

# Collaborative, professional and highly valued

News story

In our latest client feedback exercise, GAD clients rated us 4.6 stars out of 5 for being highly valued.



Clients of the Government Actuary's Department (GAD), have shared their views about the department in the latest [client engagement survey](#). We sent 229 survey invitations to 84 of our clients over the 12 months to March 2021.

In survey responses, more than 90% of respondents awarded GAD a rating of at least 4 stars out of 5 for being highly valued.

This year we supplemented the insights with qualitative feedback from 24 in-depth client interviews. Clients were asked which 3 words they'd use to describe GAD and findings were consistent with the survey comments. In response, GAD was described as collaborative, professional, helpful, insightful, proactive, influential and innovative.

## **Service and updates**

GAD strives to improve the quality and value of our professional services. In response to client feedback and as part of our ongoing commitment to improvements we are devising new ways of working. This includes implementing a new project management strategy to strengthen our management of work from initial scoping through to final delivery.

## **Important exercise**

In his comments about the survey results, Martin Clarke the Government Actuary said: "Feedback from our clients is vital for assessing our performance and helping us evolve to better meet their changing business needs.

"We are always seeking to improve. Our client survey provides valuable

insights and allows us to evaluate our services objectively.”

Published 12 May 2021