

JSS Customer Satisfaction Survey Results 2023

Summary Results

There were 194 responses to the survey, with 123 being current members.

Last contact with JSS

Most people had contacted JSS greater than 6 months ago (44%) with 16% in the last 4 weeks

How did you contact JSS?

Most contact was via email 83%

Response Time

- The same day 41%
- Within 2 days 23%
- Less than a week 11%

Satisfaction

91% were satisfied with the response they received

Communication Methods

Order of Importance

1. Email
2. Website
3. Telephone
4. In Person
- 5 By Post

The JSS website

68% Use the website
85% Can find what they need

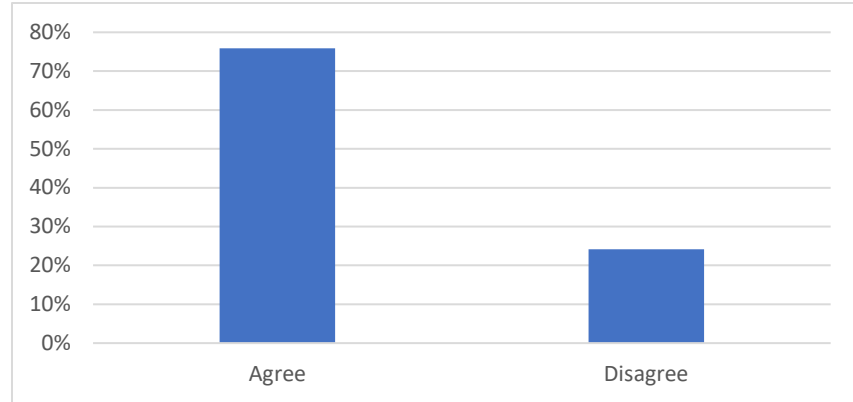
Responses Age Range

51-60 46%
61-70 21%
41-50 19%

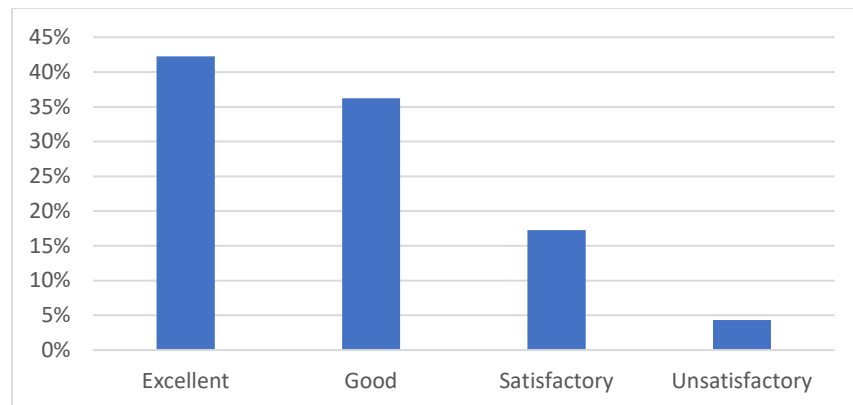
We will repeat the survey in 2024 with the same questions

Summary Graphs

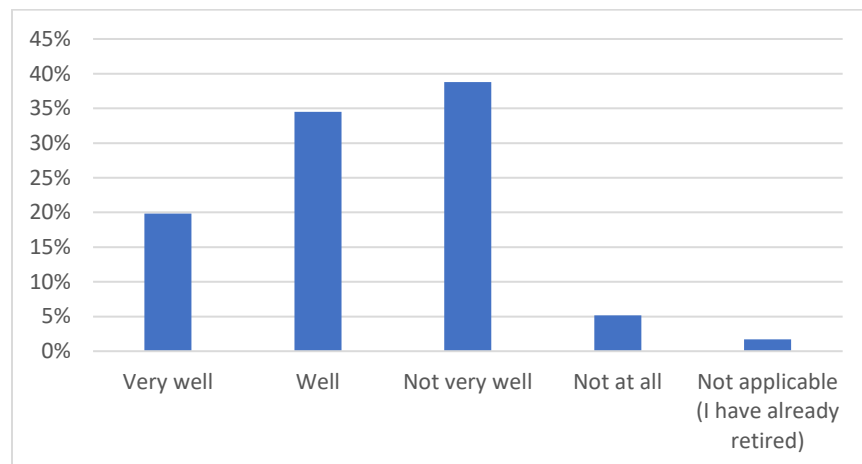
The information provided by JSS helps me to understand my pension and the benefits provided



The overall service that JSS Provides



How well do you understand your pension benefits and the options available to you?



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Summary of comments received

Most of the comments praised JSS for responsiveness, knowledge, professionalism, helpfulness, and general support provided. Responses also indicated that people were happy with the current service provided and the options available for them to contact JSS.

We received a small number of comments from members who would appreciate more support with their pensions, they suggested talks and webinars and general observations about making pensions more easily understandable.

The overall theme of the comments was very positive regarding the service JSS provides.

You said we will do (Top 5)

1. We will check that the information we provide is understood, and if not explain further
2. We will try to ensure that the same person deals with an individual's enquiry wherever possible
3. We will review the annual benefit statements and pension increase letters to ensure they continue to be useful and informative
4. We will try to hold more customer focused workshops and webinars and publicise them
5. We will continue to work professionally and provide the excellent service expected from our customers

Summary of comments received regarding the website

Most of the comments received regarding the website were positive and people were easily able to access the information, pension guides, web links and FAQ's they needed. They felt it was well laid out, updated regularly and easy to navigate.

A number of comments mentioned that some links were directed to the Civil Service Pension Website making it difficult to see where information relates to the RCPS. Some of the language used could also be simplified further. More worked through examples would also be appreciated along with a glossary of terms.

The overall comments were very positive with some excellent suggestions for reviewing further.

You said we will do (Website) (Top 5)

1. We will review and update our glossary of terms and make it more obvious on the website
2. We will continue to update the website regularly
3. We will capture commonly asked questions that are asked of JSS and provide generic answers to this on a specific FAQ / Engagement page
4. We will add more examples to the website and copies of presentation slides used in webinars and workshops
5. We will review the website and provide more information to help the understanding of pension and benefits

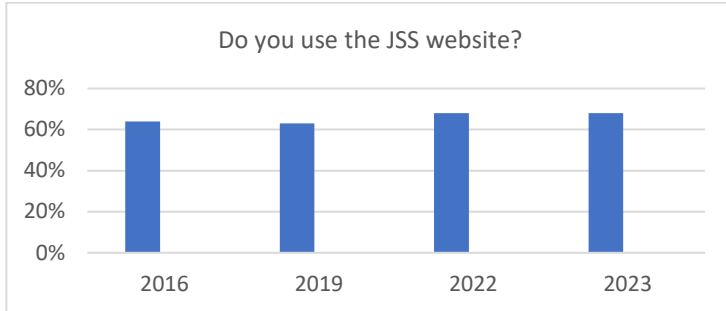
What JSS cannot do based on comments received

- The website is a bespoke site so is unable to provide dynamic content for example personalised examples and live chat
- JSS is unable to provide financial advice or recommend financial advisors
- We cannot provide an online portal however the pensions dashboard may provide this facility in the future

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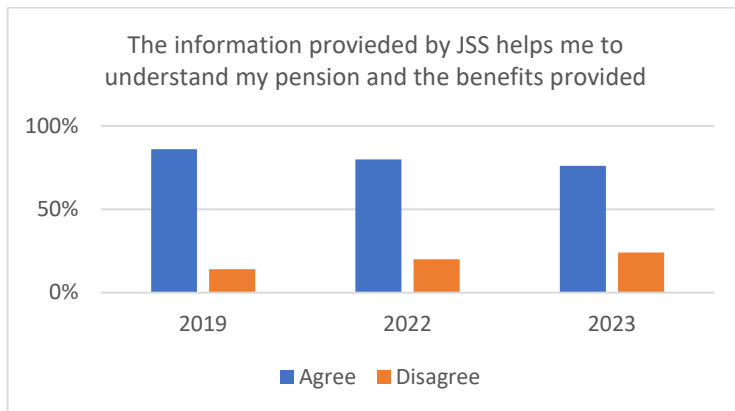
Summary of results against previous years

JSS continue to offer an excellent service to our customers. In 2023 the questions were amended so we cannot provide comparisons to all questions, the charts below show comparisons with previous years for questions that are similar.



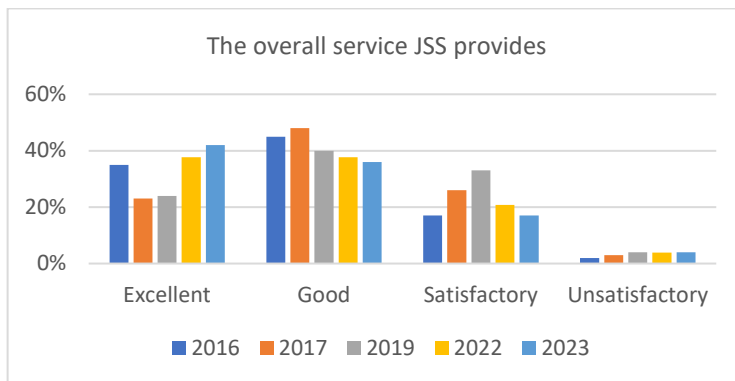
Website usage has stayed above 60% since 2016, it remains a prime resource for members and pensioners

We will continue to review and update our website, there is a feedback survey on the website and ideas for enhancement are welcomed.



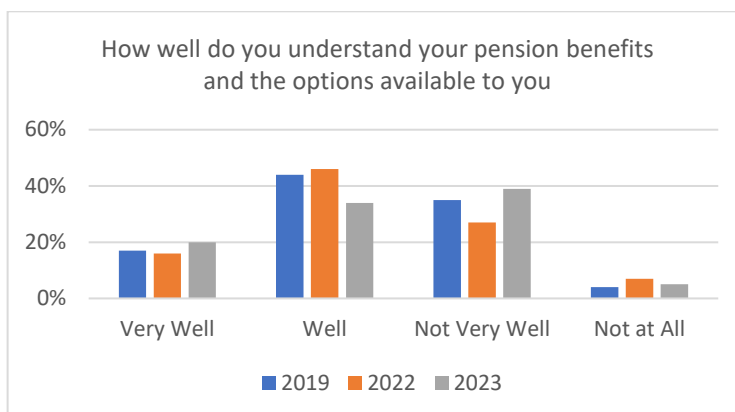
The information provided by JSS has been helping people to understand their pensions and associated benefits, this has been highly agreed with since 2019.

It shows we are providing the right information and we will continue to do so



JSS has always provided an excellent to good service and we will continue to do this.

We provide a feedback survey on our email footers and website so members and pensioners can comment on the service they receive



Most people indicated that they understand their pension benefits and options available.

JSS will continue to provide information to help understanding, we will also look at our support to members and if we can simplify the current information