

Employer Event 29 November 2018 Feedback

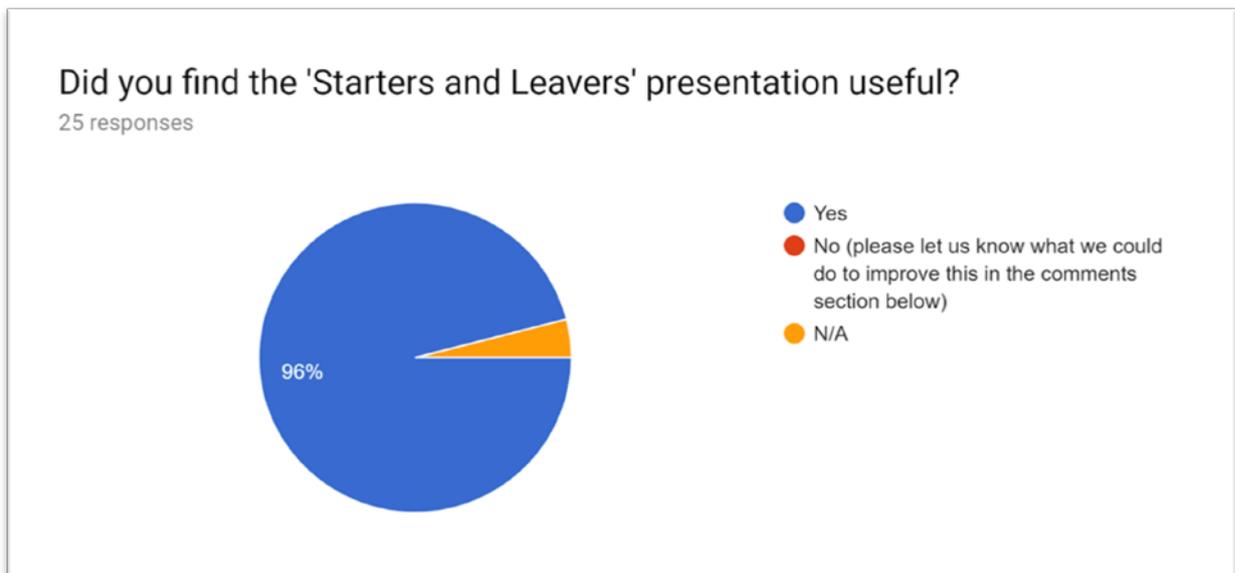
This year's Employer Event was attended by all delegates who booked (60 in total). The format of the event was as follows;

- Presentation - Clean Data
- Presentation – Process of dealing with Starters through to Leavers

Workshops on the following;

- Basic pension calculation
- Ill health retirement
- Monthly returns (CT117)
- General retirement

A survey was sent out to delegates asking them to provide their feedback (anonymously) on their comments and suggestions on the event. 25 responses were recorded. Below is a breakdown of the feedback.

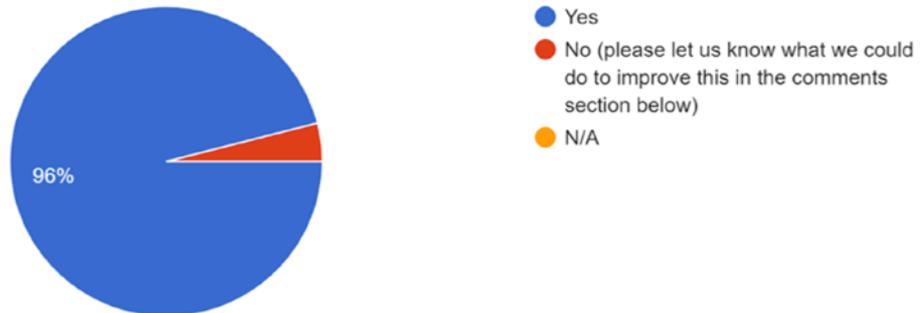


Comments

- Did not need the amount of required time. 2nd presenter very unprepared. Would have been better if it was clearer what elements were completed by WCC payroll for those that use them.
- Yes and having the booklet to back it all up was excellent

Did you find the presentation on 'Clean Data' useful?

25 responses

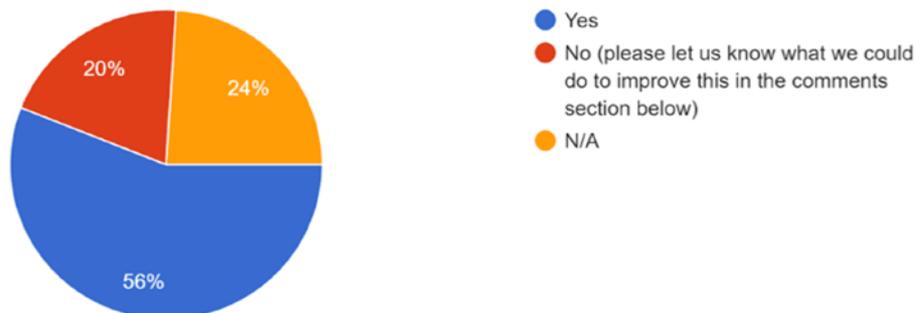


Comments

- Data clean to be performed shortly!
- and well presented

Did you find the 'Basic Pension Calculation' workshop useful?

25 responses

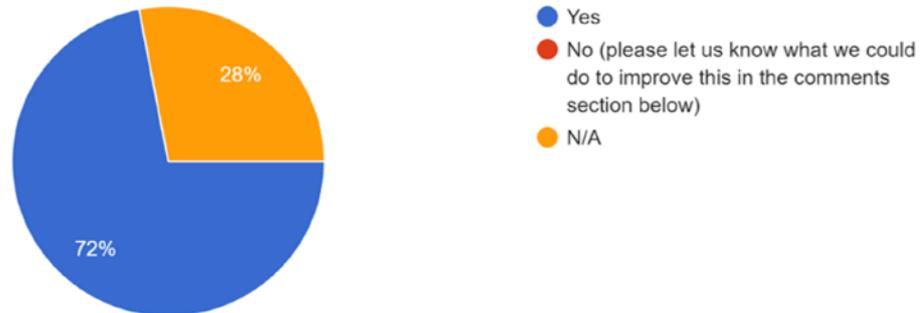


Comments

- Didn't attend
- Not well prepared and didn't gain much from it
- Was advised that it did not relate to us.
- Presenter unprepared
- Could have done with a little more content

Did you find the 'Ill Health Retirement workshop useful?

25 responses

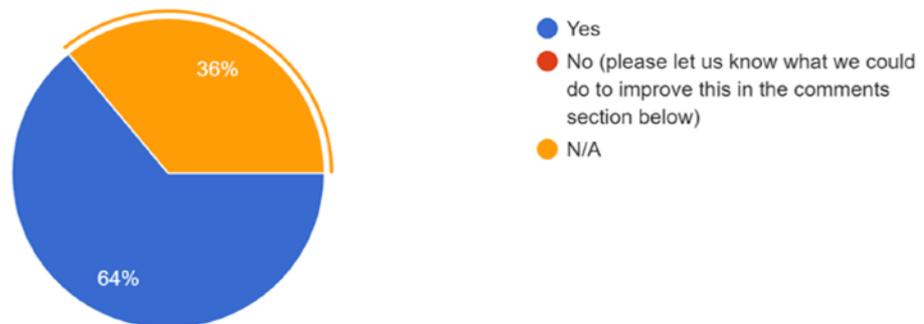


Comments

- Didn't attend

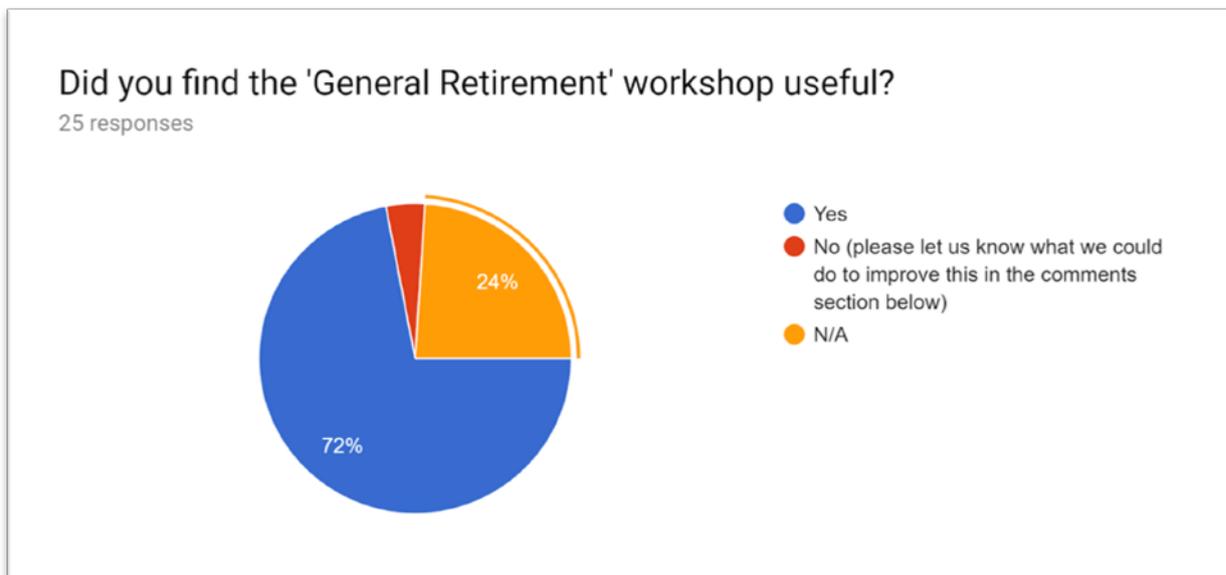
Did you find the Monthly Returns (CT117) workshop useful?

25 responses



Comments

- Very useful and informative
- It was mentioned that you may run a Year End Returns workshop, that would be really useful!
- Very good



Comments

- Found it very difficult to hear the speaker as the speaker for another workshop was directly behind me so I could hear that table more than the one I was at.
- I didn't attend this workshop as I've no one of nearing retirement age in the office.

Please let us know your comments on the venue

- Very nice although postcode originally led me to the Abbey
- Excellent venue and refreshments. Easy to get to.
- Excellent
- Venue was lovely, lunch was too, only down fall was just having 3 hot drinks all day and none with our lunch.
- good venue, car parking good, location good, accessibility good, catering good, although no drinks with lunch (juice would have been nice). Not sure the 2 round tables worked for group discussion it felt a little disjointed.
- Good. Would have been better if the afternoon sessions could have been in 4 separate rooms. Tables too large for all participants to hear what was being said and conversations being heard from other groups just added to this issue.
- The Venue was excellent. The lunch was particularly good. Thank you.
- Great venue - lunch excellent
- Venue was a little tricky to find but it was good
- Lovely venue only negative was how cold the room was.
- Very good
- An ideal venue as easy to get to and food was very good
- Venue was good location and easy to find, very accommodating for all.
- Not easy to find (could just be me) but lunch provided was very good
- Good venue - easy to find and free, plentiful parking. Lunch and coffee and cake was a good too.
- Very Good

Any other comments or suggestions that you have?

- Picked up some useful bits of information but as we use WES payroll there was a lot of information that I feel was not needed.
- Pension Team delivered each subject very well. Nothing was too much trouble for them.
- Timescale planned was ridiculous. Event could easily have fitted in half a day. Time in school is very valuable and there was too much wasted time at the event.
- This event could be condensed into a morning or afternoon, alongside the AGM - both on one day. Delegates could attend both or whichever applies
- Booklet was great as it all makes sense on the day but we have so few WCC pensions to deal with that it is great to have the booklet to refer to when you get stuck. Also meeting staff makes communicating easier.
- Thank you - an informative day.
- The course was very useful. It was good to meet the pensions team and to put faces and names together. Pension admin is an unknown to us and it was good to meet the team who were friendly and offered us plenty of support going forward. Thank you for organising and for your time. Deena Perry and Alison Pointon, Kenilworth School and Sixth Form

Overall conclusion

Feedback received via the survey and on the day, indicated that the timings for the event did not work as well as planned. The presentation on 'Starters to Leavers' was completed in an hour where two hours were allocated.

Overall the feedback on the workshop was good, though there were a couple of comments about lack of preparedness for one of the workshops.

The set up of the workshops (two round tables joined together for each workshop) did not work as well as planned. Delegates found the set up did not work due to large number of delegates (15 per workshop) and the close proximity to other workshops in the room.

This event had been particularly challenging for the team, as there were a number of staff shortages which meant resources and time to spend on preparing for this event was limited.

The event also relies on Team Leaders and Senior Pension Officers 'volunteering' their time to participate in the event. As it is the same people who volunteer each year, this puts a strain on their workload.

Future recommendations

The event in this format, has been running for four years. Most of the same delegates attend and the same workshops (Monthly Returns and Ill Health Retirement) are scheduled each year. In terms of number of employers that are represented, approximately 40 employers attend out of the 200 employer who are part of the Warwickshire Pension Fund.

Feedback we received on the day and informally from employers were they enjoyed the networking side of the event and being able to have 1-2-1 chats with staff about queries or problems they may have.

The delegate handbook is always well received. The feedback from delegates received was they found this useful as a reference guide.

Format of 2019 Employer Event

Rather than a whole day event, it was agreed that we have a morning only event which will be advertised as a 'drop in surgery'. Employers will be asked in advance to bring any queries or problems they may have to the event to discuss with one of our members of staff.

The focus of the event will be more networking so employers can touch base with us and vice versa.

This will involve ALL the Senior Pensions Officer (plus Pensions officers if they wish to participate). We could have signs or even an agenda explaining who is who and their area of knowledge.

The delegate handbook will be developed further to support the event.