

## The 2013 GAD client satisfaction survey


### Foreword by Trevor Llanwarne, the Government Actuary

I have pleasure in presenting the annual results of client feedback on the services we offered over the period 2012-13.

The overall picture, as can be seen in what follows, is a slight improvement on a very good result from the previous year. This is the fourth consecutive improvement since we started the survey. This is a great tribute to all the staff in GAD in what has been an incredibly busy period.

Thank you to all clients who have responded to the survey and thank you to all clients for your continued support.

If anyone wishes to know more about the survey, or indeed has any questions about GAD, we look forward to hearing from you.



Trevor Llanwarne

November 2013



## **The results of the 2013 GAD client satisfaction survey**

Date: November 2013

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## **The 2013 client satisfaction survey**

GAD provides actuarial analysis for the public sector from the public sector, and we aim to be highly valued. We therefore take our clients' views seriously. Our annual client satisfaction survey is very important for us to gauge our clients' views. The results, along with many face to face meetings, will help to shape our client service strategy for 2014.

Thank you to all clients who have responded to the 2013 survey. The results are summarised below.

### **Response**

We received 84 responses to our 2013 survey, which is a 21% response rate, compared to 32% in 2012.

### **Results**

The results of the survey are set out in the pages that follow:

	Page
How highly valued are we?	2
Benefit derived from the availability of a shared service provider in Government	3
Questions on service delivery	5
Do we live up to our values?	7
Do we offer a comprehensive range of services?	8

The results of the 2013 GAD client satisfaction survey

**We asked our clients how they rated us for being Highly Valued**

(a) All responses

	<b>2013</b>		<b>2012</b>	
	Average Score out of 10	Scores of 8 or more out of 10 %	Average Score out of 10	Scores of 8 or more out of 10 %
Highly Valued	8.5	92	8.4	84

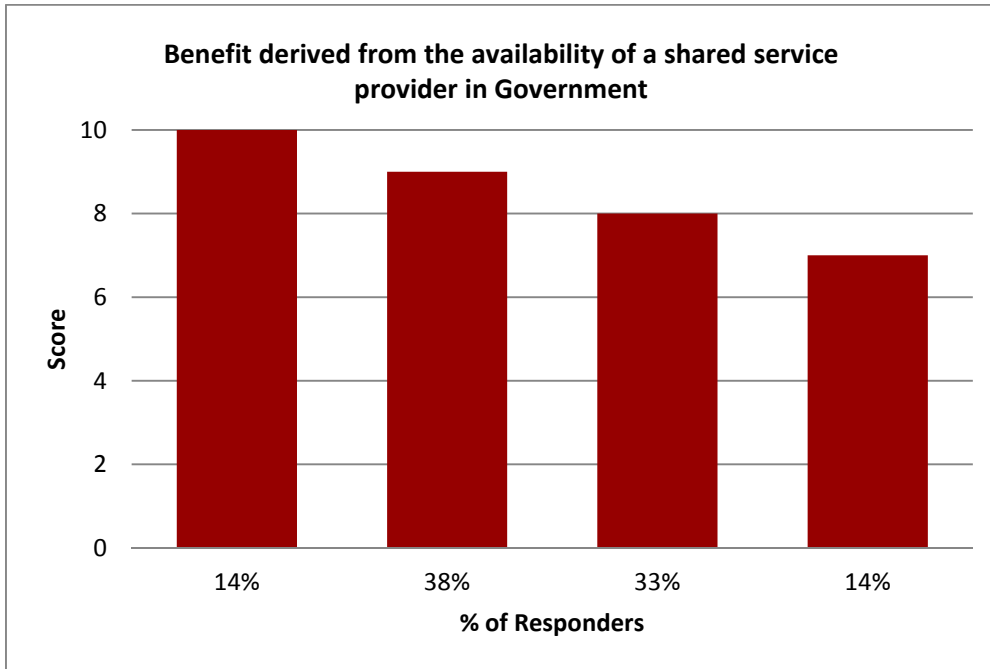
(b) Amongst those who responded in both 2012 and 2013

	<b>2013</b>		<b>2012</b>	
	Average Score out of 10	Scores of 8 or more out of 10 %	Average Score out of 10	Scores of 8 or more out of 10 %
Highly Valued	8.8	100	8.8	100

The results of the 2013 GAD client satisfaction survey

**We asked our core public sector clients to assess the benefit they derived from the availability of a shared service provider in Government that offers actuarial analysis for the public sector, from the public sector.**

(a) All responses

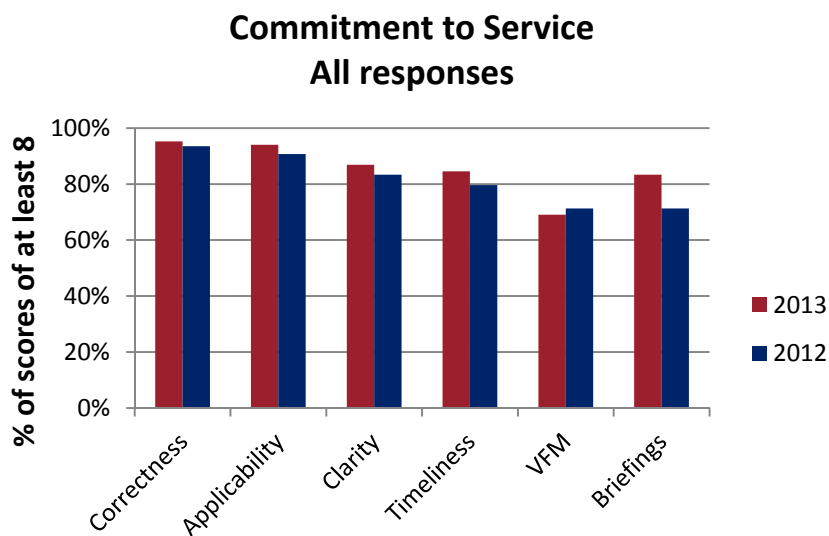
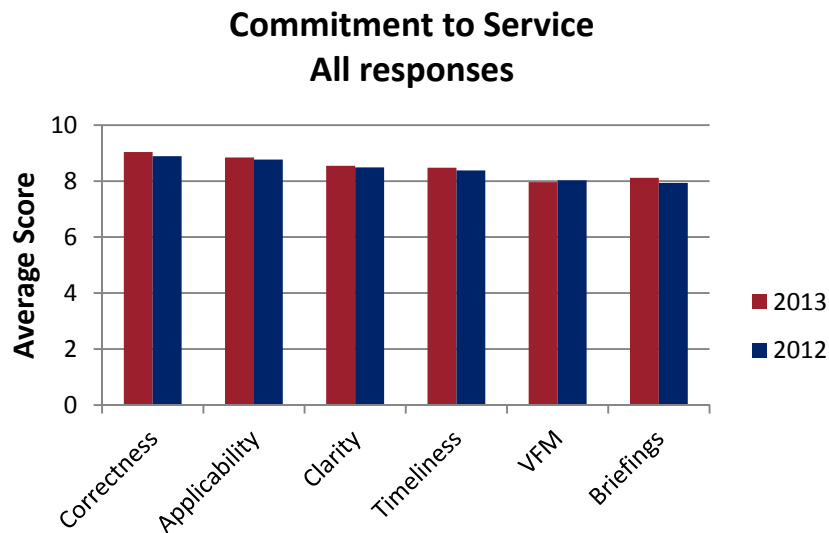


The results of the 2013 GAD client satisfaction survey

**We asked questions about our Commitment to Service and, in particular, whether the service we delivered was:**

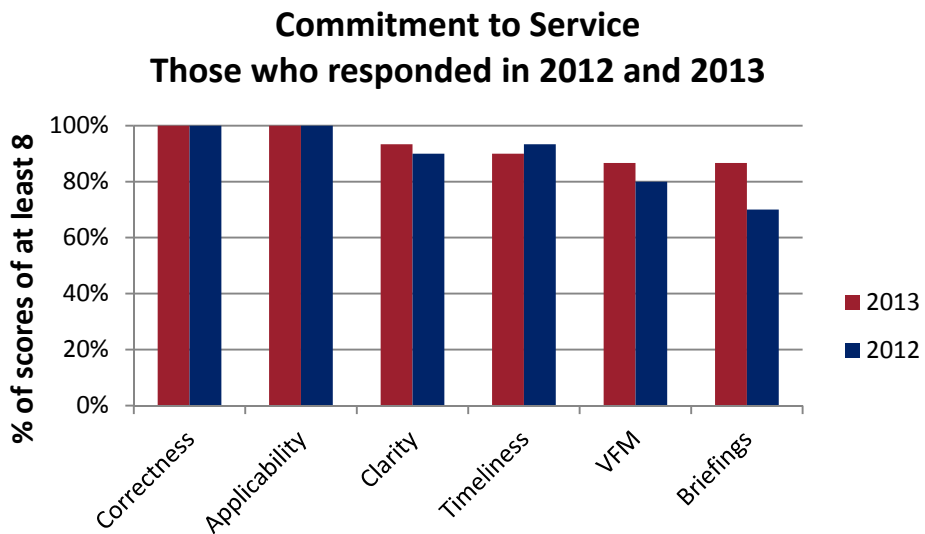
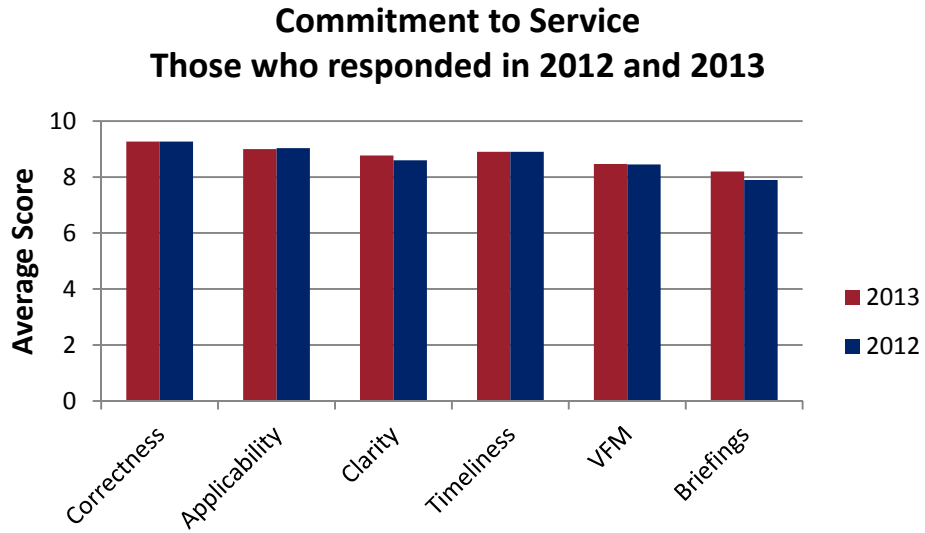
- **Correct**
- **Applicable**
- **Clear**
- **On time**
- **Value for money**
- **Properly discussed at regular status briefings**

(a) All responses



The results of the 2013 GAD client satisfaction survey

(b) Amongst those who responded in both 2012 and 2013

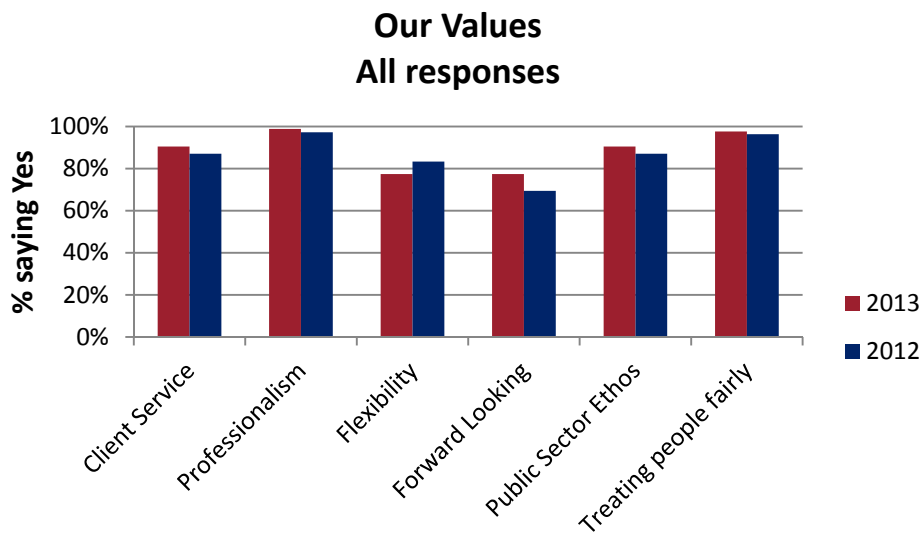


The results of the 2013 GAD client satisfaction survey

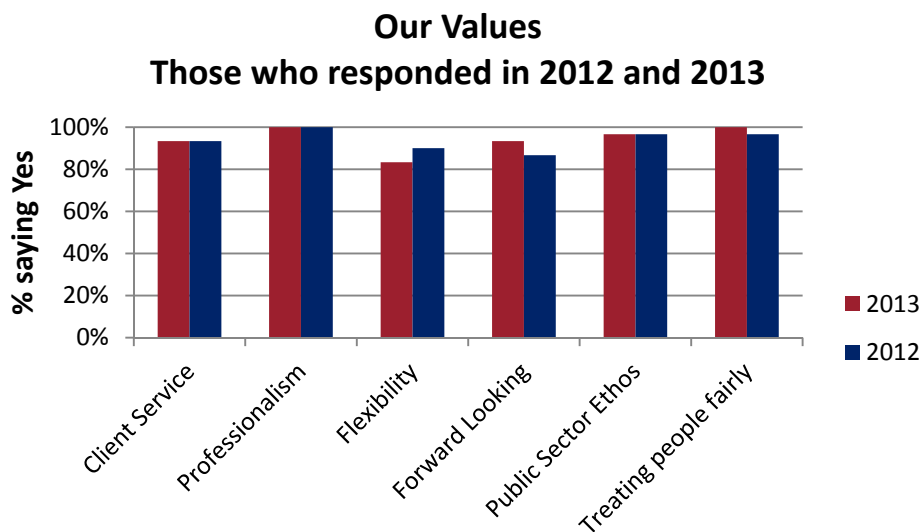
We asked questions about whether GAD had lived up to our six Values:

- Making client service a priority
- Professionalism
- Being flexible; sharing as individuals and as an organisation
- Being forward looking and proactive
- Having a strong public sector ethos
- Treating people fairly and with respect

(a) All responses



(b) Amongst those who responded in both 2012 and 2013





The results of the 2013 GAD client satisfaction survey

**We asked our clients whether there were any other services we should be offering**

(a) All responses

	<b>2013</b>	<b>2012</b>
	Percentage Yes	Percentage Yes
Any extra services	7%	7%

(b) Amongst those who responded in both 2011 and 2012

	<b>2013</b>	<b>2012</b>
	Percentage Yes	Percentage Yes
Any extra services	7%	7%