

Responsibilities Change Team – Annexe 3

ABS Poster

Your 2023 LGPS Annual Benefit Statement

Surrey Pension Team

**Available by 31
August**

Your 2023 Local Government Pension Scheme Annual Benefit Statement will be available on the 'My Pension' Portal by 31 August.

Not signed up on the portal?
Visit
www.mypension.surreycc.gov.uk

Providing our customers
with a better tomorrow



What is an Annual Benefit Statement?

Keep Track of your Pension

Your benefit statement is an annual summary of your pension benefits. It tells you the current value of your pension and what it could be worth in the future.

Plan for the Future

Will the future we want be the future we are able to get? Your Annual Benefit Statement (ABS) is a handy way to help plan ahead to what your lifestyle could be like in retirement.

So keep your benefit statement safe – it may help you when you're making decisions about your retirement or when using our online Benefit Projector tools on the 'My Pension' Portal.

Find out More

Check out our online ABS guide at
www.surreypensionfund.org/forms-and-publications/

Or watch our step by step video guide:
<https://youtu.be/aGmX6oeu-vg>



Pulse Survey Results 30.5.23 – Summary Results

59
Responses

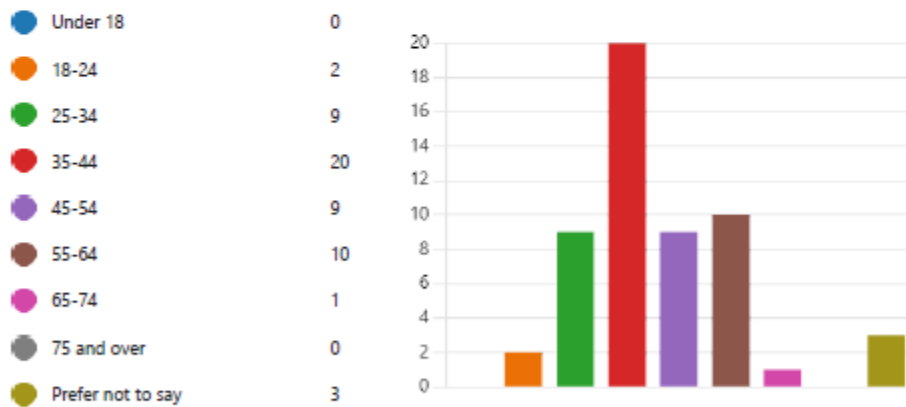
47:55
Average time to complete

Active
Status

1. Are you comfortable answering some demographic questions?



2. How old are you?



https://forms.office.com/pages/designpagev2.aspx?auth_pvr=OrgId&auth_upn=Bethany.Goss%40surreyoc.gov.uk&lang=en-US&origin=OfficeDo... 1/27

3. Are you...

● Male	9
● Female	43
● I define myself in another way	1
● Prefer not to say	1



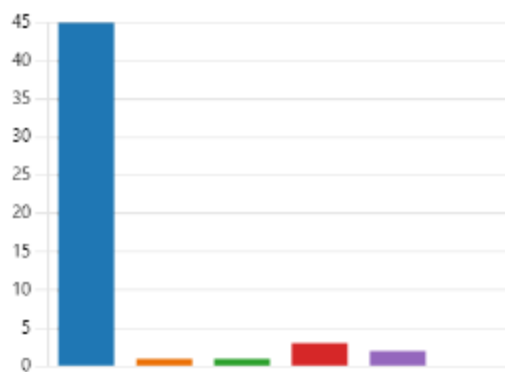
4. Do you identify as the sex you were assigned at birth? Please tick one box only.

● Yes	53
● No	1
● Prefer not to say	0



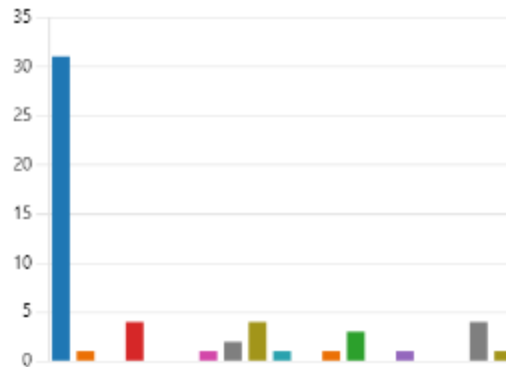
5. Please can you tell me which of the following best describes you? Please tick one box only.

● Heterosexual	45
● Gay Man	1
● Lesbian/Gay Woman	1
● Bisexual	3
● Other	2
● Prefer not to say	0



6. How would you describe your ethnicity? Please tick one box only.

- **White - English/Welsh/Scottish/...** 31
- **White - Irish** 1
- **White - Gypsy or Irish Traveller** 0
- **White - Any other White backgr...** 4
- **Mixed/Multiple ethnic groups...** 0
- **Mixed/Multiple ethnic groups...** 0
- **Mixed/Multiple ethnic groups...** 1
- **Mixed/Multiple ethnic groups...** 2
- **Asian/British Asian - Indian** 4
- **Asian/British Asian - Pakistani** 1
- **Asian/British Asian - Banglade...** 0
- **Asian/British Asian - Chinese** 1
- **Asian/British Asian - Any other...** 3
- **Black/African/Caribbean/Blac...** 0
- **Black/African/Caribbean/Blac...** 1
- **Black/African/Caribbean/Blac...** 0
- **Other ethnic group - Arab** 0
- **Other ethnic group - Any othe...** 4
- **Prefer not to say** 1

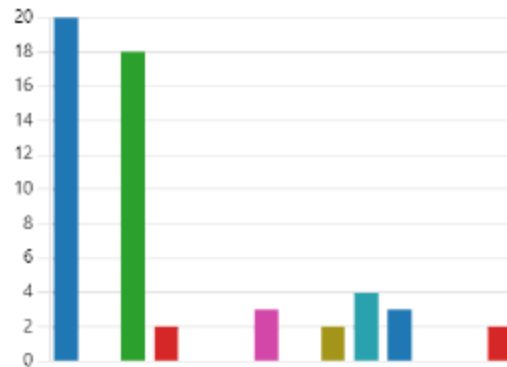


How would you describe your ethnicity? **Expansion of above answers**

- | | | | |
|--|-----------------------------|---|-----------------------------|
| White - English/Welsh/Scottish/Northern Irish/British | <input type="checkbox"/> 01 | Asian/Asian British - Pakistani | <input type="checkbox"/> 10 |
| White - Irish | <input type="checkbox"/> 02 | Asian/Asian British - Bangladeshi | <input type="checkbox"/> 11 |
| White - Gypsy or Irish Traveller | <input type="checkbox"/> 03 | Asian/Asian British - Chinese | <input type="checkbox"/> 12 |
| White - Any other White background | <input type="checkbox"/> 04 | Asian/Asian British - Any other Asian background | <input type="checkbox"/> 13 |
| Mixed/Multiple ethnic groups - White and Black Caribbean | <input type="checkbox"/> 05 | Black/African/Caribbean/Black British - African | <input type="checkbox"/> 14 |
| Mixed/Multiple ethnic groups - White and Black African | <input type="checkbox"/> 06 | Black/African/Caribbean/Black British - Caribbean | <input type="checkbox"/> 15 |
| Mixed/Multiple ethnic groups - White and Asian | <input type="checkbox"/> 07 | Black/African/Caribbean/Black British - Any other Black/African/Caribbean background | <input type="checkbox"/> 16 |
| Mixed/Multiple ethnic groups - Any other Mixed/Multiple ethnic background | <input type="checkbox"/> 08 | Other ethnic group - Arab | <input type="checkbox"/> 17 |
| Asian/Asian British - Indian | <input type="checkbox"/> 09 | Other ethnic group - Any other ethnic group .. | <input type="checkbox"/> 18 |
| | | Prefer not to say | <input type="checkbox"/> 19 |

7. Which of the following best describes your religion or belief? Please tick one box only.

● No religion	20
● Buddhist	0
● Christian	18
● Hindu	2
● Jain	0
● Jewish	0
● Muslim	3
● Pagan	0
● Sikh	2
● Agnostic	4
● Atheist	3
● Other religion	0
● Other philosophical belief	0
● Prefer not to say	2



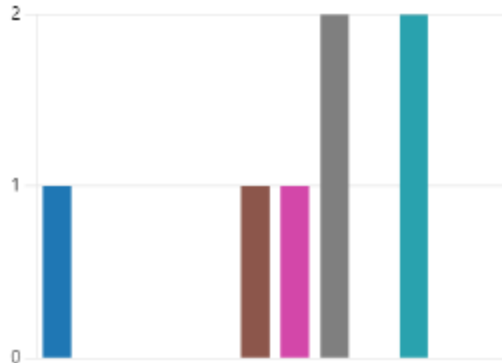
8. Would you describe yourself as disabled? Please tick one box only.

● Yes	6
● No	47
● Prefer not to say	1



9. How would you describe your disability/impairment? Please tick all that apply.

- Physical Impairment - Ambulant... 1
- Physical Impairment (wheelchair... 0
- Hearing Impairment (deaf or ha... 0
- Visual Impairment (Blind or Parti... 0
- Learning Disability/difficulty 0
- Long-standing illness 1
- Mental health condition 1
- Autism Spectrum 2
- Other developmental condition 0
- Other 2
- Prefer not to say 0
- Not applicable 0



10. Are you a carer, or do you look after someone? Please tick one box only.

- Yes 8
- No 45
- Prefer not to say 1



11. To what extent do you agree or disagree with the following statement:
I feel proud when I tell others I am part of Surrey Pension Team.

- Strongly agree 14
- Agree 26
- Neither agree nor disagree 18
- Disagree 1
- Strongly disagree 0



12. To what extent do you agree or disagree with the following statement:
I would recommend Surrey Pension Team as a great place to work.

● Strongly agree	14
● Agree	27
● Neither agree nor disagree	16
● Disagree	1
● Strongly disagree	1



13. Regarding the two questions above, what is the main reason for the answer you have chosen?

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Responses

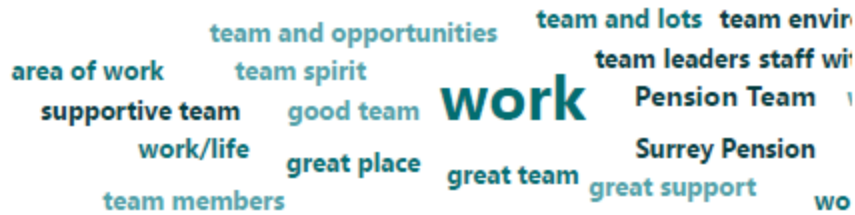
Latest Responses

"not sure I would"

"I think it is a great place to work as the team is made up of ..."

"Development of the Pension Team is ongoing and will evolv..."

23 respondents (39%) answered work for this question.



14. To what extent do you agree or disagree with the following statement:
In the Surrey Pension Team, we work as one team, all supporting each other.

● Strongly agree	10
● Agree	33
● Neither agree nor disagree	10
● Disagree	5
● Strongly disagree	1



15. Regarding the question above, what is the main reason for the answer you have chosen?

59
Responses

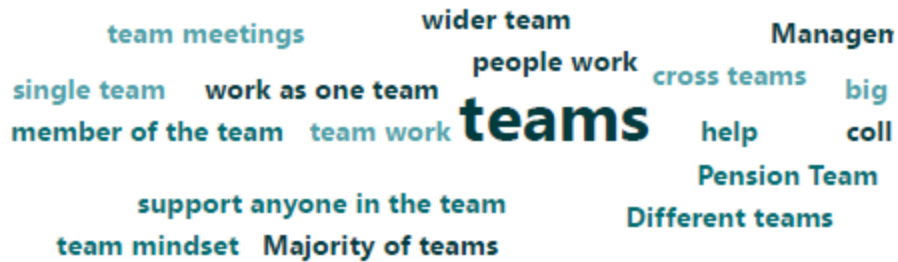
Latest Responses

"mostly"

"The individuals who work for Surrey Pension Team help and ...

"I tend to agree with the above statement. Sometimes I do fe...

27 respondents (46%) answered **teams** for this question.



16. To what extent do you agree or disagree with the following statement:
The Surrey Pension Team inspires me to do the best in my job.

Strongly agree	13
Agree	30
Neither agree nor disagree	14
Disagree	2
Strongly disagree	0



17. To what extent do you agree or disagree with the following statement:
I feel I am rewarded fairly for the work that I do.

● Strongly agree	6
● Agree	20
● Neither agree nor disagree	19
● Disagree	10
● Strongly disagree	4



18. Regarding the question above, what is the main reason for the answer you have chosen?

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Responses

Latest Responses

"has not happened to me yet"

"I think there are lots of opportunities for individuals' work to..."

"My colleagues are hard working and this encourages me to ..."

Update

19 respondents (32%) answered working for this question.



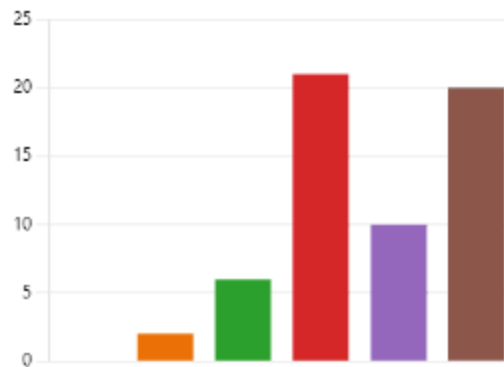
19. To what extent do you agree or disagree with the following statement:
My performance is recognised when I go above and beyond what is expected in my role.

● Strongly agree	7
● Agree	29
● Neither agree nor disagree	20
● Disagree	1
● Strongly disagree	2



20. How often do you work at an SCC office, rather than working from home?

● 4 or more times per week	0
● 3 times per week	2
● twice per week	6
● once per week (4 times per mon...	21
● 2-3 times per month	10
● less often than twice per month	20



21. What would encourage you to come into the office more often?

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Responses

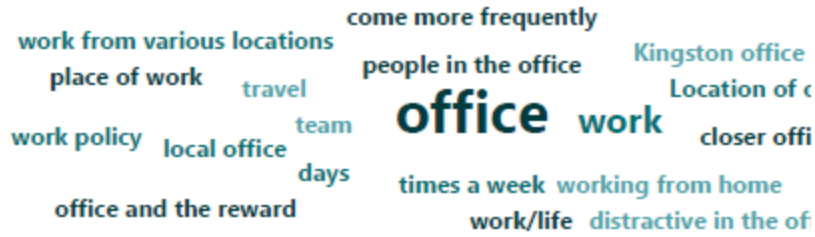
Latest Responses

"not sure"

"If it was easier to get to / closer to a main train station / mo...

"The issue is having to bring training notes into the office, th...

24 respondents (41%) answered office for this question.



22. To what extent do you agree or disagree with the following statement:
I value time spent working in person with my colleagues.

Strongly agree	16
Agree	24
Neither agree nor disagree	17
Disagree	1
Strongly disagree	1



23. To what extent do you agree or disagree with the following statement:
I feel that I am able to have regular, open conversations with my line manager.

Strongly agree	28
Agree	27
Neither agree nor disagree	2
Disagree	1
Strongly disagree	1



24. To what extent do you agree or disagree with the following statement:
I have the opportunity to contribute my views before decisions are made that affect me.

● Strongly agree	10
● Agree	28
● Neither agree nor disagree	15
● Disagree	5
● Strongly disagree	1



25. Our Surrey Pension Team values are:

- Working together internally and externally to achieve the best possible outcome for the Surrey Pension Team with an eye on continuous improvement.
- Putting our customers and stakeholders front and centre in everything we do.
- Striving for excellence by working as a high performing, focused team and setting high performance standards whilst prudently using our resources.
- Being open, transparent and accountable, exhibiting the highest standards for our responsibilities, governance, decision making and risk management.
- Respecting and listening to the views of our team, customers and stakeholders, inspiring trust, loyalty and well being in an inclusive environment.

To what extent do you agree or disagree with the following statement:
I take responsibility for living and demonstrating the Surrey Pension Team values at work.

● Strongly agree	23
● Agree	33
● Neither agree nor disagree	3
● Disagree	0
● Strongly disagree	0



26. To what extent do you agree or disagree with the following statement:
I see other people in the Surrey Pension Team working to the core values.

● Strongly agree	5
● Agree	42
● Neither agree nor disagree	9
● Disagree	3
● Strongly disagree	0



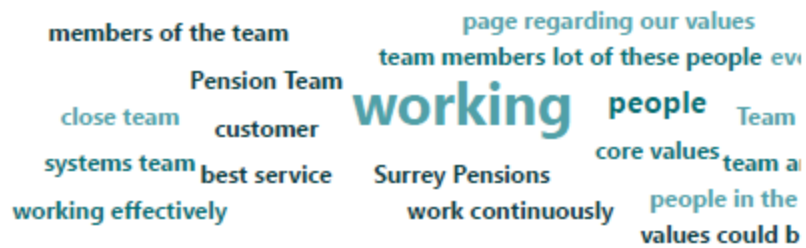
27. Thinking about the two questions above (regarding our values) please explain why you have answered in this way.

59
Responses

Latest Responses

- "people seem to be working well"*
- "I always strive to do my best and ensure our members and s..."*
- "I uphold the core values of the Surrey Pension Team. We all ..."*

16 respondents (27%) answered working for this question.



28. To what extent do you agree or disagree with the following statement:
In the Surrey Pension Team, we are willing to try out new things and improve our services. If those don't work we are not afraid to go back to the drawing board and try again.

● Strongly agree	14
● Agree	30
● Neither agree nor disagree	9
● Disagree	4
● Strongly disagree	2



29. To what extent do you agree or disagree with the following statement:
I actively benchmark Surrey Pension Team against other companies and seek out best practice externally.

● Strongly agree	6
● Agree	20
● Neither agree nor disagree	20
● Disagree	12
● Strongly disagree	1



30. To what extent do you agree or disagree with the following statement:
Surrey Pension Team takes positive action on health and wellbeing.

● Strongly agree	11
● Agree	22
● Neither agree nor disagree	19
● Disagree	6
● Strongly disagree	1



31. To what extent do you agree or disagree with the following statement:
Generally, I feel happy at work nowadays.

● Strongly agree	10
● Agree	34
● Neither agree nor disagree	8
● Disagree	7
● Strongly disagree	0



32. To what extent do you agree or disagree with the following statement:
I am able to cope with the demands of my job.

● Strongly agree	14
● Agree	25
● Neither agree nor disagree	16
● Disagree	4
● Strongly disagree	0



33. What is the main reason for the answer you have chosen in the question above?

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Responses

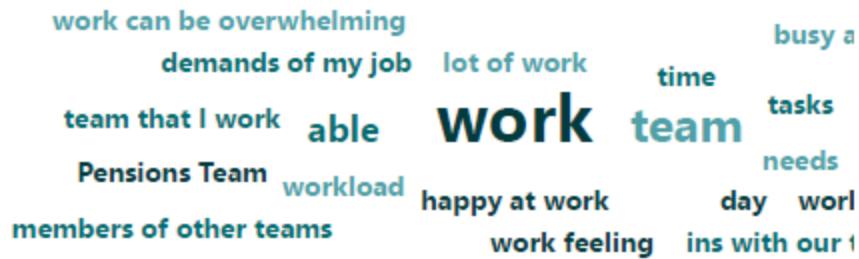
Latest Responses

"it is going well"

"It is sometimes challenging when the team is short staffed a...

"The workload can be stressful at times and many of us feel o...

18 respondents (31%) answered work for this question.



34. To what extent do you agree or disagree with the following statement:
I believe my manager cares about my wellbeing.

● Strongly agree	30
● Agree	23
● Neither agree nor disagree	5
● Disagree	1
● Strongly disagree	0



35. To what extent do you agree or disagree with the following statement:
If I am feeling unwell, I can report my sickness and feel confident that I can go back to work when I feel better.

● Strongly agree	26
● Agree	29
● Neither agree nor disagree	2
● Disagree	1
● Strongly disagree	1



36. To what extent do you agree or disagree with the following statement:
I am not subject to unacceptable behaviours.

● Strongly agree	26
● Agree	27
● Neither agree nor disagree	5
● Disagree	0
● Strongly disagree	1



37. To what extent do you agree or disagree with the following statement:
I feel able to bring my whole self to the workplace.

Strongly agree	21
Agree	26
Neither agree nor disagree	9
Disagree	2
Strongly disagree	1



38. To what extent do you agree or disagree with the following statement:
I believe that the Surrey Pension Team is committed to creating a diverse and inclusive environment.

Strongly agree	17
Agree	32
Neither agree nor disagree	6
Disagree	3
Strongly disagree	1

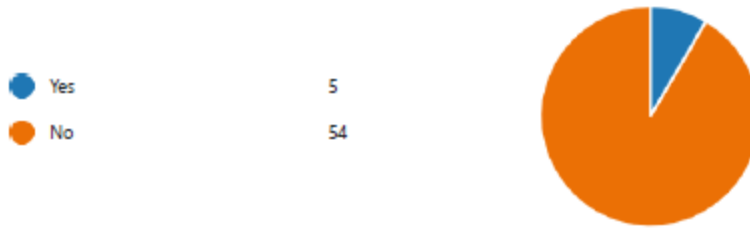


39. To what extent do you agree or disagree with the following statement:
I feel safe to speak up about anything that concerns me.

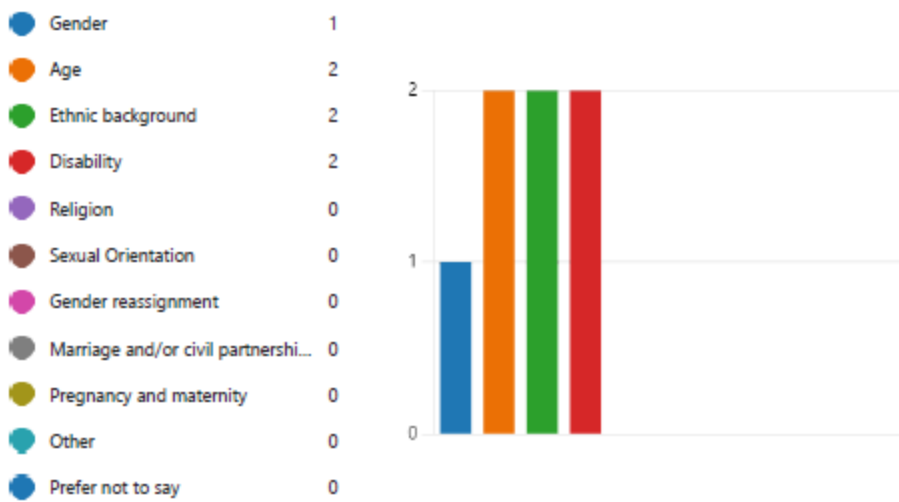
Strongly agree	21
Agree	25
Neither agree nor disagree	8
Disagree	4
Strongly disagree	1



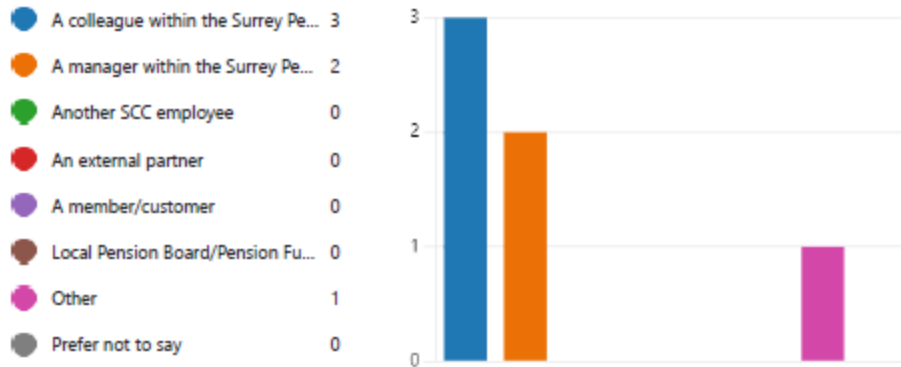
40. Have you personally experienced discrimination at work in the Surrey Pension Team?



41. On what grounds have you experienced discrimination? Please tick all that apply.



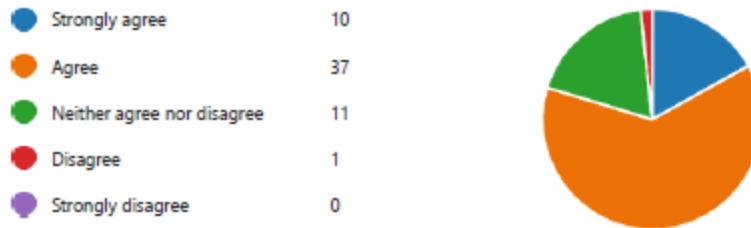
42. From where did you receive this discrimination? Please tick all that apply.



43. If you needed to report any issues around bullying, harassment or discrimination in the Surrey Pension Team which of the following statements do you most agree with? Please tick one box only.



44. To what extent do you agree or disagree with the following statement: **Thinking about our Team newsletter, Whole of Pensions meetings, email updates, etc. I feel well informed about what is happening in the Surrey Pension Team.**



45. To what extent do you agree or disagree with the following statement:
When I need it, my manager provides coaching to help me achieve my objectives.

● Strongly agree	16
● Agree	31
● Neither agree nor disagree	10
● Disagree	2
● Strongly disagree	0



46. To what extent do you agree or disagree with the following statement:
My line manager empowers me to perform my job effectively.

● Strongly agree	22
● Agree	28
● Neither agree nor disagree	7
● Disagree	2
● Strongly disagree	0

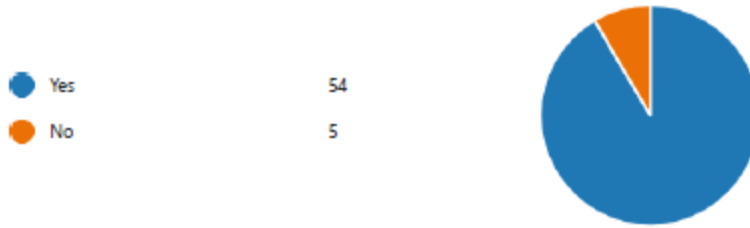


47. To what extent do you agree or disagree with the following statement:
I understand my role and responsibilities and I have the resources I need to do my job.

● Strongly agree	17
● Agree	29
● Neither agree nor disagree	8
● Disagree	5
● Strongly disagree	0



48. I have had a performance conversation in the last 12 months.



49. To what extent do you agree or disagree with the following statement:
My performance conversations help me change and improve my work.



50. To what extent do you agree or disagree with the following statement:
I am encouraged to be proactive and take responsibility for my own development. (Reminder: **Development** is about progressing your career both now and in the future.)



51. To what extent do you agree or disagree with the following statement:
I have the right skills to do my job effectively.

● Strongly agree	21
● Agree	32
● Neither agree nor disagree	4
● Disagree	2
● Strongly disagree	0



52. To what extent do you agree or disagree with the following statement:
I am able to access the right training to meet my needs in a timely way.

● Strongly agree	9
● Agree	29
● Neither agree nor disagree	15
● Disagree	5
● Strongly disagree	1



53. Regarding the two questions above, please explain why you answered in this way.

59
 Responses

Latest Responses

- "generally I get most of the training"*
- "I think sufficient training is given to do my job effectively an..."*
- "I have the skills and commitment, but I due to gaps in knowl..."*



54. To what extent do you agree or disagree with the following statement:
In the last twelve months I have accessed development opportunities that have enabled me to do my job more effectively and make a difference.

● Strongly agree	13
● Agree	30
● Neither agree nor disagree	12
● Disagree	4
● Strongly disagree	0



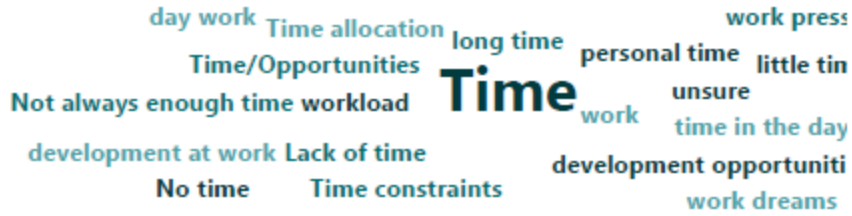
55. **What do you feel currently stops you undertaking further development opportunities?**

59
Responses

Latest Responses

- "still waiting for some requested training over a year ago"*
- "Not always enough time in the day with all the daily / weekL..."*
- "Gaps to be filled in knowledge to carry out my job effectivel..."*

18 respondents (31%) answered **Time** for this question.



56. I have discussed my development with my manager in the last 12 months.

● Yes	54
● No	5



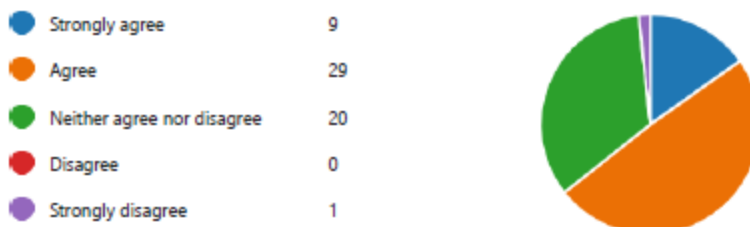
57. I have a robust development plan in place.



58. To what extent do you agree or disagree with the following statement:
I understand the career pathways available to me.



59. To what extent do you agree or disagree with the following statement:
I know what skills I need to develop to be effective in my current role and those roles I aspire to.



60. To what extent do you agree or disagree with the following statement:
I feel well-informed about the Surrey Pension Team strategic plan.

Strongly agree	16
Agree	32
Neither agree nor disagree	9
Disagree	2
Strongly disagree	0



61. To what extent do you agree or disagree with the following statement:
I believe that the strategic plan will enable us to be fit for the future.

Strongly agree	14
Agree	33
Neither agree nor disagree	9
Disagree	3
Strongly disagree	0



62. To what extent do you agree or disagree with the following statement:
Everything we do is focused on improving outcomes for our customers, whether they are members, employers or internal staff.

Strongly agree	15
Agree	32
Neither agree nor disagree	8
Disagree	4
Strongly disagree	0



63. To what extent do you agree or disagree with the following statement:
I am confident that the Surrey Pension Team invests our funds in the best way to ensure a healthy and responsible future for our members.

● Strongly agree	15
● Agree	27
● Neither agree nor disagree	17
● Disagree	0
● Strongly disagree	0



64. To what extent do you agree or disagree with the following statement:
Our systems and processes are streamlined and fit for purpose.

● Strongly agree	3
● Agree	15
● Neither agree nor disagree	27
● Disagree	12
● Strongly disagree	2



65. Which systems/processes have you thought about when answering the question above?

58
Responses

Latest Responses

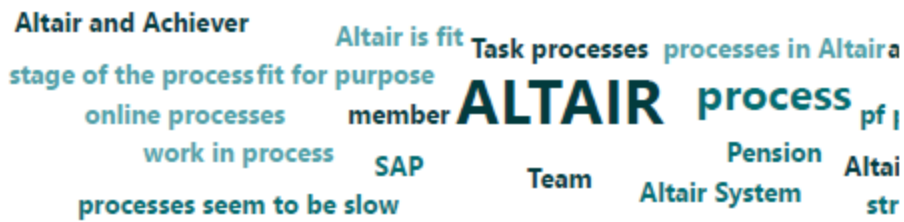
"mostly"

"Systems: Altair, Docmail, Outlook, Teams, SharePoint, SAP, C...

"Altair - generally works well on a day to day basis, can be sl...

Update

21 respondents (36%) answered **ALTAIR** for this question.



66. To what extent do you agree or disagree with the following statement:
I am confident that we are managing the backlog effectively.

Strongly agree	4
Agree	11
Neither agree nor disagree	23
Disagree	16
Strongly disagree	5



67. Is there anything else that you would like to say that hasn't already been covered by this survey?

29
Responses

Latest Responses

"no"

"The questions in this survey tend to conflict with previous qu..."

4 respondents (14%) answered **team** for this question.

