

Appendix 2

LGSS Pensions Employer Survey - 2014/15

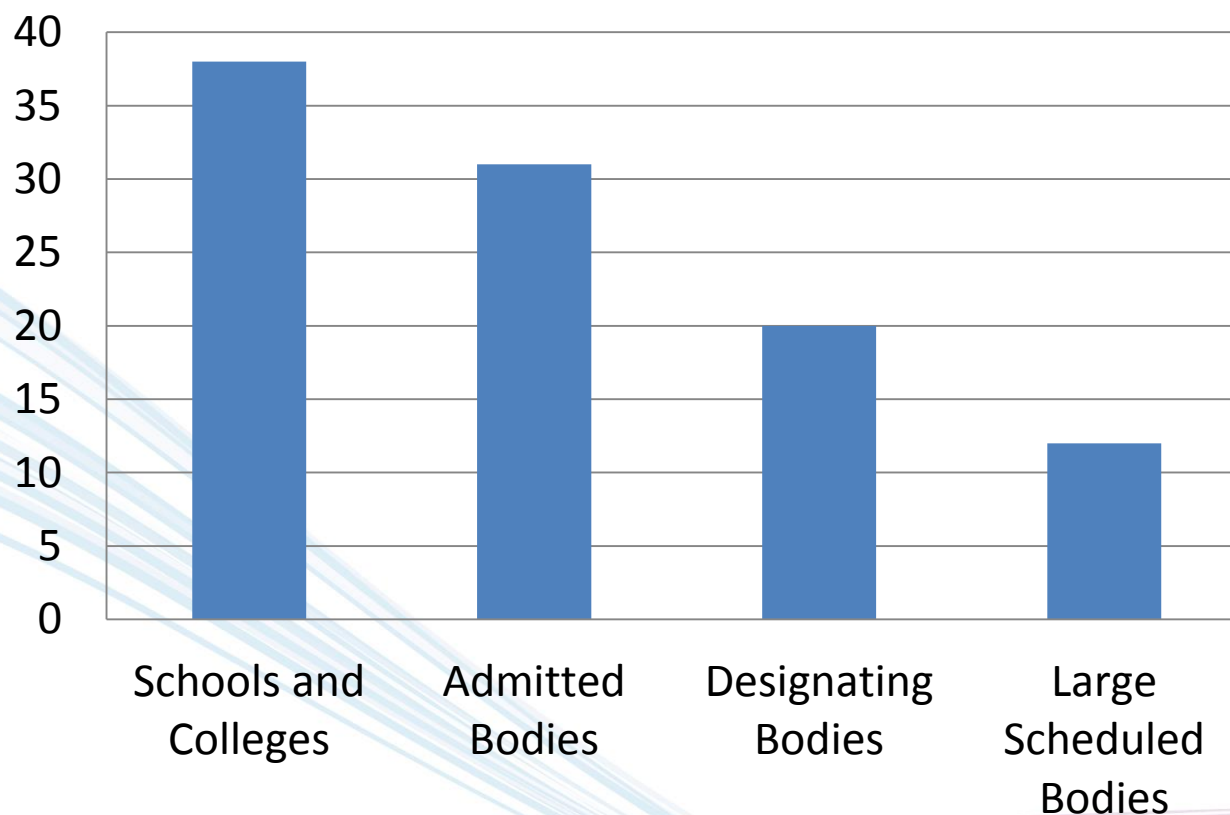
Richard Sultana
Employer Liaison & Communications Officer

The Survey

- 621 invitations sent out to complete the survey
- Our Employers asked to comment on our performance in the following areas:
 - Responding to communication from employers
 - Speed and quality
 - Our communication with employers
 - Bulletins
 - Employer Forums
 - Website
 - Training
 - Awareness of Governance

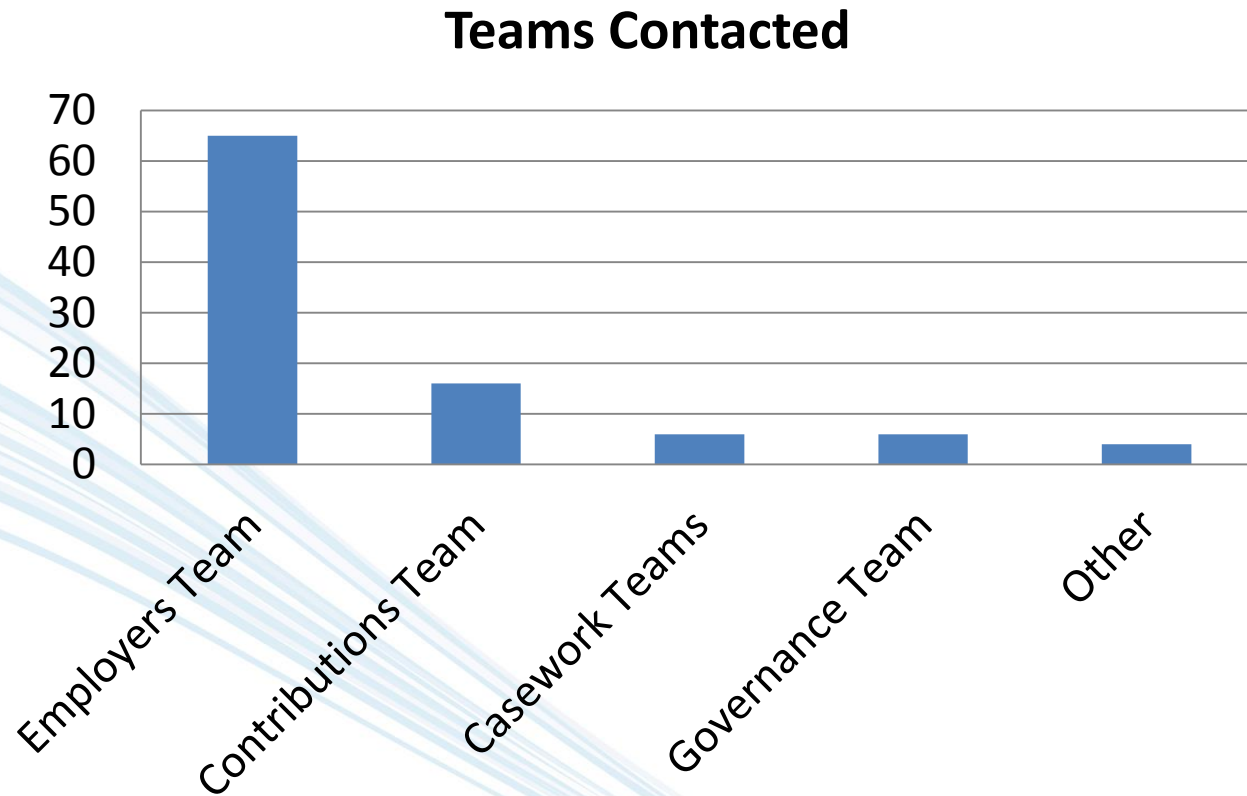
Responses

- 101 responses received

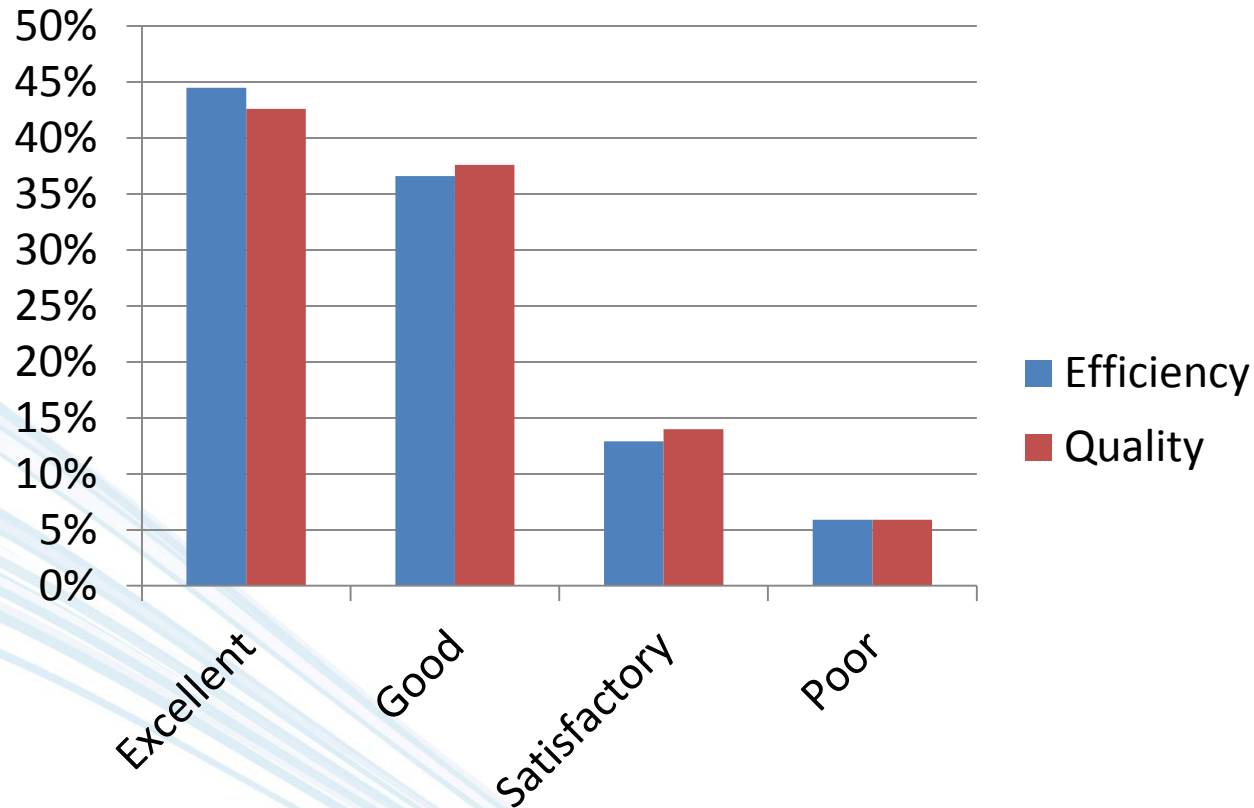


Communicating with LGSS

- 86% of respondents had contacted us in the last 12 months



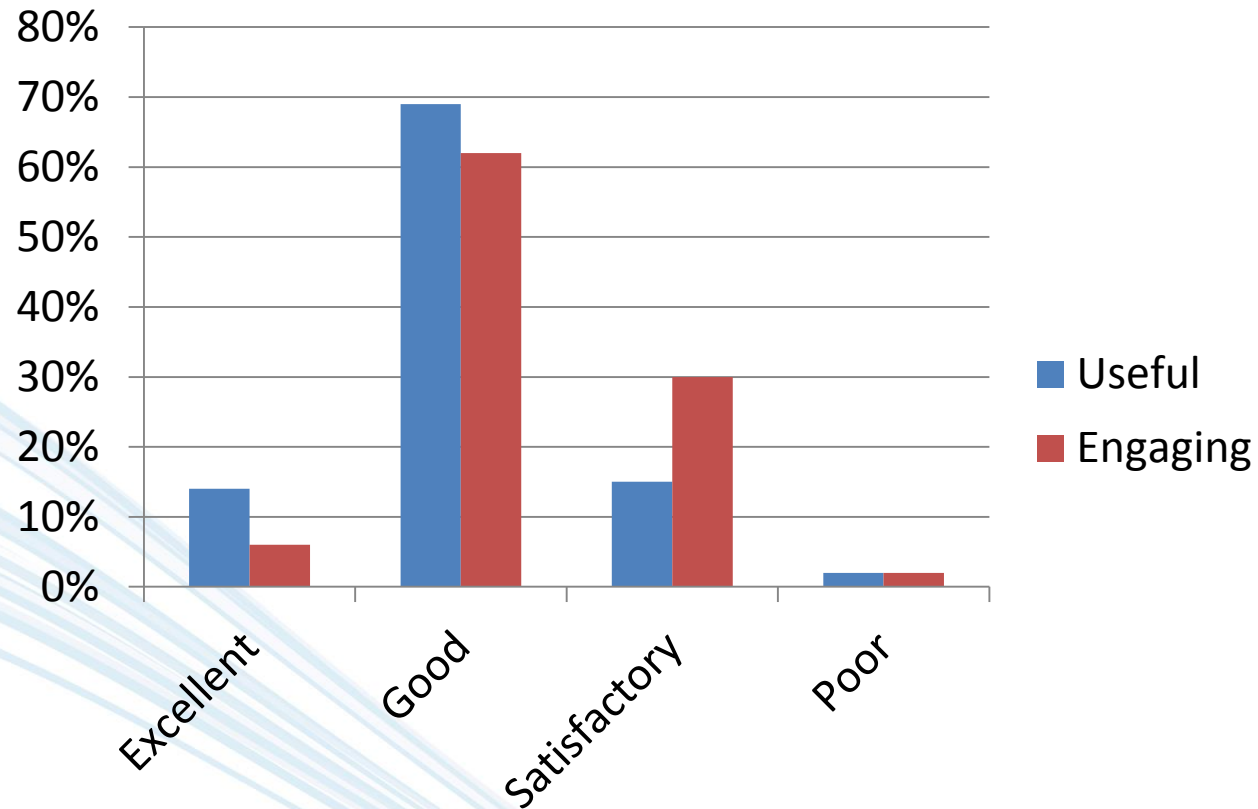
Efficiency and Quality of responses to employers



Employer Bulletins

- 85.5% of respondents had read at least one of our bulletins released in the last 12 months
- 14.5% had not read any of the bulletins
 - Did not receive them or too busy
- We asked for feedback on the quality of each bulletin in terms of usefulness and how engaging they were.

Employer Bulletins

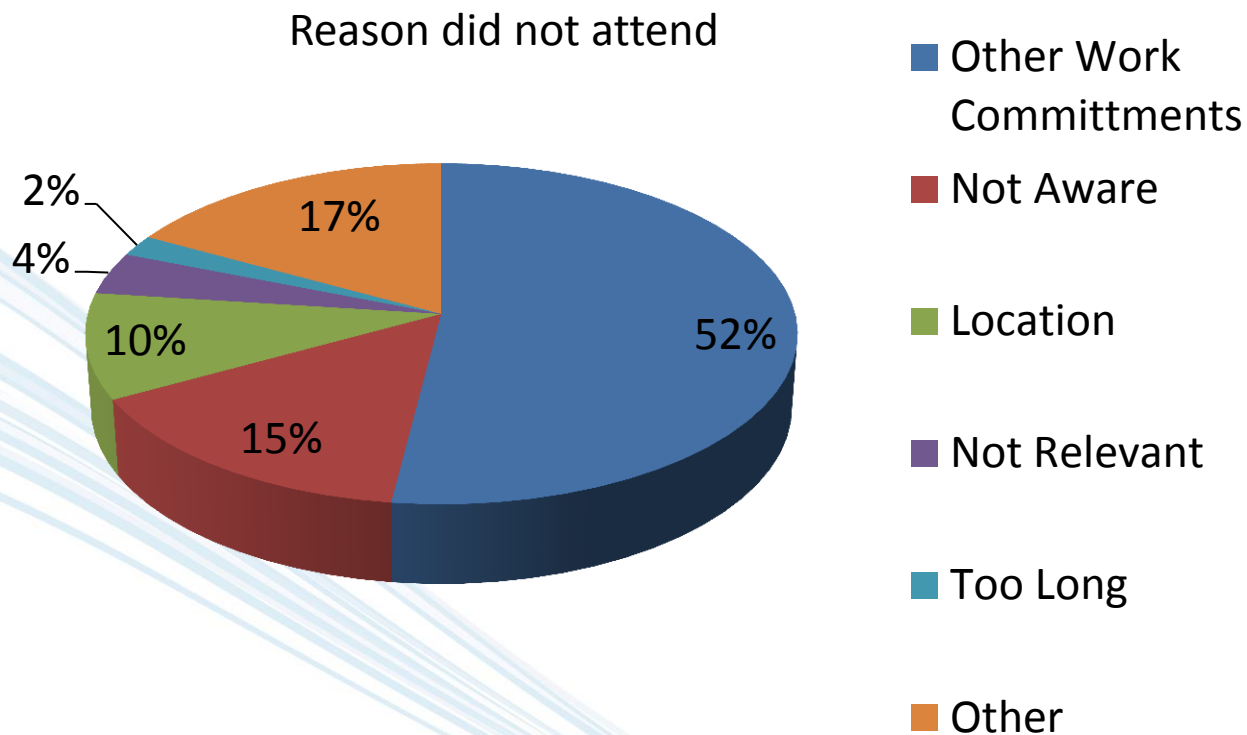


Employer Bulletins - Feedback

- Usefulness – 7 comments received
 - Too technical
 - Too much jargon
- Engaging – 17 comments received
 - Pensions is not an engaging subject
 - Too wordy
 - Too much jargon
 - Complex subject matter
 - Prefer paper or PDF not link website

Employer Forums

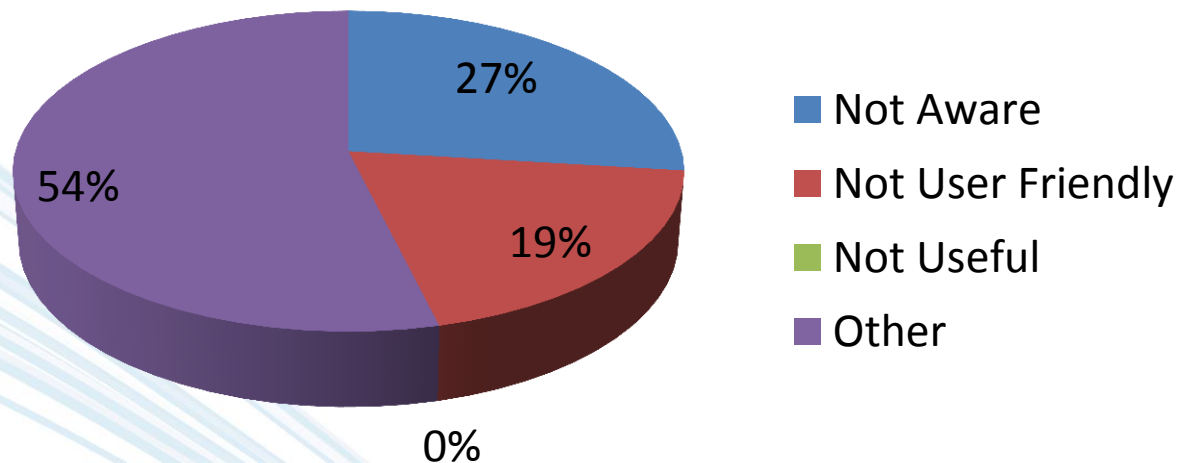
- Only 31.4% of respondents had attended the employer forum last year



Website

- 54% of respondents had used the website in the last 12 months

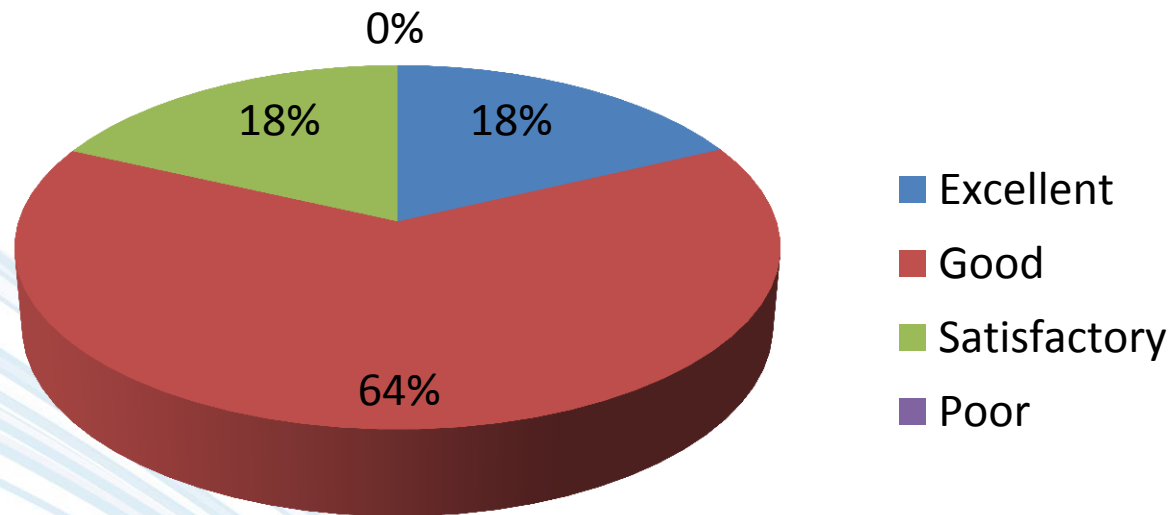
Reasons for not using the website



Website - Content

- 82% of respondents found the content on the website to be excellent or good

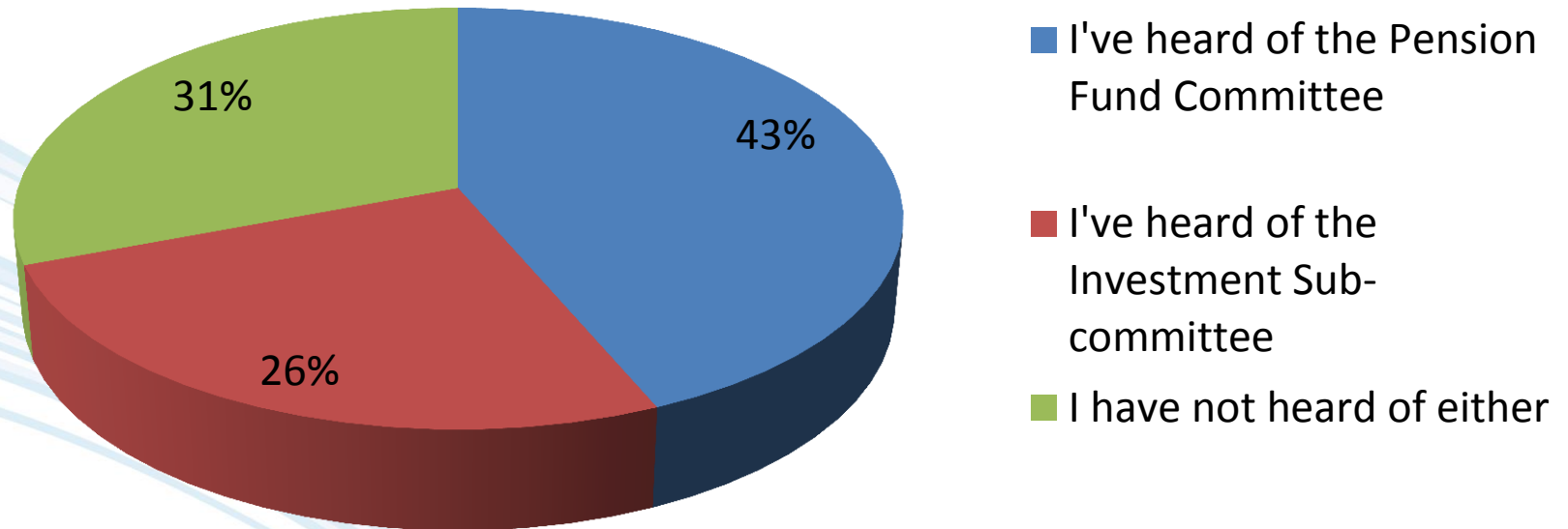
Content on website



Training

- 50% of respondents had attended employer training in the last 12 months
- Of these, 93% said the training met their needs
- Awareness of training is low
- Employer Responsibilities and Pensionable Pay most popular topics
- Step-by-step guides, presentations & workshops

Awareness of Governance



- 74% of respondents have not read key governance reports

What do we intend to do with the results

- Inform employers of the outcome
 - Bulletin to go out shortly to employers outlining results
 - Short presentation in employer forums in October
- Feedback to LGSS
- Act on their feedback as much as possible
 - Website will be changing with dedicated Member and Employer sites.
 - Member site to be managed by Heywoods
 - Forums to be more interactive
 - Summary webinars
 - Workshops
 - Review the current format and timing of bulletins
 - Separate Pensionable Pay workshops
 - Employer induction programme

Thank you, are there any
questions?