

sppa

**Stakeholder
Surveys 2006**

**Survey Results
and Areas of Service
Improvement**

Stakeholder Surveys 2006

Employers and Member Surveys

1. Introduction

1.1 SPPA is committed to delivering a Quality service to its customers and, in its pursuit of service excellence, it is an aim of the Agency to effect ongoing service improvements, informed by input from its Stakeholders, Employers, Scheme members and others.

1.2 In pursuit of this commitment and aim, the Agency determined to carry out extensive Stakeholder Surveys of many Employers within the NHS and STSS Schemes, as well as a random “population” sample of individual current/past Scheme members from selected areas of activity related to these Schemes, based on activities which took place mainly during 2005.

1.3 Considerable preparation took place for these Surveys during 2005, with assistance from the Analytical Services Division of the Finance and Central Services Department, with issue of Survey Questionnaires during January 2006 and returns being collated in March/April. Since that time, analysis of the Survey results and subsequent senior management consideration have taken place into what areas of service improvement are required, based on the information received from the Agency’s Stakeholders.

1.4 This Report catalogues the main areas of the Survey results and the areas of Service Improvement being taken forward. The areas of Service Improvement are detailed in Sections 2 and 3 of this Report, while the Survey results are detailed in Appendices A and B.

1.5 By the time of completion of the Survey analysis, a number of previously approved areas of action had either been completed or were well under way, most noticeably in relation to how services are provided to GP Practices and in relation to ongoing dialogue with STSS and NHS Employing Authorities regarding the new procurement strategy for replacement IT to deliver the Agency’s future pensions administration services. The Survey results confirmed that these areas of action reflected accurately areas of perceived need and should lead to significant areas of service improvement to the Agency’s customers.

1.6 With regard to GP Practices, this has led to the establishment of a dedicated team to handle this discrete area of the Agency’s business and an extensive programme of visits and dialogue has already commenced. Over forthcoming months, this will continue and assistance with regard to the “paperwork” required will also be provided. It is anticipated that this will effect significant improvements, not only in the relationships which develop but also in the quality of the data being submitted. Clearly this will benefit the stakeholders directly. A programme of extended dialogue with employers has taken place over past months which has helped to shape certain key elements of the Agency’s new IT procurement strategy and, when the new IT has been installed and in use for the Agency’s business, there will be a number of key business improvements which it will bring for employers and Scheme members alike.

1.7 The methodologies employed for the Survey are not referred to in this Report in any detail but included the selection of an appropriate level of representative population samples of the respective client groups. In the event, there was a significantly high return rate of Questionnaires, varying according to the client group concerned. In the case of the Member

Survey this was between 26.4% and 43.7%; in the Employer Survey, between 54.6% and 75%. The Agency could thus be assured that this was a more than adequate statistical sample upon which to base its conclusions.

1.8 The opportunity is taken to thank all those who participated in the Surveys, Employers representatives, past and present Scheme members, and to the staff who provided the services and who progressed the Surveys. All this input will contribute to bringing about service improvements and help to give SPPA a firm benchmark from which to measure future performance in a number of key areas of business activity.

2. Employers Survey – Areas of Service Improvement

Recommendations for Service Improvement

<u>Question(s)</u>	<u>Recommendation</u>
1, 3 and 4 (call-handling)	GP Practices Team to be made aware of a poorer perception by some GP Practices of the call-handling services in the past and instructed to ensure that team members are particularly attentive to this in the future
2 (staff politeness and courtesy)	GP Practices Team to be made aware of a poorer perception by some GP Practices of staff politeness and courtesy in the past and instructed to ensure that team members are particularly attentive to this in the future
4 (call-handling)	Review and update recorded telephone message when clear division of responsibilities between Operations Branch and Payroll agreed
5 and 16 (contact list and website as source)	Issue current Contact Lists to each Employer – NHS - STSS - GP Practices - Direction Bodies
7 and 12 (Agency seminars)	Arrange rolling programme of visits/seminars to Employers including NHS/STSS/GP Practices, Direction Bodies, their Payroll, HR and other staff as appropriate
8, 10 and 13 (Employer Guides)	Arrange production of up-to-date Employer Guides, issue to Employers, place on website and offer to include within seminars being delivered, thereafter secure dialogue on any changes required through the Technical Working Group (Employers)
14, 15 and 16 (SPPA website)	Consider website enhancements in consultation with Employers. Create greater awareness of website by emailing/circularising details to Employers

3. Members Survey – Areas of Service Improvement

Recommendations for Service Improvement

<u>Question(s)</u>	<u>Recommendation</u>
1 and 6 (Auto-answering/ speaking to right person first time)	When division of responsibilities between Payroll and Operations Branch is finalised, review of auto-answering system to be finalised and implemented
5 (Providing Name to customer)	To remind all staff, when handling 'phone-calls, to provide their name and team details
7 (24 hour max 'phone response)	To remind all staff of the need to ensure this target is met unless with the express approval of their Line Manager
9 (speed of written responses)	Formally, on a quarterly basis to check that the Agency's target of 15 day maximum response time is being met
12 and 13 (Benefit Statements)	To continue data cleanse/bulk repairs action plus review other exercises eg Temporary Insurance Numbers, missing SB Numbers, Contract Numbers, etc and take action as appropriate based on findings. In NHS Benefit Statements, P/T working, benefit calculations affected by MHO service, inquiries from over-60's, pro rata'ing of added years being purchased, generate most queries. Although these matters are addressed in the Notes which accompany the Statements, NHS Operations Branch will consider if any further improvement to the wording can be made

4. **Miscellaneous Matters**

4.1 A number of miscellaneous aspects have also been picked up, mainly from individual comments made, which will be of use during staff training to re-affirm particular aspects of case-handling. These should help to emphasise areas of customer service where further improvements can be made to secure consistency between teams and individuals, thus securing more uniform delivery of quality service from within the Operations branch of the Agency.

5. **Final Remarks**

5.1 Overall, the Surveys carried out have been valuable and learning experiences for the Agency. Generally, there has been widespread satisfaction with the services provided by the Agency and particular satisfaction with the politeness and courtesy with which staff have handled Stakeholders' business. As stated above, there have been a number of areas which have highlighted where service improvements can be made and the Agency has been happy to take these on board. These will progressively receive attention (many areas have already been commenced) between now and the end of the 2006/07 financial year. At that time, the Agency would expect to be in a position to launch its next Annual Surveys. At this time, it is anticipated that these will build on the service improvements already by then effected and it is very likely that the scope of the Surveys will be broadened to take into account services provided by other branches of the Agency as well as the Operations branch.

5.2 The Agency will utilise the Survey results to inform its ongoing Business Planning processes and, by securing its Business Plans on actual customer-sourced information, be better able to deliver the customer services and standards which the Scottish Executive as a whole seeks to deliver to the people in Scotland.

APPENDIX A

Employer Survey – Results

SECTION 1 – TELEPHONE CONTACT

Q1 Satisfaction with the Time Taken to Reach Staff by Telephone

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	82.2%	95.2%	91.7%	71.2%
Satisfied/Very Satisfied/Neutral Total	90.2%	97.6%	91.7%	84.8%
Dissatisfied/Very Dissatisfied	3.6%	2.4%	---	5.1%
N/A, Don't Know	6.2%	---	8.3%	10.1%

Q2 Satisfaction with the Politeness and Courtesy of Staff

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	84.8%	92.7%	100.0%	76.3%
Satisfied/Very Satisfied/Neutral Total	87.5%	95.1%	100.0%	79.7%
Dissatisfied/Very Dissatisfied	5.4%	4.9%	---	6.8%
N/A, Don't Know	7.1%	---	---	13.5%

Q3 Satisfaction with the Call-handling

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	86.6%	92.7%	100.0%	79.7%
Satisfied/Very Satisfied/Neutral Total	89.3%	95.2%	100.0%	83.0%
Dissatisfied/Very Dissatisfied	5.4%	4.8%	---	6.8%
N/A, Don't Know	5.3%	---	---	10.2%

Q4 Did You Get Through to the Correct Team First time?

	Overall	STSS	Trust/HBs	GP Practices
Yes	78.6%	92.7%	75.0%	69.5%
No	11.6%	2.4%	16.7%	16.9%
N/A, Don't Know, blank	9.8%	4.9%	8.3%	13.6%

Q5 Do You Have a List of Contact Numbers for the Team that Deal with Your Employer?

	Overall	STSS	Trust/HBs	GP Practices
Yes	61.6%	53.7%	91.7%	61.0%
No	33.0%	43.9%	8.3%	30.5%
N/A, blank	5.4%	2.4%	---	8.5%

SECTION 2 – WRITTEN CONTACT

Q6 Did the Response You Received Resolve Your Inquiry?

	Overall	STSS	Trust/HBs	GP Practices
Yes	70.5%	73.2%	83.3%	66.1%
No	3.6%	4.9%	16.7%	3.4%
N/A, Don't Know, blank	25.9%	21.9%	---	30.5%

Q7 Have You Attended One of the Agency's Employers' Seminars?

	Overall	STSS	Trust/HBs	GP Practices
Yes	26.8%	29.3%	41.7%	22.0%
No	51.8%	56.1%	33.3%	52.5%
N/A, blank	21.4%	14.6%	25.0%	25.5%

Q8 Do You Have a Copy of the Employers' Guide?

	Overall	STSS	Trust/HBs	GP Practices
Yes	47.3%	46.3%	66.7%	44.1%
No	28.6%	34.1%	16.7%	27.1%
N/A, blank	24.1%	19.6%	16.6%	28.8%

Q9 Satisfaction with the Speed of the Written Response

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	61.6%	70.7%	83.4%	50.8%
Satisfied/Very Satisfied/Neutral Total	70.5%	80.5%	83.4%	61.0%
Dissatisfied/Very Dissatisfied	1.8%	---	---	3.4%
N/A, blank	27.7%	19.5%	16.6%	35.6%

Q10 Satisfaction with the Information provided

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	65.2%	73.2%	83.4%	55.9%
Satisfied/Very Satisfied/Neutral Total	69.7%	75.6%	83.4%	62.7%
Dissatisfied/Very Dissatisfied	2.7%	4.9%	---	1.7%
N/A, blank	27.6%	19.5%	16.6%	35.6%

Q11 Satisfaction with the Information provided by Circulars distributed by SPPA

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	44.6%	53.7%	58.3%	35.6%
Satisfied/Very Satisfied/Neutral Total	65.1%	73.2%	66.6%	59.3%
Dissatisfied/Very Dissatisfied	7.2%	7.3%	8.3%	6.8%
N/A, blank	27.7%	19.5%	25.1%	33.9%

Q12 Satisfaction with the Employer Seminar Attended

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	20.5%	22.0%	33.4%	17.0%
Satisfied/Very Satisfied/Neutral Total	25.0%	24.4%	41.7%	22.1%
Dissatisfied/very Dissatisfied Total	0.9%	2.4%	---	---
N/A, blank	74.1%	73.2%	58.3%	77.9%

Q13 Satisfaction with the Employer Guide

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	28.6%	24.4%	41.7%	28.8%
Satisfied/Very Satisfied/Neutral Total	37.5%	31.7%	58.4%	37.3%
Dissatisfied/Very Dissatisfied Total	7.2%	12.2%	8.3%	3.4%
N/A, blank	55.3%	56.1%	33.3%	59.3%

SECTION 3 – INTERNET/DATA INTERFACE

Q14 Have You Visited SPPA website at www.sppa.gov.uk?

	Overall	STSS	Trust/HBs	GP Practices
Yes	61.6%	46.3%	100.0%	64.4%
No	33.9%	46.3%	---	32.2%
N/A, blank	4.5%	7.4%	---	3.4%

Q15 How Useful Did You Find the Website as a Source of Information?

	Overall	STSS	Trust/HBs	GP Practices
Fairly Useful/Very Useful	48.2%	34.2%	66.7%	54.2%
Useful/Very Useful/Neutral	58.0%	44.0%	83.4%	62.7%
Limited Use	3.6%	2.4%	16.6%	1.7%
No Use at All	---	---	---	---
N/A, blank	38.4%	53.6%	---	35.6%

Q16 How Useful Did You Find the Website as a Source of Contacts?

	Overall	STSS	Trust/HBs	GP Practices
Fairly Useful/Very Useful	42.0%	29.3%	66.7%	45.7%
Useful/Very Useful/Neutral	59.0%	46.4%	100.0%	59.3%
Limited Use	1.8%	---	---	3.4%
No Use at All	---	---	---	---
N/A, blank	39.2%	53.6%	---	37.3%

Q17 How Useful would You Find a Secure Electronic Interface that Enabled You to Exchange Data with SPPA over the Internet?

	Overall	STSS	Trust/HBs	GP Practices
Fairly Useful/Very Useful	67.8%	63.4%	91.7%	66.1%
Fairly Useful/Very Useful/Neutral	79.4%	70.7%	100.0%	81.4%
Limited Use	4.5%	2.4%	---	6.8%
No Use at All	1.8%	2.4%	---	1.7%
N/A, blank	14.3%	24.5%	---	10.1%

Q18 How Useful would You Find an ‘Employers Only’ Section of the Website where Employers could Access Elements of Scheme Members’ Records?

	Overall	STSS	Trust/HBs	GP Practices
Fairly Useful/Very Useful	76.8%	73.2%	100.0%	74.5%
Fairly Useful/Very Useful/Neutral	83.9%	75.6%	100.0%	86.4%
Limited Use	0.9%	---	---	1.7%
No Use at All	0.9%	2.4%	---	---
N/A, blank	14.3%	22.0%	---	11.9%

SECTION 4 – GENERAL

Q19 Satisfaction with the Staff You Have Corresponded with at SPPA

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	90.2%	92.7%	100.0%	86.5%
Satisfied/Very Satisfied/Neutral Total	92.9%	92.7%	100.0%	91.6%
Dissatisfied/Very Dissatisfied Total	3.6%	7.3%	---	1.7%
Blank	3.5%	---	---	6.7%

Q20 Overall, Satisfaction with the service provided by SPPA

	Overall	STSS	Trust/HBs	GP Practices
Satisfied/Very Satisfied Total	87.5%	92.7%	83.3%	84.8%
Satisfied/Very Satisfied/Neutral Total	94.6%	95.1%	100.0%	93.3%
Dissatisfied Total	3.6%	4.9%	---	3.4%
Blank	1.8%	---	---	3.3%

ADDITIONAL COMMENTS SECTION

Additional Comments Made

	Overall	STSS	Trust/HBs	GP Practices
Yes	29.5%	26.8%	58.3%	25.4%
No	70.5%	73.2%	41.7%	74.6%

Themes Covered by the Comments

Actual Number Received (Total)		Overall	Actual Number Received		
			STSS	Trust/HBs	GP Practices
Praise	6	17.7%	1	2	3
Praise/Suggestion	1	2.9%	-	-	1
Complaint	5	14.7%	1	-	4
Complaint/Suggestion	5	14.7%	3	1	1
Comment	11	32.3%	5	1	5
Suggestion	6	17.7%	2	3	1

APPENDIX B

Members Survey – Results

SECTION 1 – TELEPHONE CONTACT

Q1 Satisfaction with the Automated Auto-Answering System

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	75.2%	72.1%	79.3%
Satisfied/Very Satisfied/Neutral Total	91.6%	90.5%	93.1%
Dissatisfied/Very Dissatisfied	8.4%	9.5%	6.9%

Q2 Satisfaction with the Time taken to get to Staff

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	85.7%	83.4%	88.2%
Satisfied/Very Satisfied/Neutral Total	95.4%	94.5%	96.5%
Dissatisfied/Very Dissatisfied	4.6%	5.5%	3.5%

Q3 Satisfaction with Politeness and Courtesy of Staff

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	94.4%	93.0%	95.9%
Satisfied/Very Satisfied/Neutral Total	96.8%	96.2%	97.5%
Dissatisfied/Very Dissatisfied	3.2%	3.8%	2.5%

Q4 Satisfaction with the Call-handling and the Information Provided

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	89.5%	89.2%	89.9%
Satisfied/Very Satisfied/Neutral Total	95.0%	94.8%	95.3%
Dissatisfied/Very Dissatisfied	5.0%	5.3%	4.8%

Q5 Did Staff Member Give Their Name

	Overall	NHS	STSS
Yes	86.7%	86.6%	86.8%
No	8.0%	8.7%	7.4%

Q6 Were You Able to Speak to the Correct Person First Time

	Overall	NHS	STSS
Yes	75.9%	75.7%	76.0%
No	23.2%	23.4%	23.0%

Q7 Was Inquiry Dealt With within 24 Hours

	Overall	NHS	STSS
Yes	83.2%	82.5%	84.0%
No	15.3%	15.9%	14.6%

SECTION 2 – WRITTEN CONTACT

Q8 Was a Written Response Received

	Overall	NHS	STSS
Yes	76.4%	67.7%	84.1%
No	23.6%	32.3%	15.9%

Q9 Satisfaction with the Speed of the Written Response

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	82.3%	79.1%	84.5%
Satisfied/Very Satisfied/Neutral Total	91.9%	91.4%	92.2%
Dissatisfied/Very Dissatisfied	8.2%	8.6%	7.7%

Q10 Satisfaction with the Clarity of Information provided

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	86.3%	84.0%	87.8%
Satisfied/Very Satisfied/Neutral Total	92.1%	92.6%	91.7%
Dissatisfied/Very Dissatisfied	7.9%	7.4%	8.3%

Q11 Satisfaction with the Way the Query was Dealt With

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	83.3%	80.7%	85.5%
Satisfied/Very Satisfied/Neutral Total	91.4%	92.0%	91.0%
Dissatisfied/Very Dissatisfied	8.5%	8.0%	9.0%

SECTION 3 (i) – ANNUAL STATEMENT OF PENSION BENEFITS

Q12 Did You Receive a Benefit Statement

	Overall	NHS	STSS
Yes	76.6%	73.9%	78.8%
No	23.4%	25.8%	20.9%

Q13 Satisfaction with the Clarity of Information in the Statement

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	82.6%	78.5%	86.2%
Satisfied/Very Satisfied/Neutral Total	92.7%	91.7%	93.6%
Dissatisfied/Very Dissatisfied	7.3%	8.3%	6.4%

SECTION 3 (ii) - GENERAL

Q14 Would you Access Your Statement from the SPPA Website if possible

	Overall	NHS	STSS
Yes	62.3%	62.0%	62.7%
No	37.7%	38.0%	37.3%

Q15 Satisfaction with SPPA Website

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	66.0%	65.9%	66.0%
Satisfied/Very Satisfied/Neutral	99.0%	100.0%	98.0%
Dissatisfied/Very Dissatisfied	1.0%	0.00%	2.0%

Q16 Satisfaction with SPPA Guides

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	75.1%	68.4%	80.4%
Satisfied/Very Satisfied/Neutral	96.8%	97.9%	95.8%
Dissatisfied/Very Dissatisfied	3.3%	2.1%	4.2%

Q17 Overall Satisfaction with the Service provided by SPPA

	Overall	NHS	STSS
Satisfied/Very Satisfied Total	82.9%	77.7%	87.6%
Satisfied/Very Satisfied/Neutral Total	93.0%	92.4%	93.5%
Dissatisfied/Very Dissatisfied	7.0%	7.6%	6.5%

ADDITIONAL COMMENTS SECTION

	Overall	NHS	STSS
Praise	37.3%	37.8%	36.8%
Complaint	27.1%	28.9%	25.7%
Comment/Suggestion	31.7%	30.4%	32.7%

Scottish Public Pensions Agency
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