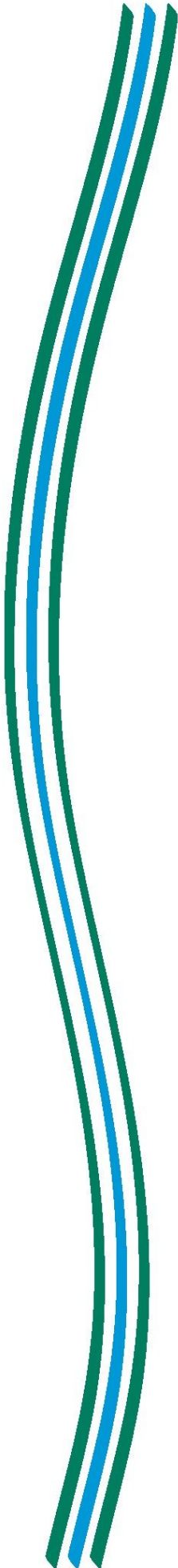




# **PENSIONER MEMBERS QUESTIONNAIRE 2007**



## **Results in Summary**



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## Pensioner Members Questionnaire – Results in Summary

<b>Date of Survey:</b>	30 <sup>th</sup> July 2007
<b>Target Group:</b>	Pensioner Members 1500 pensioner members were selected, 500 at random from each group: Group 1 – Pensioners with 5 years of pension Group 2 – Pensioners with 10 years of pension Group 3 – Pensioners with 15 years of pension Questionnaires were issued on 30 <sup>th</sup> July 2007 and accepted until 1 <sup>st</sup> October 2007.
<b>Purpose:</b>	To obtain feedback on the experience of this group.
<b>Surveys issued:</b>	1500
<b>Returned surveys:</b>	369
<b>Return Rate:</b>	24.6%

**Background:** Pensioner members are those in receipt of a monthly pension payment from the Fund. Whilst statistically the group is too small to be representative of the entire 74,000 pensioner members it is representative of those that received a questionnaire. Individual comments are of particular interest.

### Learning Points:

#### A) For the service

The scores for each section showed higher than average scores, most comments were positive and advise of good experiences and clear documentation. Scores were on a scale of 1 to 6.

Grapevine, the annual newsletter, scored 4.8 for information. One third of those questioned had received the Grapevine for the last 15 years. Ease of reading and clarity of information received scores of 5.3 and 5.5 respectively.

The April statement scored 5.5 for both clarity and usefulness. This score follows a recent project to improve the design of the April statement and P60.

The accompanying P60 scored 5.6 for clarity and 5.5 for usefulness.

GMPF stresses that members should keep their P60, as HMRC may want to see it, and 97% stated that they do this.

Occasional monthly payslips scored equally as well as the April statement, with 5.6 and 5.5.

8% of respondents who answered the question had visited the Pensions Office. All 30 received the information they required and scored the staff at 5.4 for courtesy.

7.2% had visited our website and 4.2% had visited GMPF Online.

During the compilation of this report, Tameside Libraries were invited to demonstrate their computer services at the Pensioners Forum 2007.

47% had contacted GMPF by phone; scoring the service 5.5 for courtesy and information

Overall pensioner members were happy with the service, giving an overall rating of 5.6.

## **B) For future questionnaires**

We asked 2 questions about the website, which we will reduce in future, when taking into account the relevance of the website to this group. Space could be better used to ask about something more relevant or to make the questionnaire shorter.

The equalities section showed these questions:

Sexuality	(68% replied)
Disability	(72% replied)
Religion	(83% replied)

as being the least likely to be answered. However these are still quite substantial response rates.

## **Prize Draw:**

The majority of the respondents entered the competition, which was drawn on 14 November 2007. The prize of £50 M&S vouchers was issued shortly thereafter.

**The next survey of Pensioner members will be undertaken in 2009.**

## Conclusions

### RESULTS BY SCORE

A particularly good set of responses, and a high percentage of returns. Members gave us feedback and suggestions for improvement, but the general consensus seems to be high satisfaction with how things currently are.

Overall the scores were excellent, giving strong evidence that the service we provide is of high quality. All services received scores of 4.8 out of 6.0 or better. Many of the questions not only garnered suggestions for improved service but also where the questionnaire itself can be improved next time (September 2009).

### RESULTS BY 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 groupings.

#### Response Variations by Gender

Men and women scores were extremely similar with no significant variations.

#### Response Variations by Disability

Disabled respondents did not score any service significantly different to the non-disabled. Larger print was a subject of comment on a minority of returns.

#### Response Variations by Ethnicity

2 people from the BME community scored everything 1, and stated it was the best service. I believe they were scoring 1 as best. 10 White British people did this also. Taking this in to consideration, there was no significant difference in the way different groups rated our services.

#### Response Variations by Age

1 person of the 4 aged 45-49 marked the usefulness of the payslips as a very low one, in direct contrast to the other 3 who scored it 6. This is clearly a personal view and therefore not an age related result. 4 people in the group 70-74 marked everything as 1 resulting in a variation in staff courteousness that is not age based but based on incorrect scoring by the returnees. Responders to the Internet questions were too few when split between all the age groups to make analysis coherent.

In conclusion there was no particular difference in scores based on age.

#### Response Variations by Sexuality

There was no significant statistical difference in the scores between groups of different sexuality.

#### Response Variations by Religion

The only variations are again caused by one individual scoring "1" for "good" rather than 6. On this basis there are no significant variations in the scores of our services based on religion. Tameside Policy unit advise that following our piloting of these last 2 questions, they will be phasing them in to their questionnaires and consultations.

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