

# Annual Pensioners' Forum Survey 2010



Greater Manchester  
Pension Fund

# Annual Pensioners' Forum - Survey 2010

**The 13th GMPF Annual Pensioners' Forum was held on the 8th October at "The Point", the dedicated conference facility at Lancashire County Cricket Club. More than 400 pensioner members attended and there were 11 stalls covering a variety of mixed interests.**

**Each member was asked for feedback and 86 (22%) chose to do so.**

**This is a summary of the comments made regarding the event.**

## **Who replied?**

The survey was given to each member in the welcome pack, which also contained the agenda, quiz and pen. To promote the completion of the survey; two quiz points were given to those who filled in the survey.

The responses came approximately equally from men (46%) and women (54%).

The disabled were appropriately represented with disabled members' replies making up 13% of the results.

Most members regarded themselves as White British (95%). There were members from the Irish community, other white backgrounds and one African.

**This consultation was undertaken for several reasons.**

- 1. To evaluate the experience of Fund members.**
- 2. To determine if the members received clear and adequate information regarding the Fund and benefits.**

## **Key findings.**

The overwhelming response to the event and the presentations was positive.

90% rated Peter Morris' talk on the investments as very good. Members were of the opinion that it was an informative and interesting presentation.

95% rated the talk by Ged Dale as very good. Of particular interest were comments about his making statistics fun with a good use of humour.

The Chief Executive of the Air Ambulance, Lynda Brislin, was rated as very good by 88% of the members. Comments were overwhelmingly positive regarding the content, pitch and clarity of this and all presentations.

## Other findings.

The event went smoothly. However, staff and members have noted some details which could have been improved.

Over 60% came by public transport and 35% by car. 77% mentioned the ease of finding the venue and the benefits of free car parking. Unfortunately some Metrolink issues resulted in several latecomers.

The event was held in a venue smaller than previously, resulting in some comments about crowding, close tables and low platform. As this was the first time at the venue, these are valuable lessons to be learnt from.

The menu and service split opinion. Many thought the food and service were good whilst others thought the opposite.

As it was not to everybody's liking we would need to review the menu if satisfaction levels are to be raised.

There were long queues at the badge table. Members saw a queue and joined it not realising it was voluntary.

## Summary.

The event went smoothly and successfully and was praised by pensioners, guests and exhibition stall holders.

That does not mean we should be complacent, there were a few areas for improvement, in particular, consideration regarding the menu and reducing crowding near the exhibition stalls.

Staff were praised by pensioners for their friendly and helpful manner.

When asked which exhibition stalls they found useful the most popular response was "all of them".

The exhibition holders all reported that the event was very busy and a worthwhile day for them.

Suggestions for other exhibitions that could be invited surrounded the subjects of volunteering opportunities, healthy eating and wellbeing.

“ A very enjoyable day. I could not fault anything, lovely lunch. Thank you so much. ”

## Learning points.

1. Make the badge desk more obviously voluntary.
2. Reduce crowding with layout alterations, such as smaller & fewer tables and rethink stall locations.
3. An improved menu suitable to more members. Provide cordial and some healthy options, such as fruit and salad.

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