

Pensioner Survey 2006 Results

Section 1: Communication with Pensioners

Overall, do you feel that the Lothian Pension Fund meets you expectations in communication with pensioners?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	1411		92%
Always	1002	71%	
Sometimes	340	24%	
Never	69	5%	

Do you think that having a newsletter for pensioners is a good idea?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	1472		96%
Yes	1311	89%	
No	76	5%	
Don't care	85	6%	

Did you find the articles in this issue interesting?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	1312		86%
Yes	1201	91%	
No	79	6%	
Don't care	32	3%	

Section 2: Contacting Us

Do you know who to contact at Lothian Pension Fund?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	1364		89%
Always	585	43%	
Sometimes	386	28%	
Never	393	29%	

Is the information and advice you receive from the Lothian Pension Fund prompt?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	1018		67%
Always	800	79%	
Sometimes	200	19%	
Never	18	2%	

Is the information and advice you receive from the Lothian Pension Fund accurate?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	947		62%
Always	827	87%	
Sometimes	104	12%	
Never	14	1%	

Is the information and advice you receive from the Lothian Pension Fund reliable?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	983		64%
Always	861	86%	
Sometimes	107	12%	
Never	15	2%	

Is the information and advice you receive from the Lothian Pension Fund clear?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	952		62%
Always	743	78%	
Sometimes	184	19%	
Never	25	3%	

Is the information and advice you receive from the Lothian Pension Fund up to date?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	973		64%
Always	835	86%	
Sometimes	120	12%	
Never	18	2%	

Are staff approachable?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	852		56%
Always	733	86%	
Sometimes	101	12%	
Never	18	2%	

Are staff helpful?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	894		56%
Always	789	88%	
Sometimes	88	10%	
Never	17	2%	

Are staff courteous?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	858		56%
Always	779	91%	
Sometimes	65	8%	
Never	14	1%	

Are staff easy to contact?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	842		55%
Always	568	67%	
Sometimes	235	28%	
Never	39	5%	

Section 3: Lothian Pension Fund Website

Were you aware we had a website?	Figure	As a percentage of replies to this question
Yes	279	18%
No	1247	82%

Would you be interested in using a facility which notifies you by email of any updates to the website?	Figure	As a percentage of replies to this question
Yes	239	16%
No	1287	84%

Approximately, how many times have you used website in the last 12 months?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	34		2%
6 times or fewer	30	88%	
Between 7-12	2	6%	
More than 12	2	6%	

Do you find the website useful?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	87		6%
Often	11	13%	
Sometimes	16	18%	
Never	60	69%	

Section 4: Payslips

How often would you prefer to receive payslips?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	1496		98%
Monthly	780	52%	
Yearly	253	17%	
Twice a Year	406	27%	
Don't care	57	4%	