

## Active member survey 2023...question by question results



# Servicing

## How would you rate the overall service and support you receive from the Pension Scheme?

Options	Total	Percent
Very positive	555	23.87% (17.40% in 2022)
Somewhat positive	568	24.43% (19.45% in 2022)
Neutral	1073	46.15% (57.90% in 2022)
Somewhat negative	106	4.56% (3.50% in 2022)
Very negative	23	0.99% (1.75% in 2022)

## Have you ever contacted our helpdesk?

Option	Total	Percent
Yes	761	32.73%
No	1,564	67.27%

## How would you rate the quality of support you have received from our helpdesk?

Options	Total	Percent
Very Positive	328	43.1%
Somewhat Positive	232	30.48%
Neutral	127	16.68%
Somewhat Negative	62	8.14%
Very Negative	12	1.57%

## What is your preferred method of providing and receiving information on your pension?

Options	Total	Percent
Email	1708	73.46% (68.62% in 2022)
Letter	434	18.67% (20.14% in 2022)
Phone	55	2.37% (2.66% in 2022)
Online	128	5.51% (8.59% in 2022)

## Would you be interested in attending training on the pension fund (tick sessions which are of interest?)

Options	Total	Percent
Introduction to the Local Government Pension Scheme	490	21.08%
Your Pension MOT... how to keep on top of your pension	896	38.54%
Planning for retirement... how benefits are calculated etc	1026	44.13%
The process of retirement... which forms to complete, how you are paid etc	783	33.68%
I am not interested in training	872	37.51%

# Member self-service

Were you aware that you can access details of your pension (including your annual benefit statement) online through 'My Pension' - our Member Self-Service Portal?

Options	Total	Percent
Yes	1,782	76.65% (60.79% in 2022)
No	543	23.35% (39.21% in 2022)

When did you last log in to the Member Self-Service Portal?

Options	Total	Percent
In the last month	437	24.52%
Within the last 6 months	655	36.75%
Within the last year	259	14.53%
Over a year ago	203	11.39%
I am aware but have never logged in	228	12.79%

Have you used these features on the Member Self-Service Portal? – tick all that apply

Options	Total	Percent
View and update your personal details	863	23.83%
View your annual benefit statement	1313	36.26%
Check and update your beneficiaries	708	19.55%
Benefit projection calculators	737	20.35%

Would you be interested in submitting (and tracking) requests such as quotations/transfer values via the Member Self-Service Portal?

Options	Total	Percent
Yes	935	52.46%
No	847	47.53%

## Website and Communication

### Are the communications you receive from us easy to understand?

Options	Total	Percent
Extremely easy	648	27.87% (15.88% in 2022)
Somewhat easy	1,415	60.86% (66.87% in 2022)
Not at all easy	277	11.91% (17.78% in 2022)

### Do you feel that the East Sussex Pension Fund keeps you regularly updated about your pension?

Options	Total	Percent
Yes – The frequency of communication is fine	1,528	65.72% (46.66% in 2022)
Yes – But there is too much information provided	175	7.53% (1.90% in 2022)
No – I do not feel that you communicate often enough	510	21.94% (36.40% in 2022)
No – I don't receive any information	112	4.82% (16.34% in 2022)

### How often would you like to receive a newsletter from the East Sussex Pension Fund?

Options	Total	Percent
Monthly	241	10.45% (11.85% in 2022)
Every three months	798	34.60% (32.75% in 2022)
Every six months	724	31.39% (31.31% in 2022)
Annually	543	23.54% (23.48% in 2022)

### For the first time in 2023 the pension fund issued a scheme update booklet to all members by post. Do you remember receiving this?

Options	Total	Percent
Yes	798	34.32%
No	1527	65.68%

### 80% of members who completed the 2022 survey asked for simple guides on the Local Government Pension Scheme. We subsequently produced a number of these including a 'Brief guide to the LGPS' and 'Planning for retirement' guides. Were you aware these were available?

Options	Total	Percent
I was aware and have used them	151	6.49%
I was aware but have not used them to date	472	20.30%
I was not aware	1702	73.20%

### Each year you receive an Annual Benefit Statement. We changed the format and layout this year based on member feedback. How clear was the 2023 Annual Benefit Statement?

Options	Total	Percent
It is clear	623	26.80%
I understand some of it	886	38.11%
It leaves me confused	374	16.09%
I never received one	442	19.01%

To aid your understanding of the Pension Scheme which of the following would be most useful? \*Tick all that apply

Options	Total	Percent
Short videos that explain how the Scheme works	1,137	48.90%
A set of simple, easy to understand guides	1683	72.39%
Educational articles on pensions	407	17.51%
Regular Newsletters	482	20.73%
Face to face or online pensions training	584	25.12%
Regular posts on social media sites	140	6.02%

## Website

Are you aware of the East Sussex Pension Fund website (separate to the member self service portal) which is dedicated to supporting members of the Scheme?

Options	Total	Percent
Yes	669	28.77% (36.25% in 2022)
No	1656	71.23% (63.75% in 2022)

How easy is it to understand the information on our website?

Options	Total	Percent
Extremely easy	218	32.58% (25.58% in 2022)
Somewhat easy	423	63.22% (66.03% in 2022)
Not at all easy	28	4.2% (8.39% in 2022)

How easy is it to find what you are looking for on our website?

Options	Total	Percent
Extremely easy	203	30.34% (22.22% in 2022)
Somewhat easy	434	64.87% (67.71% in 2022)
Not at all easy	32	4.78% (10.07% in 2022)