

What is your working status?

I am a full-time employee	3	0.30%
I am a part-time employee	5	0.50%
I am self-employed or freelance worker	15	1.49%
I am unemployed but available for work	1	0.10%
I am on extended leave from work	0	0.00%
I am on extended sick leave	1	0.10%
I am retired	949	94.24%
I am drawing a pension while working	24	2.38%
Other not covered above	9	0.89%

What is the main source of your pension income?

A public sector pension (eg from the civil service pension scheme, research council scheme, local government scheme, other public sector pension scheme)	412	40.00%
A pension from the British Telecom Pension scheme	140	13.59%
A pension from one of the groups of the Electricity Supply Pension Scheme	290	28.16%
A pension from another occupational defined benefit (ie final salary or career average) pension scheme	90	8.74%
A pension from an occupational defined contribution scheme	23	2.23%
A personal pension	8	0.78%
State pension	27	2.62%
If you are not sure please insert the name of your pension scheme in the box below:	40	3.88%

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Where do you live?

Channel Islands	1	0.10%
East of England	82	8.18%
East Midlands	55	5.49%
Isle of Man	3	0.30%
London	74	7.39%
North East	27	2.69%
North West	77	7.68%
Northern Ireland	4	0.40%
Scotland	81	8.08%
South East	222	22.16%
South West	181	18.06%
Wales	59	5.89%
West Midlands	60	5.99%
Yorkshire & Humber	58	5.79%
Overseas	18	1.80%

Do you have a representative role in the union?

Yes	40	4.00%
No	961	96.00%

Have you contacted the union for support or advice in the last two years?

Yes	91	9.05%
No	914	90.95%

What support did you need from the union?

(You may tick more than one option)

Help with a specific problem in relation to my occupational pension scheme	13	14%
Information about my occupational pension scheme	13	14%
Information about general pension issues	14	15%
Support from one of the union's support services (personal injury claim, legal advice etc)	38	42%
Other	29	32%

How helpful was the support or advice you received from Prospect?

Speed of response

Very Good	35	38.46%
Good	32	35.16%
Okay	12	13.19%
Poor	5	5.49%
Very Poor	7	7.69%

The assistance you received

Very Good	33	37.93%
Good	24	27.59%
Okay	15	17.24%
Poor	4	4.60%
Very Poor	11	12.64%

In your view which communications from Prospect are most important to you?

Prospect branch

Very useful	78	8.93%
Sometimes useful	369	42.27%
Not useful	168	19.24%
Of no use at all	38	4.35%
Never seen	220	25.20%

Prospect magazines

Very useful	264	37.55%
Sometimes useful	612	87.06%
Not useful	59	8.39%
Of no use at all	13	1.85%
Never seen	19	2.70%

Prospect Website

Very useful	164	17.23%
Sometimes useful	582	61.13%
Not useful	77	8.09%
Of no use at all	18	1.89%
Never seen	111	11.66%

Prospect social media

Very useful	17	1.98%
Sometimes useful	122	14.22%
Not useful	133	15.50%
Of no use at all	66	7.69%
Never seen	520	60.61%

How often do you read the following Prospect publications?

Prospect monthly email update

Never read	27	2.76%
Sometimes read	390	39.84%
Always read	542	55.36%
Never seen	20	2.04%

Wise Eye

Never read	97	11.19%
Sometimes read	185	21.34%
Always read	185	21.34%
Never seen	400	46.14%

Report

Never read	1	2.78%
Sometimes read	13	36.11%
Always read	15	41.67%
Never seen	7	19.44%

Legal Eye

Never read	1	2.63%
Sometimes read	15	39.47%
Always read	18	47.37%
Never seen	4	10.53%

Profile Magazine

Never read	44	4.52%
Sometimes read	323	33.16%
Always read	552	56.67%
Never seen	55	5.65%

Prospect social media (i.e. Facebook, twitter

Never read	199	22.49%
Sometimes read	59	6.67%
Always read	12	1.36%
Never seen	615	69.49%

How often do you visit Prospect's website?

Frequently	18	1.79%
More than once a month	86	8.57%
Not often	721	71.81%
Never	179	17.83%

Overall how satisfied are you with Prospect communications?

Very satisfied	164	16.30%
Satisfied	526	52.29%
No view either way	295	29.32%
Dissatisfied	15	1.49%
Very dissatisfied	6	0.60%

Do you use social media (Facebook, Twitter, LinkedIN, Instagram etc)?

Yes	355	35.25%
No	652	64.75%

Which of the following social media tools do you use?

(Choose all that apply)

Facebook	316	89%
Instagram	25	7%
Snapchat	7	2%
LinkedIN	128	36%
Twitter	88	25%
YouTube	122	34%
Other	9	3%

Do you use a mobile device to access social media?

Never	106	29.86%
Sometimes	129	36.34%
Frequently	120	33.80%

How often do you look at your social media accounts?

Facebook

Rarely	25	7.94%
Every week	64	20.32%
Once a day	110	34.92%
More than once a day	112	35.56%
Hourly	4	1.27%

Instagram

Rarely	1	4.17%
Every week	14	58.33%
Once a day	5	20.83%
More than once a day	4	16.67%
Hourly	0	0.00%

Snapchat

Rarely	3	42.86%
Every week	1	14.29%
Once a day	3	42.86%
More than once a day	0	0.00%
Hourly	0	0.00%

LinkedIN

Rarely	57	44.53%
Every week	57	44.53%
Once a day	14	10.94%
More than once a day	0	0.00%
Hourly	0	0.00%

Twitter

Rarely	16	18.18%
Every week	22	25.00%
Once a day	24	27.27%
More than once a day	21	23.86%
Hourly	5	5.68%

YouTube

Rarely	51	42.50%
Every week	40	33.33%
Once a day	24	20.00%
More than once a day	5	4.17%
Hourly	0	0.00%

For which of the following reasons do you use social media?

(You may click on more than one option)

To network with my close friends and family	264	75%
To see what others are saying	169	48%
To promote campaigns and issues I care about	71	20%
To build networks with others in my professional community	39	11%
Other	26	7%

How often do you use social media tools to obtain information about events or services?

Frequently	65	18.41%
Sometimes	135	38.24%
Rarely	111	31.44%
Never	42	11.90%

What social media campaigns have appealed to you most over the last 12 months?

(Click all that apply)

210 Online petition	210	68%
149 Sharing a story that expresses your view	149	49%
20 Sharing an infographic	20	7%
72 Sharing a video	72	24%
15 Other	15	5%

In your view, what are the three most important issues affecting retired members?

Retention of the triple lock for state pension increases	490	49.15%
Other potential changes to state pensions	178	17.85%
Continued payment of winter fuel allowances and other related benefits (eg free TV licence)	126	12.64%
Basis for calculating annual increases to occupational pensions	452	45.34%
Ability of occupational pension scheme to continue to meet pension payments	483	48.45%
Potential impact on pension income of merging income tax and national insurance contributions	130	13.04%
Quality of pension scheme administration	121	12.14%
Increased targeting of pensioners by fraudsters	54	5.42%
Care provided by the National Health Service	485	48.65%
Long term care funding	278	27.88%
Cost of living (food, utility prices and other costs)	178	17.85%
Other	17	1.71%

Would you recommend Prospect membership to a non-member?

Yes	837	83.45%
No	31	3.09%
Not sure	135	13.46%