



# Government Actuary's Department

Client Survey  
2017 - 2018

Martin Clarke  
Government Actuary

2  
**Contents**

Foreword	3
Overall	4
Our values	5
Our service	6
Our mission	7
Summary	8

## Foreword

Our mission at the Government Actuary's Department (GAD) is to support effective decision-making and robust reporting within government, as the first-choice provider of actuarial and specialist analysis, advice and assurance.

At the conclusion of a year which has been most notable for the rich diversity of the work we have done and the public sector clients with whom we have worked, we are very aware of the many challenges that our clients are facing. For our part we are adapting to embrace more efficient means of delivery and smarter ways of working.

As the expectations of both our clients and the public are changing, it is critical that we continue to change and remain alert to the new challenges and opportunities that it brings. Unless we embrace that change, we risk falling short of achieving our mission and of delivering what our clients need.

We therefore remain committed to:

- **continuously improving** both the quality and value of our professional services
- **enhancing our services** through new ideas and innovation
- continuing to grow and develop our **positive engagement with clients and stakeholders** across government

As we are now three years into our [five year strategic plan](#), this 2017-18 survey of client satisfaction provides an opportunity to gauge our clients' views on how we are performing.

We sent 182 invitations to 89 of our clients, to which we received 72 responses (40%) from 48 clients (54%). The results, along with many face to face meetings and other feedback, will help to shape our client priorities for 2018-19 and beyond.

The survey's results are summarised in the following pages, grouped under these headings:

- **Overall**
- **Our values**
- **Our service**
- **Our mission**

Thank you to all clients who have responded to the survey.

**Martin Clarke**  
Government Actuary

"Our mission is to support effective decision-making and robust reporting within government, as the first choice provider of actuarial and specialist analysis, advice and assurance."





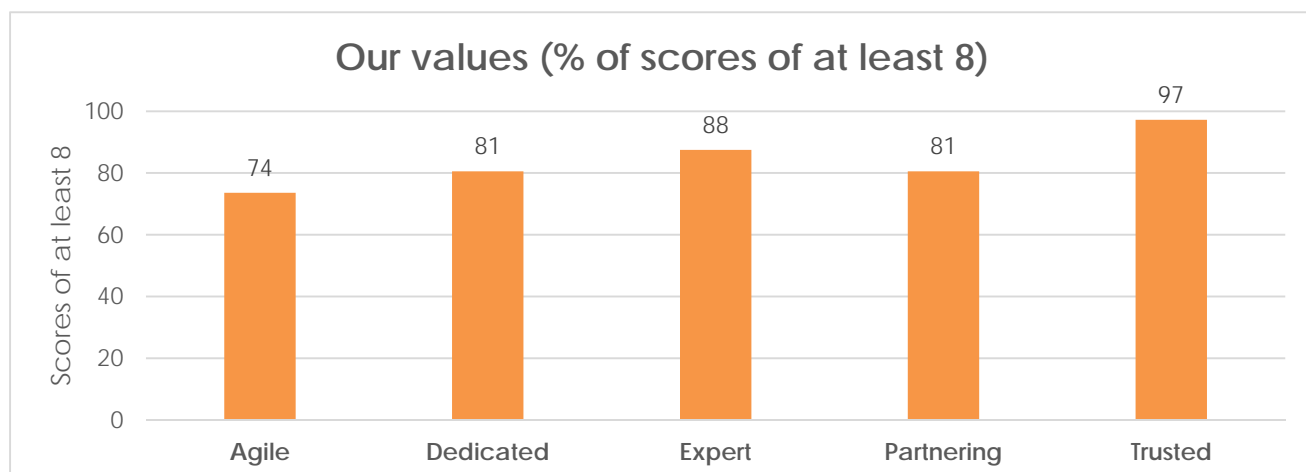
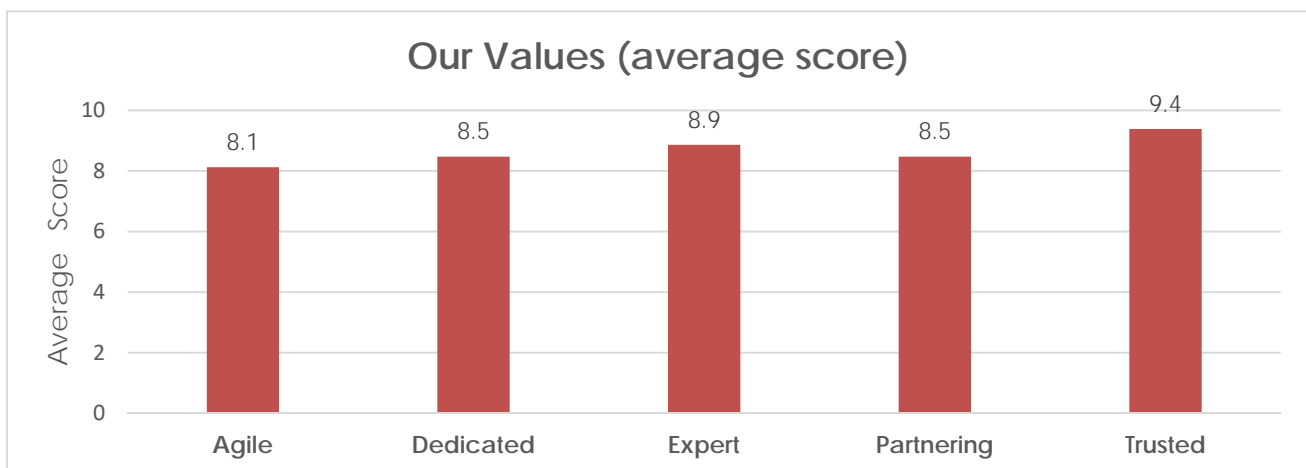
## Our values

In addition to the core values of the civil service (integrity, honesty, objectivity and impartiality), GAD has values of:

- **Agile** through technical innovation and flexible working to meet evolving client needs
- **Dedicated** to delivering timely advice and first class and cost-effective customer service
- **Expert** and focused on quality of analysis to provide robust assurance on decision making
- **Partnering** with our clients to understand their business needs and develop solutions that add value for them
- **Trusted** to deliver a professional service with integrity

We asked our clients whether they believe we've demonstrated each of these values in our interaction with them.

The results, where 10 is 'always' and 1 is 'never', are shown in the graphs below:



We recognise that we need to work harder on being agile. To create capacity for innovation we've standardised our processes. We're continuing to drive through organisational change and client focused initiatives to be more responsive to our clients' needs.

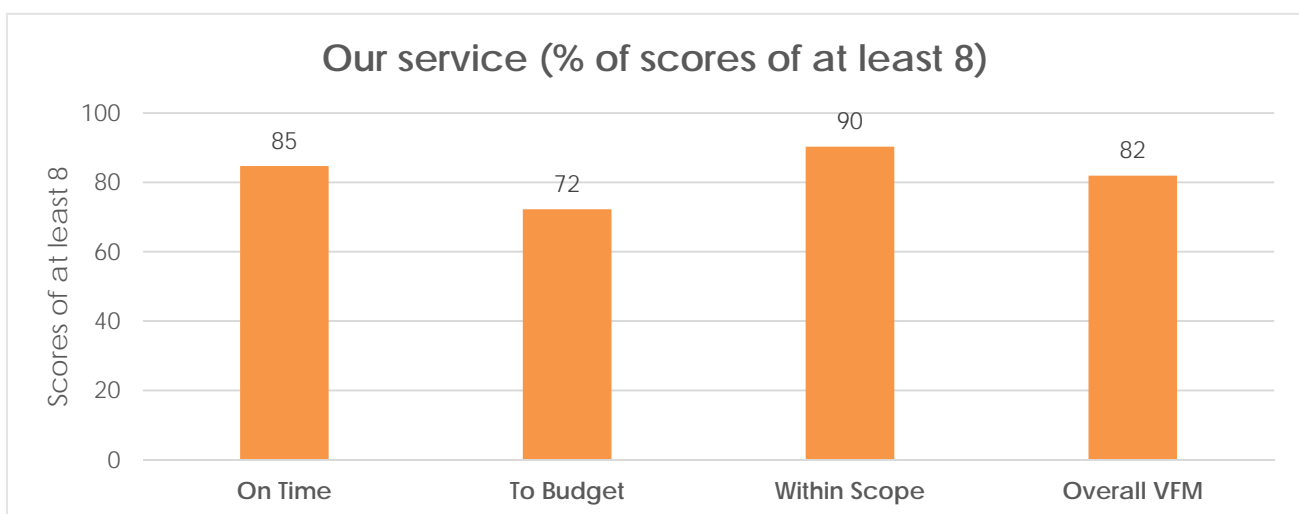
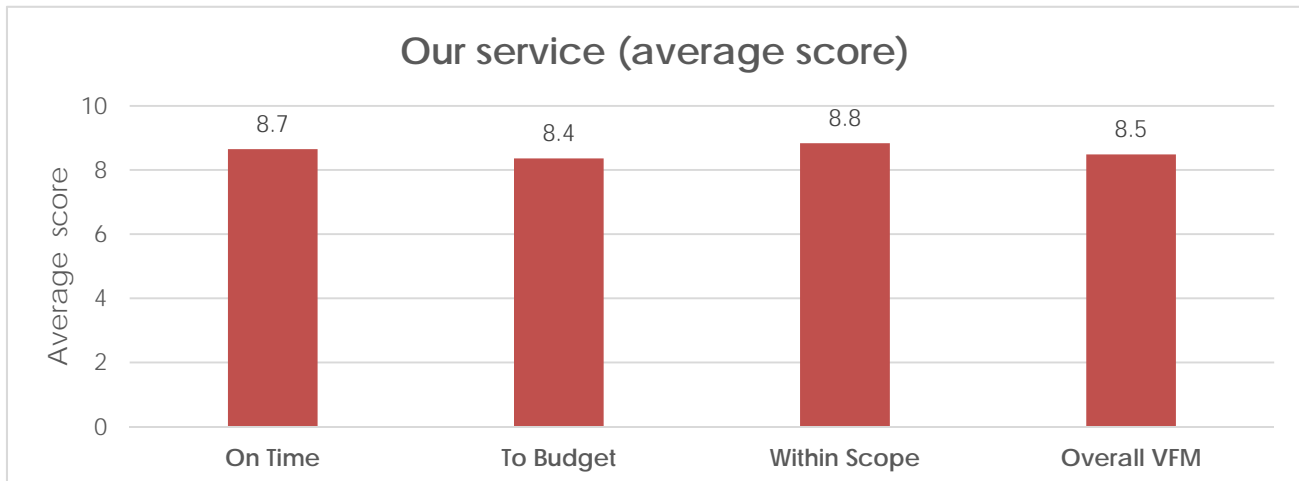
## Our service

We strive to continuously improve both the quality and value of our professional services and to enhance those services through new ideas and innovation. We're also committed to providing a high quality service that is on time, to budget and within scope.

We asked our clients how they rate our ability to deliver a service that is:

- on time
- to budget
- within scope
- overall value for money

The results, where 10 is 'excellent' and 1 is 'very poor', are shown in the graphs below:



The overall scores demonstrate GAD's effective provision of highly valued services to our clients. However, only 72% of clients rated us highly for delivering to budget and there is room for improvement. We've introduced client plans to keep us focussed on delivering the best possible service and we'll work to further strengthen our project management discipline.

We're encouraged that those clients who have experience of other service providers said that GAD benefits from being closer to the heart of government and delivers an excellent service.

## Our mission

Our mission is to support effective decision-making and robust reporting within government as the first choice provider of actuarial and specialist analysis, advice and assurance. Our comprehensive programme of continuous improvement is helping us to review, redesign and refresh the way we do things to ensure we continue to offer high quality and value for money.

**We therefore asked our clients how they rate us for innovation and thought leadership.**

*The results, where 10 is 'excellent' and 1 is 'very poor', are shown in the table below:*

'Innovation and thought leadership'	2018
Average score out of 10	7.7
Percentage of scores of 8 or more out of 10	64%

We want to be recognised throughout government as a high quality source of innovative thinking, whether through our engagement with individual clients, our participation in events or the quality and quantity of our publications. Raising our profile in this way helps us to achieve our mission. This is still our lowest score, so we'll consider the actions we can take on innovation and thought leadership in 2018-19 to be more highly valued in this area.

We also asked for comments on our engagement (up front, during delivery and at close). We wanted to know if we talk with you enough, for example to monitor progress or address issues. The overwhelming consensus was that our engagement is very good, with many respondents describing it as excellent.

Here's a representative sample of the comments received:

- "always keen to meet and understand our needs and explore what can be provided"
- "excellent and proactive engagement from my GAD advisors"
- "really excellent, regular support"
- "very positive, regular engagement with a clear commitment to understand our objectives and helping us to think through where they can add the most value"

## Summary

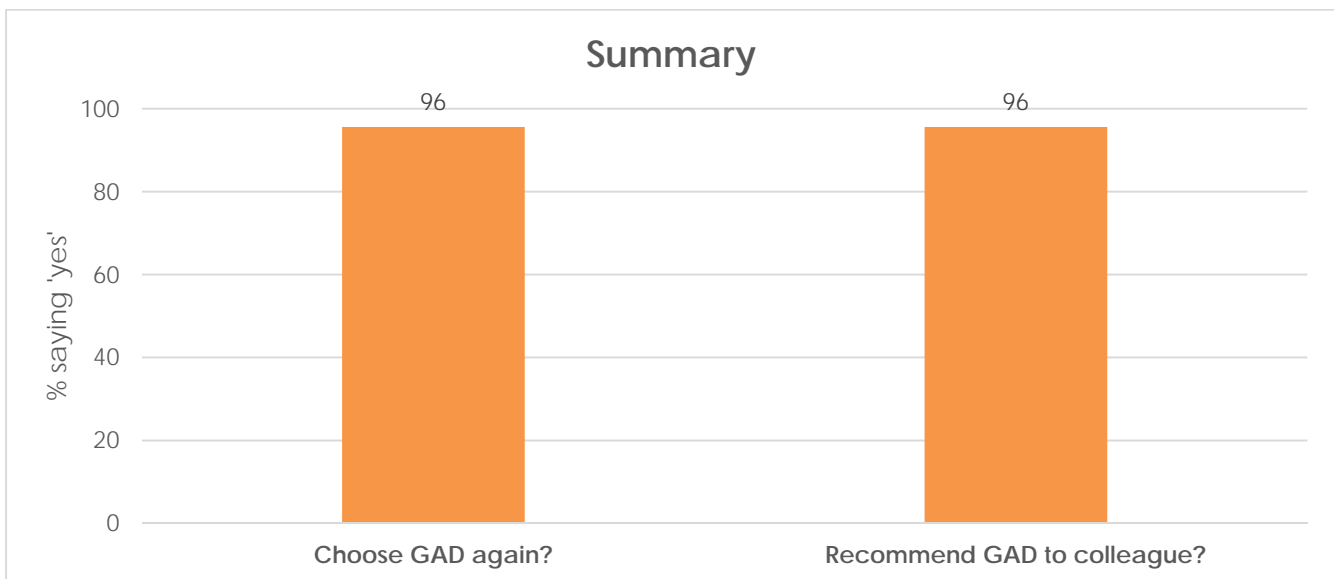
Our 2020 vision for GAD is to:

- be recognised throughout government as a high quality source of innovative thinking and specialist advice across many sectors
- substantially enhance our reputation for efficiency and value for money
- achieve high levels of consistency and standardisation in our operations and business processes
- be widely recognised for our development of analytical, actuarial and business skills in our people

To achieve this vision, our top priority for 2018-19 will continue to be the delivery of high quality actuarial expertise to our clients which satisfies their requirements and offers genuine insights, provided in a timely way and efficiently delivered within budget.

**We asked our clients whether they would choose to use us again and whether they would recommend our services to colleagues.**

*The results are shown in the graph below:*



Our clients are at the heart of everything we do, so we're grateful to everyone who responded to the survey this year and to all our clients for their continued support.

We'll continue to use our client survey and other channels to seek regular feedback from our clients so that we can achieve our mission and fully meet their needs.

If you want to know more about the survey, or the services we offer, we look forward to hearing from you.