

Retired Members Survey 2008

Question 1

I find Penfriend newsletter:

Answer Options	Agree	Disagree	No opinion	Response Count
Interesting	769	6	54	829
Informative	817	4	31	852
Easy to read	711	10	14	735

Agreed Penfriend was	% of those who gave an opinion	% of all responses
Interesting	99.2%	92.8%
Informative	99.5%	95.9%
Easy to read	98.6%	96.7%

Key themes in the comment box

- More on investment, financial turmoil impact etc
- Advice for pensioners – benefits, grants
- More frequent
- Tax info
- Membership info
- Pensioner stories
- No coloured background / bigger font
- Did you know section
- Waste of money – scrap and bring back payslips
- S Homes / L Buses fund information
- Letters page
- If someone dies – who to contact
- Unresolved members queries
- Sudoku
- LPF staff

Question 2

How do you contact us		
Answer Options	Response Frequency	Response Count
By phone	48.5%	528
By post	5.8%	63
Online using the website	0.5%	6
By email	1.4%	15
Don't need to make contact	43.8%	476

Question 3

How would you rate the advice and information you receive from us				
Answer Options	Agree	Disagree	No opinion	Response Count
Prompt?	504	6	76	586
Accurate?	477	1	74	552
Reliable?	566	2	68	636
Up-to-date?	508	4	66	578
Easy to understand?	580	12	60	652

% of those who gave an opinion	Agree	Disagree
Prompt?	98.8%	1.2%
Accurate?	99.8%	0.2%
Reliable?	99.6%	0.4%
Up-to-date?	99.2%	0.8%
Easy to understand?	98.0%	2.0%

All responses	Agree	Disagree	no opinion
Prompt?	86%	1%	13%
Accurate?	86%	0%	14%
Reliable?	89%	0	11%
Up-to-date?	88%	1%	11%
Easy to understand?	89%	2%	9%

Question 4

How would you rate our staff :				
Answer Options	Agree	Disagree	No opinion	Response Count
Approachable?	403	3	93	499
Helpful?	538	5	91	634
Courteous?	435	3	85	523
Easy to contact?	414	11	97	522

% of those who gave an opinion

Approachable?	99%	1%
Helpful?	99%	1%
Courteous?	99%	1%
Easy to contact?	97%	3%

All responses	Agree	Disagree	No opinion
Approachable?	81%	1%	18%
Helpful?	85%	1%	14%
Courteous?	83%	1%	16%
Easy to contact?	80%	2%	18%

Q5

Approximately, how many times have you used our website (www.lpf.org.uk) in the last 12 months?		
Answer Options	Response Frequency	Response Count
I have internet access	23%	321
I have no internet access	49%	680
never visited	23%	322
6 times or fewer	5%	49
Between 7 and 12	0%	1
More than 12	0%	3

Q6

Answer Options	Response Frequency	Response Count
Often	22%	14
Sometimes	60%	37
Never	18%	11
<i>answered question</i>		62

Q7

1. What page do you visit most
2. What info/changes would encourage you to visit more?

Key themes

- Haven't visited, will now I know about it
- Security of pension
- Would like an custom enquiry form using email address
- Writing too small / heading colour too difficult to read
- Email alert when changes made
- Why do you think all elderly have web access
- Put Penfriend on website
- Pension increase calculations
- Updates and tax
- Pension increases

Q8

Please tell us what we can do to help improve the service we provide for you.

Key themes

- Would prefer pay slip monthly
- Very satisfied with service
- Penfriend in with larger font/ less coloured backgrounds
- simpler address
- continue Penfriend, not everyone has email access
- email version of Penfriend on request