CambridgeshireNorthamptonshirePension FundPension Fund

Appendix 2 LGSS Pensions Employer Survey -2014/15

Richard Sultana Employer Liaison & Communications Officer



The Survey

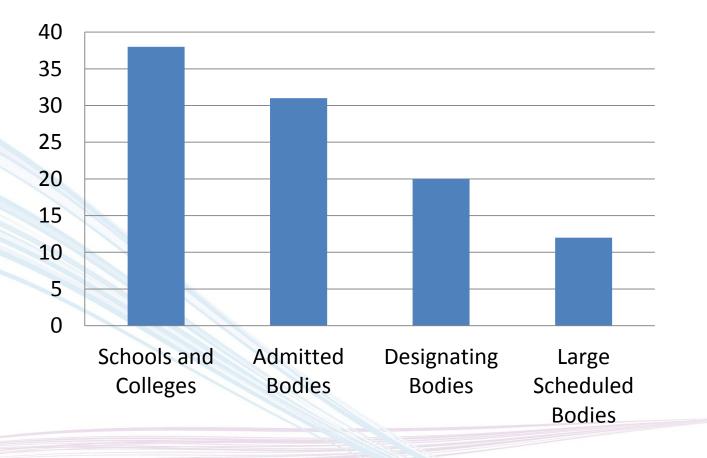
- 621 invitations sent out to complete the survey
- Our Employers asked to comment on our performance in the following areas:
 - Responding to communication from employers
 - Speed and quality
 - Our communication with employers
 - Bulletins
 - Employer Forums
 - Website
 - Training

Awareness of Governance



Responses

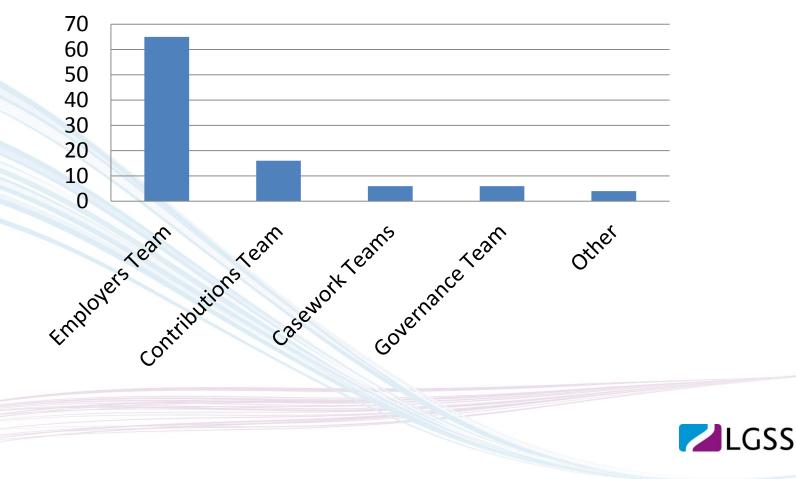
• 101 responses received





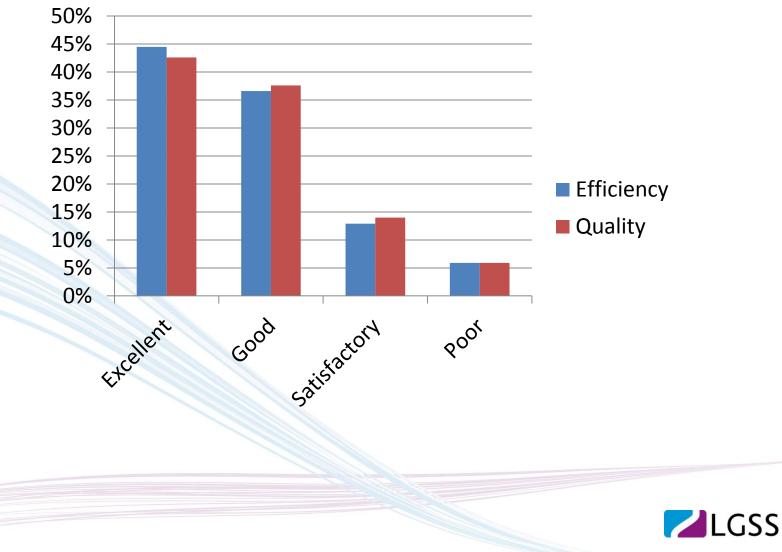
Communicating with LGSS

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



Teams Contacted

Efficiency and Quality of responses to employers

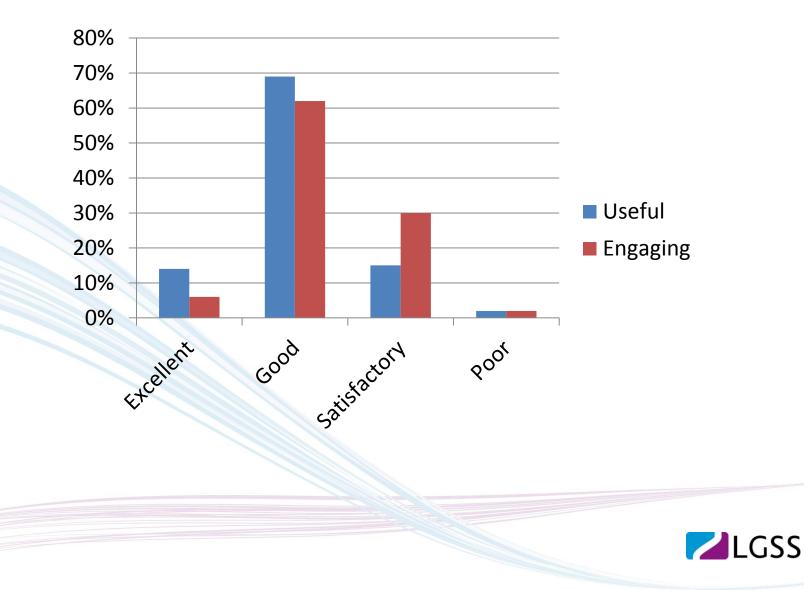


Employer Bulletins

- 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



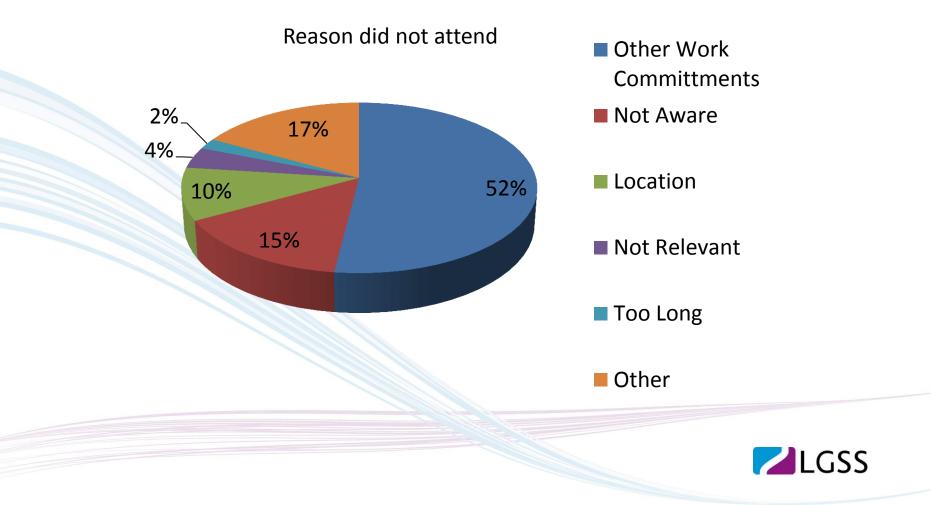
Employer Bulletins - Feedback

- 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

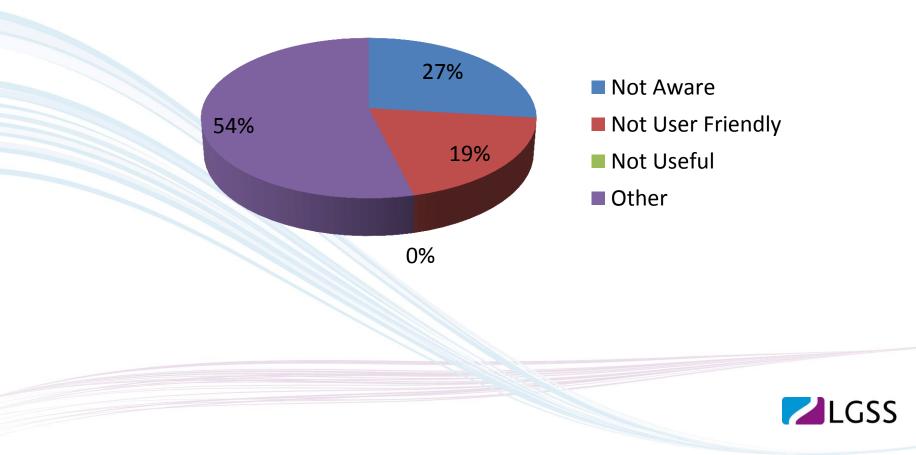
 Only 31.4% of respondents had attended the employer forum last year



Website

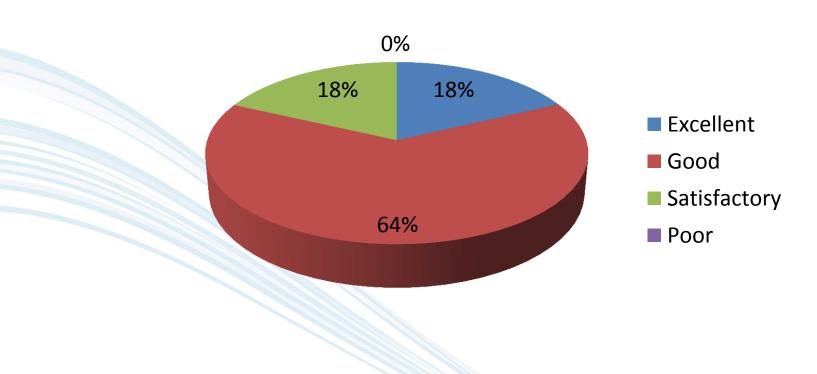
 54% of respondents had used the website in the last 12 months

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

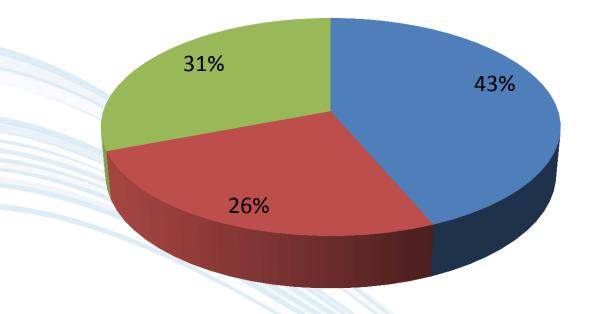


Training

- 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



I've heard of the Pension Fund Committee

- I've heard of the Investment Subcommittee
- I have not heard of either

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?

