

Pensioner Survey 2007 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	76		94%
Always	60	79%	
Sometimes	2	3%	
Never	14	18%	

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	75		93%
Yes	73	97%	
No			
Don't care	2	3%	

Do you read Penfriend, the pensioner newsletter	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	66		81%
Yes	54	82%	
No	12	18%	
Don't care			

Is the information in Penfriend useful to you?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	49		60%
Yes	41	84%	
No	6	12%	
Don't care	2	4%	

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	65		80%
Always	48	74%	
Sometimes	11	17%	
Never	6	9%	

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	41		51%
Always	35	85%	
Sometimes	6	15%	
Never			

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	38		47%
Always	36	95%	
Sometimes	2	5%	
Never			

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	41		51%
Always	37	90%	
Sometimes	4	10%	
Never			

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	39		48%
Always	33	85%	
Sometimes	6	15%	
Never			

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	42		52%
Always	39	93%	
Sometimes	3	7%	
Never			

Are staff approachable?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	30		37%
Always	25	83%	
Sometimes	5	17%	
Never			

Are staff helpful?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	36		44%
Always	31	86%	
Sometimes	5	14%	
Never			

Are staff courteous?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	31		38%
Always	26	84%	
Sometimes	5	16%	
Never			

Are staff easy to contact?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	29		36%
Always	22	76%	
Sometimes	7	24%	
Never			

Section 3: Lothian Pension Fund Website

Were you aware we had a website?	Figure	As a percentage of replies to this question
Yes	30	
No	51	

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	7		7%
6 times or fewer	7	100%	
Between 7-12			
More than 12			

Do you find the website useful?	Figure	As a percentage of replies to this question	As a percentage of total responses
Number of Responses	7		7%
Often	2	26%	
Sometimes	4	57%	
Never	1	14%	