

APPENDIX 2 – Pensioner high level survey results

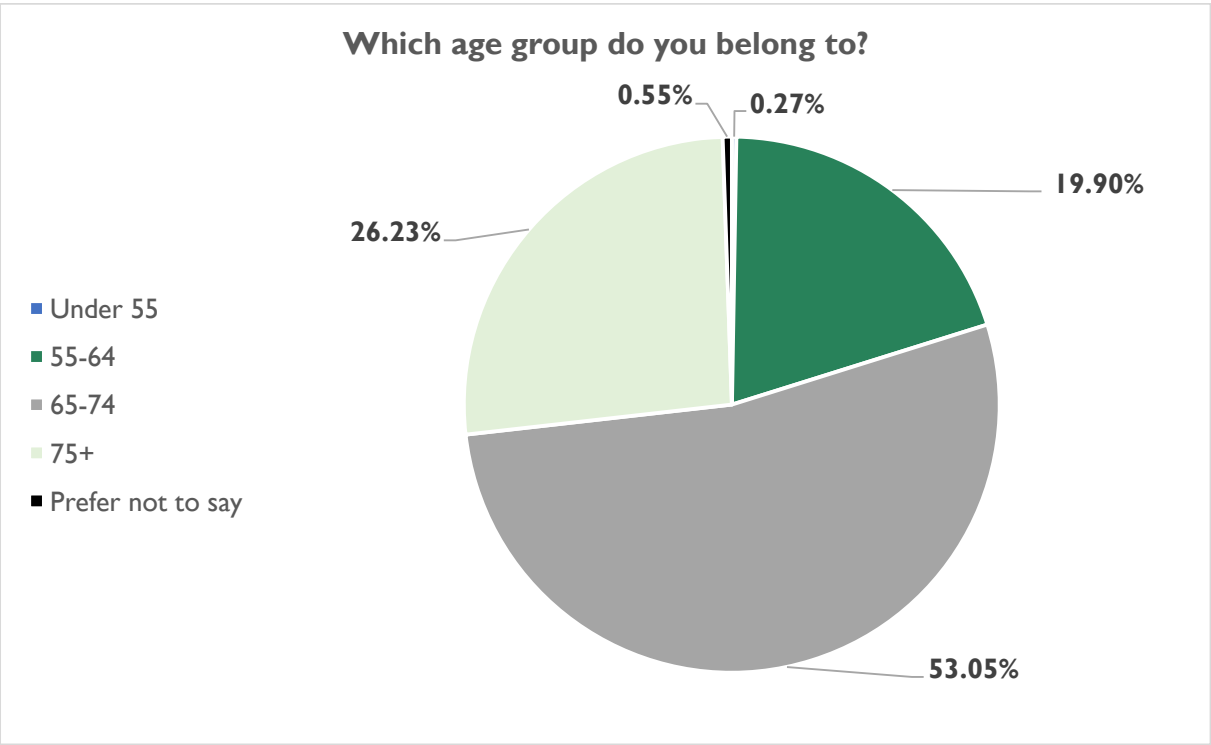


Pensioner survey results 2024

Response rate 19.49%

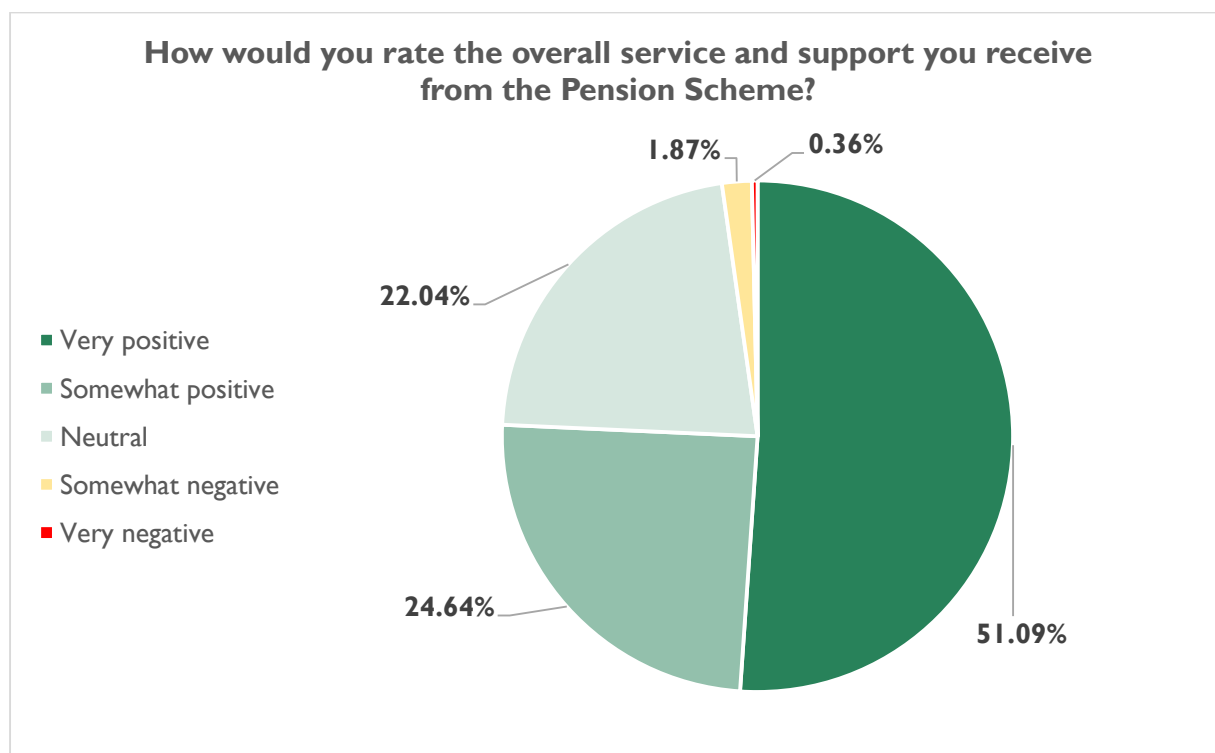
Which age group do you belong to?

Options	Percent
Under 55	0.27%
55-64	19.90%
65-74	53.05%
75+	26.23%
Prefer not to say	0.55%



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

Options	2024 results
Very positive	51.09%
Somewhat positive	24.64%
Neutral	22.04%
Somewhat negative	1.87%
Very negative	0.36%



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

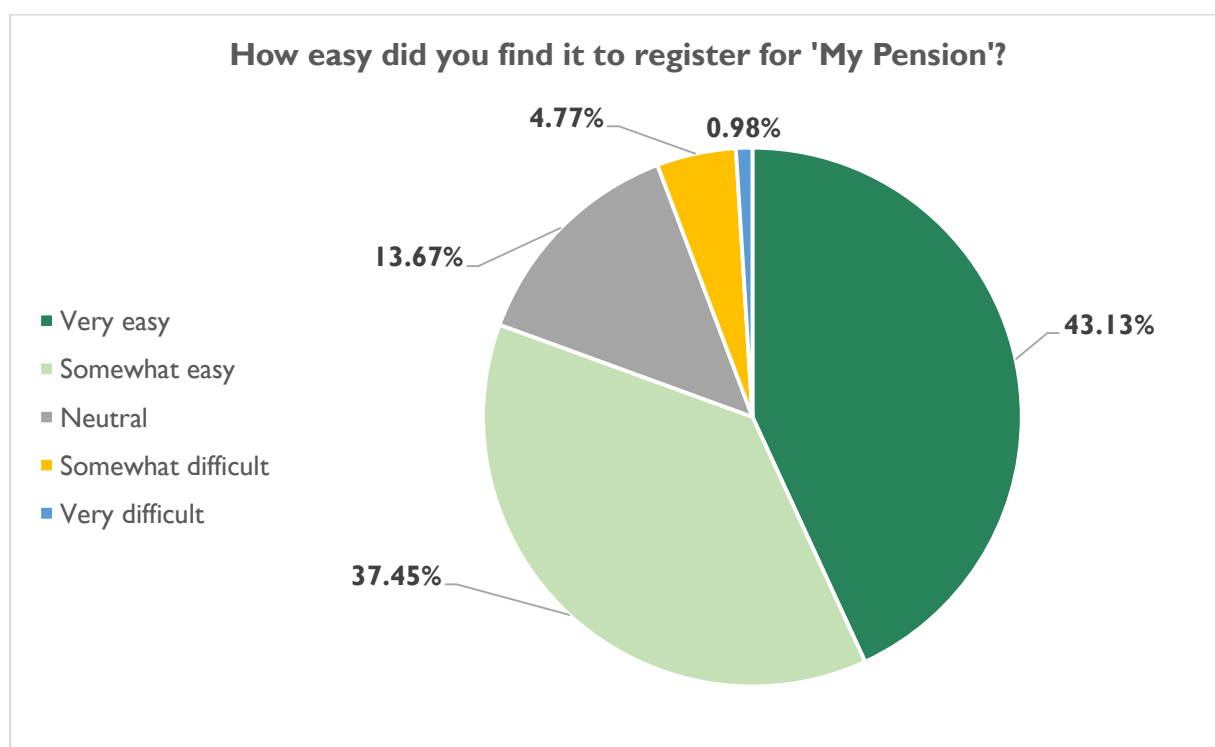
Options	Percent
Yes	85.06%
No	14.94%

Have you registered for 'My Pension'?

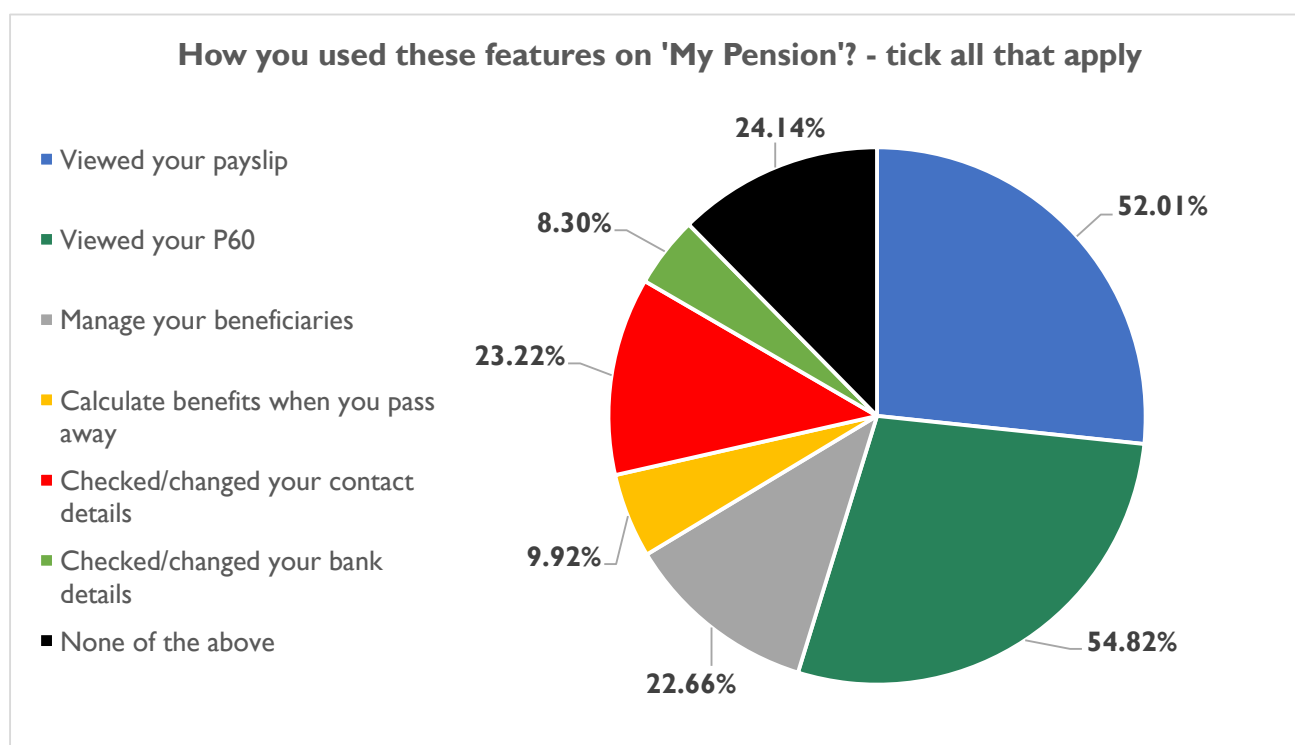
Options	Percent
Yes	75.93%
No	24.07%

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

Options	Percent
Very easy	43.13%
Somewhat easy	37.45%
Neutral	13.67%
Somewhat difficult	4.77%
Very difficult	0.98%



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



Options	Percent
Viewed your payslip	52.01%
Viewed your P60	54.82%
Manage your beneficiaries	22.66%
Calculate benefits when you pass away	9.92%
Checked/changed your contact details	23.22%
Checked/changed your bank details	8.30%
None of the above	24.14%

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

Options	Percent
Yes	71.94%
No	28.06%

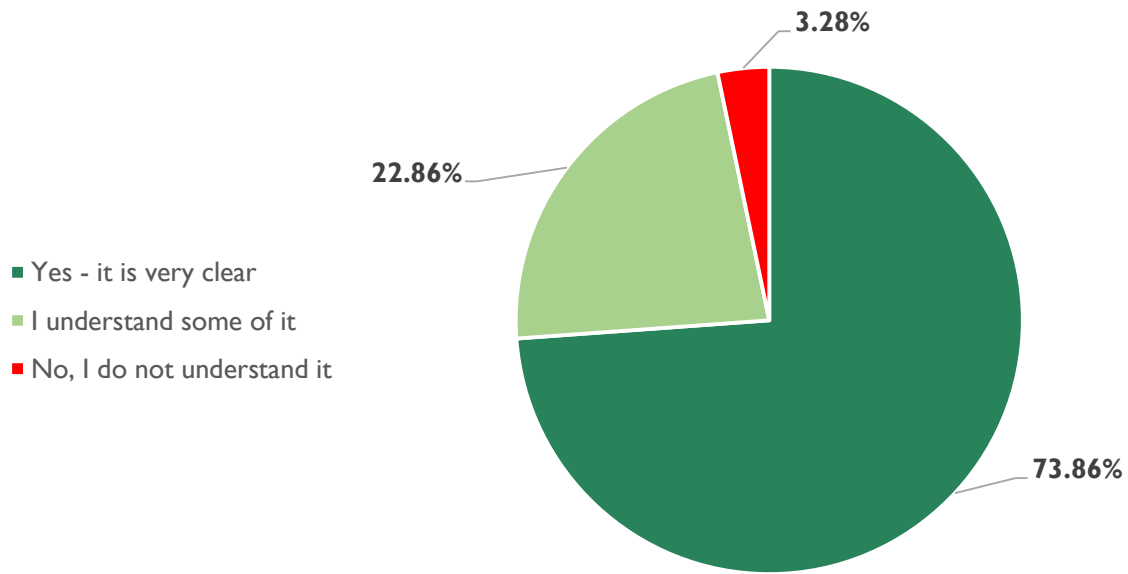
Why are you not interested in registering for 'My Pension'? - for those who had said no

Options	Percent
I was interested but had issues trying to register	6.94%
I am not interested because I think it will be too difficult to register	10.19%
I'll never want or need to use the new site	46.30%
I am wary of accessing personal information online	26.85%
I have registered for paper only correspondence	9.72%

Did you understand the letter we sent you about your Pension Increase?

Options	Percent
Yes - it is very clear	73.86%
I understand some of it	22.86%
No, I do not understand it	3.28%

Did you understand the letter we sent you about your Pension Increase

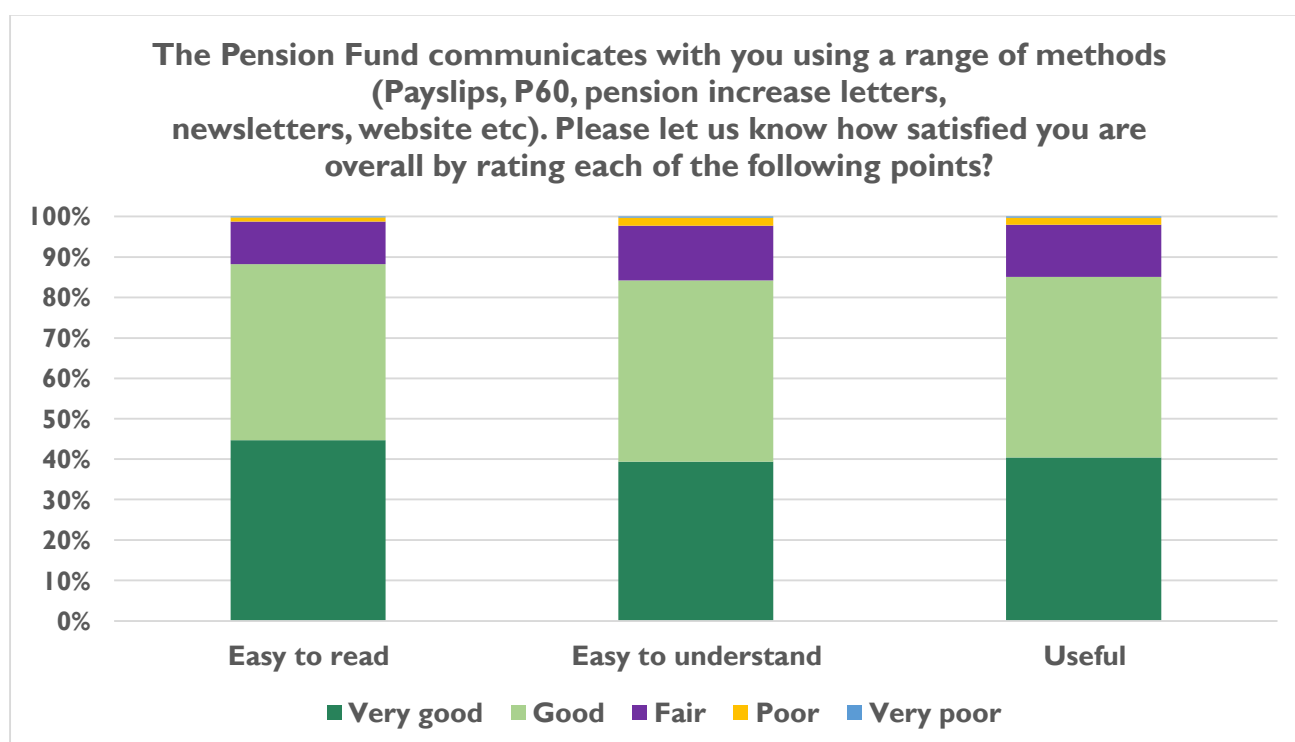


How often would you like the Pension Fund to communicate with you?

Options	Percent
Monthly	9.71%
Every 3 months	26.09%
Every 6 months	29.55%
Annually	33.88%
Less often	0.77%

The Pension Fund communicates with you using a range of methods (Payslips, P60, pension increase letters, 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	44.67%	39.39%	40.39%
Good	43.58%	44.81%	44.72%
Fair	10.52%	13.57%	12.84%
Poor	1.00%	1.96%	1.73%
Very poor	0.23%	0.27%	0.32%



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

Options	Percent
Emails/newsletters	93.03%
Visit 'My Pension'	60.56%
Post	39.48%
Text message	30.24%
Visting the main ESPF website	19.13%
An app	12.66%
Videos	1.37%
Social media	0.82%
Events and training	0.77%

Do you know that ESPF has a website where you can access information about the Local Government Pension Scheme*? *Separate from the self-service website

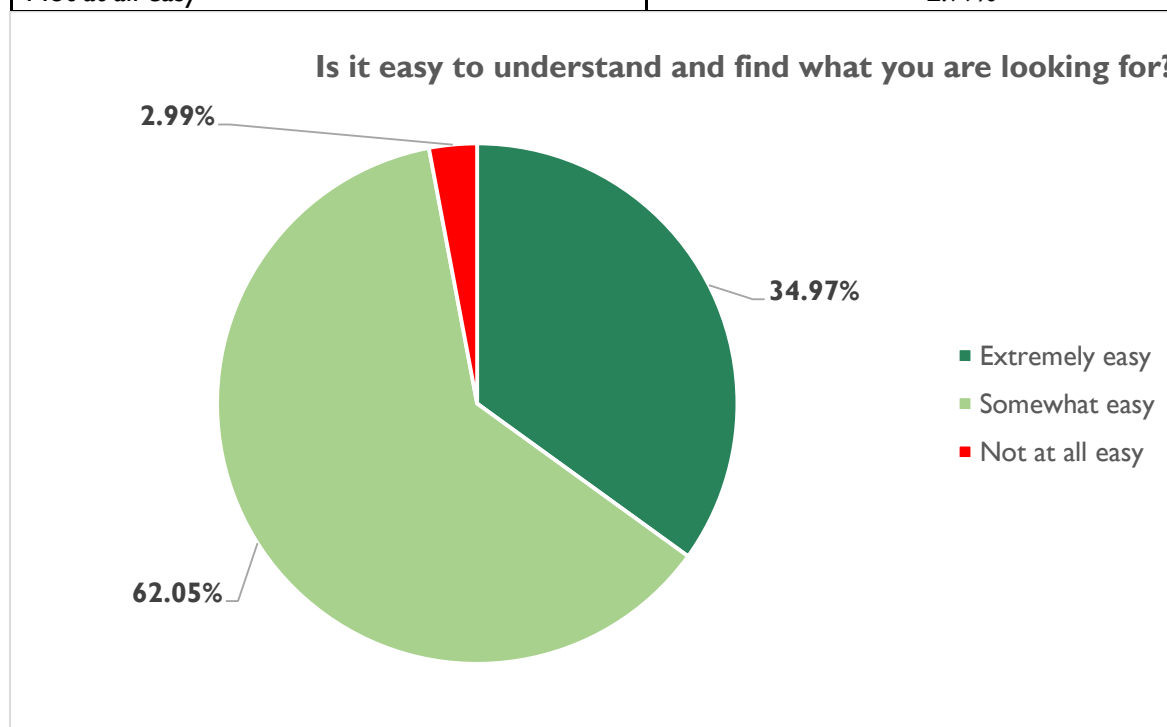
Options	Percent
Yes	42.90%
No	57.10%

Have you used the website? - for those who had an awareness

Options	Percent
Yes	49.79%
No	50.21%

Is it easy to understand and find what you are looking for?

Options	Percent
Extremely easy	34.97%
Somewhat easy	62.05%
Not at all easy	2.99%



Were you aware that we have a page on the website dedicated to those who are receiving pensions from us?

Options	Percent
Yes	75.69%
No	24.31%