

Customer Satisfaction and Benchmarking

The major contact the pension team have with staff is when people start work and when they leave. We have for a number of years issued a questionnaire to new starters and persons retiring, asking for their view on our service. The questionnaires ask a number of detailed questions however in each case we ask people to grade our overall service. The following are the results of the overall assessments of our service.

1st Jan 2010 to 31st Dec 2010

	Excellent	Good	Adequate	Poor	Very Poor
Retirees	55%	38%	6%	1%	0%
New Starters	41%	53%	6%	0%	0%

1st Jan 2011 to 31st Dec 2011

	Excellent	Good	Adequate	Poor	Very Poor
Retirees	67%	27%	6%	1%	0%
New Starters	50%	50%	0%	0%	0%

We also each year take part in the CIPFA benchmarking exercise the outcome of which is as follows:-

2010 – NCC cost per member £24.20 average comparator Council £28.29

2011 – NCC cost per member £24.40 average comparator Council £24.55

2012 – NCC cost per member £24.37 average comparator Council £23.84