

## The Results

### An update for Members of the Local Government Pension Scheme (LGPS)

Dear Member,

We are pleased to publish the results of the 2020 Pensioner Member Survey. Thank you to everyone who took the time to complete the survey.

We hope that you find the information contained within this report both enlightening and helpful.

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# The 'My Pension' Portal

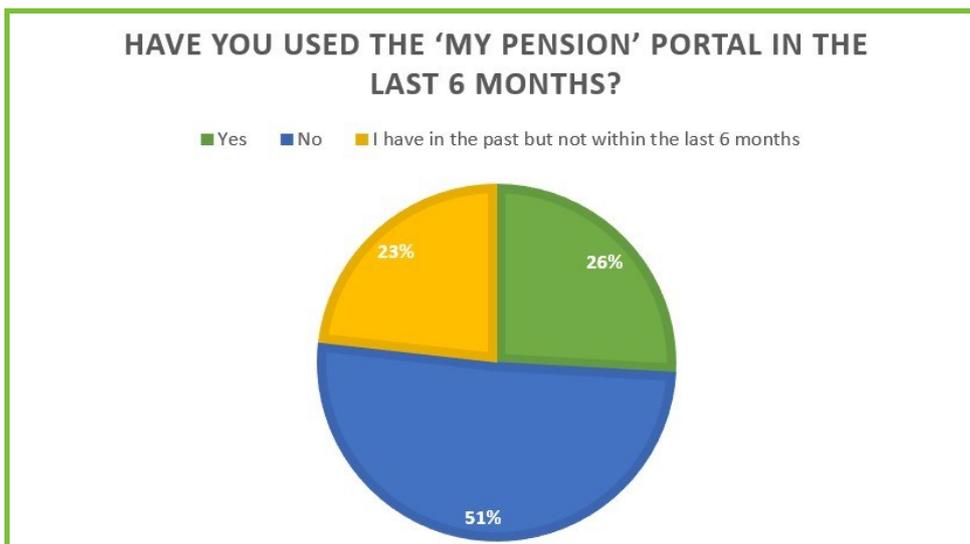
## What is the My Pension Portal?

The 'My Pension' Portal was introduced to the Local Government Pension Scheme (LGPS) members in 2016. Since then we have registered over 66,000 members to the portal – allowing thousands of members to view and update personal details, nomination beneficiaries and view their membership details.

Most importantly, the portal lets you view your pension details and update your personal and bank details. Both of which can help you manage your pension benefits.

In the survey, we asked quite a few questions regarding the 'My Pension' portal. This is because we wanted to get a good idea of what our members know about the portal – as well as how people are using the portal and how we could improve it in the future.

When asked whether they have used the 'My Pension' portal within the last 6 months, the majority of responses stated that they hadn't – with 23% of members stating that they had used the portal before but not recently.



We also asked how aware members were of certain features and tools available in the 'My Pension' portal. In a few of these cases, the response revealed that a large proportion of members were unaware or unsure about said feature.

So, we've decided to take this opportunity to highlight all the features of the portal that members may be unaware of.

## What can you do on the 'My Pension' portal?

- View and update your personal details.
- Access your monthly payslips & Annual P60s.
- Use the Death in Service Projector.
- Check and update your beneficiaries.
- View online copies of the Pension News Newsletter.
- View general pension scheme documents, guides and forms which are **not** specific to yourself.
- View pension news items.

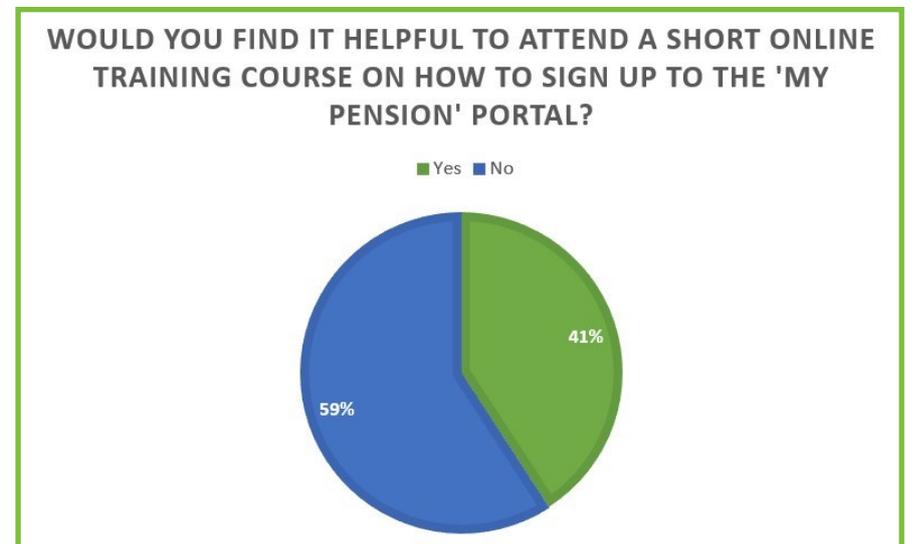
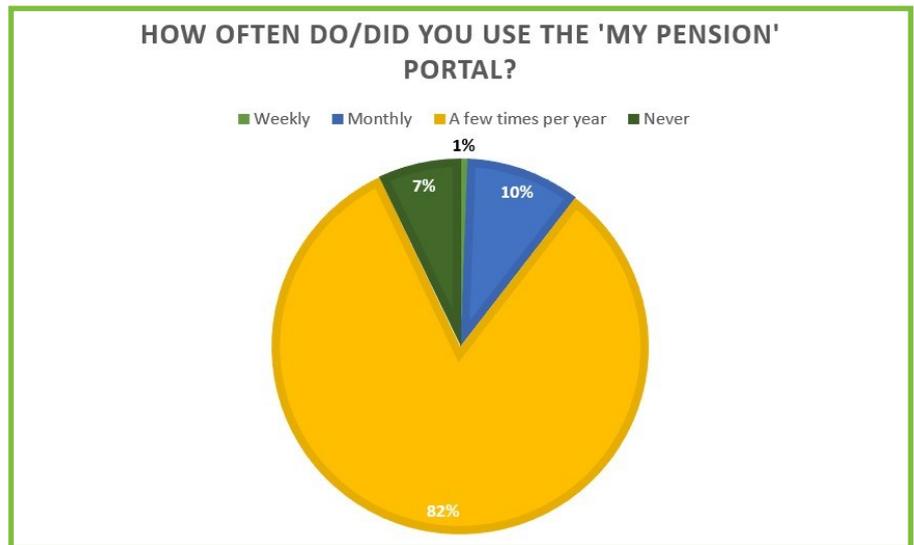
# The 'My Pension' Portal

We asked the members who said that they had used 'My Pension' portal recently, how often they use the portal.

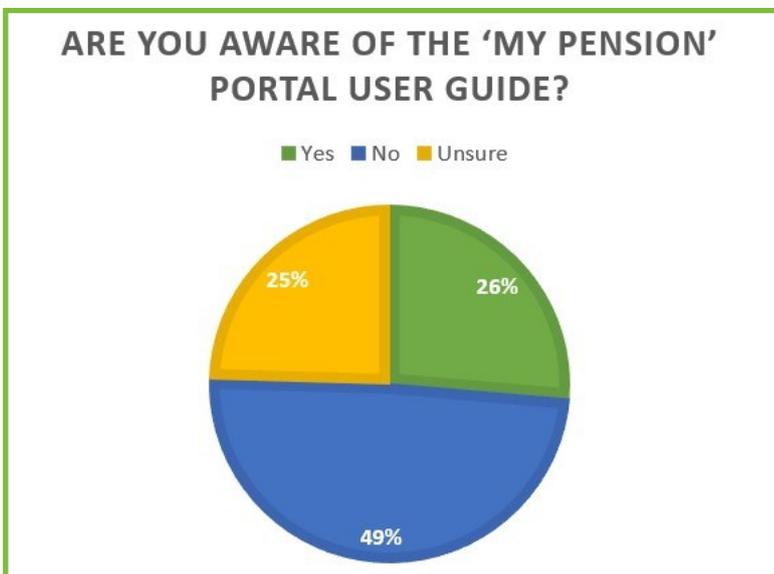
The vast majority of responses (82%) answered that they only use the 'My Pension' portal a few times per year. With 10% of members stating that they use or check the portal monthly.

We also asked members 'Would you find it helpful to attend a short online training course on how to sign up to the 'My Pension' portal?'

Though the majority, 59%, answered that they wouldn't—we will continue to explore this course as an option in the future.



# The 'My Pension' Portal User Guide



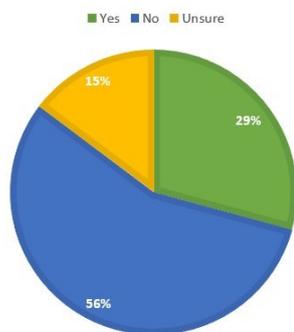
To help members navigate the portal and all its features, we have created a 'My Pension' Portal User Guide.

The survey has highlighted that a lot of members are unaware of the guide. You can find it online on your Pension Fund website (listed on page 4).

# Helpful tools, links & resources

## Fund Websites

DID YOU KNOW THAT YOUR PENSION FUND HAS A SPECIFIC WEBSITE WHICH YOU CAN ACCESS AND GET INFORMATION ABOUT THE LOCAL GOVERNMENT PENSION SCHEME?



Every pension fund has its own Pension Fund Website. Important updates, information about the Local government pension scheme (LGPS), resources, guides and newsletters can all be found here:

### **Surrey Pension Fund:**

<https://www.surreypensionfund.org>

### **East Sussex Pension Fund:**

<https://www.eastsussexpensionfund.org/>

### **Hammersmith & Fulham Pension Fund:**

<https://www.lbhfpensionfund.org/>

### **Kensington & Chelsea Pension Fund:**

<https://www.rbkcpensionfund.org/>

### **Hillingdon Pension Fund:**

<https://archive.hillingdon.gov.uk/pensions>

### **Westminster Pension Fund:**

<https://www.wccpensionfund.co.uk/westminster-city-council-pension-fund/>

## Pension Made Simple videos

The LGPS member website has recently uploaded 7 videos to explain various pension topics. These videos are short, simple and packed with valuable information which can help to answer queries that you might have about your pension.

Please visit the link below to view the videos:

<https://www.lgpsmember.org/more/Videos.php>

## The McCloud Judgment

See the [frequently asked questions on the LGPS member website](#).

## For information on pension scams:

Please visit the Financial Conduct Authority, the Pensions Regulator website and the LGPS website:

[fca.org.uk/scamsmart](https://www.fca.org.uk/scamsmart)

[thepensionsregulator.gov.uk](https://www.thepensionsregulator.gov.uk)

[lgpsmember.org/more/scams.php](https://www.lgpsmember.org/more/scams.php)



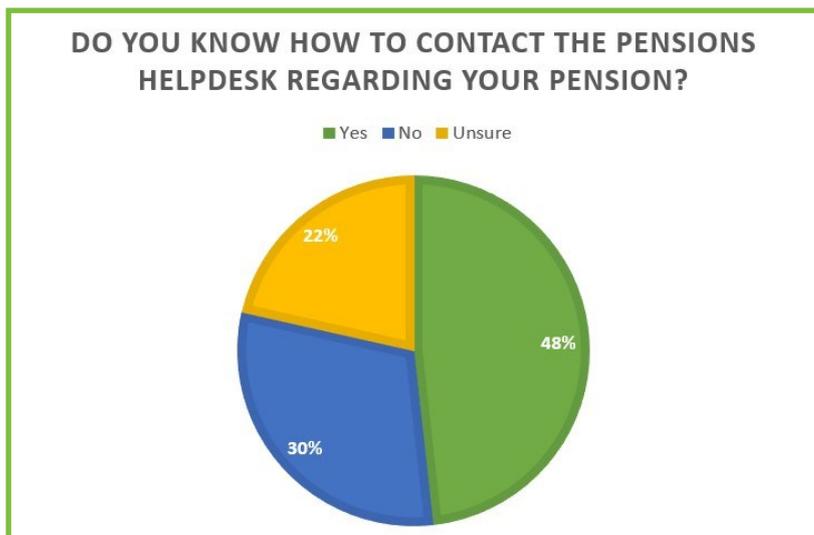
# Our Contact Details

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The survey highlighted that not all of our members are clear on how to contact the Pensions Helpdesk regarding their pensions questions or concerns.

Though 48% of responses were positive, 30% said that they didn't know how and a further 22% were unsure.

Please find the most up to date details below:



## Contact Details

-  **0300 200 1031**
-  **myhelpdeskpensions@surreycc.gov.uk**
-   
**Orbis Pension Services**  
**Room 218, County Hall**  
**Penrhyn Road**  
**Kingston - Upon -Thames**  
**KT1 2DN**

## Pension Newsletters

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### How/where to access the newsletters

We send out the Pensioner newsletter once a year, emailing it to the email address we currently hold for you. If you have contacted the Pensions Helpdesk requesting all communications be via post, we will send out a paper version.

All newsletters are also uploaded to the Pension Fund websites and the 'My Pension' portal, the details of which can be found on pages 2, 3 and 4.

The Pensioner 2020 newsletter is available now.

The next Pensioner Newsletter will be available from 30 April 2021.

It is possible that these emails may fall into your Spam folder, so please check regularly.

### [Link to Existing Pensioner Newsletter](#)

[Spring 2020](#)

### [Your suggestions for future Newsletter topics](#)

- Guide on how to set up & use the 'My Pension' Portal—we have already made this guide and it's available [here](#) and on the Pension Fund Websites.

# Your Feedback & Our Plans for the Future

Thank you for all your feedback. We have taken it onboard and we will use it to help plan for future updates.

We hope that this report has helped answer some of your questions, as well as highlighted resources and tools that can help you better understand your pension in the future.

On average, the members who answered our survey rated the service that they get from Orbis at 3.8 stars out of 5.



When asked on how you think we could improve, the reoccurring themes were:

- Improving the usability of the 'My Pension' portal
- Better communicating the guides, newsletters and resources that we have created for our members.

## Our Plans for the Future

We want to make sure that we are making resources that will best benefit our members. As such, we asked you what you would find the most helpful—a comprehensive pension 'glossary' or more video/audio guides.

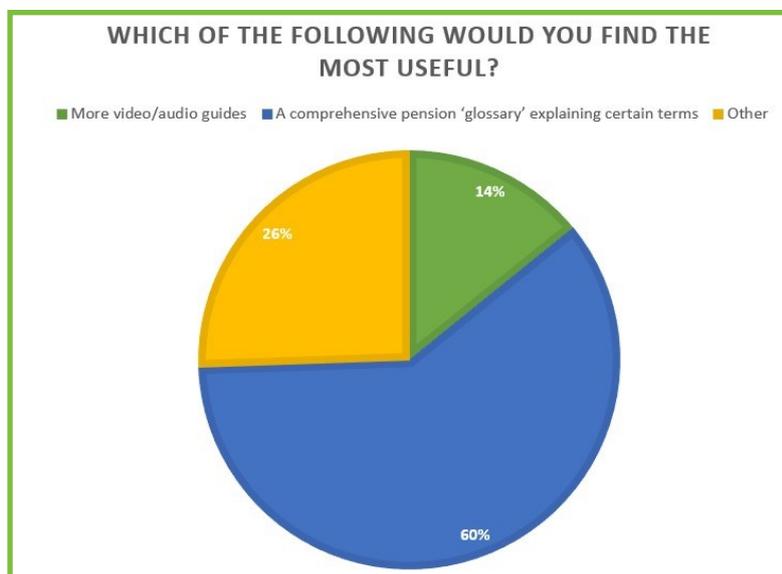
60% of responses stated that they would rather have a comprehensive pension 'glossary'. As such, though we will continue to create videos and guides on other topics, we will begin work on this glossary shortly.

You also provided us with a few other suggestions for what you would find helpful:

- Both of the previous options.
- Updates twice a year or more.
- More emails/letters.
- Notification of monthly payments.

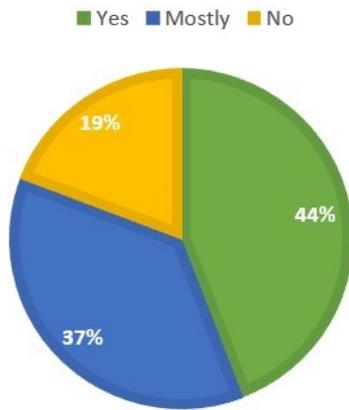
## **'My Pension' Portal User guide for Pensioners**

We are planning to create a second user guide specifically catered for pensioner members—with a focus on the tools and resources that would be most beneficial.



# Summary of other responses

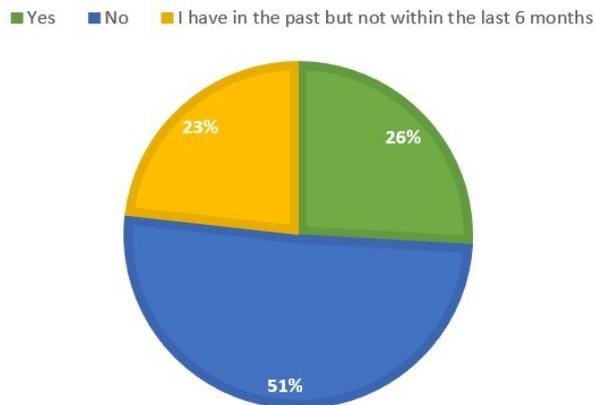
## DO YOU FEEL LIKE YOU ARE REGULARLY KEPT UPDATED ABOUT YOUR PENSION?



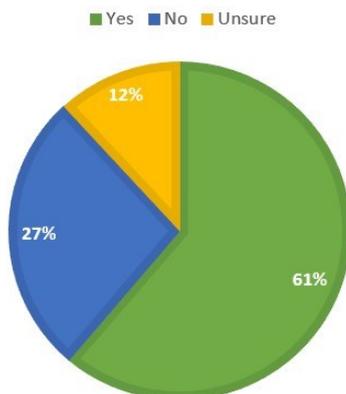
19% of responses answered that they felt like they weren't regularly kept updated about their pension. 37% felt that they were mostly kept up to date, while 44% felt that they were regularly updated on their pension.

51% of the members who answered question 4 said that they hadn't used the 'My Pension' portal within the last 6 months. 26% replied that they had used the portal recently while 23% had used the portal in the past.

## HAVE YOU USED THE 'MY PENSION' PORTAL IN THE LAST 6 MONTHS?



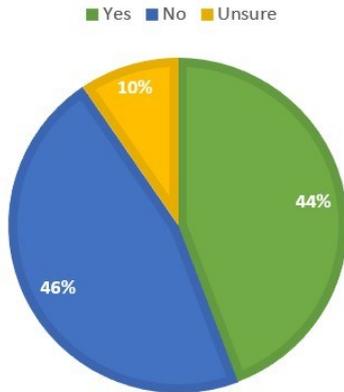
## DO YOU KNOW THAT YOU CAN UPDATE YOUR PERSONAL DETAILS VIA THE 'MY PENSION' PORTAL?



61% of members answered that they did know that they could update their personal details via the 'My Pension' portal. 27% were unaware of this feature, while 12% were unsure.

# Summary of other responses

## DID YOU KNOW YOU CAN ACCESS YOUR MONTHLY PAYSLIPS AND ANNUAL P60S VIA THE 'MY PENSION' PORTAL?

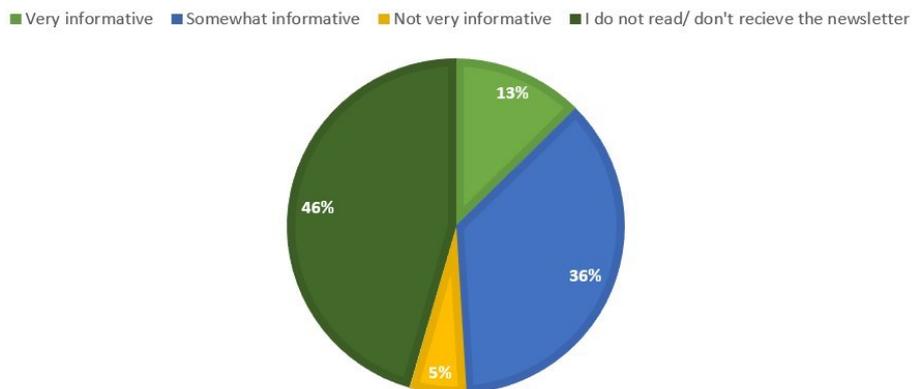


When asked whether they were aware that they could access their monthly payslips and annual P60s via the 'My Pension' portal 46% of members answered that they weren't. 44% were aware while 10% of responders said they were unsure.

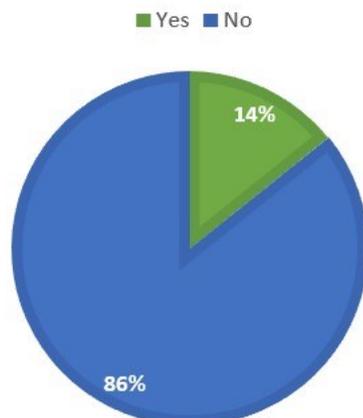
When asked, most of the members who answered question 10 said that they did not read/ receive the Pensioner newsletter.

Information on how to access the newsletter can be found on page 6 .

## HOW INFORMATIVE DO YOU FIND THE PENSIONER NEWSLETTERS WE SEND OUT?



## HAVE YOU CONTACTED ORBIS PENSION SERVICES IN THE PAST SIX MONTHS?



86% of responders answered that they had not contacted Orbis Pension Services within the past 6 months (as of the time of taking the survey).