

Client survey feedback

News story

GAD is highly valued by clients, who've awarded us 4.8 stars out of 5 in our annual client survey. Also over 90% of respondents have said overall we offer value for money.



Details

The Government Actuary's Department (GAD) is rated as 'highly valued' by 95% of respondents in our [annual client feedback survey](#).

The survey ran throughout the 2021 to 2022 financial year. We sent out 243 questionnaires to our clients and asked for their views on our work overall and how we meet our strategic objectives.

Headline results

Respondents rated our service on a scale from 'always' to 'never'. In the survey we asked clients how they rated our ability to meet their requirements in the following areas:

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

Along with respondents awarding GAD an average rating of 4.8 stars out of 5 for being highly valued, some 93% considered that overall, GAD's service offers value for money.

Strategic objectives

Our successful webinar programme keeps clients updated on a range of topical issues. This is just one way in which we aim to develop thought leadership,

which includes introducing clients to a broad range of ideas. We also publish articles and blogs that meet their needs, and we host events to share our knowledge and expertise.

GAD's clients provided feedback on whether we demonstrate:

- collaboration
- innovation
- thought leadership

The top score is 96% when it comes to collaboration.

Great work

Ian Rogers, the Head of Business Development, led on the survey and said:

"It's great to see that our focus on project management has resulted in visible improvements. We always strive to deliver great work that meets our clients' expectations, so we'll build on these and all of our other skills."

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