

EAPF Pensions webinar feedback



Introduction

A number of EAPF pension webinars were rolled out to our members during October and November this year to help explain some of the most important areas of their pension. We created these sessions to help members understand how the Scheme works whether they've recently joined, have been a member for some time or are now approaching retirement age.

685 members attended our pension webinars this year with a total of 174 attendees completing our survey.

The 4 main areas we covered were:

- New starters – A guide to your pension
- Understanding Investments
- Increasing your benefits (delivered by Prudential)
- Planning for your retirement

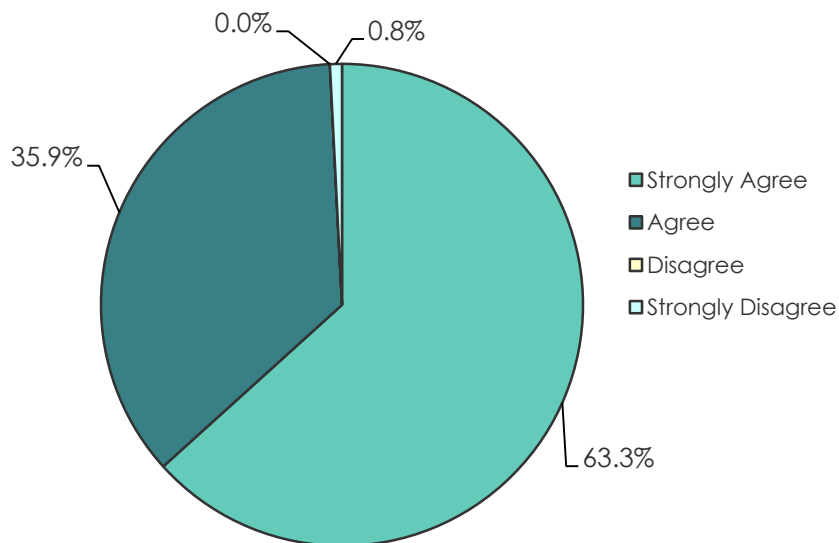
The following slides will show you the extremely positive results received, and actual member comments with suggestions of how we can further improve future EAPF pension webinars.

Webinar practicalities

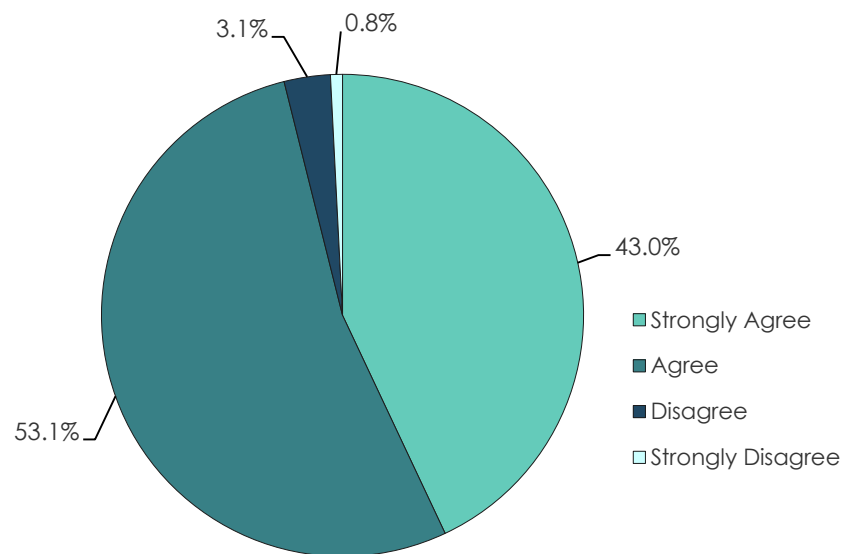
Overall satisfaction is excellent with 99% of participants agreeing that the presenter's knowledge was good and over 96% agreeing the material was presented well.



The presenter's knowledge was good



The presentation of the material was good



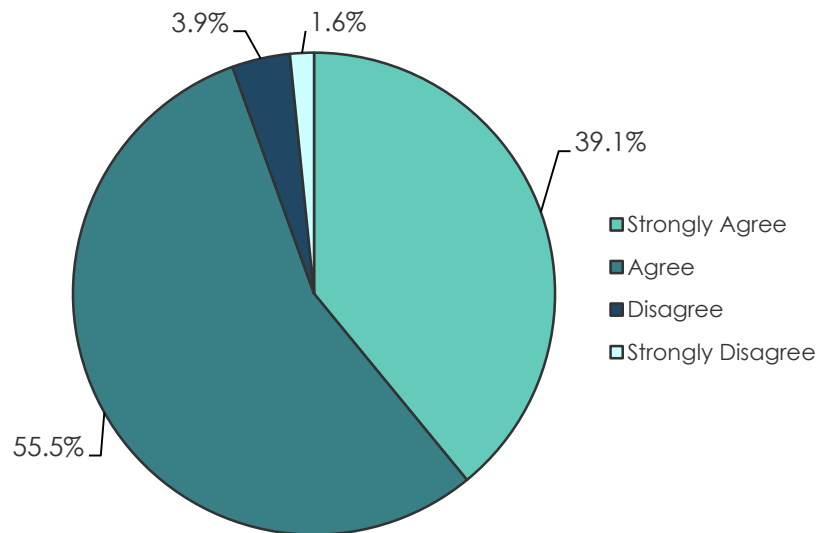
Webinar practicalities

We asked participants about the content and over 94% agreed it was interesting and informative and 93% stated it was the right length.

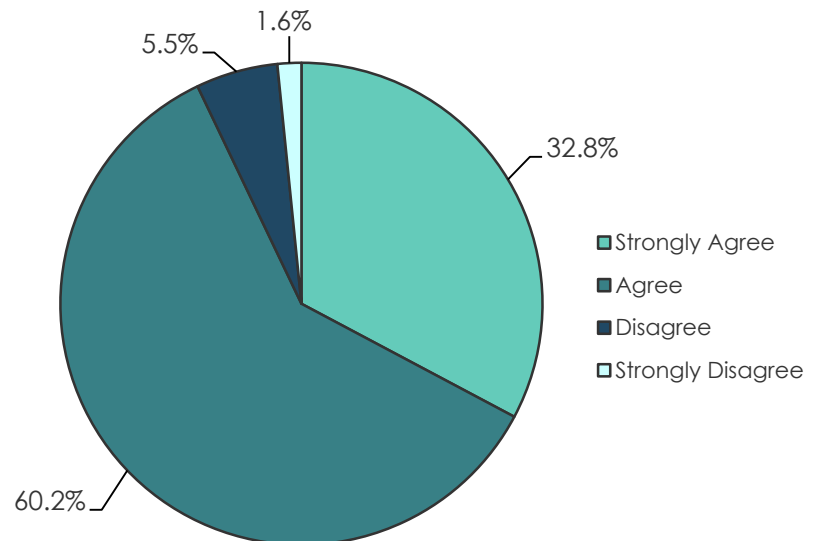
“Level of info was really good - not too much detail but enough to be useful. Also reference to where to get more info”

“The presenter delivered at the right pace - not too quickly”

“The webinar was interesting and informative”



“The webinar was the right length”



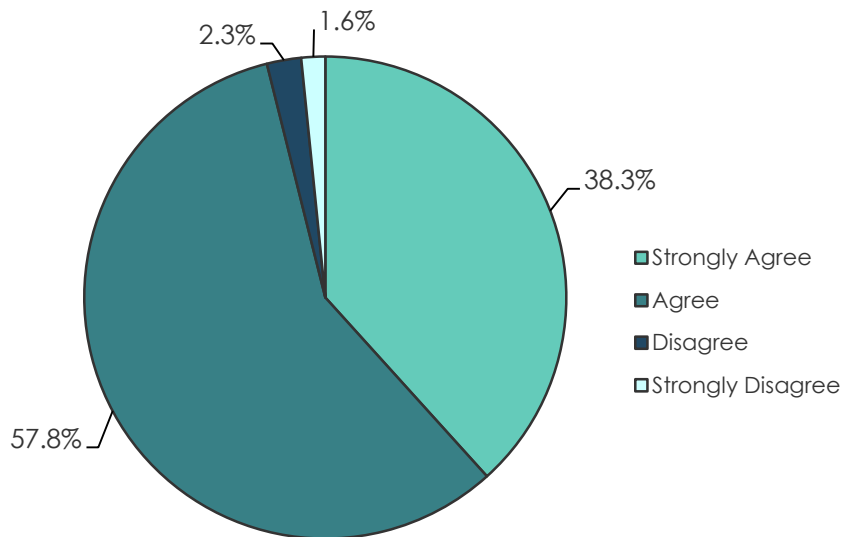
Webinar practicalities

Over 96% of participants stated they'd attend future webinars, they also asked for more based on.....

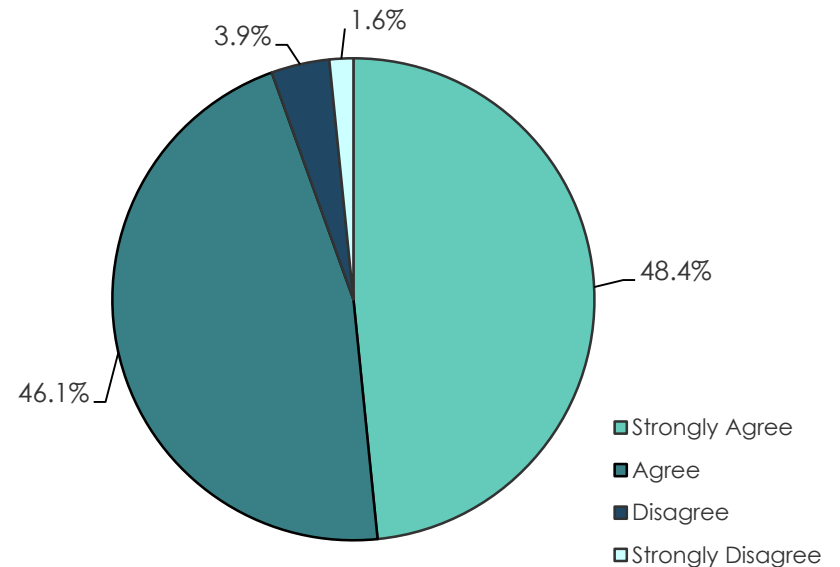


Over 94% said they'd recommend the webinar to other members.

“I'd be interested in participating in future webinars”



“I'd recommend this webinar to others”

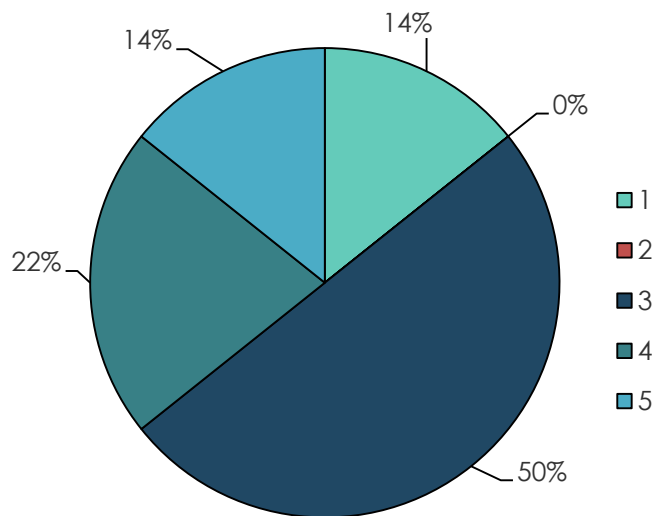


Our customer service

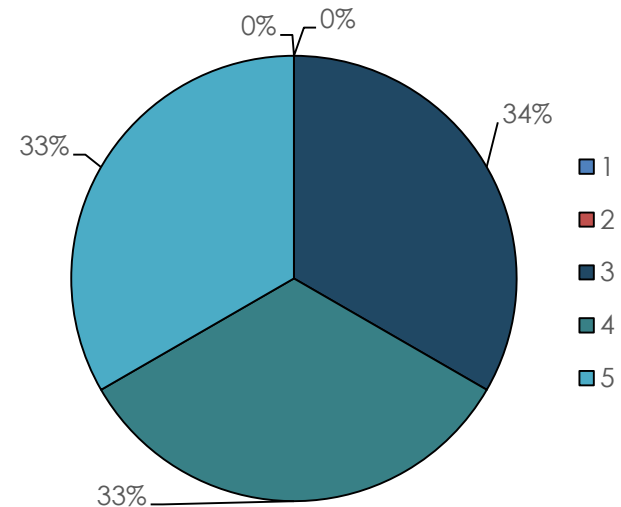
We asked members how they rated the service provided on a scale of 1-5 when contacting Capita by phone or email.

15 out of 128 people answered, scoring a rating average of 3.36 by email and a rating of 4 by telephone.

Contacted by telephone

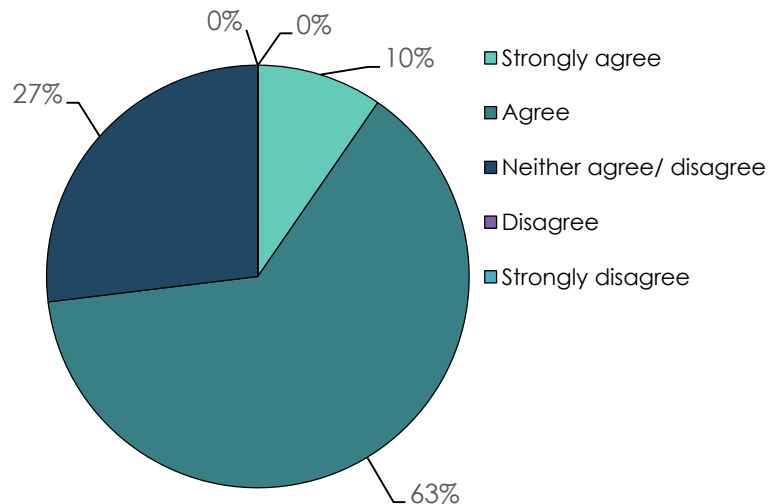


Contacted by email

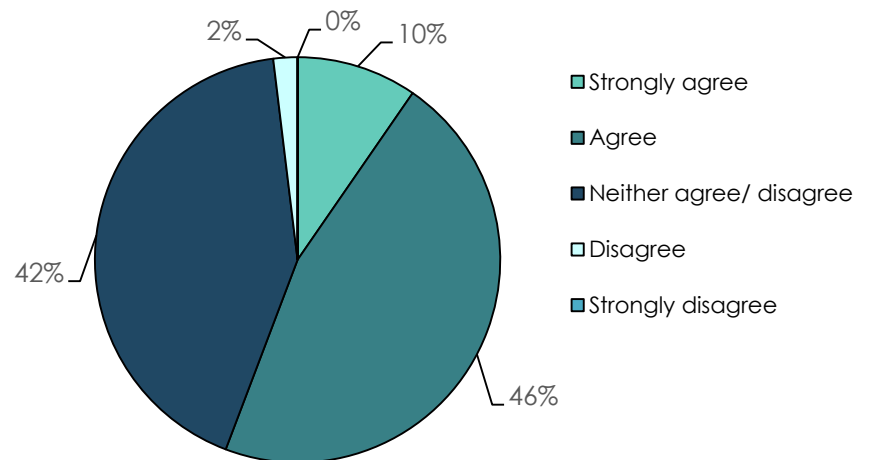


We asked how you felt about the following statements....

“The Environment Agency Pension Fund is 100% responsibly managed”

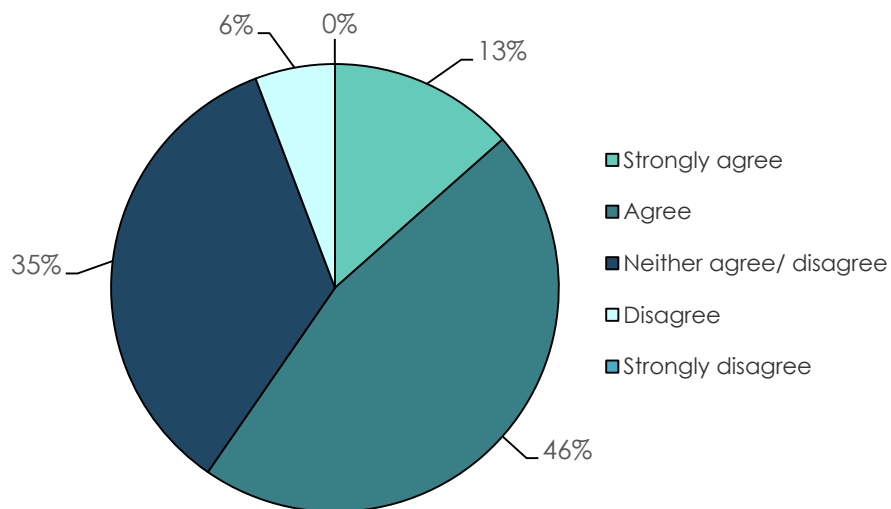


“The way the fund invests is open and transparent”

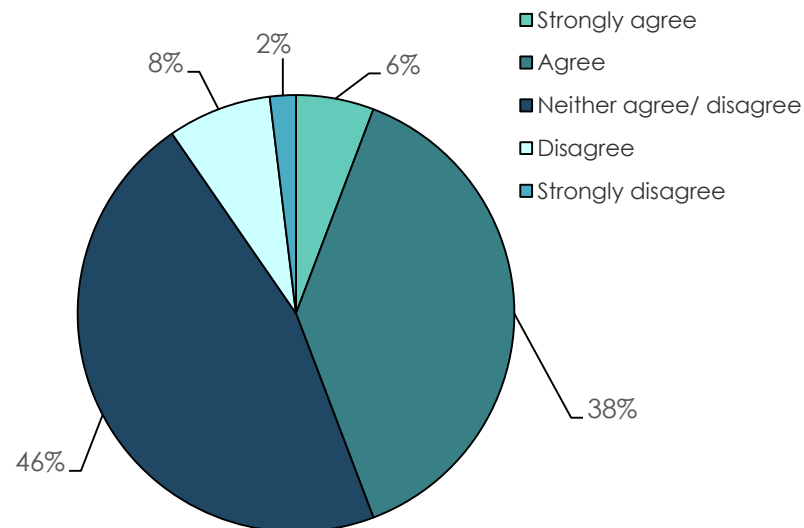


We asked how you felt about the following statements....

“Climate change is an important risk for the Fund to consider”



“I have a clearer understanding of the way that the Fund invests”

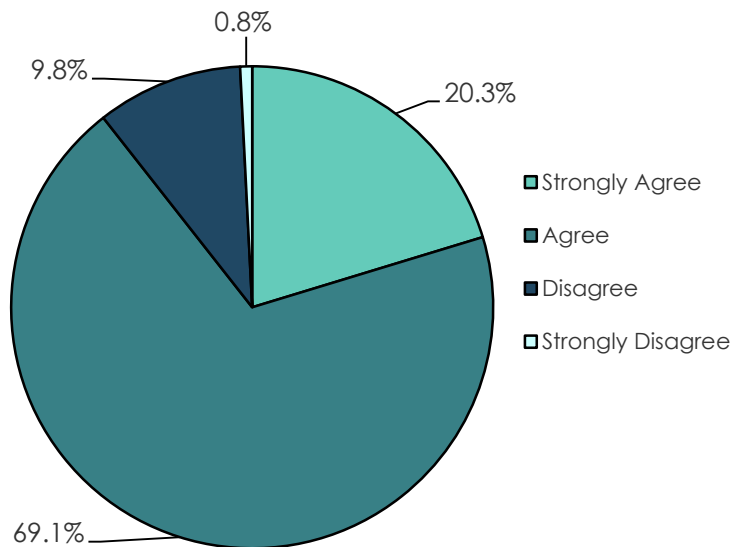


New knowledge, ideas and learning

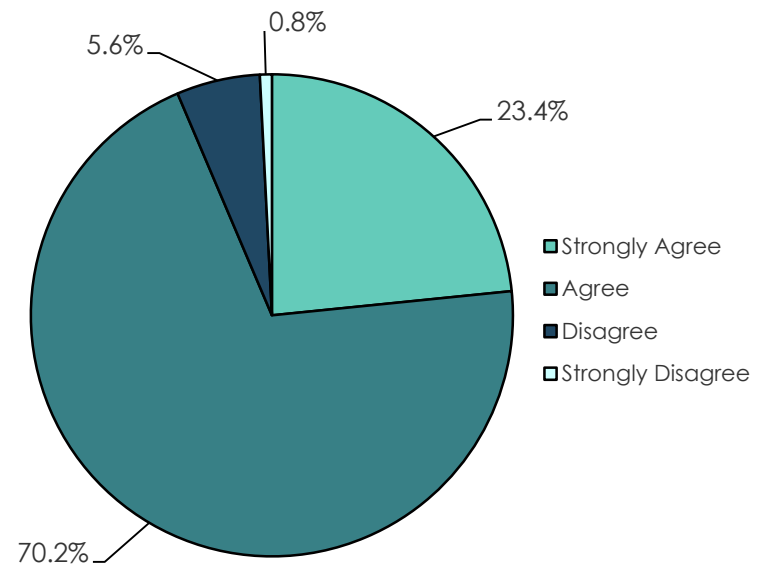
Nearly 90% of members felt their learning objectives had been met.

“I didn't really understand how our pension worked until today”

“I feel that my personal learning objectives were met”



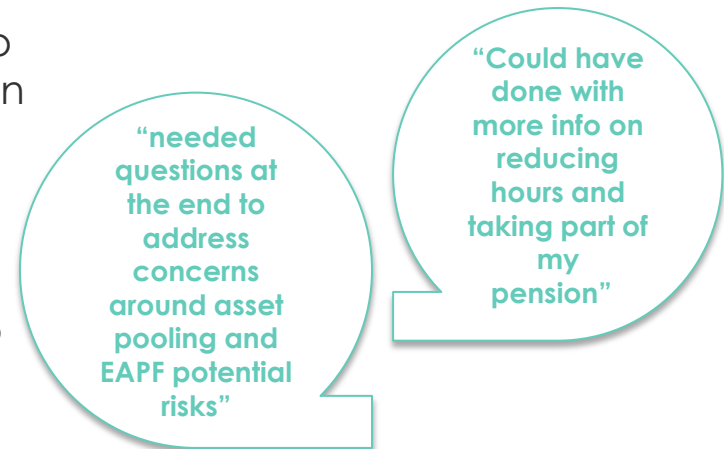
“I've learnt something new”



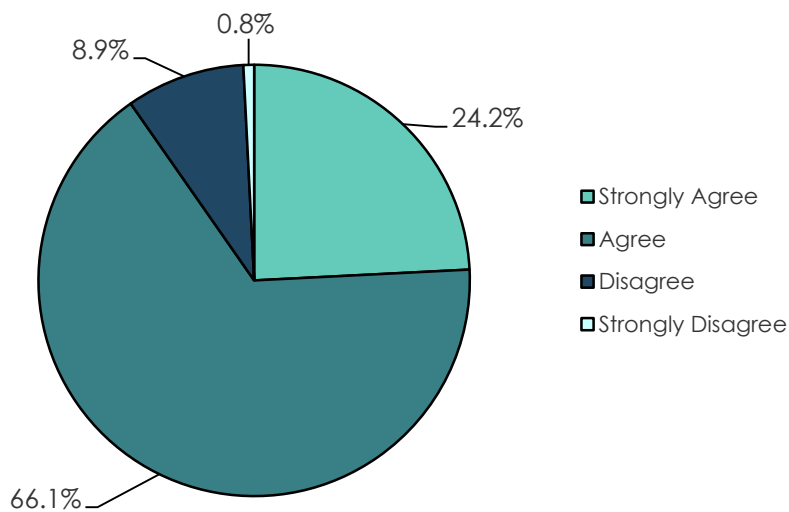
New knowledge, ideas and learning

One of the main objectives of this training was to ensure members are aware of the pension. When we asked members over 90% said that it had improved their knowledge.

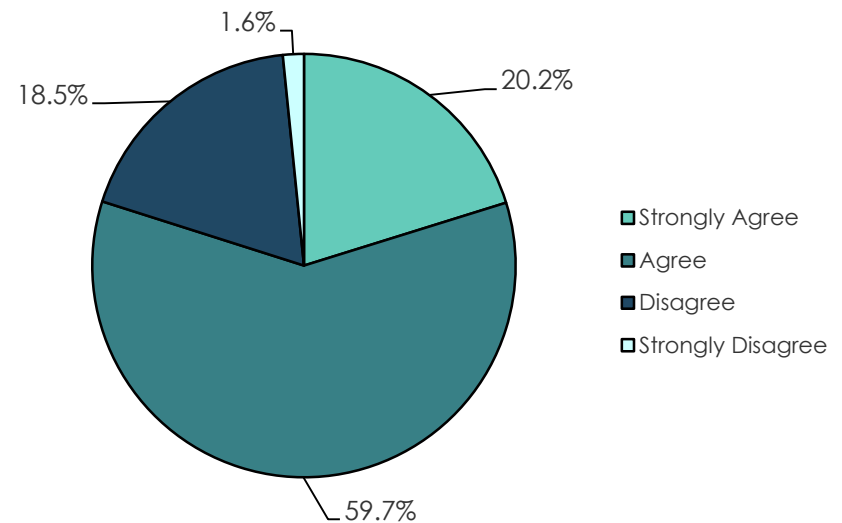
Just over 20% of members said the webinar hadn't covered everything they'd expected it to stating.....



“The training has improved my knowledge of my pension”



“The webinar covered everything I expected it to”



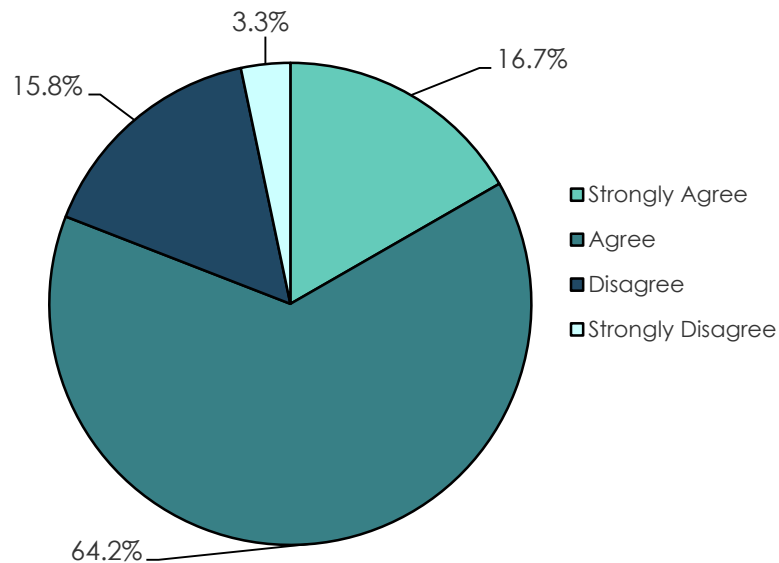
New knowledge, ideas and learning

Over 80% agreed that they'd regularly use what they'd learnt.

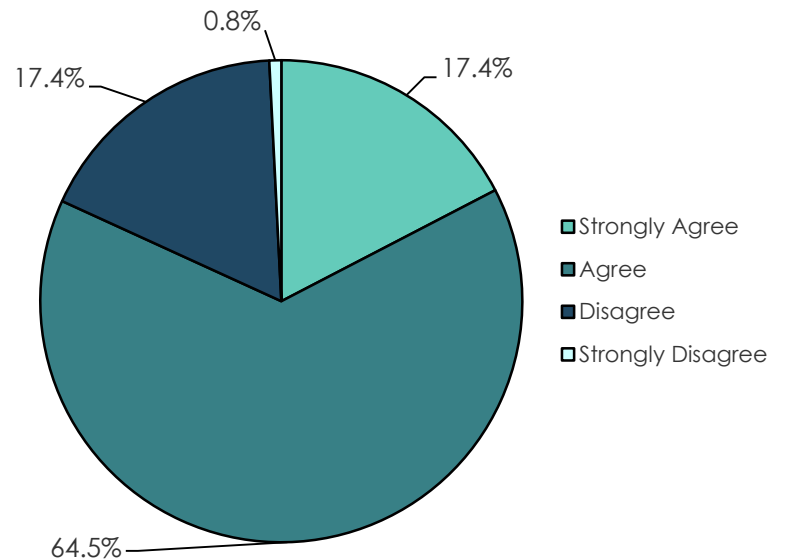
Not surprisingly over 81% of members feel they still need to learn more about their pension scheme.

“how will government changes next year affect my chances of retiring early?”

“I will regularly use what I've learnt”



“I feel I still need to learn more about the Scheme”



Increasing your benefits

The following survey results show feedback from the 'Increasing your benefits' webinar delivered by Prudential. It covered topics such as taking your pension early with Additional Voluntary Contributions (AVCs) and differences between Additional Pension Contributions (APCs) and AVCs.

A total of 285 people attended this session and 46 attendees completed Prudential's survey.

What did the results tell us?

- 48% agreed and 39% strongly agreed the webinar improved their understanding of the main scheme.
- 50% strongly agreed and 46% agreed they've a better understanding of their AVC options.
- 61% strongly agreed and 37% agreed they'd recommend this webinar to colleagues.
- 50% agreed and 48% strongly agreed they were given factual information not advice.
- 46% agreed and 41% strongly agreed the webinar helped their planning for retirement.
- Only 7% disagreed it was easy to book a place on the webinar.

Increasing your benefits

