



Technical Updates

Wiltshire Pension Fund: For safe, secure, cost effective, provision of your pension

Welcome to fourth edition of our newsletter.

We use this newsletter to inform you of important changes, keep you updated with news and remind you of what information we need from you and in what format.

A. Key Changes and points— **Important**

Estimates and Retirements

a). New **retirement forms** and **estimate forms** can now be found on the forms page of our website. Please use these with **immediate effect** and destroy all old copies.

We require all employers to send in retirement forms **at least 3 weeks before** the person is due to retire. This allow us sufficient time to arrange payment of their pension.

b). As of today, we will now send out all member forms direct to the retiring member.

B. Reminder and other information

1. Benefit Teams split

We have now decided to deal with benefits work on an A-Z basis, depending on the surname of the member concerned.

Full details of the split will soon be under the 'Contact Us' part of our website. In the meantime you can continue to use your normal contact, although please be aware that a different team member may well deal with the request.

2. Administration Strategies & Service Level Agreements

As previously discussed at PLOG and the earlier editions of Technical Updates, we are now col-

lecting data regarding all Starter, Change, Leaver, Retirement and Estimate forms we receive.

We plan to give some initial statistical feedback at the next PLOG meetings, followed by specific feedback to each employer at the end of September.

An analysis of 'where we are now' will provide a basis for our Employer Relationship Manager to finish the draft Service Level Agreement element of the Administration Strategy (including targets of all key admin tasks), discuss its contents and amend as necessary with employers.

Early indications show significant variations between different employers for each of the two key performance targets; timeliness of data submission and accuracy.

3. PLOG

The next PLOG meeting is scheduled for Wednesday 16th September 2009 at 2:30pm in the Chestnut Room, County Hall, Trowbridge.

We will publish and send you an agenda nearer the time and hope to see as many of you as possible.

4. Employer Survey Results

Thank you to all employers who returned the Employer Survey we issued last month. We have now analysed the results and read all comments made.

We will go back to employers individually, where relevant, regarding any issues they brought up in the survey that needs further action.

Brief summary of results

Return rate of 25%.

Customer Service:

- 94% said WPF staff were helpful or very helpful and all said they were friendly
- 81% said that WPF dealt with queries as expected or better.
- 84% thought the knowledge of WPF staff was good or better, while the other 16% thought it was satisfactory

PLOG/Communications

- 87.5% considered their own knowledge of their responsibilities and the procedures they need to follow as “reasonable” or better
- 87.5% also felt they generally understood generic emails.
- 94% said that most of the time well informed of changes that effected them
- 80% felt forms that had gone through the Lean process were easier to complete, while the rest noticed little change.

Overall satisfaction:

- Very Satisfied: 18.75%

- Satisfied: 75%
- Not satisfied: 6.25%

Selected strengths of Service (most frequent)

“Communications”

“Customer care and knowledge”

“Quick response time”

Selected weaknesses of Service (most frequent)

“Issuing of annual [benefit] statements”

“Sometimes too technical”

“Struggling to think of one”

Our summary:

We are generally pleased with results for two reasons. Firstly, most employers are at least satisfied with the different areas of our service. Secondly, employers feel we are already aware of nearly all issues. This makes us more confident that we are touch with the views of our customers.

Of course we will continue to try and improve our service to our main customers, namely the members of the Fund and employers.

5. Recruitment and Staffing

We have now employed a new Pension Manager who we anticipate starting in the Autumn.

We have also recently filled two other new posts and we welcome back Nikki Barnes from maternity leave, who is in charge of members communications and the website.

C. Something extra

A bit of trivia for those of you who managed to get this far:

England's oldest full-time worker....

George Chester, a 96-year-old man from Birmingham, puts in a steady 35 hours a week at his family's stationery business. He began work as an engineer in 1926 at age 24 and today Mr Chester unloads deliveries and greets customers. Continuing to work well beyond age 65, the standard retirement age of his generation, he plans to continue working until he reaches age 100. Mr. Chester said: "It keeps me going, although sometimes I forget where I'm going."

D. Queries, comments or suggestions:

For any queries, comments regarding any aspect of this newsletter, or if you have any further suggestions on how we can improve our communications and service, please contact:

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