

NHS Pensions Employer Survey

NHS Pensions Employer Survey

This report was generated on 17/08/23. Overall 1414 respondents completed this questionnaire.

The report has been filtered to show the responses for 'Completion date of interview>01/01/2023 and Completion date of interview<31/07/2023'.

The following charts are restricted to the top 12 codes.

Overall, rate your satisfaction with all aspects of the service that you receive from NHS Pensions? (On a scale of 1-10 (where 10 is completely satisfied and 1 is completely dissatisfied) overall, how satisfied are you with all aspects of the service that you receive from NHS Pensions?)

8 (186) 22.4%	7 (124) 14.9%	Completely dissatisfied 1 (22) 2.6%
9 (140) 16.8%	5 (86) 10.3%	4 (22) 2.6%
Completely satisfied 10 (131) 15.7%	6 (76) 9.1%	2 (20) 2.4%
	3 (25) 3.0%	

To what extent do you agree or disagree that...

(Select one response only for each aspect) (NHS Pensions and employers work in partnership to administer the NHS Pension Scheme)

Agree (442) 53.2%
Neither agree nor disagree (159) 19.1%
Strongly agree (148) 17.8%
Disagree (56) 6.7%
Strongly disagree (26) 3.1%

To what extent do you agree or disagree that...

(Select one response only for each aspect) (NHS Pensions relies on you to keep your members pension records up to date)

Agree (386) 46.7%
Strongly agree (379) 45.9%
Neither agree nor disagree (44) 5.3%
Strongly disagree (11) 1.3%
Disagree (6) 0.7%

To what extent do you agree or disagree that...

(Select one response only for each aspect) (NHS Pensions communicates well with employers)

Agree (389) 46.9%
Neither agree nor disagree (212) 25.6%
Strongly agree (110) 13.3%
Disagree (84) 10.1%
Strongly disagree (34) 4.1%

NHS Pensions Employer Survey

To what extent do you agree or disagree that...

(Select one response only for each aspect) (you are clear about your local pension administration responsibilities)

Agree (432)	52.1%
Neither agree nor disagree (167)	20.1%
Strongly agree (121)	14.6%
Disagree (84)	10.1%
Strongly disagree (25)	3.0%

To what extent do you agree or disagree that...

(Select one response only for each aspect) (you are able to answer most questions about the NHS Pension Scheme raised by employees)

Agree (351)	42.3%
Neither agree nor disagree (228)	27.5%
Disagree (133)	16.0%
Strongly agree (82)	9.9%
Strongly disagree (36)	4.3%

To what extent do you agree or disagree that...

(Select one response only for each aspect) (NHS Pensions requests employment data from you in a clear and understandable way)

Agree (413)	49.8%
Neither agree nor disagree (203)	24.5%
Strongly agree (92)	11.1%
Disagree (92)	11.1%
Strongly disagree (29)	3.5%

To what extent do you agree or disagree that...

(Select one response only for each aspect) (NHS Pensions requests employment data from you with realistic and achievable deadlines)

Agree (429)	51.9%
Neither agree nor disagree (218)	26.4%
Strongly agree (94)	11.4%
Disagree (56)	6.8%
Strongly disagree (30)	3.6%

NHS Pensions Employer Survey

Over the last 12 months do you think your relationship with NHS Pensions has improved, stayed the same or worsened?

Stayed the same (619)	74.8%
Worsened (100)	12.1%
Improved (66)	8.0%
Don't know (42)	5.1%

Why do you think it has improved?

(Select all that apply) (Why do you think it has improved?)

Queries answered promptly by telephone/email (38)	59.4%	Improved information/website/guides/Employers update (23)	35.9%
Communication with NHS Pensions has improved (34)	53.1%	Learning on the job/better understanding/more confidence (23)	35.9%
Attended training course(s)/seminar(s)/workshop(s) (31)	48.4%	Attended Stakeholder event(s) (10)	15.6%
Administration (e.g. improved processing pension retirement applications and bereavements) (25)	39.1%	Other (Specify below) (2)	3.1%

Why do you think it has worsened?

(Select all that apply) (Why do you think it has got worse? (Please type in))

Information is unclear/inconsistent/incorrect (74)	74.7%	Unsure of who to contact for assistance/would like a named contact (60)	60.6%	Staff are not knowledgeable enough/unhelpful (44)	44.4%
Communication with NHS Pensions is poor (69)	69.7%	Contacting the contact centre (59)	59.6%	Poor guidance/website/employers update (41)	41.4%
Queries take too long to be resolved/not resolved at all (68)	68.7%	Administration (e.g. difficulties processing pensions awards and bereavements) (53)	53.5%	Not enough training courses/seminars/workshops (35)	35.4%
				Other (Specify below) (2)	2.0%

Overall, how easy is it to update your employee's pension record?

8 (187)	22.5%	6 (93)	11.2%	4 (31)	3.7%
9 (127)	15.3%	5 (92)	11.1%	Very difficult 1 (22)	2.7%
7 (114)	13.7%	3 (32)	3.9%	2 (19)	2.3%
Very easy 10 (113)	13.6%				

Have you had a query regarding NHS Pensions in the last 6 months? (Have you had a query regarding NHS Pensions in the last 6...)

Yes (599)	72.0%
No (233)	28.0%

NHS Pensions Employer Survey

Did you visit the NHS Pensions website to find the answer to your query? (Did you look online to find the answer to your query?)

Yes (456)	76.1%
No (143)	23.9%

Were you able to answer your query using the NHS Pensions website? (Were you able to answer your query online? **(Please select...)**)

No (209)	47.4%
Yes, partially (187)	42.4%
Yes, fully (45)	10.2%

Did you contact NHS Pensions directly to resolve your query (e.g. using telephone or email)?

Yes (519)	86.8%
No (79)	13.2%

Thinking about your *most recent* contact with NHS Pensions, how did you contact us? **(Please select one response only)** (Thinking about your most recent contact with NHS Pensions...)

Telephoned the NHS Pensions contact centre (-)	-
Telephoned the NHS Pensions Stakeholder Engagement Team (-)	-
Emailed the NHS Pensions Employer Email Account nhsbsa.pensionemployers@nhs.net (-)	-
Emailed the NHS Pensions Stakeholder Engagement Team nhsbsa.stakeholderengagement@nhs.net (-)	-
Other (-)	-

NHS Pensions Employer Survey

What was the nature of your *most recent* enquiry?

(Select all that apply) (And what was the nature of your most recent enquiry? **(Ple...)**)

Member specific query (231)	38.8%	Other (Specify below) (62)	10.4%	TRS/ABS (31)	5.2%
Retirement (209)	35.1%	Scheme information (50)	8.4%	Complaint (20)	3.4%
Pensions Online (176)	29.5%	Data cleanse (47)	7.9%	McCloud judgement (20)	3.4%
Scheme administration advice (80)	13.4%	Annual Allowance (31)	5.2%	Death in service/membership (18)	3.0%

Did NHS Pensions resolve your enquiry? (Did NHS Pensions resolve your enquiry? **(Please select one...)**)

Yes, fully (311)	52.3%
Yes, partially (166)	27.9%
No (118)	19.8%

Overall, how easy was it to get the help you wanted during your most recent contact? **(NetEasy)**

Fairly easy (154)	25.9%	Very easy (95)	16.0%
Neither easy nor difficult (122)	20.5%	Extremely easy (47)	7.9%
Fairly difficult (96)	16.1%	Extremely difficult (43)	7.2%
		Very difficult (38)	6.4%

Have you visited the NHS Pensions website in the last 6 months?

Yes (736)	88.5%
No (96)	11.5%

Did you find what you wanted from the NHS Pensions website? (Did you get what you wanted from this site? **(Please selec...)**)

Found most of what I wanted (320)	44.1%
Found some of what I wanted (243)	33.5%
Found everything I wanted (118)	16.3%
Found none of what I wanted (44)	6.1%

NHS Pensions Employer Survey

What information were you unable able to find?
(Select all that apply) (What information were you unable able to find? (Please ty...))

General information/guidance (102)	38.1%	GP specific query (53)	19.8%	Other (Specify below) (35)	13.1%
Forms (66)	24.6%	Joiners/re-joiners (42)	15.7%	TRS access/password/statement (27)	10.1%
Retirement information (61)	22.8%	Contact details for assistance/specific departments (37)	13.8%	Non-POL information (19)	7.1%
AW8 form/guidance/information (59)	22.0%	Definition/clarification of terminology (35)	13.1%	McCloud judgement (14)	5.2%

Overall, how easy was it to get the information you wanted from the NHS Pensions website?
(Website Net Easy rating)

Fairly easy (282)	38.3%	Very easy (83)	11.3%
Neither easy nor difficult (205)	27.9%	Very difficult (27)	3.7%
Fairly difficult (95)	12.9%	Extremely easy (24)	3.3%
		Extremely difficult (20)	2.7%

Rate your satisfaction with the following aspects of the NHS Pensions website:
(Select one response only for each aspect) (Accurate/up-to-date content)

8 (155)	21.1%	Completely satisfied 10 (87)	11.9%	Completely dissatisfied 1 (21)	2.9%
9 (122)	16.6%	6 (65)	8.9%	2 (12)	1.6%
5 (117)	15.9%	4 (28)	3.8%		
7 (101)	13.8%	3 (26)	3.5%		

Rate your satisfaction with the following aspects of the NHS Pensions website:
(Select one response only for each aspect) (Information was clear and easy to understand)

8 (138)	18.8%	9 (86)	11.7%	Completely dissatisfied 1 (20)	2.7%
7 (127)	17.3%	Completely satisfied 10 (65)	8.9%	2 (20)	2.7%
5 (120)	16.3%	4 (42)	5.7%		
6 (88)	12.0%	3 (28)	3.8%		

Rate your satisfaction with the following aspects of the NHS Pensions website:
(Select one response only for each aspect) (Ease of use of the site)

7 (128)	17.5%	6 (87)	11.9%	3 (23)	3.2%
8 (128)	17.5%	Completely satisfied 10 (66)	9.0%	Completely dissatisfied 1 (21)	2.9%
5 (114)	15.6%	4 (47)	6.4%		
9 (92)	12.6%	2 (24)	3.3%		

NHS Pensions Employer Survey

Rate your satisfaction with the following aspects of the NHS Pensions website:
(Select one response only for each aspect) (Web pages overall)

8 (141) 19.2%	6 (82) 11.1%	2 (20) 2.7%
7 (123) 16.7%	Completely satisfied 10 (61) 8.3%	Completely dissatisfied 1 (17) 2.3%
5 (122) 16.6%	4 (44) 6.0%	
9 (99) 13.5%	3 (27) 3.7%	

Are you aware of 'Ask Us'?

No, I am not aware of 'Ask Us' (393) 47.5%
Yes, I am aware of 'Ask Us' but have not used it (277) 33.5%
Yes, I am aware of 'Ask Us' and have used it (158) 19.1%

Why have you not used 'Ask Us'?
(Select all that apply) (Why have you not used 'Ask Us'? (Please type in))

I did not have a query (81) 30.3%	Query was too case specific (62) 23.2%
I prefer to telephone (80) 30.0%	I prefer to email (47) 17.6%
I found the information on the website (71) 26.6%	Other (Specify below) (7) 2.6%

Rate your satisfaction with the following aspects of 'Ask Us':
(Select one response only for each aspect) (Accurate/up to date content)

7 (28) 17.7%	6 (15) 9.5%	4 (9) 5.7%
5 (26) 16.5%	Completely dissatisfied 1 (10) 6.3%	Completely satisfied 10 (8) 5.1%
9 (25) 15.8%		2 (3) 1.9%
8 (24) 15.2%	3 (10) 6.3%	

Rate your satisfaction with the following aspects of 'Ask Us':
(Select one response only for each aspect) (Information was clear and easy to understand)

8 (30) 19.0%	9 (16) 10.1%	Completely satisfied 10 (10) 6.3%
7 (25) 15.8%	Completely dissatisfied 1 (12) 7.6%	3 (7) 4.4%
5 (24) 15.2%		2 (4) 2.5%
6 (20) 12.7%	4 (10) 6.3%	

NHS Pensions Employer Survey

Rate your satisfaction with the following aspects of 'Ask Us':
(Select one response only for each aspect) (Ease of use of 'Ask Us')

5 (27) 17.2%	9 (17) 10.8%	Completely satisfied 10 (10) 6.4%
6 (25) 15.9%	3 (11) 7.0%	4 (7) 4.5%
8 (23) 14.6%	Completely dissatisfied 1 (10) 6.4%	2 (6) 3.8%
7 (21) 13.4%		

Rate your satisfaction with the following aspects of 'Ask Us':
(Select one response only for each aspect) ('Ask Us' overall)

5 (27) 17.1%	9 (21) 13.3%	4 (10) 6.3%
7 (23) 14.6%	Completely dissatisfied 1 (10) 6.3%	Completely satisfied 10 (7) 4.4%
8 (23) 14.6%		2 (5) 3.2%
6 (22) 13.9%	3 (10) 6.3%	

Are you familiar with the monthly NHS Pensions Employer Update?

Yes (742) 89.9%
No (83) 10.1%

And do you tend to read... (And do you tend to read ... **(Please select one response o...)**

some of the updates(s)? (404) 55.3%
all of the updates(s)? (311) 42.6%
none of the updates(s)? (15) 2.1%

Why do you not read any/more of the employer update?
(Select all that apply) (Please explain why you do you not read any / more of the ...)

I do not have the time (249) 59.4%
Some of it is irrelevant/only read the relevant pages (189) 45.1%
Too much terminology/difficult to understand (78) 18.6%
Other (Specify below) (7) 1.7%

Do you receive any of the following?
(Please select all that apply)

NHS Pensions Employer Update (-)
Local Government newsletter (-)
GP newsletter (-)
CCG newsletter (-)
None of the above (-)

NHS Pensions Employer Survey

How useful do you find the employer update(s)? (How useful do you find the Employer Newsletter? **(Please s...)**)

Fairly useful (352)	48.0%
Very useful (245)	33.4%
Extremely useful (67)	9.1%
Not very useful (62)	8.5%
Not at all useful (7)	1.0%

Are you aware of Total Reward Statements/Annual Benefit Statements?

Yes (729)	87.6%
No (103)	12.4%

Did your organisation receive the Total Reward Statement notification emails? (Did your organisation receive the reminder emails? **(Pleas...)**)

Yes (265)	36.5%
No (243)	33.5%
Don't know (218)	30.0%

How useful did you find the Total Reward Statement notification emails? (To what extent do you agree or disagree that the reminder...)

Very useful (121)	46.5%
Fairly useful (107)	41.2%
Extremely useful (14)	5.4%
Not very useful (13)	5.0%
Not at all useful (5)	1.9%

Are you aware of the...
(Select one response only for each aspect) (NHS Pension Scheme Employers Charter?)

No, I am not aware of it (360)	43.3%
Yes, I am aware but have not read it (272)	32.7%
Yes, I am aware and have read it (199)	23.9%

Are you aware of the...
(Select one response only for each aspect) (NHS Pensions Service Charter?)

No, I am not aware of it (385)	47.0%
Yes, I am aware but have not read it (296)	36.1%
Yes, I am aware and have read it (139)	17.0%

NHS Pensions Employer Survey

Are you aware of the online videos available on the NHS Pensions website/YouTube?

No, I am not aware of them (300)	36.4%
Yes, I am aware and have viewed some of them (268)	32.5%
Yes, I am aware but have not viewed any of them (227)	27.5%
Yes, I am aware and have viewed most of them (29)	3.5%

Generally, how useful were the online videos to find the information you were looking for?
(Generally how useful were the online videos to find the information you were looking for?)

Fairly useful (154)	52.0%
Very useful (114)	38.5%
Not very useful (19)	6.4%
Extremely useful (8)	2.7%
Not at all useful (1)	0.3%

Are you aware that our Stakeholder Engagement Team puts on events for employers to support the administration of the NHS Pension Scheme?

Yes (620)	74.5%
No (212)	25.5%

Have you attended one of our stakeholder engagement events?

Yes (407)	66.9%
No (201)	33.1%

Rate your satisfaction with our stakeholder events? (On a scale of 1-10 (where 10 is completely satisfied and 1 is completely dissatisfied) how satisfied are you with our stakeholder events?)

8 (108)	26.7%	6 (37)	9.1%	Completely dissatisfied 1 (6)	1.5%
9 (93)	23.0%	5 (21)	5.2%	3 (5)	1.2%
7 (68)	16.8%	4 (8)	2.0%	2 (1)	0.2%
Completely satisfied 10 (58)	14.3%				

NHS Pensions Employer Survey

How likely are you to recommend the events to your colleagues? (**Would you recommend the event to your colleagues?**)

8 (95) 23.4%	6 (36) 8.9%	Not at all likely 1 (7) 1.7%
Very likely 10 (88) 21.7%	5 (21) 5.2%	2 (3) 0.7%
9 (83) 20.4%	4 (9) 2.2%	3 (3) 0.7%
7 (61) 15.0%		

On a scale of 1 to 10 (where 1 is not at all relevant and 10 is relevant), how relevant was the content of this survey to you?

(**Please select one response only**) (How relevant was the content of this survey to you?)

Not at all relevant 1 (-) -	5 (-) -	8 (-) -
2 (-) -	6 (-) -	9 (-) -
3 (-) -	7 (-) -	Relevant 10 (-) -
4 (-) -		

How easy was it to complete this survey?

Very easy (324) 39.0%	Fairly difficult (7) 0.8%
Extremely easy (230) 27.7%	Very difficult (1) 0.1%
Fairly easy (179) 21.5%	Extremely difficult (1) 0.1%
Neither easy nor difficult (89) 10.7%	

Would you be interested in participating in further research with us?

No (183) 80.3%
Yes (45) 19.7%

In which region do you live?

North East and Yorkshire (141) 17.1%	London (95) 11.5%	Prefer not to say (6) 0.7%
Midlands (132) 16.0%	South West (83) 10.1%	Operate nationally (5) 0.6%
South East (109) 13.2%	East of England (80) 9.7%	Other (Specify below) (2) 0.2%
North West (103) 12.5%	Wales (67) 8.1%	Scotland (-) -

NHS Pensions Employer Survey

What type of organisation do you work for?

GP practice (659) 79.8%	Independent provider (e.g. social enterprise, community interest company) (23) 2.8%	NHS England (including Area Teams) (1) 0.1%
A direction body (including university medical schools, research institutes, care in the community services, hospices and other approved employers) (43) 5.2%	Other (Specify below) (20) 2.4%	NHS Special Health Authority (including Health Education England, Health Research Authority, NHS Blood and Transplant, NHS Business Services Authority, NHS L... 0.1%
NHS Trust (including Hospital Trust, Foundation Trust, Community Healthcare Trust, Mental Health Services Trust, Ambulance Trust, Care Trust, Acute Trust) (42) 5.1%	Local Authority (19) 2.3%	Commissioning Support Unit (1) 0.1%
	Primary Care Support Services (7) 0.8%	
	NHS Shared Business Services (7) 0.8%	
	Dental (3) 0.4%	

How many employees are employed by your organisation?

26 to 50 (268) 32.5%	101 to 500 (72) 8.7%	1001 to 5000 (25) 3.0%
10 to 25 (250) 30.3%	5000+ (54) 6.5%	501 to 1000 (8) 1.0%
51 to 100 (100) 12.1%	Less than 10 (44) 5.3%	Don't know (4) 0.5%

Which part of your organisation do you work in?

Practice/General Management (449) 54.1%	Payroll/Provider (57) 6.9%
Accounts/Finance (125) 15.1%	Other (Specify below) (20) 2.4%
Pensions (74) 8.9%	Human Resources (19) 2.3%
General Practice (69) 8.3%	Administration (17) 2.0%

Approximately how long have you been responsible for pensions within your organisation?

11 to 20 years (160) 19.4%	More than 20 years (111) 13.5%
3 to less than 6 years (152) 18.4%	Less than 12 months (101) 12.3%
1 to less than 3 years (151) 18.3%	Don't know (6) 0.7%
6 to less than 11 years (143) 17.4%	

How often do you usually undertake pension administration?
(Select one response which most closely reflects your answer)

Monthly (560) 68.4%	Less frequently (53) 6.5%
Daily (67) 8.2%	Fortnightly (46) 5.6%
Weekly (53) 6.5%	Quarterly (40) 4.9%

Approximately what percentage of your working time do you spend on pension administration?

Less than 10% (502) 61.5%
10 to 25% (221) 27.1%
Over 51% (65) 8.0%
26 to 50 (28) 3.4%