

Employer Manual – 2016 Employer feedback

PAGE 1: Section 1: The current employer manual

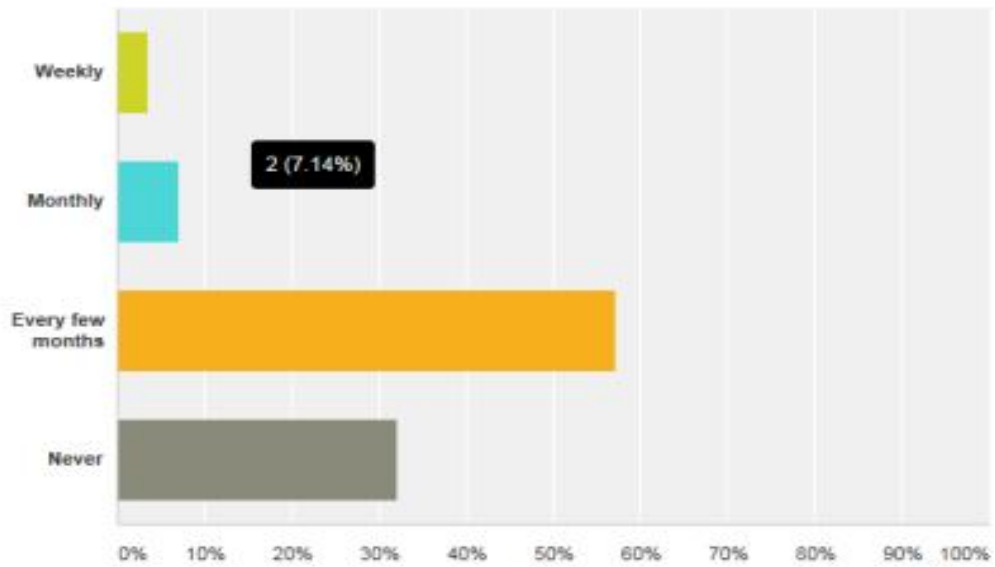
Q1

Customize

Export

How often do you use the employer manual?

Answered: 28 Skipped: 0



Answer Choices	Responses
Weekly	3.57% 1
Monthly	7.14% 2
Every few months	57.14% 16
Never	32.14% 9
Total	28

[Comments \(10\)](#)

Comments

Showing 10 responses

administration managed by our payroll provider at current time, but shortly will take this on board and will need to refer to manual weekly or monthly.

11/9/2016 11:36 AM [View respondent's answers](#)

Use to "sanity check" understanding and recollection of the regulations around pension situations which don't occur on a regular basis

11/2/2016 10:08 AM [View respondent's answers](#)

I would prefer to say rarely rather than never. My role would only warrant looking at it from time to time and would then refer to the manual or the website for guidance and advice. If uncertain I would always want to telephone and speak to someone

10/26/2016 8:24 AM [View respondent's answers](#)

rarely refer to it

10/25/2016 12:04 PM [View respondent's answers](#)

When an employee joins, leaves, there are changes to administration required.

10/25/2016 11:50 AM [View respondent's answers](#)

Only Six employees so no real problems day to day.

10/25/2016 11:40 AM [View respondent's answers](#)

New to the scheme, First time view today

10/25/2016 10:29 AM [View respondent's answers](#)

I have to confess i didn't know there was one

10/25/2016 10:05 AM [View respondent's answers](#)

Until the recent e-mail I had not sought out this publication, nor had I been directed to it. The information I have needed to answer questions had either been found in other places or had been part of a specific enquiry which had been directed to Pension services

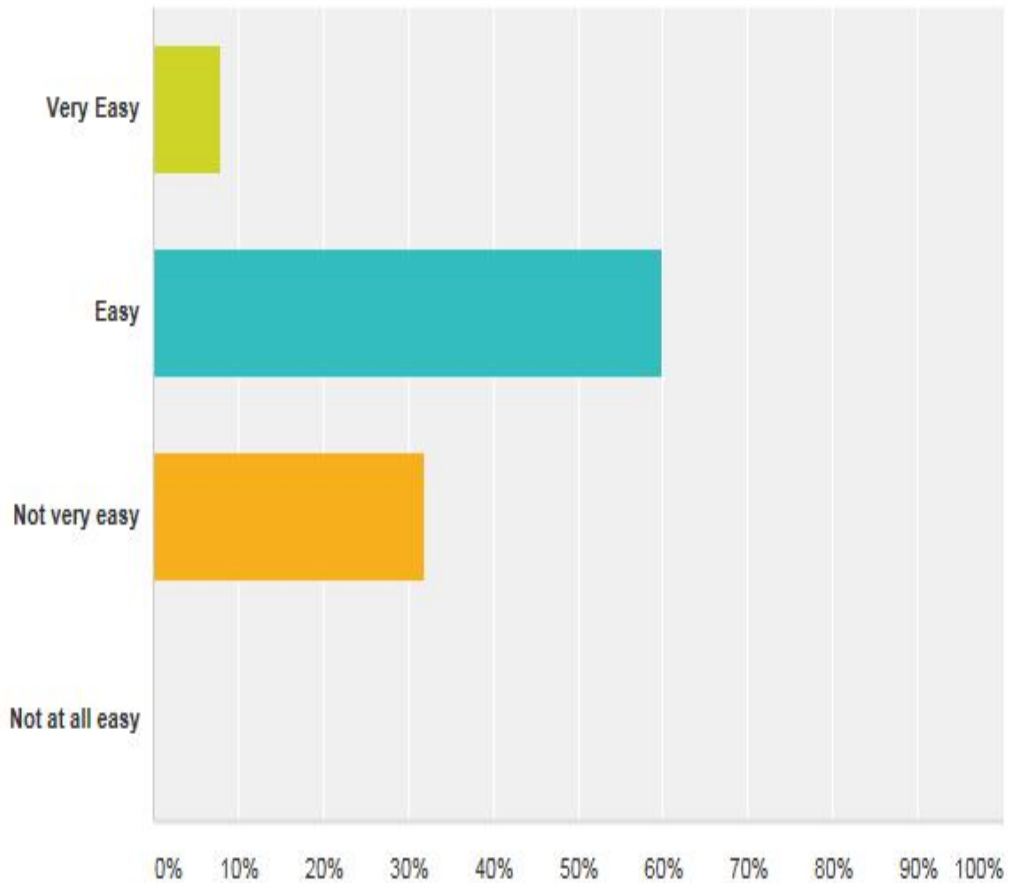
10/25/2016 9:59 AM [View respondent's answers](#)

I didn't know it existed

10/25/2016 9:34 AM [View respondent's answers](#)

How easy is it to find the information you require?

Answered: 25 Skipped: 3



Answer Choices	Responses
▼ Very Easy	8.00% 2
▼ Easy	60.00% 15
▼ Not very easy	32.00% 8
▼ Not at all easy	0.00% 0
Total	25

[Comments \(7\)](#)

Comments

Showing 7 responses

I am looking at the September 2014 manual which I assume is the latest manual? Would be helpful to have forms with the relevant guidance.

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although I very rarely look at the manual due to my role

10/26/2016 8:24 AM [View respondent's answers](#)

of more use to new payroll people who have limited experience with the scheme.

10/25/2016 12:04 PM [View respondent's answers](#)

Took 5 minutes to find the file - didn't have a link to start with

10/25/2016 10:29 AM [View respondent's answers](#)

No idea - see comment on Q1

10/25/2016 10:05 AM [View respondent's answers](#)

I am only looking at the contents now and find the terminology relatively straightforward. However, if an important question arose for the first time I might be reluctant to rely solely upon the manual without verifying it with Hampshire Pension Services.

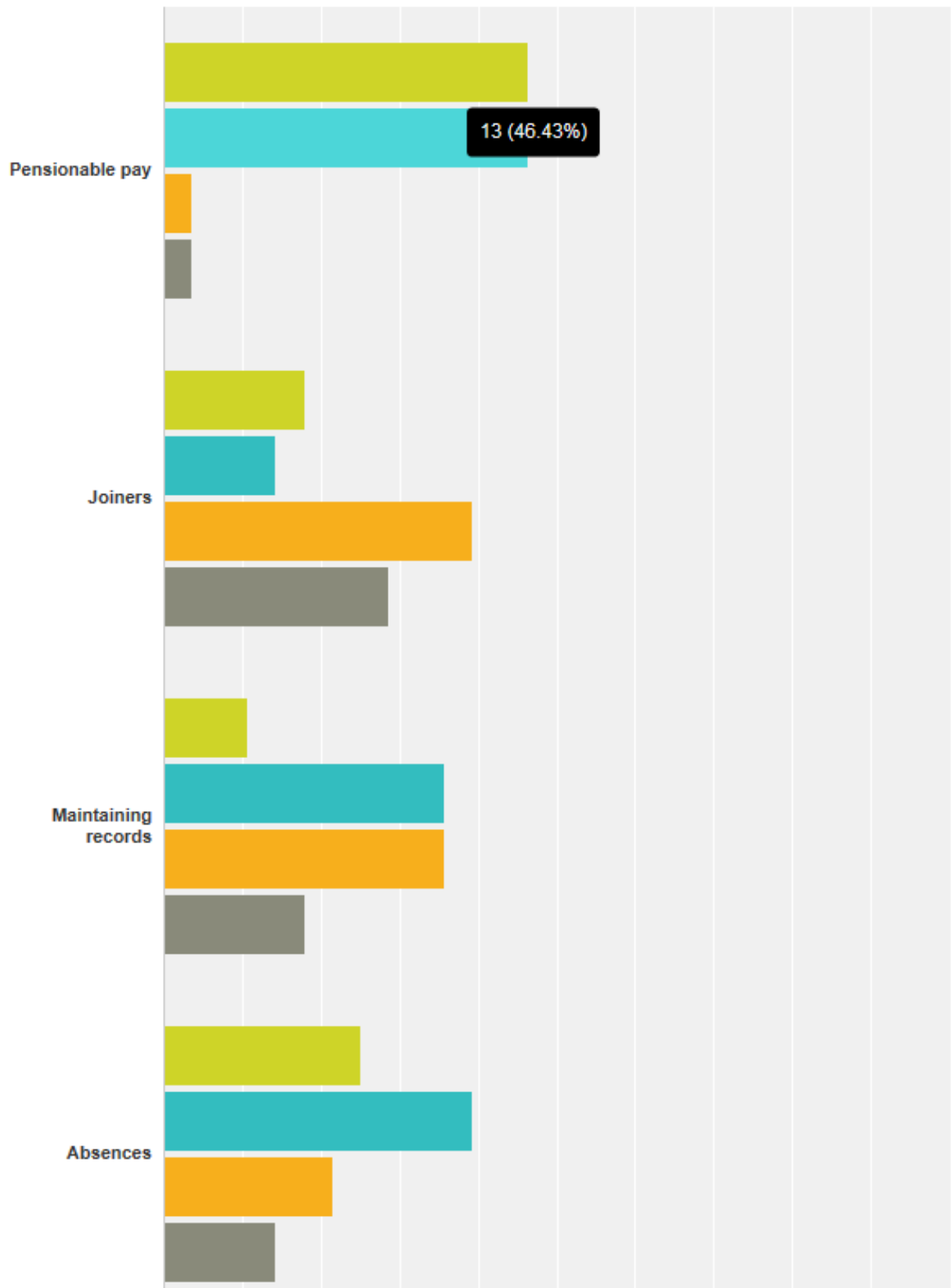
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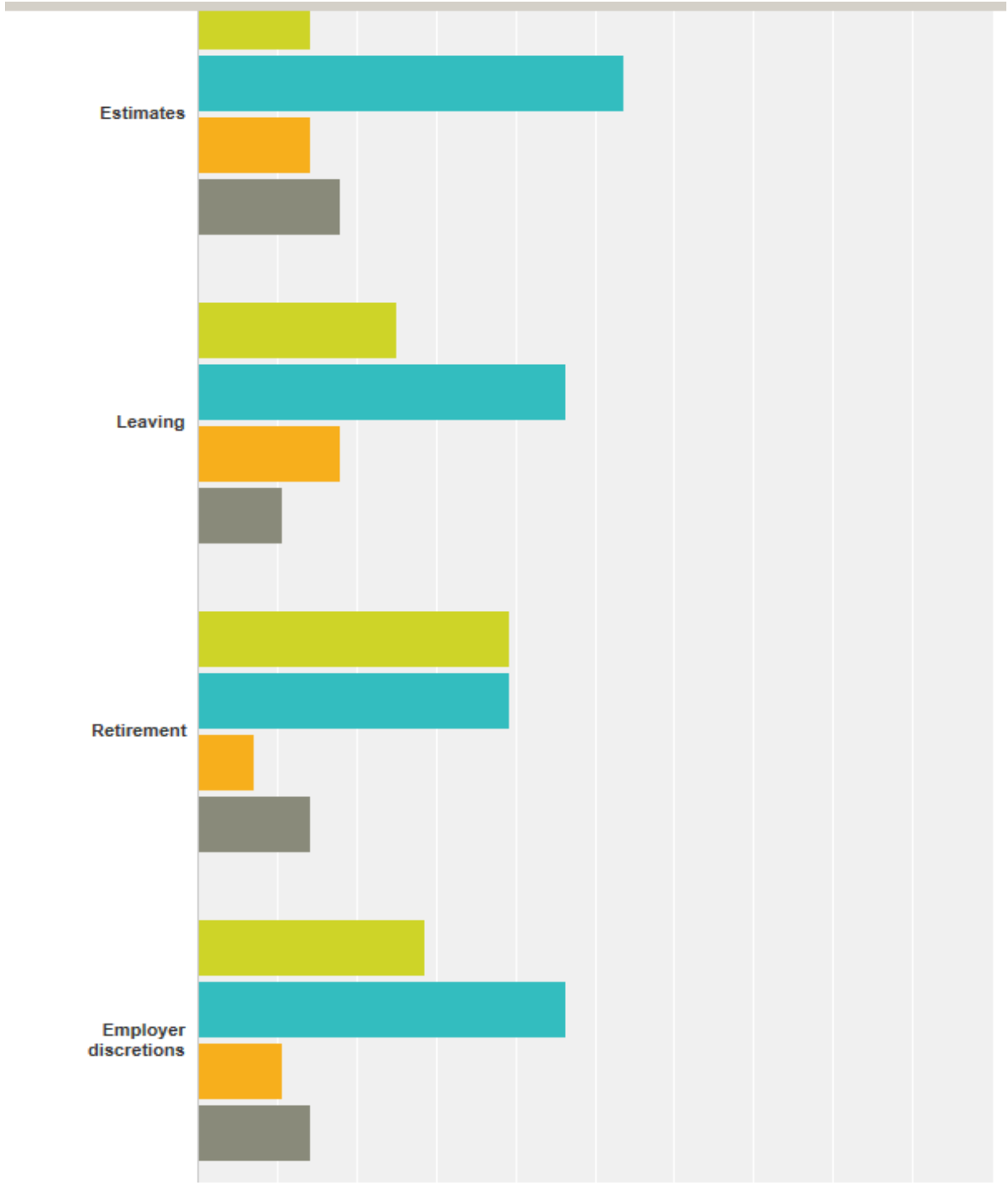
I'm new to managing our LGPS pension and was never given a handover from the previous person.

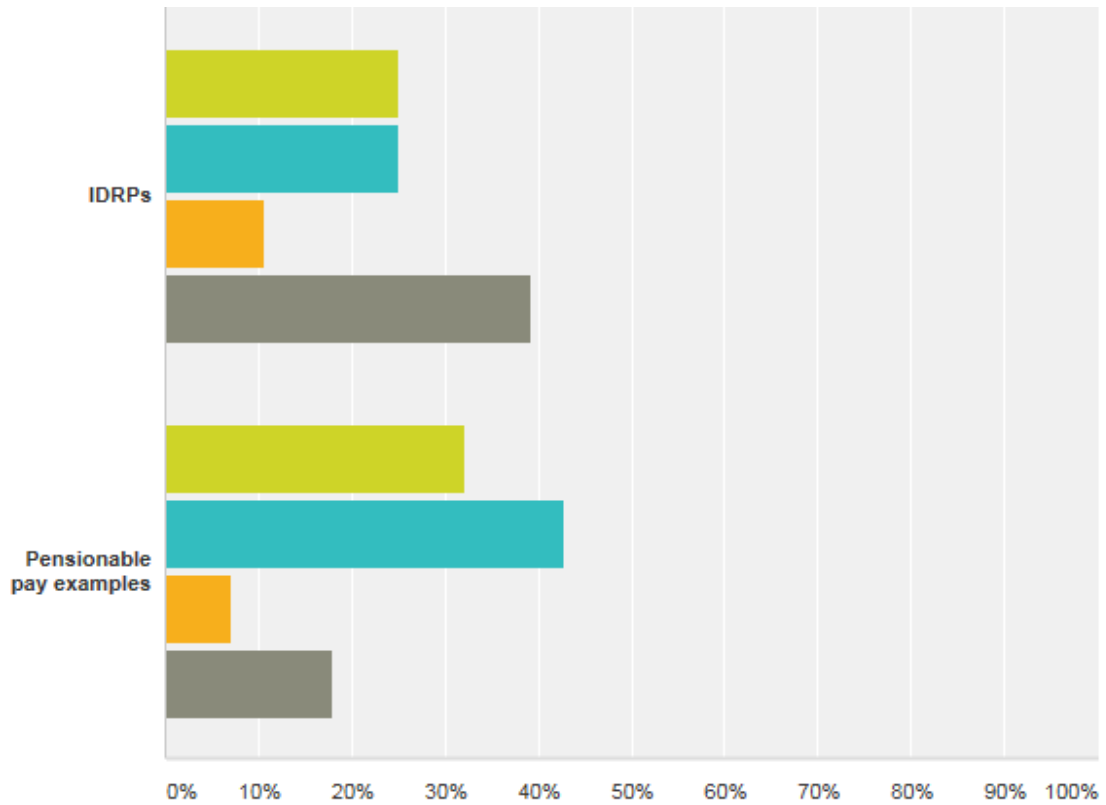
10/25/2016 9:34 AM [View respondent's answers](#)

How likely are you to need to refer to the manual on the following areas?

Answered: 28 Skipped: 0



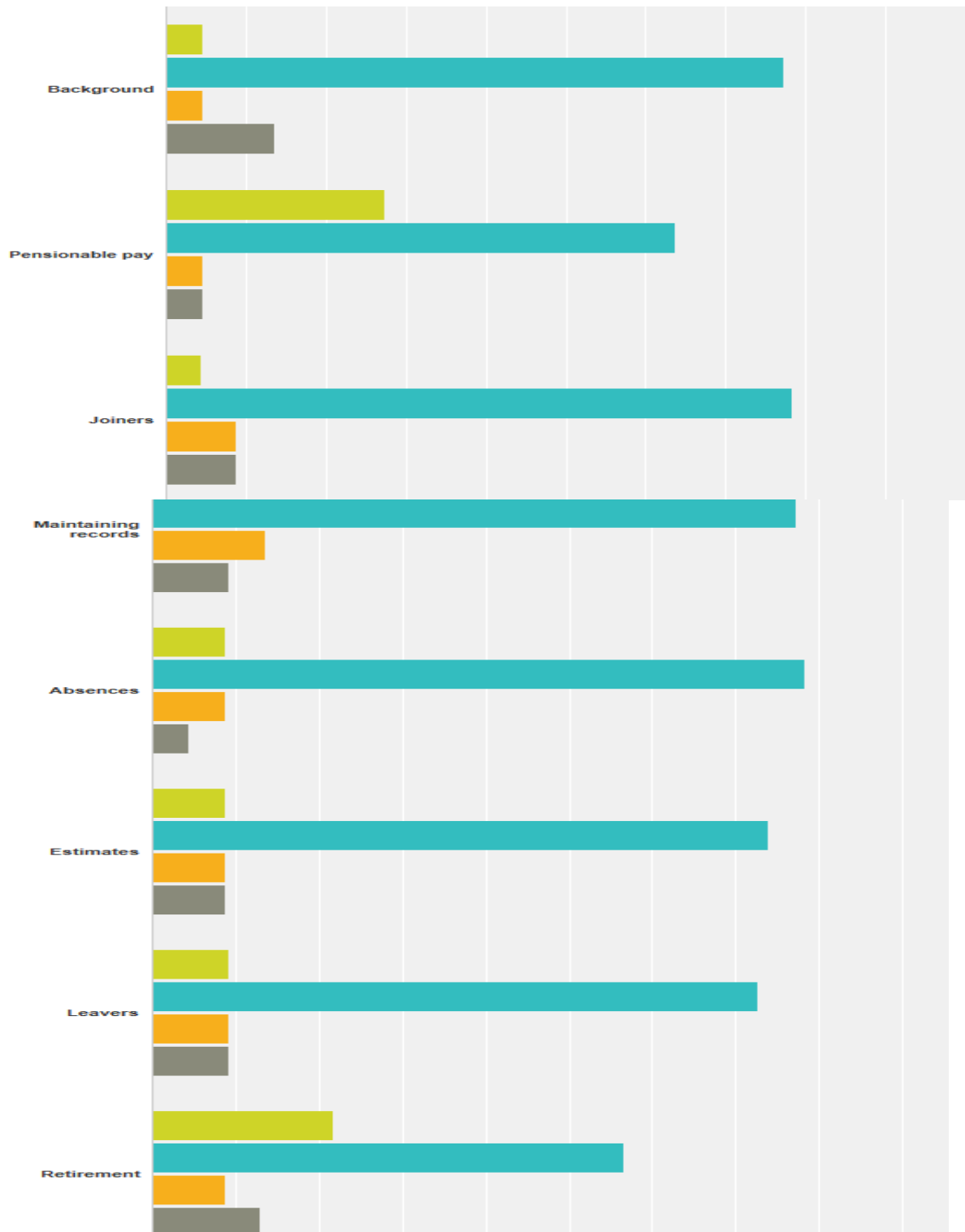


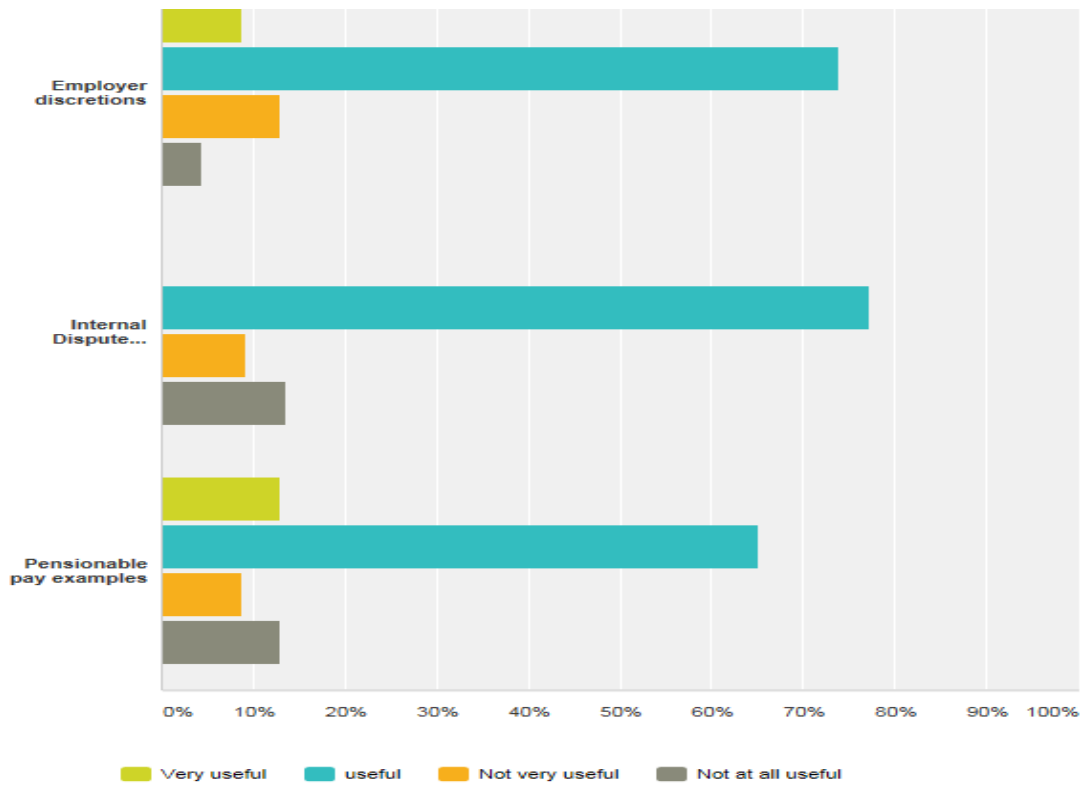


	Very likely	Likely	Not likely	Not at all likely	Total
▼ Pensionable pay	46.43% 13	46.43% 13	3.57% 1	3.57% 1	28
▼ Joiners	17.86% 5	14.29% 4	39.29% 11	28.57% 8	28
▼ Maintaining records	10.71% 3	35.71% 10	35.71% 10	17.86% 5	28
▼ Absences	25.00% 7	39.29% 11	21.43% 6	14.29% 4	28
▼ Estimates	14.29% 4	53.57% 15	14.29% 4	17.86% 5	28
▼ Leaving	25.00% 7	46.43% 13	17.86% 5	10.71% 3	28
▼ Retirement	39.29% 11	39.29% 11	7.14% 2	14.29% 4	28
▼ Employer discretions	28.57% 8	46.43% 13	10.71% 3	14.29% 4	28
▼ IDRPs	25.00% 7	25.00% 7	10.71% 3	39.29% 11	28
▼ Pensionable pay examples	32.14% 9	42.86% 12	7.14% 2	17.86% 5	28

How useful do you find each section in the current manual?

Answered: 23 Skipped: 5





	Very useful	useful	Not very useful	Not at all useful	Total
Background	4.55% 1	77.27% 17	4.55% 1	13.64% 3	22
Pensionable pay	27.27% 6	63.64% 14	4.55% 1	4.55% 1	22
Joiners	4.35% 1	78.26% 18	8.70% 2	8.70% 2	23
Maintaining records	0.00% 0	77.27% 17	13.64% 3	9.09% 2	22
Absences	8.70% 2	78.26% 18	8.70% 2	4.35% 1	23
Estimates	8.70% 2	73.91% 17	8.70% 2	8.70% 2	23
Leavers	9.09% 2	72.73% 16	9.09% 2	9.09% 2	22
Retirement	21.74% 5	56.52% 13	8.70% 2	13.04% 3	23
Employer discretions	8.70% 2	73.91% 17	13.04% 3	4.35% 1	23
Internal Dispute Resolution Process	0.00% 0	77.27% 17	9.09% 2	13.64% 3	22
Pensionable pay examples	13.04% 3	65.22% 15	8.70% 2	13.04% 3	23

[Comments \(7\)](#)

Unable to comment as not currently using it.

11/9/2016 11:36 AM [View respondent's answers](#)

I am not sure if you are making the process for an estimate easier to use - I have notes alongside where the question has not been clear, so I remember next time. I am talking about the notes for each box that needs completing. I am putting Easy to the penultimate two boxes but have not used them. The survey will not let me close without ticking the boxes. I have put Easy to all but have not had to use the manual for them luckily.

10/26/2016 11:34 AM [View respondent's answers](#)

I very rarely look at the manual due to my role

10/26/2016 8:24 AM [View respondent's answers](#)

useful for new payroll people with limited knowledge of the LGPS

10/25/2016 12:04 PM [View respondent's answers](#)

I am unable to comment as i was unaware there was an employer manual and have therefore not used it the answers to Q3 are guesstimates - for many areas once i 'know how to' i doubt i would need to use the manual again

10/25/2016 10:05 AM [View respondent's answers](#)

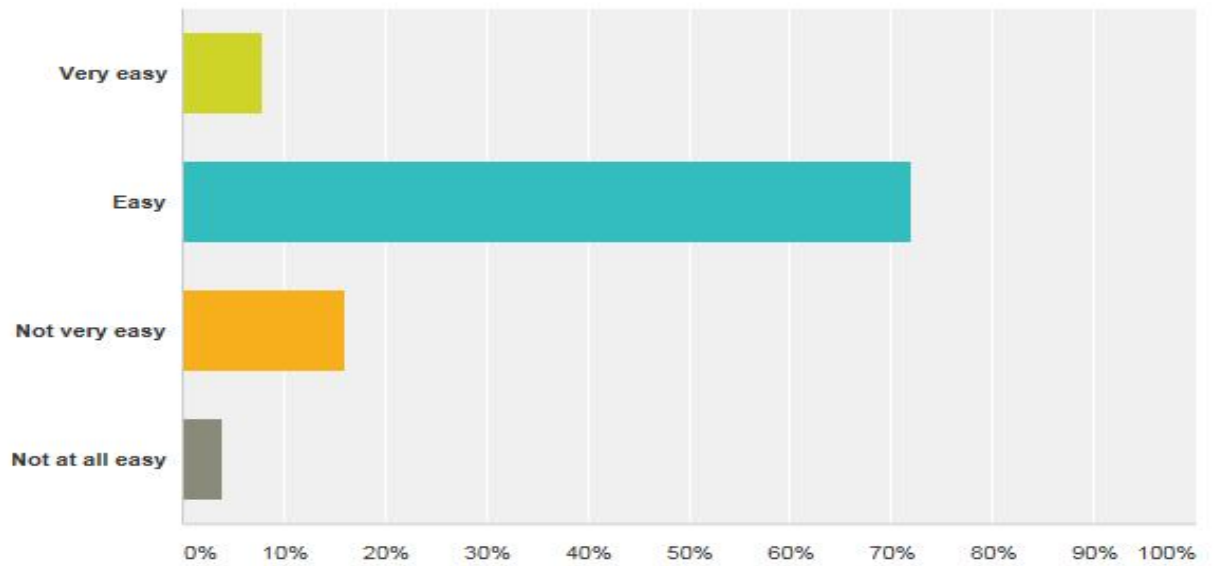
I have not used it for any other these queries up to this point but the information looks proportionate and accessible.

10/25/2016 9:59 AM [View respondent's answers](#)

Can't say as I've never seen it. in question 3 it refers to IDRPs - I don't know what these are

How easy do you find it to navigate through the different sections?

Answered: 25 Skipped: 3



Answer Choices	Responses
Very easy	8.00% 2
Easy	72.00% 18
Not very easy	16.00% 4
Not at all easy	4.00% 1
Total	25

Comments

Assuming looking at content page and directed to relevant page.

11/9/2016 11:36 AM [View respondent's answers](#)

producing a hard copy due to size

10/25/2016 10:29 AM [View respondent's answers](#)

I have no idea

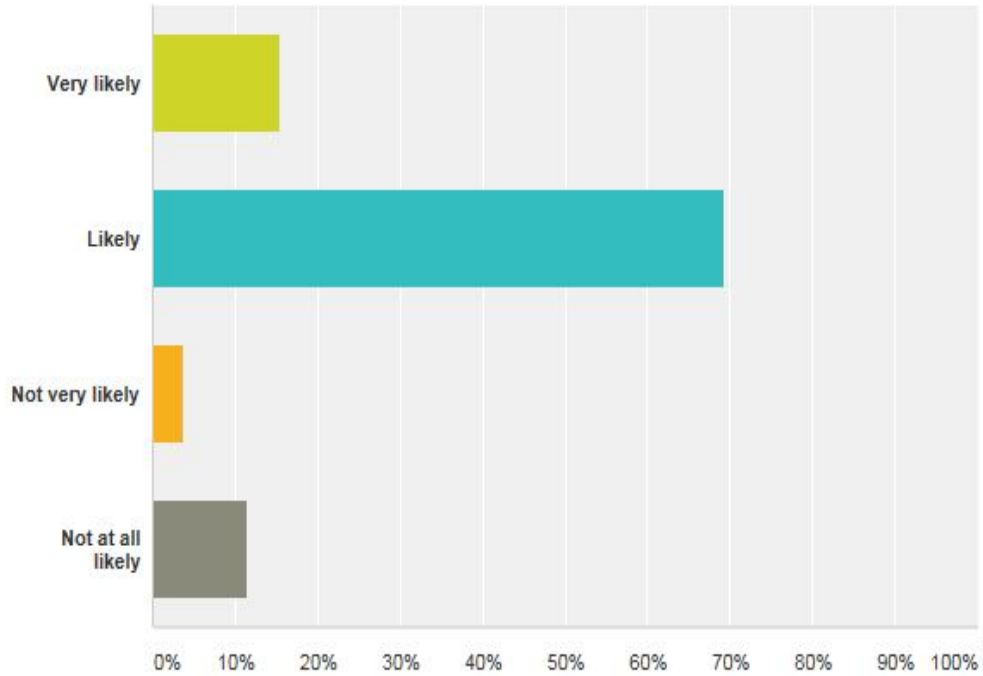
10/25/2016 10:05 AM [View respondent's answers](#)

Unable to comment as have never used the manual

10/25/2016 9:34 AM [View respondent's answers](#)

How likely are you to recommend the manual to a colleague?

Answered: 26 Skipped: 2



Answer Choices	Responses
Very likely	15.38% 4
Likely	69.23% 18
Not very likely	3.85% 1
Not at all likely	11.54% 3
Total	26

Comments

N/A

11/9/2016 11:36 AM [View respondent's answers](#)

it is always useful to have a manual

10/26/2016 8:24 AM [View respondent's answers](#)

only if we had to recruit a new payroll officer.

10/25/2016 12:04 PM [View respondent's answers](#)

As i am the only person dealing with payroll this would not be applicable

10/25/2016 10:05 AM [View respondent's answers](#)

Having now seen that the amount of information contained in one place, I would draw colleague's attention to it.

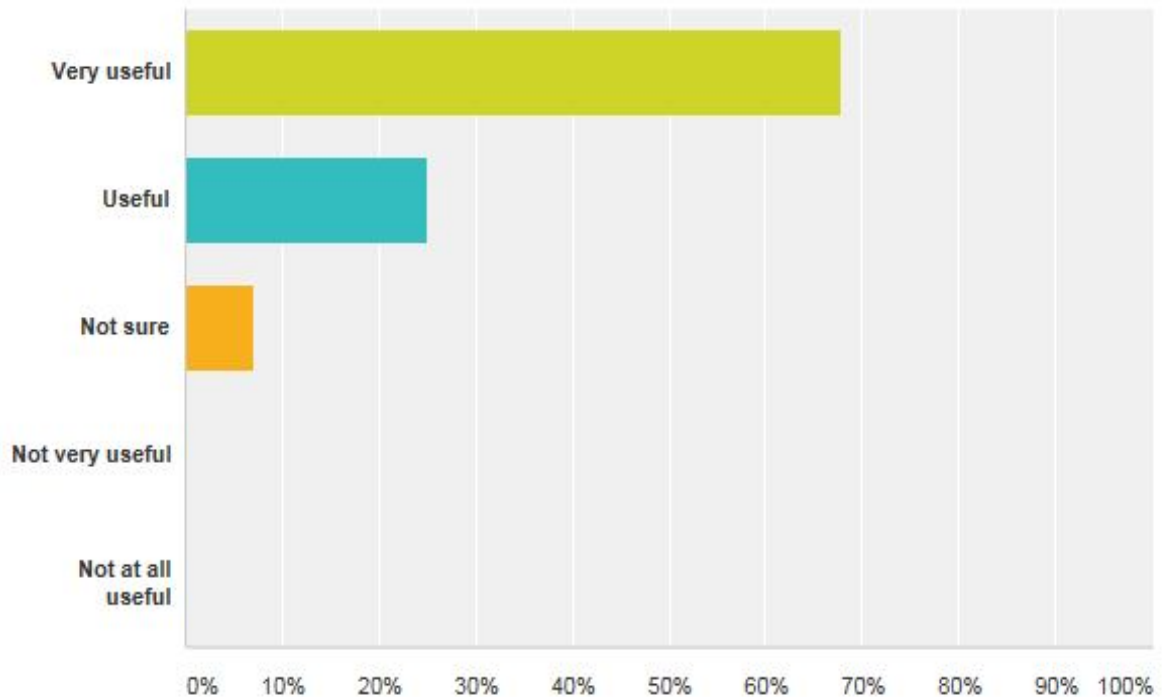
10/25/2016 9:59 AM [View respondent's answers](#)

Because I've never used it

10/25/2016 9:34 AM [View respondent's answers](#)

How useful do you think a web based approach with links to each section would be?

Answered: 28 Skipped: 0



Answer Choices	Responses
Very useful	67.86% 19
Useful	25.00% 7
Not sure	7.14% 2
Not very useful	0.00% 0
Not at all useful	0.00% 0
Total	28

Comments

Categorize as... Filter by Category Search responses

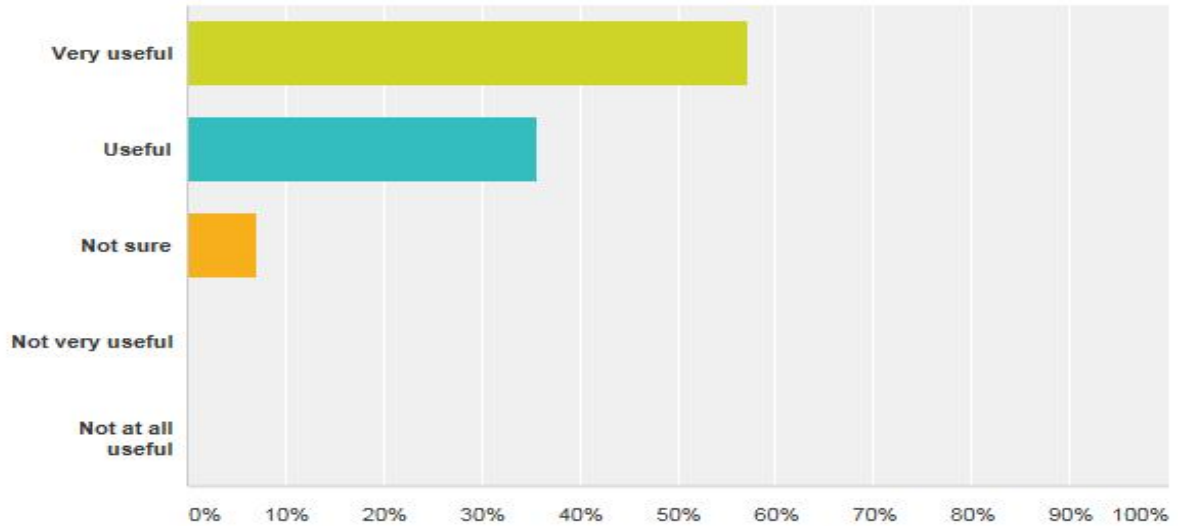
Showing 2 responses

I have seen the developed online manual from another Pension Fund which looks much easier to use.
 11/9/2016 11:37 AM [View respondent's answers](#)

Is likely to be more user friendly.
 10/25/2016 10:03 AM [View respondent's answers](#)

How useful do you think a Q & A in each section would be?

Answered: 28 Skipped: 0



Answer Choices	Responses
Very useful	57.14% 16
Useful	35.71% 10
Not sure	7.14% 2
Not very useful	0.00% 0
Not at all useful	0.00% 0
Total	28

[Comments \(2\)](#)

Comments

This would be helpful; provided it didn't mean it would not be possible to speak to a human being if necessary

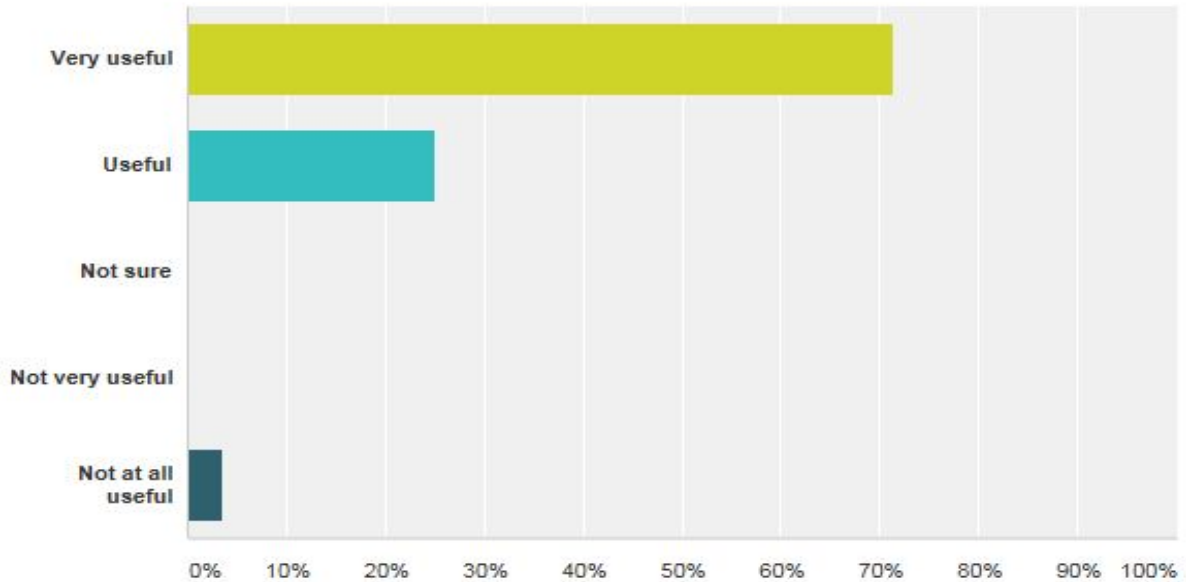
10/25/2016 10:07 AM [View respondent's answers](#)

It allows for amplification of a topic without the need to disturb or overcomplicate the main text.

10/25/2016 10:03 AM [View respondent's answers](#)

How useful would guidance/hints and tips on how to complete LGPS forms be?

Answered: 28 Skipped: 0



Answer Choices	Responses
Very useful	71.43% 20
Useful	25.00% 7
Not sure	0.00% 0
Not very useful	0.00% 0
Not at all useful	3.57% 1
Total	28

Comments

Categorize as... Filter by Category Search responses

Showing 2 responses

We recently requested a redundancy estimate for someone but had to ask for the estimate to be redone as it didn't take into account the member's higher salary of 3 years in the last 10. There was no where on the form to say this and we thought that the pension system would automatically pick this up from the annual returns!
10/25/2016 7:38 PM [View respondent's answers](#)

Yes.....particularly for people who are new to the admin roles supporting the process. It would help to ensure that correct data is provided first time which will make the whole process more efficient.
10/25/2016 10:03 AM [View respondent's answers](#)

What (if anything) would you like to be in the manual which is not currently covered?

Answered: 3 Skipped: 25

Support on Admission Agreements

10/25/2016 7:38 PM [View respondent's answers](#)

i have no idea

10/25/2016 10:07 AM [View respondent's answers](#)

Can't say as never seen it. Contact details for queries would be useful.

10/25/2016 9:36 AM [View respondent's answers](#)
