of a £50 voucher lives in Lowercroft, Bury. The next survey of new members will be in the Autumn of 2014.

Summary

All services and publications scored more than 5.0 out of 6.0, except the Members Guide, it scored 4.6.

The overall satisfaction score was 5.1 out of a possible maximum of 6.0.

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