

Date:	13th November 2017
Classification:	General Release
Title:	Employee Survey Report
Report of:	Jo Meagher Head of Operational People Services
Wards Involved:	All
Policy Context:	Service Delivery
Financial Summary:	Limited

1. Executive Summary

- 1.1 This report provides the results of the employee survey that was presented and agreed at the last Pension Board which was held on 6th July 2017

2. The Survey

- 2.1 The survey was promoted on the Council's Intranet during September, it was specifically timed to coincide with the release of the Annual Benefit Statements that were issued on 31st August.
- 2.2 A download of the survey and the results are attached at Appendix 1.
- 2.3 Only 24 people took part in the survey which is lower than we had expected.
- 2.4 Questions 2 deals with employee's interaction with the various pension teams involved in the administration of the scheme, 14 people have had contact with either BT or SCC with 7 of these employees raising their issue further with the in house team. Question 3 asks these 14 people to rate their interaction with the teams and the answers here are disappointing with an average score of under 3/10 for each of the 3 areas.
- 2.5 Whilst this is disappointing by the very nature of surveys they do tend to be completed by individuals who have had a negative experience and the

question asked for any interaction with no time limit specified so these 14 individuals may have had issues that covered a large period of time.

- 2.6 To address the issues in questions 2/3 Surrey have re-arranged how they deal with all initial interactions from LGPS members both current and deferred and have additional staff now involved in trying to respond to the majority of queries, with only the more complex issues being escalated to pension advisors within their team. It would be fair to say that BT continue to have issues in relation to pension matters however they have recruited a senior member of staff to ensure that this aspect of the BT service is also being addressed. The WCC in house team fair only slightly better although the majority of issues when they are brought to the in house team's attention tend to be complex in nature and can take some time to resolve. To address this a query log has been created and weekly meetings are held to ensure that these cases remain on track.
- 2.7 Questions 5-7 were drawn up to establish whether employees were aware of the member self-service portal, its functionality and also if they were aware of the other aspects/benefits of the pension scheme. Employee awareness here was quite high especially in relation to death in-service and ill-health pension. Only 11 employees were aware of the 50/50 scheme. The LGPS recently undertook a direct survey in relation to the 50/50 scheme as the engagement of this scheme has not proved that popular (as at October 2017 WCC currently has 26 employees participating in the 50/50 scheme as opposed to 1923 in the full scheme).
- 2.8 Questions 8-9 ask how any employee would like to be engaged in relation to their pension membership. The responses to this are spread fairly evenly across a number of engagement methods and over the next few months the in house team will work with Surrey to provide a schedule of pension surgeries and drop in sessions. As all Annual Benefit Statements are now available on line via the self-service portal SCC now have e-mail addresses for the vast majority of current staff and we will be able to utilise this data potentially for any future correspondence.
- 2.9 The results of this survey will also be shared with SCC and discussed at the next scheduled contract meeting on 23rd November.
- 2.10 In order to continuously monitor people's views, and their understanding and perception of the LGPS we will keep the survey live on our intranet and will look at adding a link to the survey on any correspondence sent to employees in relation to pension administration.

3. Summary

- 3.1 The uptake of this survey is disappointing but the issues raised especially on the interaction with the various pension teams is being addressed and the methods of engagement will be fully considered when programming pension sessions over the next few months.