

### Overall Summary (JSS 2015 Customer Satisfaction Survey)

Over 300 members and pensioners responded to the JSS 2015 survey where we asked you to rate your satisfaction with the service we provide. The summary results are below:

94% were satisfied with the outcome of enquiries sent by letter
92% were satisfied with the outcome of enquiries sent by email
84% were satisfied with the outcome of their enquiry made by telephone
80% of calls were answered on the first attempt
96% were satisfied with the outcome of their enquiries dealt with in person
79% found the website easy to use
71% can find what they need on the website
<b>Overall Rating of JSS</b> Good/Excellent – 72% Satisfactory – 25% Unsatisfactory – 3% General comments

At the end of each section of the survey we asked for your comments and based on this feedback we have implemented a number of improvements. JSS will shortly be developing the 2016 survey which we will again use to check your satisfaction with the service we provide. The table below lists what you said in the 2015 survey and what we have done. We will use this information to compare against the 2016 survey to ensure that we are continuing to provide you with an excellent service.

If you have any comments from this correspondence please email: [justine.edge@bbsrc.ac.uk](mailto:justine.edge@bbsrc.ac.uk)

What You Said (survey 2015)	What We Did
Better understanding of their pension	We have provided on site visits and updated our website and will continue to do this
Want more interaction with JSS	We have visited sites and publicised our availability for personal visits. We have participated in Research Council briefing sessions and training days
Would like email confirmation of resolutions	We respond to all emails personally and follow up where a response is required
JSS staff are helpful, polite and knowledgeable	We are happy to receive positive feedback and pride ourselves on being helpful, polite and knowledgeable
Issues with personal data not being updated	We are reliant on members and employers providing us with updated information. Benefit statements are a good time for members to check their details
Would like a more personal response and not a generic one	We provide a personal response to each individual. Where a question is standard you may receive a generic response but the ability to talk directly to JSS is always available
Advice was clear and concise	We will continue to provide advice in a clear and concise manner and work with our members to ensure that advice is understood
Wasn't aware that queries could be in person	We are available for personal appointments

	and are continuously publicising this
<b>JSS Website</b>	We regularly update the JSS website and add new pages and more information
Would like examples of how pensions work	We are working on producing a page that details this
Bit disorganised and difficult to find things	We have improved our website and made things easier to find and also provided useful information that people may find useful
Would like to log in and access my information, my benefit statement & change my personal details (online account)	JSS are unable to provide this functionality. Benefit statements are emailed to members each year.
Don't always understand what is being said, less Jargon and explanations in 'lay mans' terms	Pensions contain quite a bit of jargon, where possible we have tried to limit this on our website, and provided a glossary of terms.
Would like a comparison chart of advantages and disadvantages between different pensions	We are currently working on this, but can only provide details on RCPS and Partnership
Easier FAQ 's	The FAQ page has been updated and can now be searched by areas
<b>General Comments</b>	
Increase electronic communication/push out of information	We have made regular updates to the website and provided a new notices page. When a major change is made or a news article released we notify employer who then notify their staff
Site visits by JSS would be useful/information sessions/be more visible	We have provided site visits to various employers and are available as needed
Better information for new starters	We are looking at how we can improve the information given to new starters. The 'Joining the Scheme' page is updated and this is a good place to find information
Clearer descriptions of pension schemes in lay person terms	We have updated our web page to provide details on each scheme and are looking at developing a new page containing information for new starters, pension scheme descriptions and how pensions work
The Benefit statement is hard to understand/offer a better summary of projected benefits and dates/less jargon	We have updated the benefit statements for 2016 and will use the results from the 2016 survey and direct feedback from members to see if anything further can be done
Don't security code statements	This is a data protection requirement; we have to protect personal information sent electronically
More transparency in how decisions are made	We will continue to update our members on decisions that are made and provide members with regular updates, notices and news items. The RCPS management board have the final ratification on any decisions