APPENDIX 1 – Active/deferred high level survey results

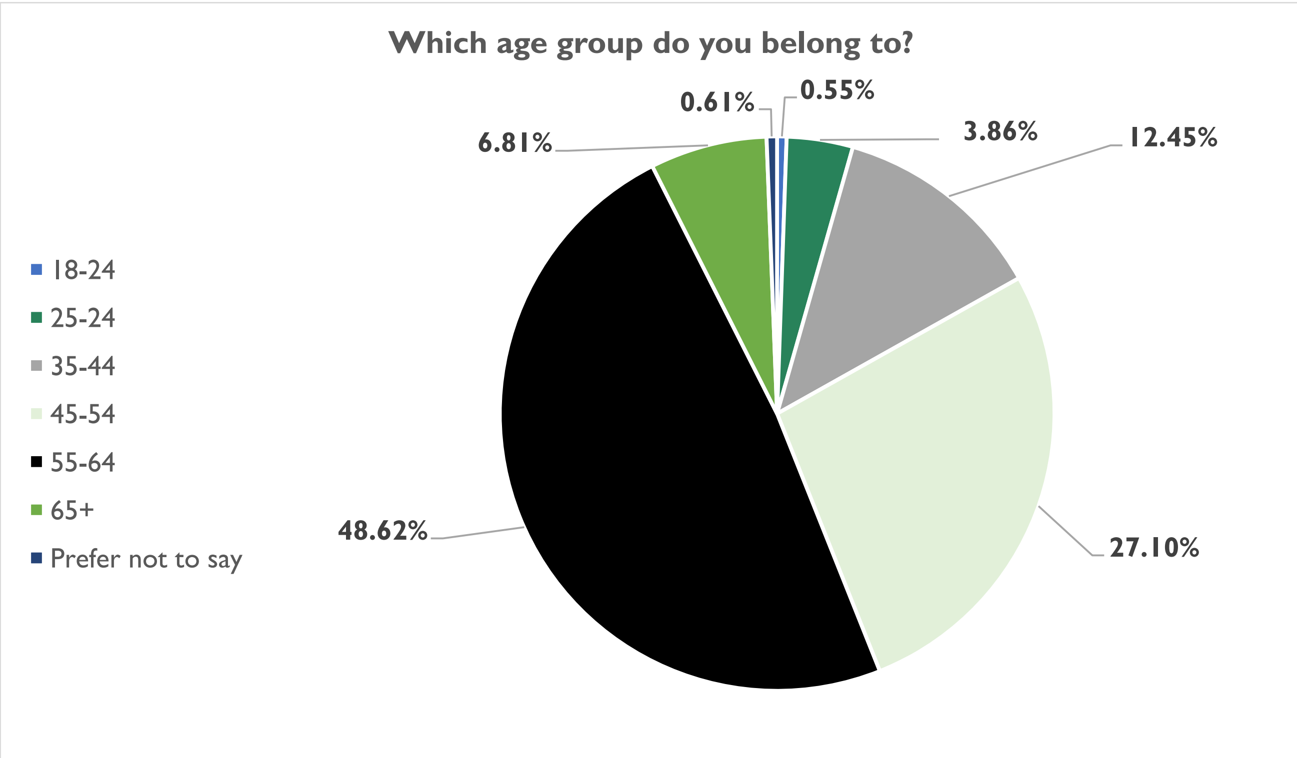
East Sussex Pension Fund

Active and deferred member survey 2024 – question by question results summary

Response rate = 4.93%

Which age group do you belong to?

Options	Percent
18-24	0.55%
25-24	3.86%
35-44	12.45%
45-54	27.10%
55-64	48.62%
65+	6.81%
Prefer not to say	0.61%

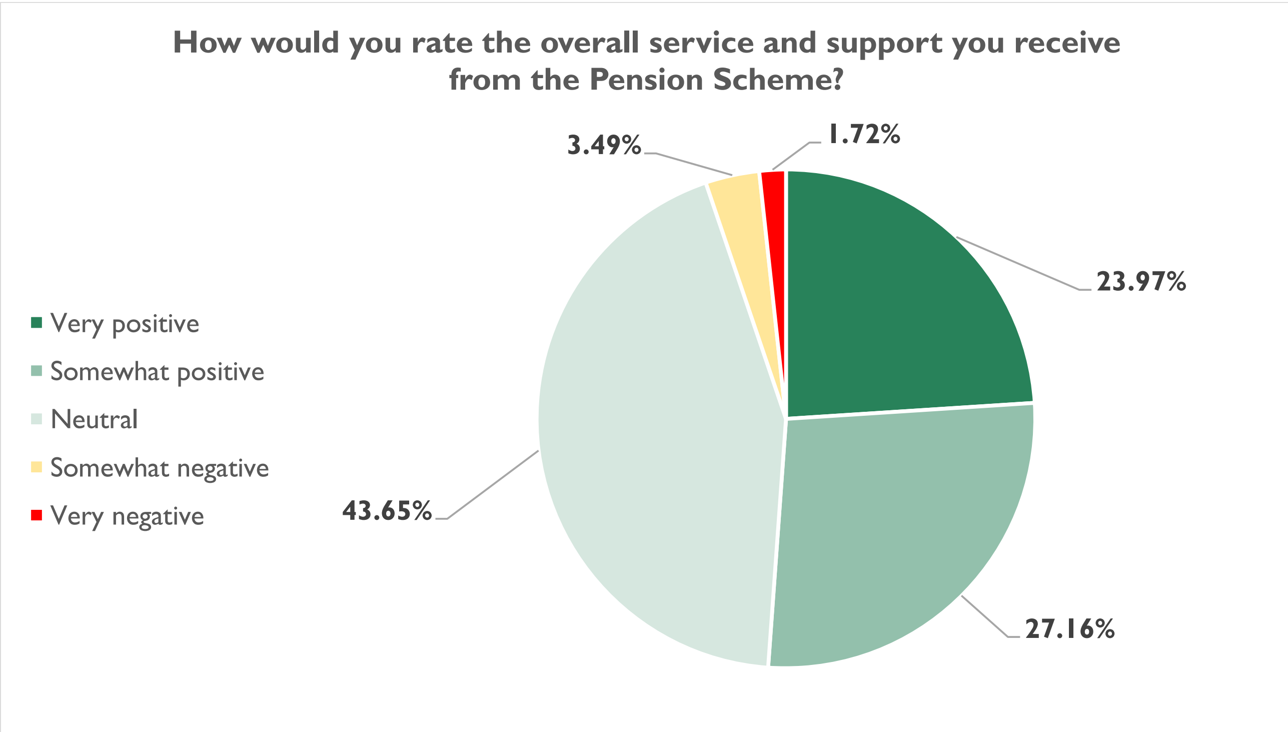


Which of the following two options best describes your current situation?

Options	Percent
Paying into the Scheme	71.10%
No longer paying into the Scheme	28.90%

How would you rate the overall service and support you receive from the Pension Scheme?

Options	Percent
Very positive	23.97%
Somewhat positive	27.16%
Neutral	43.65%
Somewhat negative	3.49%
Very negative	1.72%



Were you aware that East Sussex Pension Fund has recently launched a new self-service website called 'My Pension'?

Options	Percent
Yes	74.13%
No	25.87%

Have you registered for 'My Pension'?

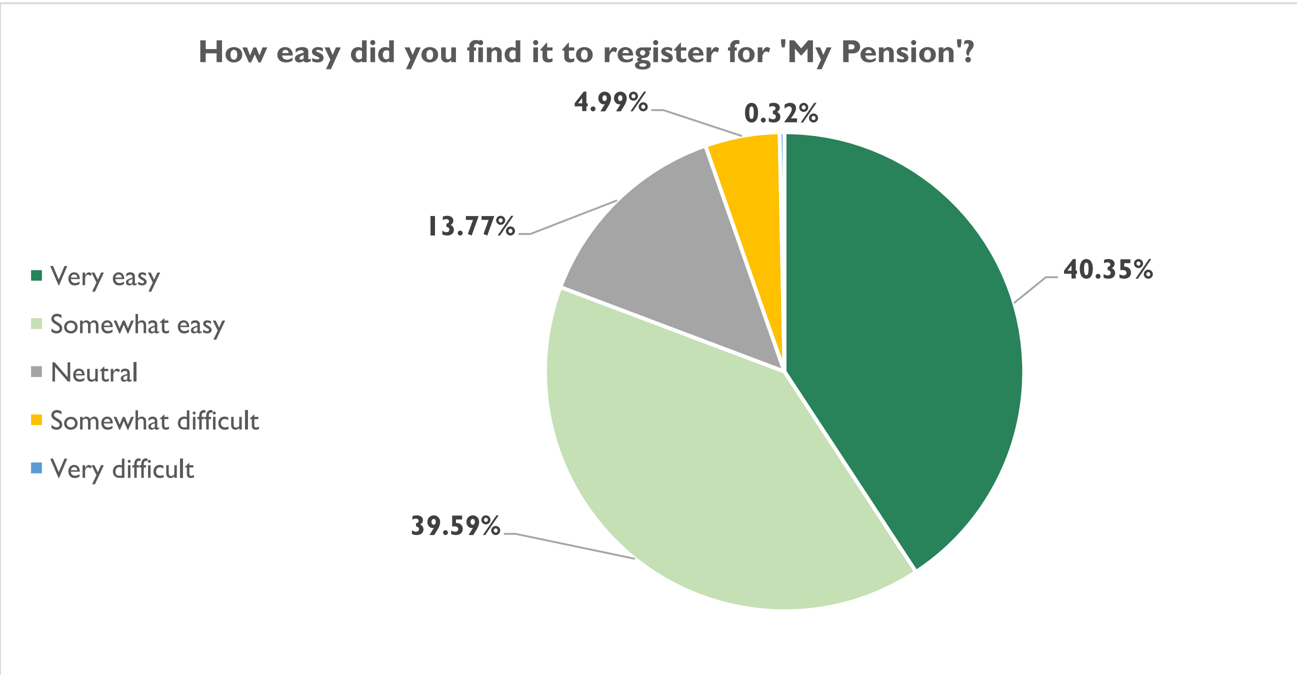
Options	Percent
Yes	76.15%
No	23.85%

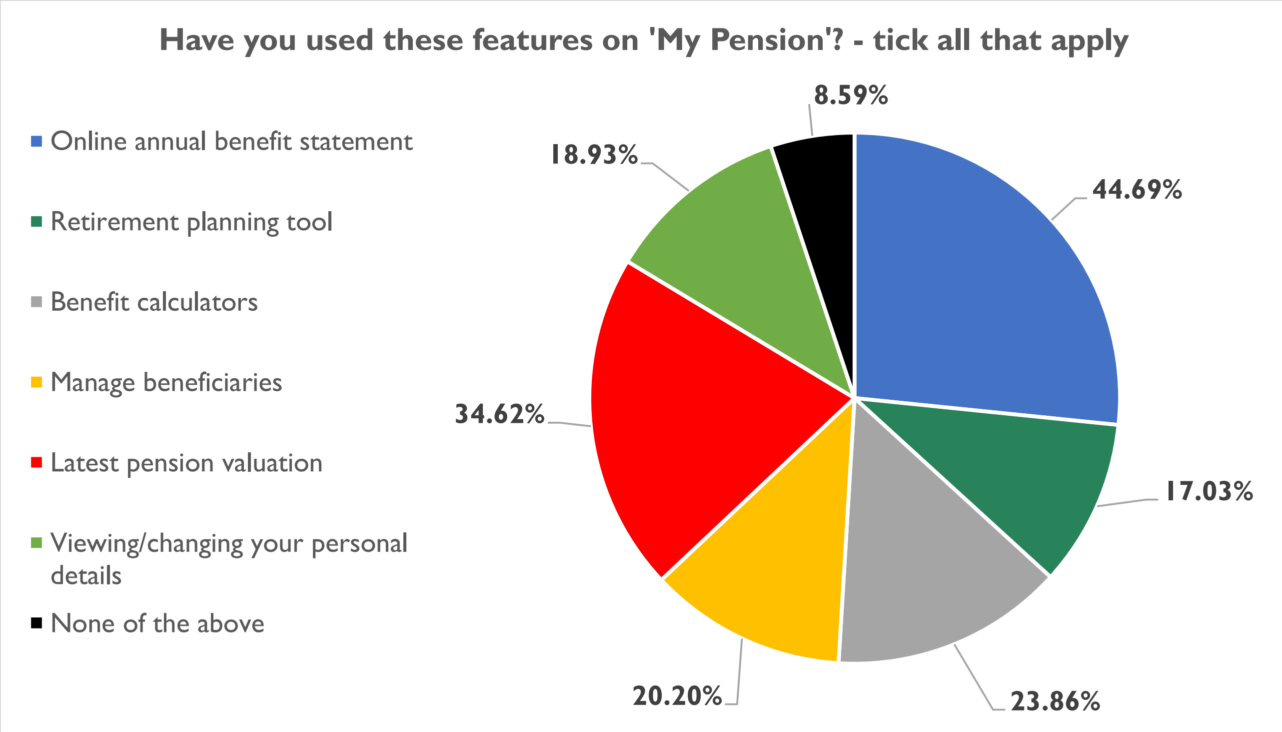
How easy did you find it to register for 'My Pension'?

Options	Percent
Very easy	40.35%
Somewhat easy	39.59%
Neutral	13.77%
Somewhat difficult	4.99%
Very difficult	0.32%

How you used these features on 'My Pension'? - tick all that apply

Options	Percent
Online annual benefit statement	44.69%
Retirement planning tool	17.03%
Benefit calculators	23.86%
Manage beneficiaries	20.20%
Latest pension valuation	34.62%
Viewing/changing your personal details	18.93%
None of the above	8.59%





Would you be interested in registering for 'My Pension'? - question to those who had said they have not registered

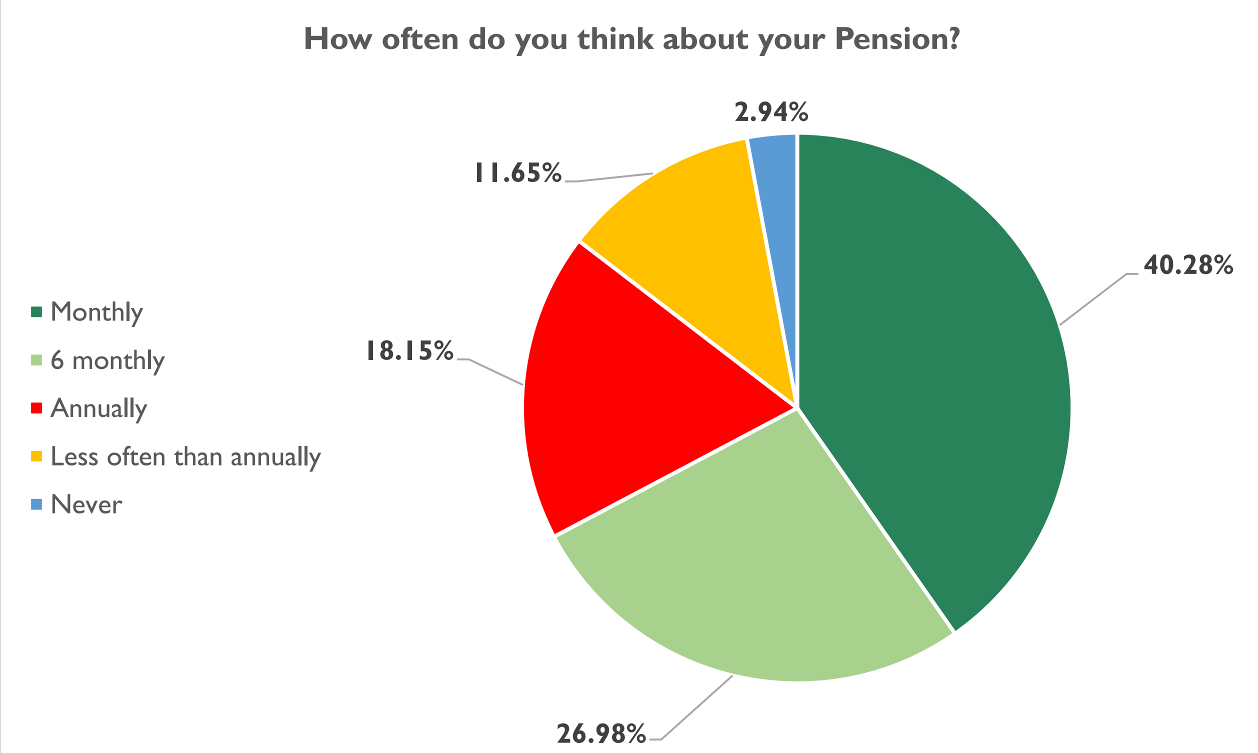
Options	Percent
Yes	86.83%
No	13.17%

Why are you not interested in registering for 'My Pension'? - for those who had said no

Options	Percent
I was interested but had issues trying to register	12.12%
I am not interested because I think it will be too difficult to register	21.21%
I'll never want or need to use the new site	26.26%
I am wary of accessing personal information online	30.30%
I have registered for paper only correspondence	10.10%

How often do you think about your Pension?

Options	Percent
Monthly	40.28%
6 monthly	26.98%
Annually	18.15%
Less often than annually	11.65%
Never	2.94%

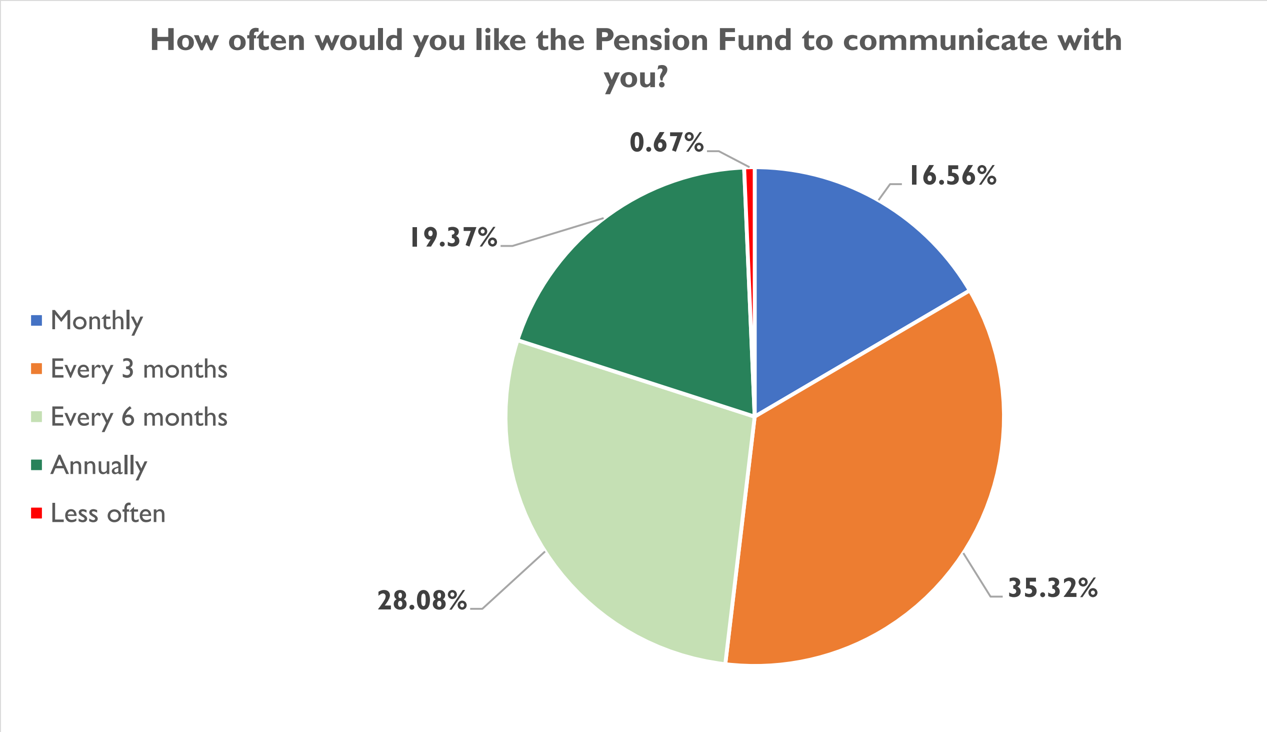


Do you understand how your pension is calculated?

Options	Percent
Very confident	40.28%
Reasonably confident	26.98%
Not very confident	18.15%
Not at all confident	11.65%

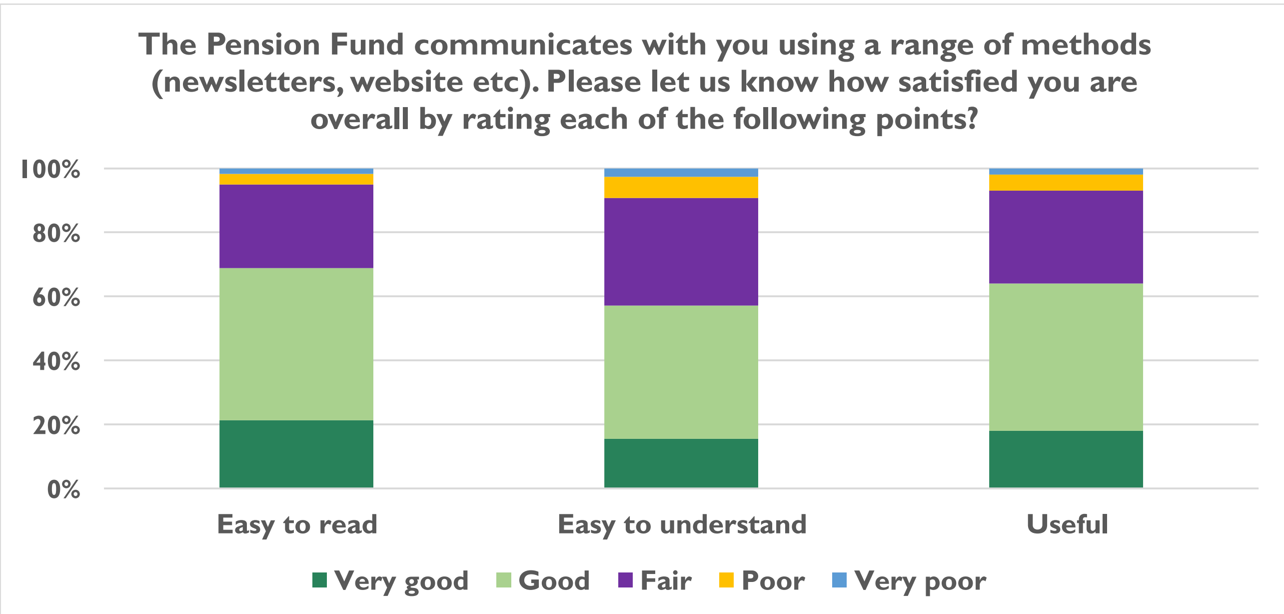
How often would you like the Pension Fund to communicate with you?

Options	Percent
Monthly	16.56%
Every 3 months	35.32%
Every 6 months	28.08%
Annually	19.37%
Less often	0.67%



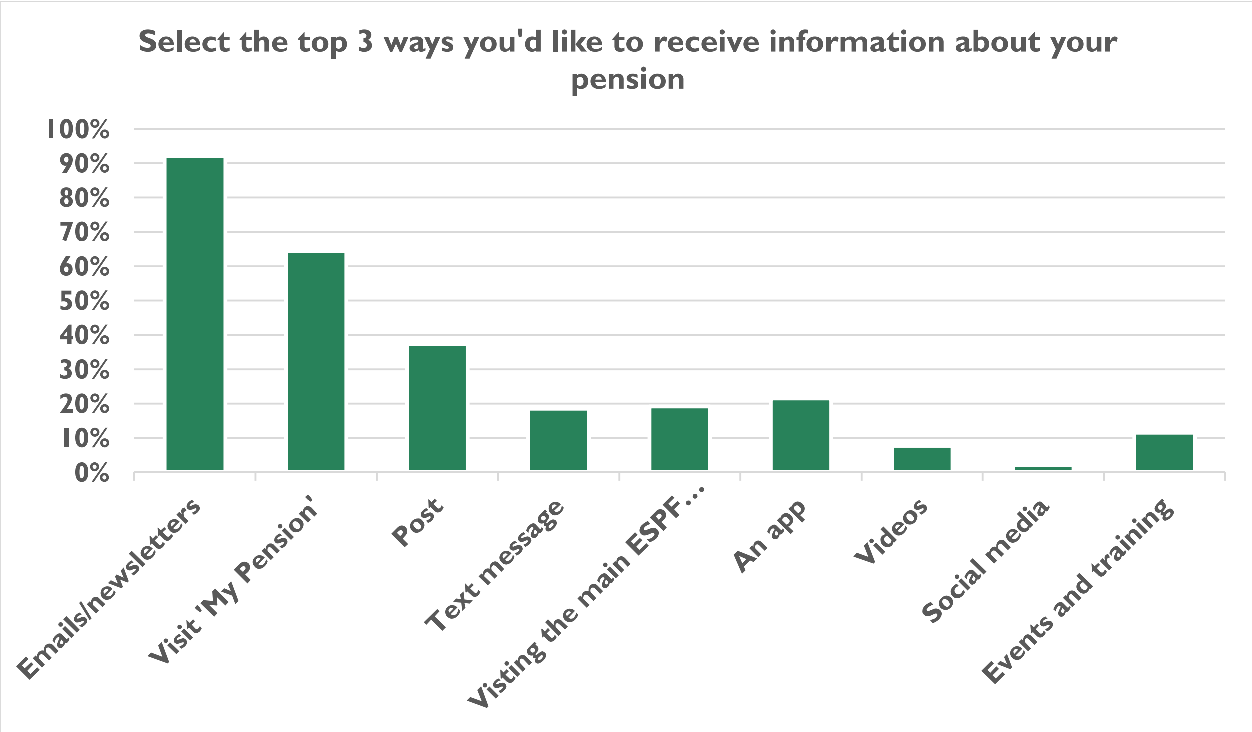
The Pension Fund communicates with you using a range of methods (newsletters, website etc). Please let us know how satisfied you are overall by rating each of the following points.

	Easy to read	Easy to understand	Useful
Very good	**21.34%**	**15.51%**	**18.03%**
Good	**47.52%**	**41.57%**	**45.98%**
Fair	**26.18%**	**33.66%**	**29.06%**
Poor	**3.25%**	**6.68%**	**5.03%**
Very poor	**1.72%**	**2.58%**	**1.90%**



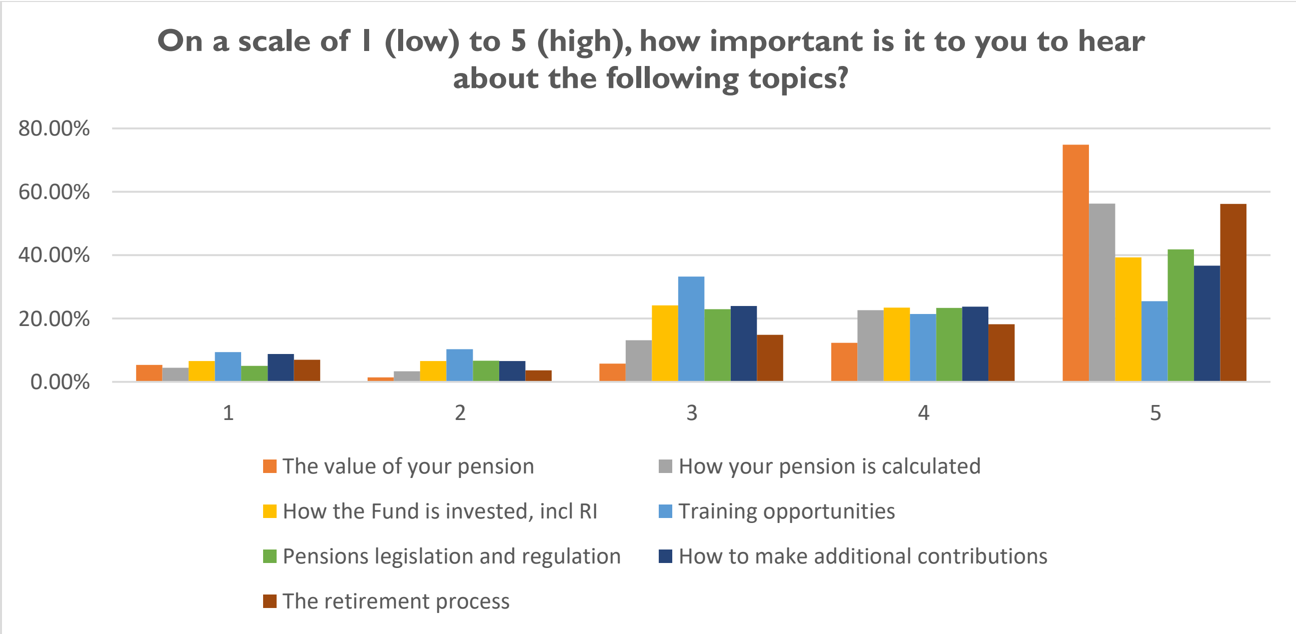
Select the top 3 ways you would like to receive information about your pension.

Options	Percent
Emails/newsletters	92.03%
Visit 'My Pension'	64.44%
Post	37.34%
Text message	18.52%
Visting the main ESPF website	19.19%
An app	21.46%
Videos	7.66%
Social media	1.90%
Events and training	11.53%



On a scale of 1 (low) to 5 (high), how important is it to you to hear about the following topics?

Options	1	2	3	4	5
The value of your pension	5.40%	1.53%	5.82%	12.39%	74.86%
How your pension is calculated	4.48%	3.41%	13.18%	22.69%	56.24%
How the Fund is invested, including Responsible investment	6.62%	6.62%	24.22%	23.48%	39.26%
Training opportunities	9.44%	10.36%	33.29%	21.46%	25.45%
Pensions legislation and regulation	5.15%	6.68%	22.99%	23.36%	41.82%
How to make additional contributions	8.89%	6.63%	23.97%	23.79%	36.72%
The retirement process	6.99%	3.74%	14.90%	18.21%	56.16%


On a scale of 1 (low) to 5 (high), how important is it to you to hear about the following topics?
80.00%
60.00%
40.00%
20.00%
0.00%
1
2
3
4
5
The value of your pension
How your pension is calculated
How the Fund is invested, incl RI
Training opportunities
Pensions legislation and regulation
How to make additional contributions
The retirement process