

## Pension Fund Board 14 March 2018

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# Pension Fund Board

**Title:** Administration Performance Statistics

**Date:** Wednesday 14 March 2018

**Author:** Finance Director, Finance & Assets Service

**Contact officer:** Sam Price, 01293 383370

## Local members affected:

*For press enquiries concerning this report, please contact the media office on 01296 382444*

## Summary

The Buckinghamshire Pension Board is required to monitor the Pensions Administration Team. The purpose of this report is to provide the Board with a review of the Administration Teams performance since the last Board meeting.

## Recommendation

**The Board is asked to NOTE the content of this report.**

The Benefit Administration team are continuing to successfully maintain the priority areas of work on a daily basis along with working through the backlogs. The following table shows the average number of individual communications received into the team on a daily basis, over the first 3 quarters of 2017.

	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Post	2576*	2576*	2576	3150
Emails	4987	5143	5589	5338
Telephone calls – Members	2074	2106	2078	2001
Telephone calls – Employers	255	294	216	233
Telephone calls - Other	804	683	753	1005
<b>TOTAL Communications</b>	<b>10696</b>	<b>10802</b>	<b>11212</b>	<b>11727</b>
Total Communications per day (average)	167	177	175	186

\*data not available for Q1 or Q2 so have replicated Q3

The following table illustrates the completed work by the Benefit Administration Team over the all 4 quarters of 2017. This identifies the main areas of work within the team.

This show's completed areas of work only & not each individual stage of the procedure completed.

	Q1 2017	Q2 2017	Q3 2017	Q4 2017
New starter creation	989	1197	1280	944
Calculation of deferred benefits	1012	712	899	1085
Calculation of frozen refund	376	280	387	431
Processing actual refund calculation	221	128	189	178
Member opt-outs	105	181	119	155
Retirement packs sent to member	451	429	436	523
Processing actual retirement calculation	292	303	290	337
Deaths notified	150	106	111	136
Transfer out quotation calculated	75	59	89	67
Transfer out actual processed	29	25	26	33
Transfer in actuals processed (where earned pension purchased only)	57	36	41	57
Inter-fund transfer out quotation calculated	80	68	84	44
Inter-fund transfer out actual processed	72	72	79	37
Inter-fund transfers in complete	257	370	246	99
General queries responded to	996	918	1360	1089
Response sent to financial advisor query	49	55	51	51
Retirement estimates provided to employer	58	81	78	58
Retirement estimates provided to member	224	240	217	165
Divorce pack provided	41	42	52	42
Additional Pension Contract set-up	45	41	30	32
AVC set-up/change/cease	15	11	8	10
Personal details change/nomination	499	457	1290	732
<b>TOTAL's</b>	<b>6093</b>	<b>5811</b>	<b>7362</b>	<b>6305</b>

In most cases, the team aim to complete each area of work within 10 working days from receipt of all the necessary information (whether from the employer or member). The table below highlights a few areas of work to demonstrate that the team are keeping up to date with priority areas of work, within the expected timeframe. Unfortunately, it is not possible to obtain accurate reports from Altair regarding these targets therefore the data below is taken from a sample of 5% of the completed tasks in the 4th quarter of 2017.

Q3 2017	Target	%age within target
Frozen Refunds	Within 10 working days	100%
Retirement Packs	Within 10 working days	100%
Retirement Actuals (from receipt of all forms until passed to payroll)	Within 10 working days	100%
Death benefits advised	Within 5 working days	75%
Divorce pack provided	Within 10 working days	100%
Calls answered	Within 4 rings (up to 59 secs)	75%

The number of calls answered within 59 seconds is an area that we are working to improve. At the October 2017 board it was reported that 65% of calls were answered within 59 seconds which has increased to 75%. The reason for this is due to a lack of staffing capacity within the member liaison team who answer the calls. From January 2018 this team is now fully recruited to so it is expected that this average will increase.

## Backlogs

The backlog of leaver checking is has now been cleared. This has been a huge achievement for the Benefit Administration team as due to the backlog along with high level of new leaver tasks it was unfortunately slow going to clear this group. Now that the backlog of checking tasks is cleared, it is the aim that the team will be able to keep up to date with checking on a daily basis.

During the past two years, the Benefit Administration Team have cleared many backlog areas and are now backlog free.

Due to the high volume of leavers notified on a monthly basis, this workgroup is large & not cleared on a daily basis however we are working on tasks within 2 weeks of receipt. We currently have one temporary Pensions Officer and are hoping to recruit a further two to help clear this group.

## **Supporting information to include the following if a decision is being requested:**

### **Resource implications**

N/A

### **Legal implications**

None

### **Other implications/issues**

N/A

### **Feedback from consultation, Local Area Forums and Local Member views (if relevant)**

N/A

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## **Background Papers**

N/A

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# Pension Fund Board

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**Title:** CIPFA Pensions Administration Benchmarking

**Date:** Wednesday 14 March 2018

**Author:** Finance Director, Finance & Assets Service

**Contact officer:** Sam Price, 01293 383370

**Local members affected:**

*For press enquiries concerning this report, please contact the media office on 01296 382444*

## Summary

Buckinghamshire County Council (as administering authority for the Buckinghamshire County Council Pension Fund) participates in the CIPFA Pensions Benchmarking Club. Data is submitted annually and the administration of the Fund is measured against other participating authorities.

## Recommendation

**The Board is asked to consider and comment on the report attached at Appendix A and B.**

**Supporting information to include the following if a decision is being requested:**

The county council has participated in the CIPFA Benchmarking Club for 15 years. Data is supplied on cost, workload and staff related measures and Industry Standard Performance Indicators.

## Resource implications

The report is an indication of how the county council compares to other administering authorities in relation to administration cost per scheme member. The report also provides a breakdown of the cost per member for various categories, such as staff and payroll costs.

## **Legal implications**

There is no legal requirement to participate; however, membership of the club ensures that various areas of pension administration are analysed annually on a statistical basis. It also provides evidence that we are comparing favourably with other administering authorities. The data is confidential and should only be shared with authorities who participate. Other authorities are not identified and our data is shown in black.

## **Other implications/issues**

None.

## **Feedback from consultation, Local Area Forums and Local Member views (if relevant)**

Not applicable.

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## **Background Papers**

Appendix A: Comparison Table of BCC data

Appendix B: 2016/17 Pensions Administration Benchmarking Club 2017 – Final Report

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# Pension Fund Board

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**Title:** CIPFA Pensions Administration Benchmarking, Appendix A

The table below summarises and compares the data for the Buckinghamshire County Council LGPS fund only. If this board wish to compare against other participating authorities, this information can be found in Appendix B.

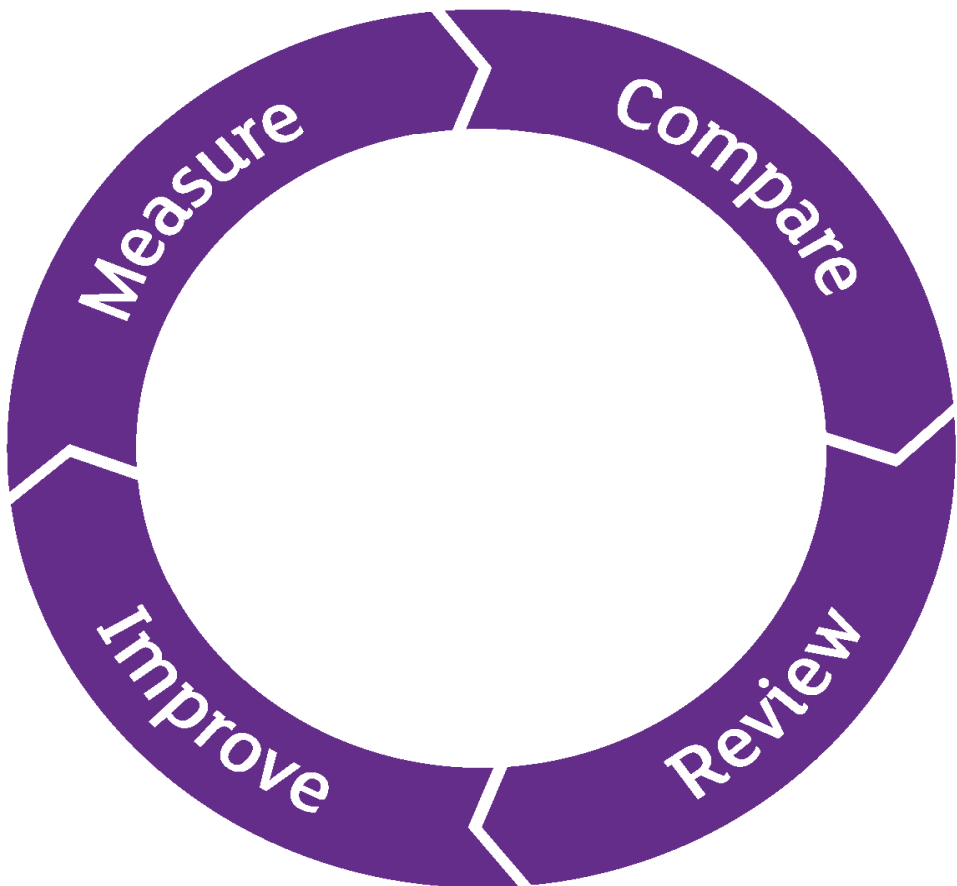
costs per member	2016/17	2015/16	2014/15
Net Cost	<b>£26.37</b>	£20.31	£20.04
Direct Costs	<b>£15.91</b>	£11.83	£11.31
<i>Staff (admin)</i>	<b>£9.11</b>	£6.81	£6.67
<i>Payroll (inc. staff)</i>	<b>£1.65</b>	£1.46	£1.97
<i>Communications</i>	<b>£3.60</b>	£2.45	£1.52
<i>Actuaries - triennial valuation</i>	<b>£0.72</b>		
<i>Actuaries - other</i>	<b>£0.49</b>	£0.75	£0.66
<i>External Audit</i>	<b>£0.34</b>	£0.36	£0.46
Indirect Costs	<b>£10.62</b>	£8.59	£8.82
<i>Other running costs</i>	<b>£0.00</b>	£0.00	£0.00
<i>IT - pensions admin</i>	<b>£7.27</b>	£5.49	£5.40
<i>IT - all other</i>	<b>£0.51</b>	£0.56	£0.42
<i>Accommodation</i>	<b>£0.00</b>	£0.00	£0.00
<i>other central recharges</i>	<b>£2.84</b>	£2.54	£3.00
Outsourcing	<b>£0.00</b>	£0.00	£0.00
Income	<b>£0.15</b>	£0.11	£0.09



Analytics & Research

# pensions administration benchmarking club

2017 - Buckinghamshire Final Report



## PREFACE

Throughout the report your figures are shown in tables and in graphical form. If you are not familiar with our reports we hope this page will help you to better understand the way we present this data.

### Averages:

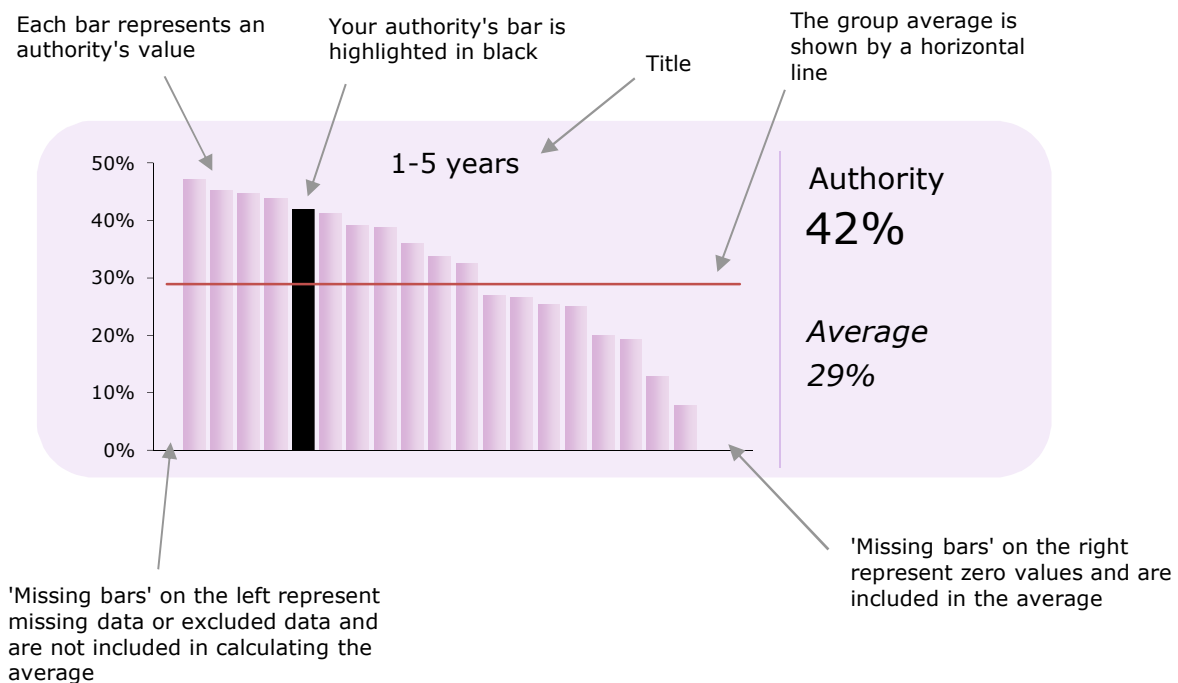
Almost all of our tables and charts compare your figure with a group average. The average is the unweighted mean value for the group. This average value ignores missing data, or data that we have excluded and for this reason sets of averages sometimes do not reconcile precisely.

### Charts:

We display a large amount of data on charts as this allows us to show the data for the entire group efficiently and gives far more information than a simple average (i.e. range of data, individual authority values etc.). Below we have annotated an example chart to help explain what they are showing.

### Bar Charts:

***These are our standard method of displaying a full set of data***



Staff experience	FTE	%	Avg
< 1 year	1.5	10%	9%
1-5 years	6.5	42%	29%
5-10 years	3.5	23%	21%
> 10 yrs	4.0	26%	41%
<b>Total</b>	<b>15.5</b>		

# INTRODUCTION

This report compares your performance with other local authorities who have taken part in the Pensions Administration Benchmarking Club for 2017 and is divided into the following sections.

CIPFA will also be providing a Narrative Report for the text questions from the questionnaire as well as an Interactive Report that will provide additional information to this final report.

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6 Comparison by method of service delivery } <i>final report only</i>	27
7 Time Series } <i>final report only</i>	28

## Section 1 - Summary

This page provides a brief summary of the most salient aspects of the report.

## Section 2 - Cost Measures

This section concentrates on cost/member ratios starting with total cost/member which is then broken down by staff costs, payroll costs, direct costs, overheads and income. Further analysis of direct costs and overheads is also provided in this section.

## Section 3 - Workload Measures

The first measure of workload is the number of members in the scheme, which is shown along with a breakdown by class of membership. This is followed by an analysis of the number and type of LGPS employers.

Other workload measures include:

- Joiners and leavers with a full analysis of the various types of retirements
- Number of quotations provided and actual events processed
- Additional Voluntary Contributions (AVCs), Additional Regular Contributions/Additional Pension Contributions (ARCs/APCs) and Added years

## Section 4 - Staff Related Measures

The measures included here are an analysis of staff numbers by pay band, sickness absence, pensions work experience, staff qualifications and staff turnover.

## Section 5 - Industry Standard Performance Indicators

In this section we show how authorities perform against each of the LGPC performance indicators.

## Section 6 - Comparison by Method of Service Delivery (final report only)

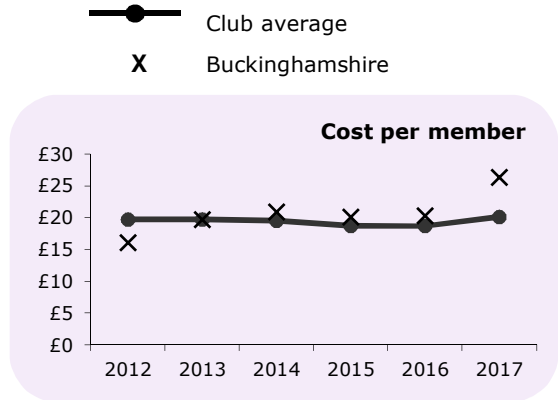
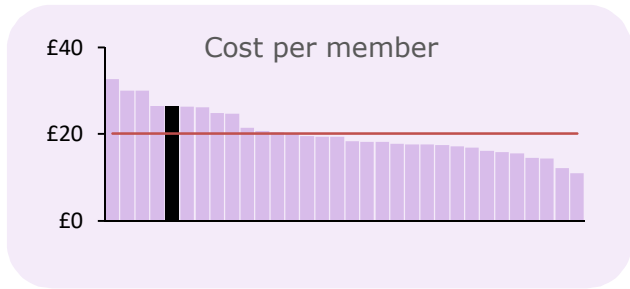
This shows members' costs and averages compared for in-house and externally managed pension schemes.

## Section 7 - Time Series (final report only)

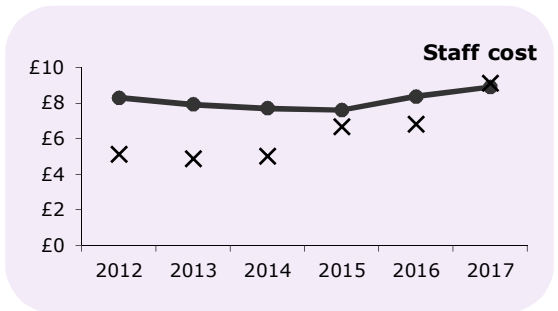
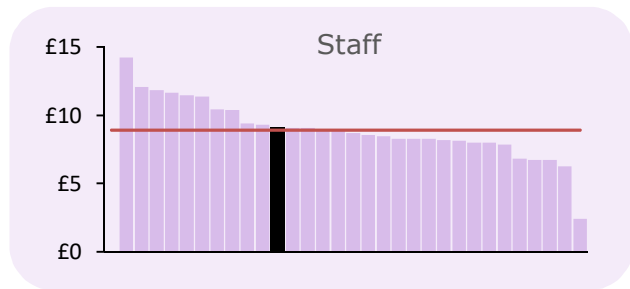
This shows the individual members' performance over time compared to the club average for cost per member, which is analysed over staff cost and other costs.

# SECTION 1 - SUMMARY

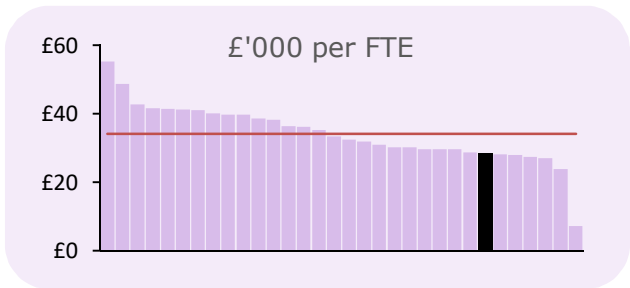
## Net Cost / Member 2016/17



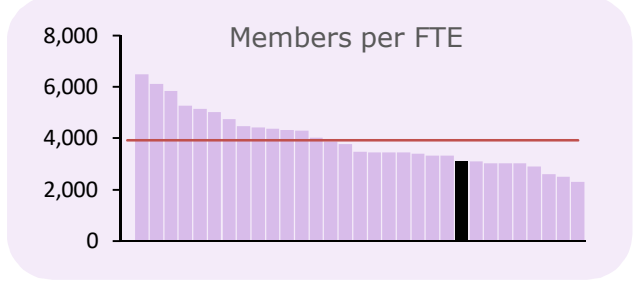
## Staff Cost / Member 2016/17



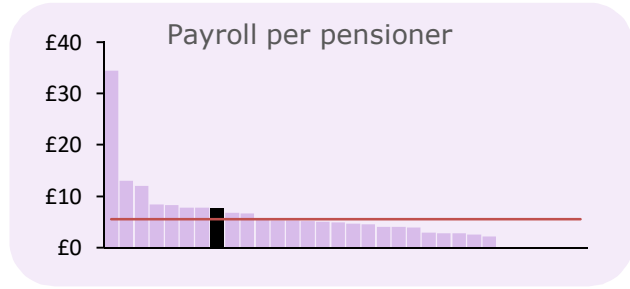
## Cost £'000 / FTE



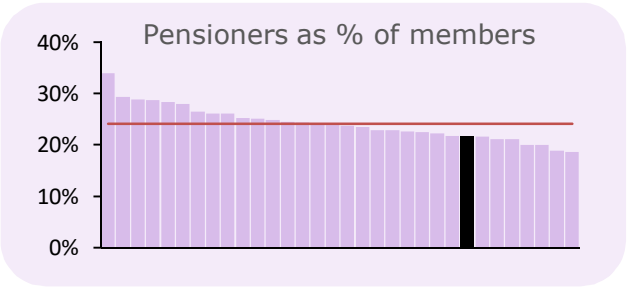
## Members LGPS / Admin FTE



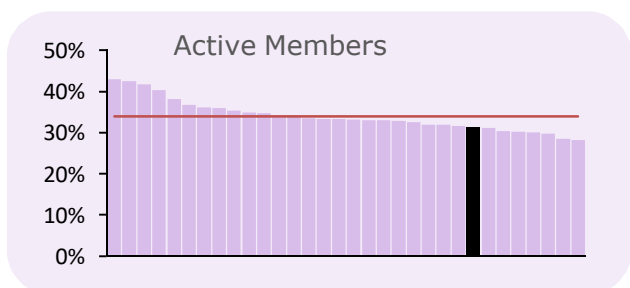
## Payroll Cost / Pensioners



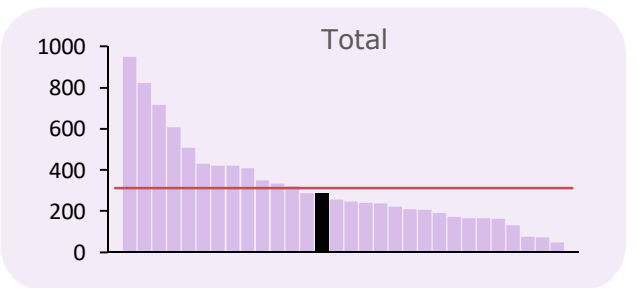
## Pensioners as a % of Members



## Actives as a % Members



## Number of LGPS Employers

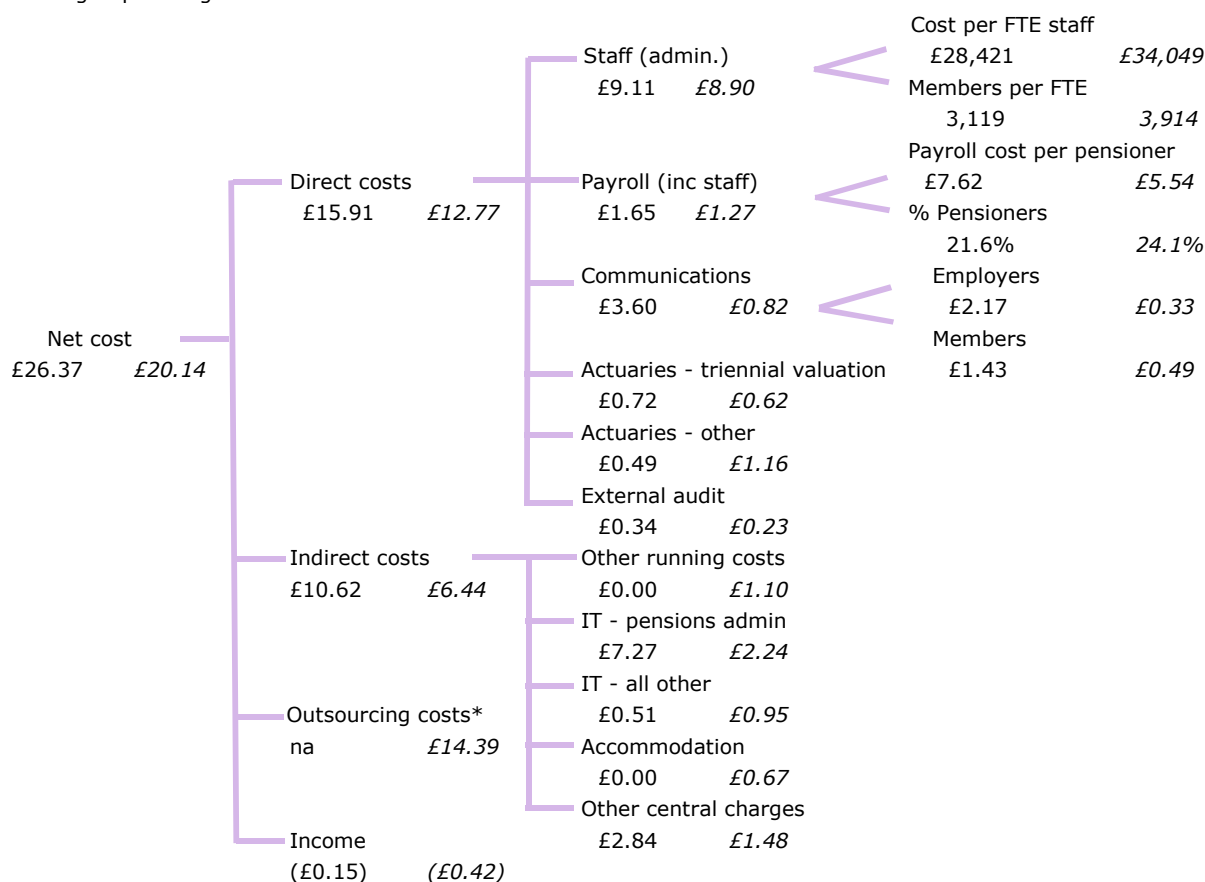


## SECTION 2 - COST MEASURES

### COST/MEMBERS TREE 2016/17

This tree diagram analyses the cost per member.

For each benchmark two figures are given, the first being the authority's cost and the second (in italics) is the group average.



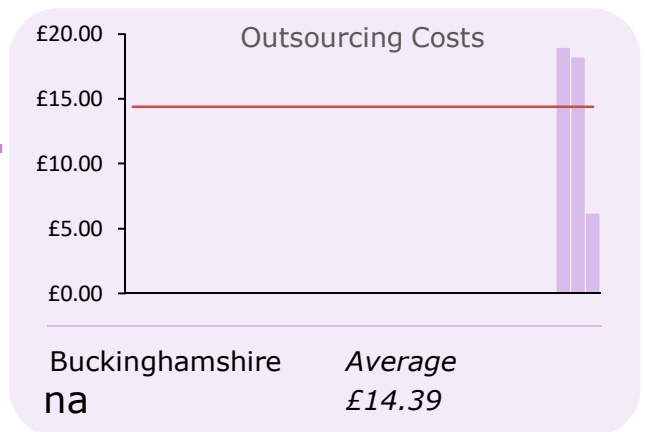
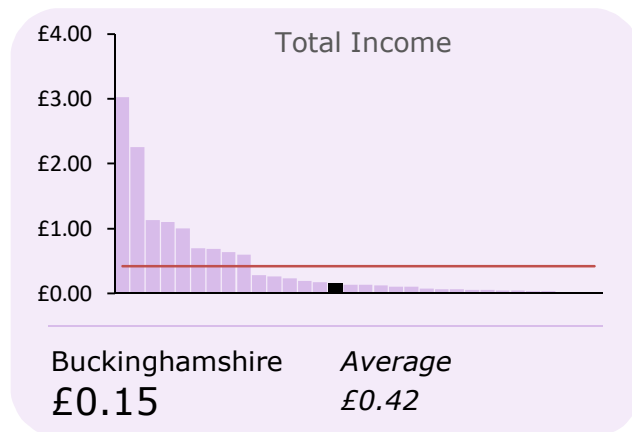
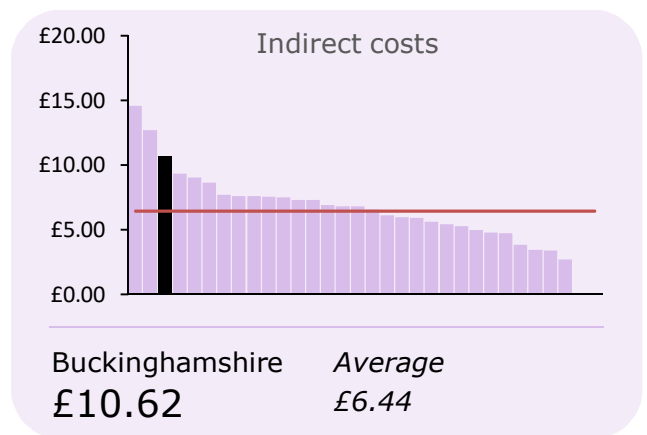
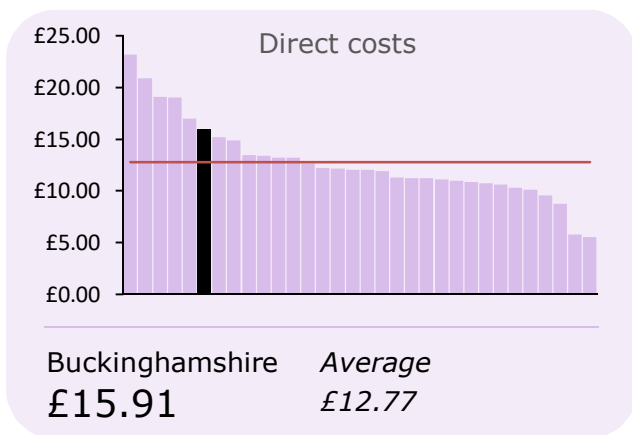
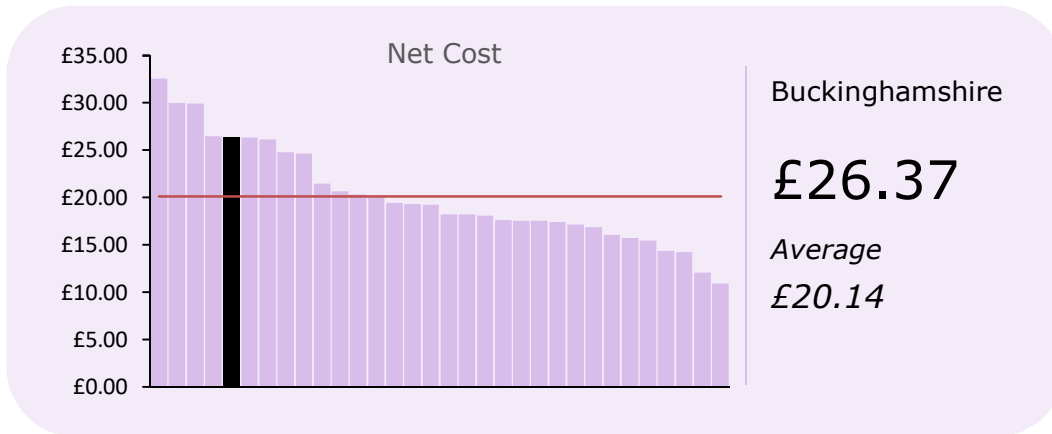
FTE Staff		Admin of LGPS costs		£'000	£ per member	Avg
Pension Section total	41.2	Staff - administration		648	9.11	8.90
less		Staff - payroll		88	1.24	0.40
IT staff	5.5	Payroll		29	0.41	0.86
Payroll staff	2.5	Communications - employers		154	2.17	0.33
Communications staff	6.4	Communications - members		102	1.43	0.49
Employing authority work	-	Actuaries - triennial valuation		51	0.72	0.62
Work for other schemes	-	Actuaries - other		35	0.49	1.16
Other work	4.0	External audit		24	0.34	0.23
		<b>Total Direct Costs</b>		<b>1,131</b>	<b>15.91</b>	<b>12.77</b>
		Other running costs		-	-	1.10
		IT - pensions admin.		517	7.27	2.24
		IT - all other		36	0.51	0.95
		Accommodation		-	-	0.67
		Other central charges		202	2.84	1.48
		<b>Total Indirect Costs</b>		<b>755</b>	<b>10.62</b>	<b>6.44</b>
		<b>Outsourcing Costs*</b>		<b>-</b>	<b>na</b>	<b>14.39</b>
		<b>Gross Cost</b>		<b>1,886</b>	<b>26.52</b>	<b>20.55</b>
		Income - members		(7)	(0.10)	(0.05)
		Income - employers		(4)	(0.06)	(0.24)
		Income - other		-	-	(0.13)
		<b>Total Income</b>		<b>(11)</b>	<b>(0.15)</b>	<b>(0.42)</b>
		<b>Net Cost</b>		<b>1,875</b>	<b>26.37</b>	<b>20.14</b>

<b>Total Scheme Membership</b>	<b>71,105</b>
<b>Pensioners</b>	<b>15,346</b>

\*Outsourcing costs average only includes those members who have outsourcing costs.

Source: Pensions Questionnaire, Sections 2 and 3

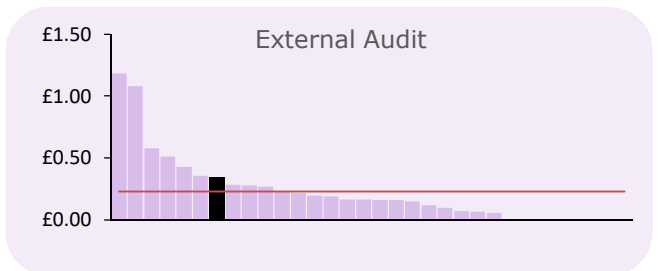
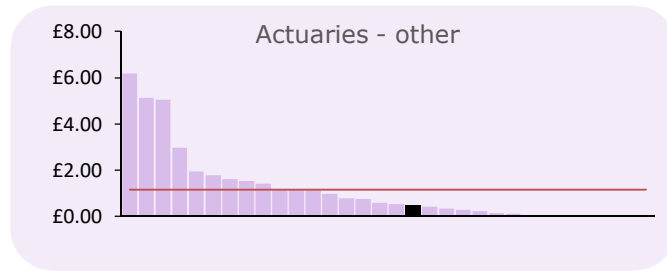
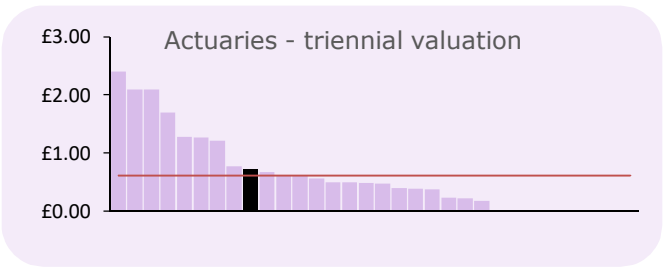
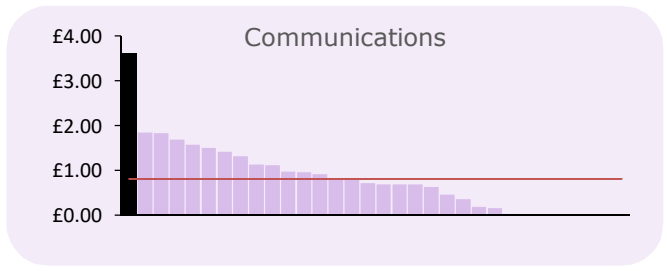
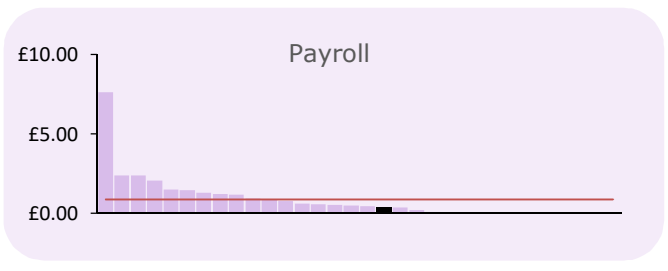
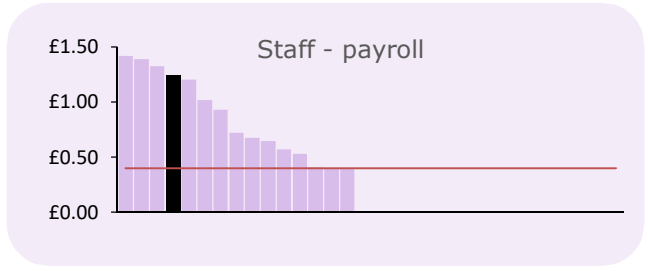
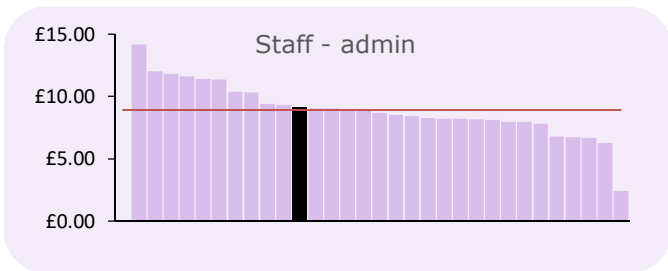
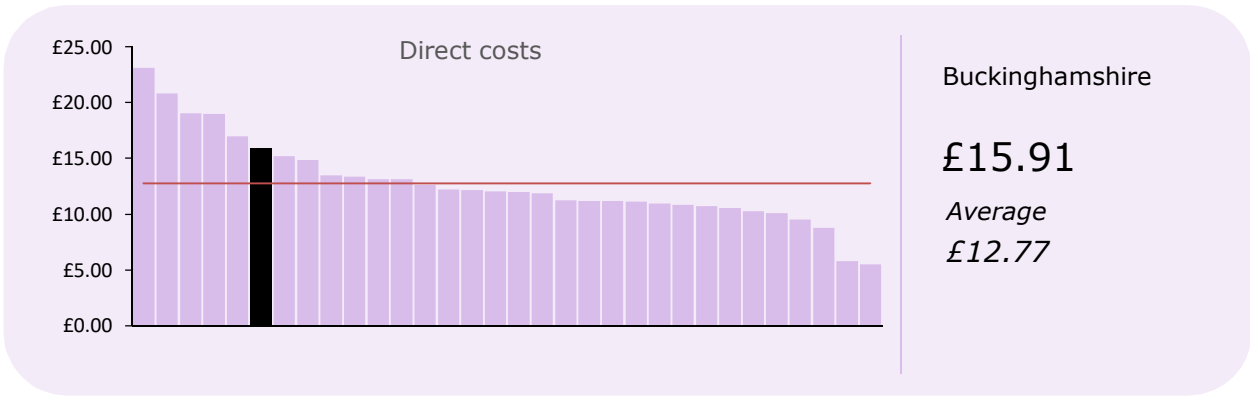
## COST PER MEMBER 2016-17



Source: Pensions Questionnaire, Section 3

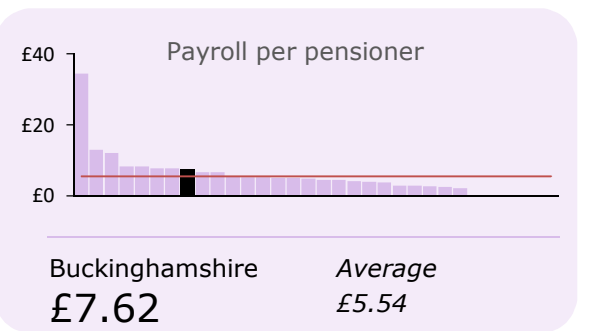
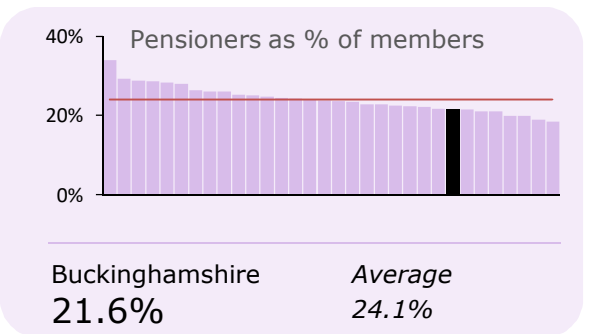
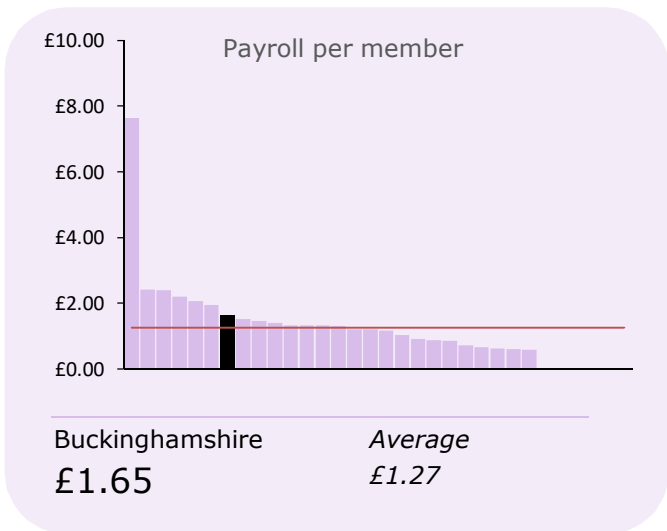
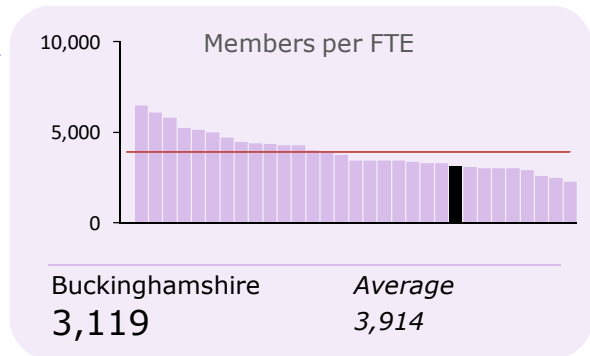
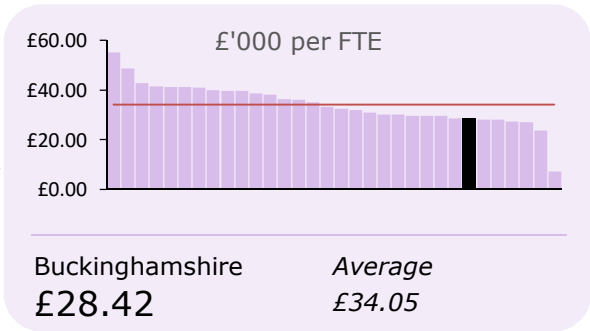
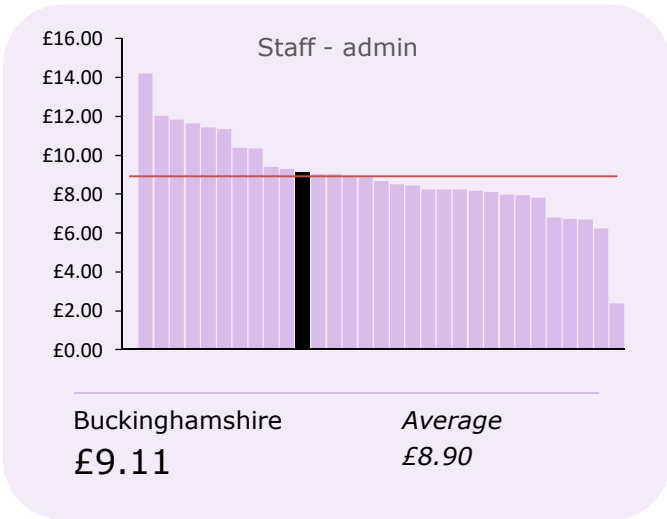


**COSTS PER MEMBER - Direct Costs 2016/17**



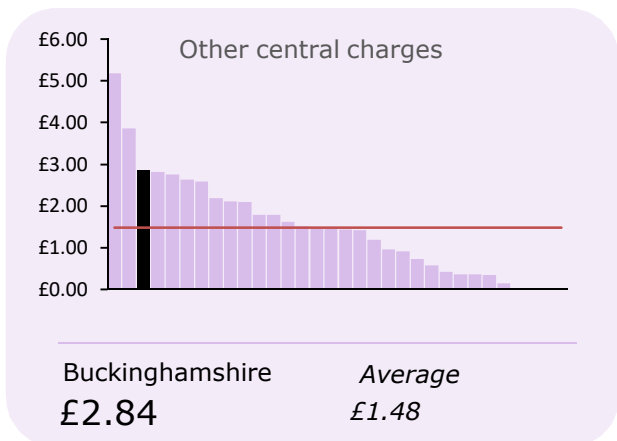
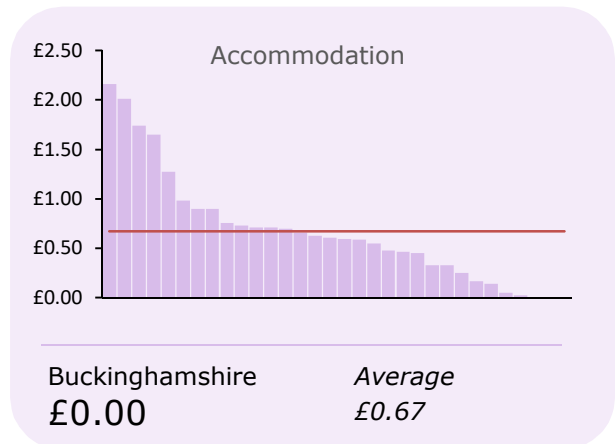
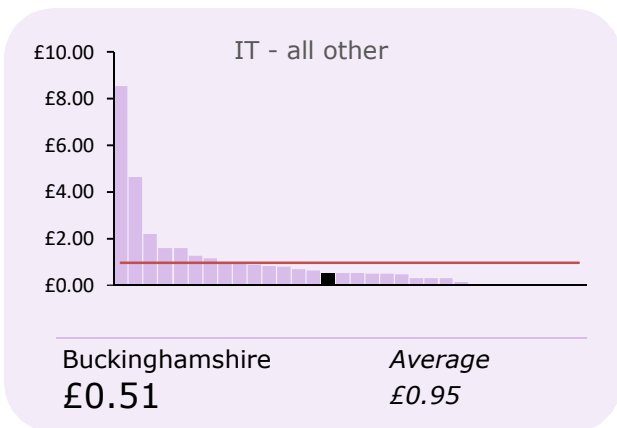
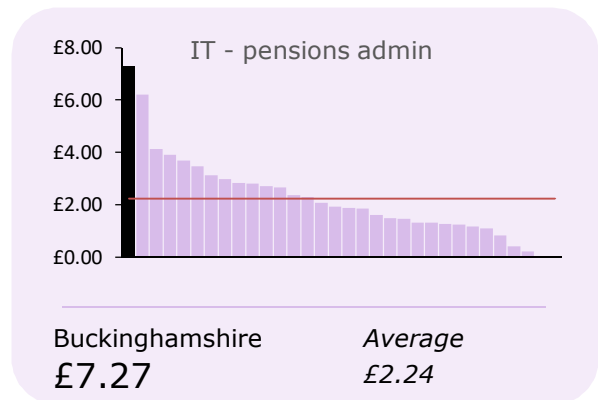
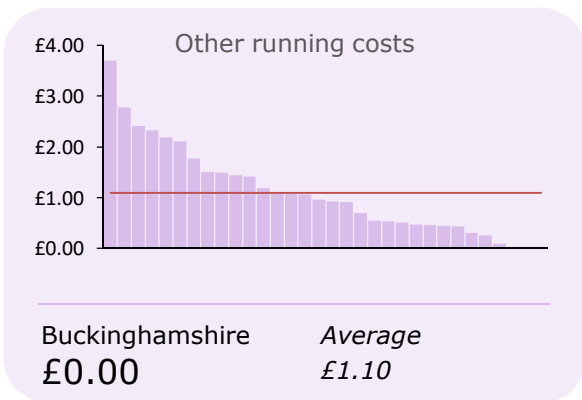
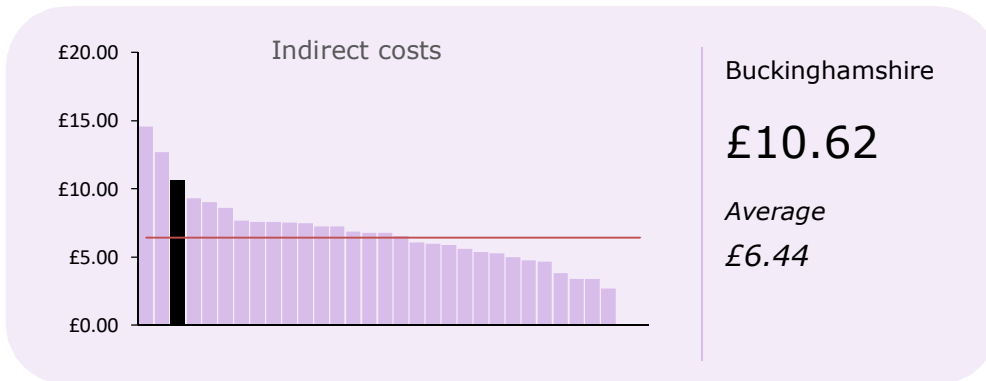
Source: Pensions Questionnaire, Section 3

**DIRECT COSTS PER MEMBER - Staff and Payroll Costs 2016/17**



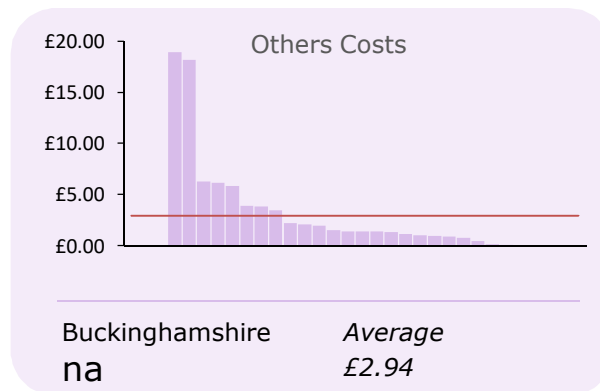
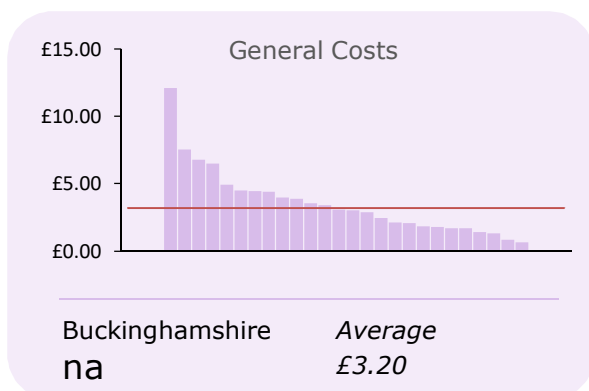
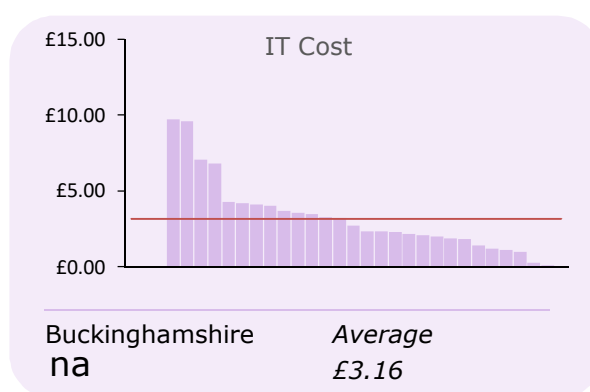
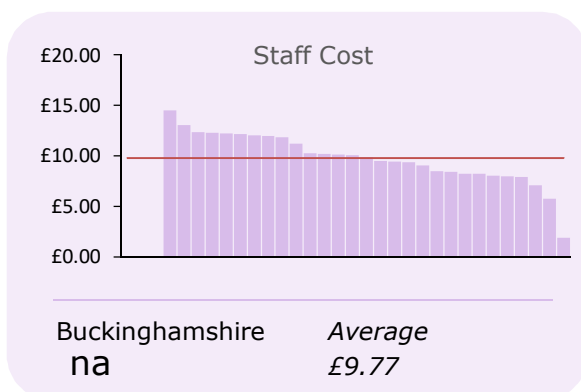
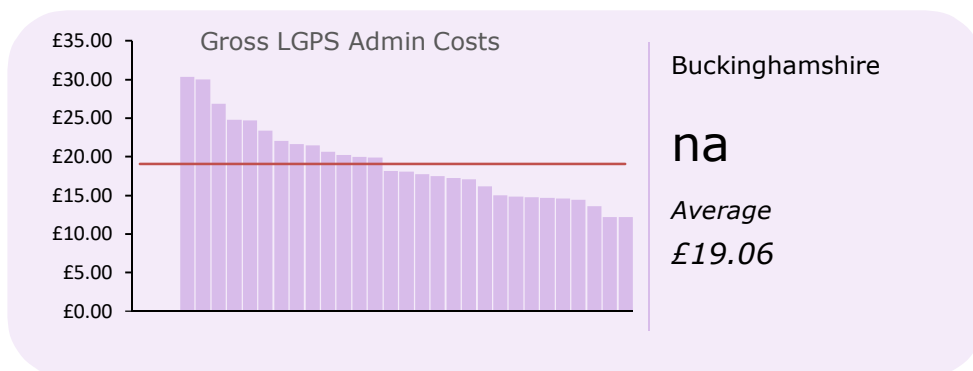
Source: Pensions Questionnaire, Section 3

**COSTS PER MEMBER - Indirect Costs 2016/17**



Source: Pensions Questionnaire, Section 3

## COSTS PER MEMBER - LGPS Administration Expenses Analysis 2016/17



LGPS Administration Expenses	£'000	£ per member	Avg
Staff Costs	..	na	9.77
IT Costs	..	na	3.16
General Costs	..	na	3.20
Other Costs	..	na	2.94
<b>Gross LGPS Admin Expenditure</b>	<b>..</b>	<b>na</b>	<b>19.06</b>
<b>Gross LGPS Income</b>	<b>11</b>	<b>0.15</b>	<b>0.60</b>
<b>Net LGPS Admin Expenditure</b>	<b>..</b>	<b>na</b>	<b>18.44</b>

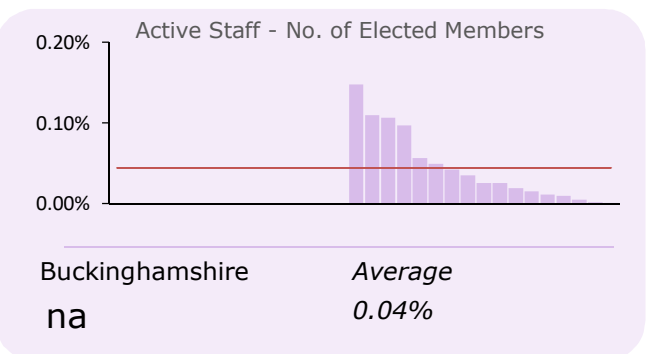
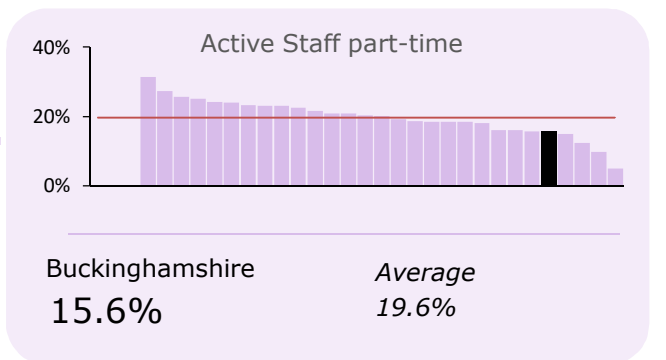
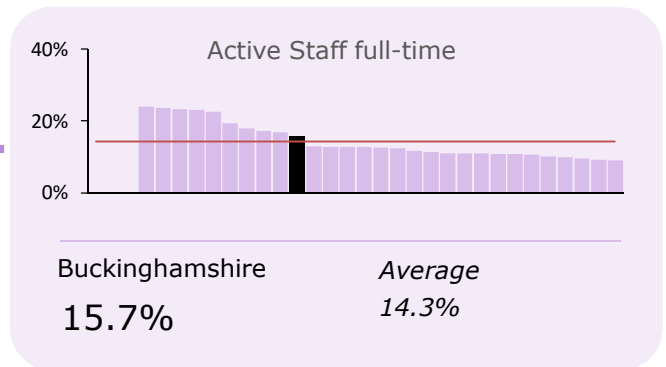
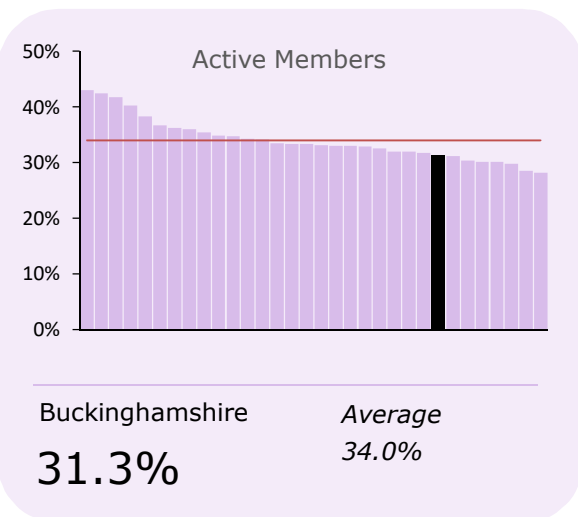
Source: Pensions Questionnaire, Section 4b

## SECTION 3 - WORKLOAD MEASURES

### COMPOSITION OF MEMBERS AS AT 31/03/2017

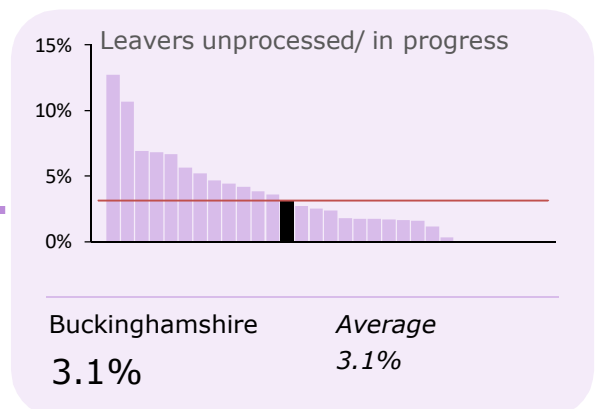
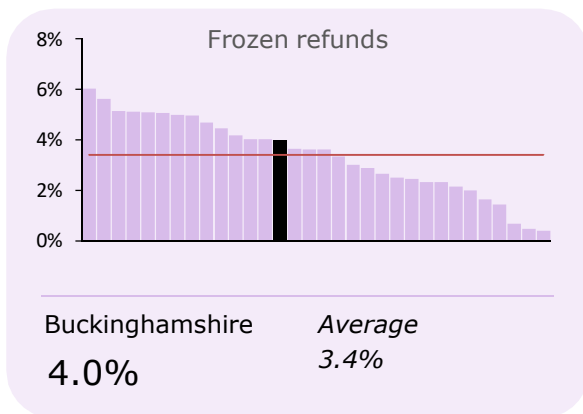
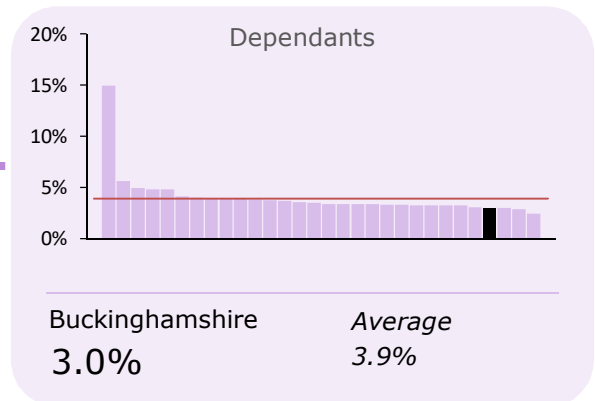
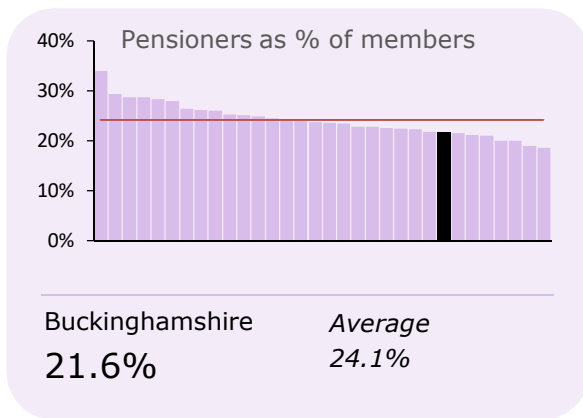
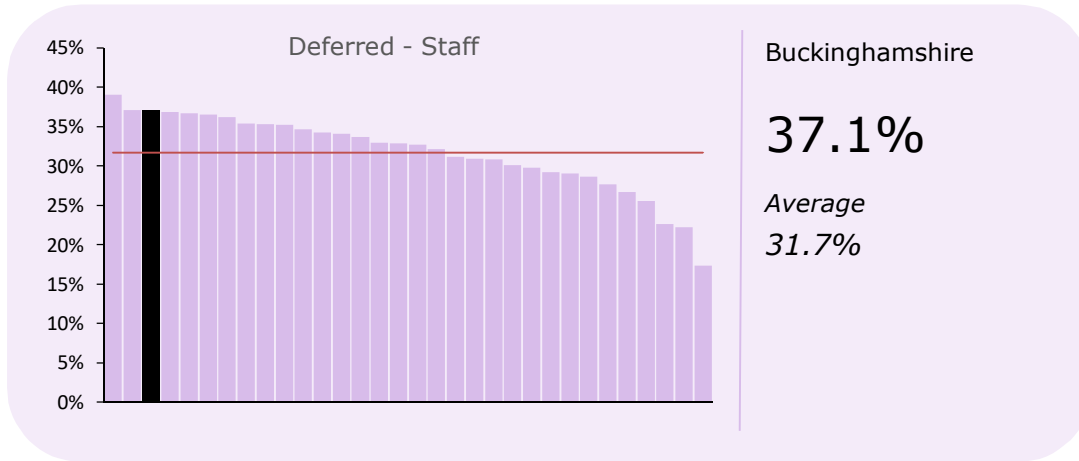
Composition of members	Number	%	Avg	Avg %
<b>Active:</b>				
Full-time	11,175	15.7%	20,294	14.3%
Part-time	11,088	15.6%	21,131	19.6%
No. of elected Members	-	na	22	0.0%
<b>Sub-total</b>	<b>22,263</b>	<b>31.3%</b>	<b>40,126</b>	<b>34.0%</b>
<b>Deferred:</b>				
Staff	26,369	37.1%	35,851	31.7%
Elected Members	-	na	40	0.0%
Pensioners	15,346	21.6%	28,488	24.1%
Dependants	2,117	3.0%	4,565	3.9%
Frozen refunds	2,822	4.0%	3,910	3.4%
Leavers unprocessed/in progress	2,188	3.1%	3,318	3.1%
<b>Total</b>	<b>71,105</b>		<b>116,296</b>	

#### Active Members



Source: Pensions Questionnaire, Section 5b

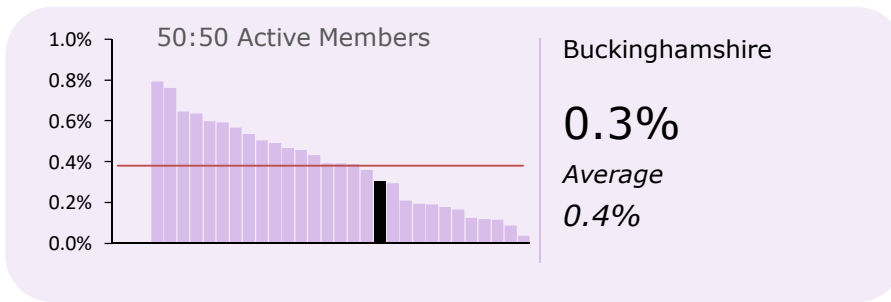
**Deferred Members**



Source: Pensions Questionnaire, Section 5b

## COMPOSITION OF MEMBERS AS AT 31/03/2017

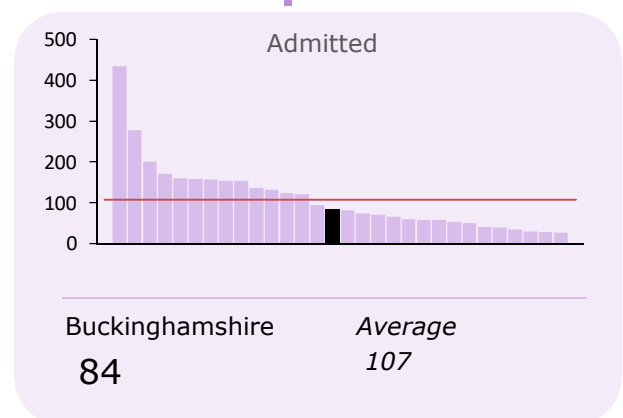
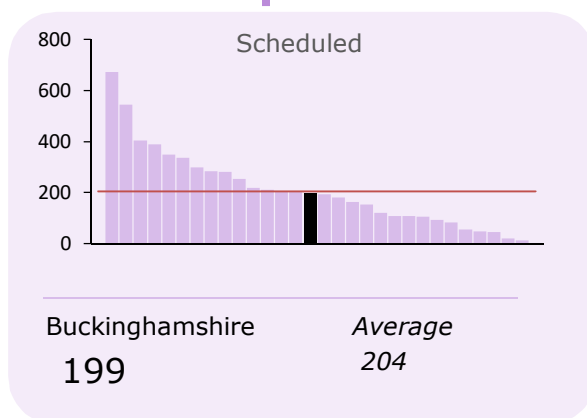
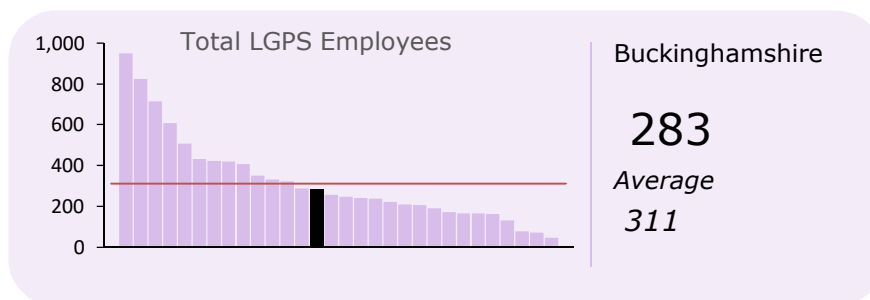
Composition of active members	Number	%	Avg
50:50	68	0.3%	0.4%



## NUMBER OF LGPS EMPLOYERS AS AT 31/03/2017

LGPS employers (31/03/2017)	Number	Avg
Scheduled	199	204
Admitted	84	107
<b>Total</b>	<b>283</b>	<b>311</b>

Employer changes 2016/17	+/- Changes		Admitted		Leaving	
	Number	Avg	Number	Avg	Number	Avg
Scheduled	0	-2	16	23	0	2
Admitted	0	-1	6	10	0	-1



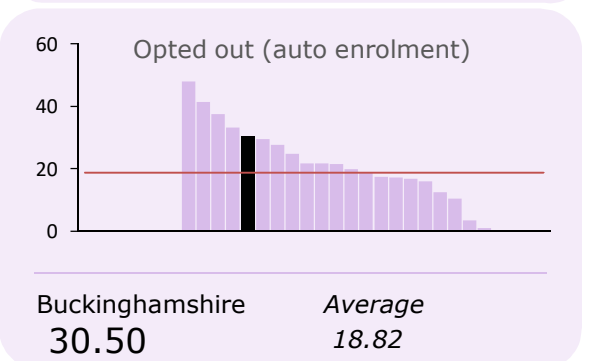
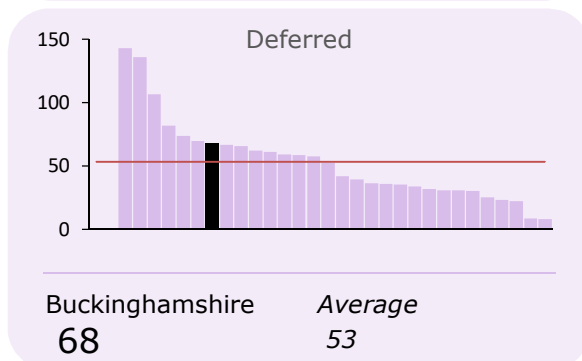
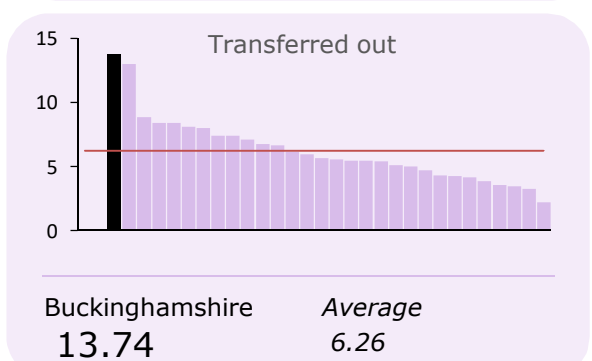
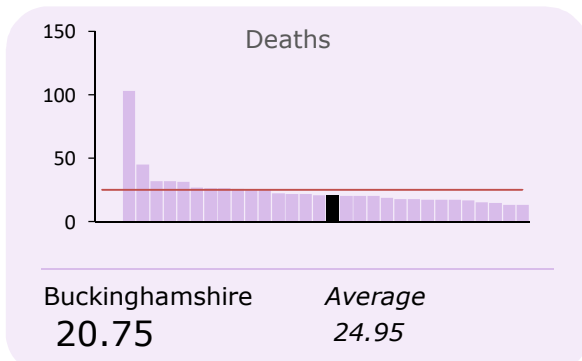
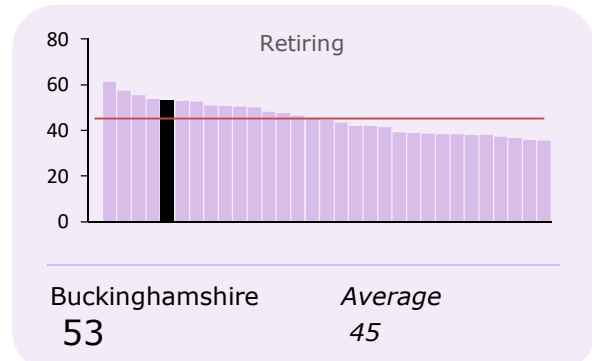
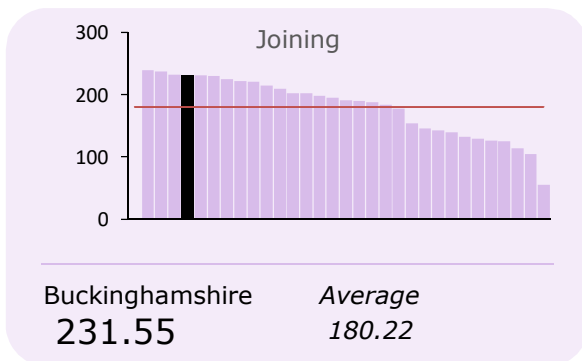
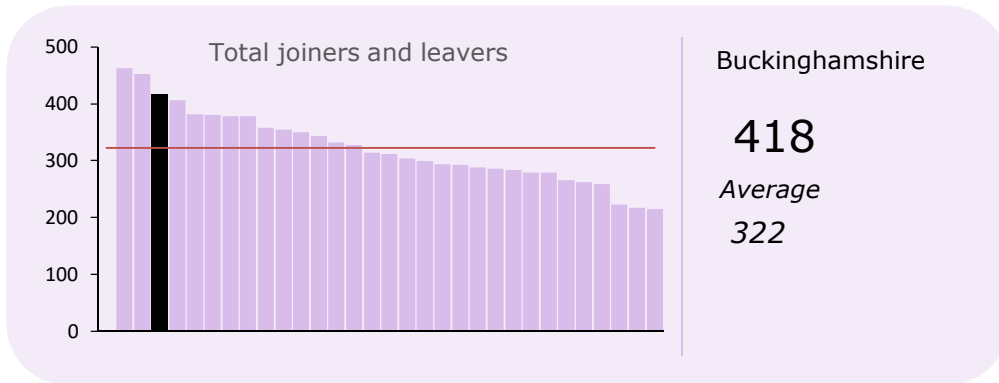
Source: Pensions Questionnaire, Section 5a

## JOINERS & LEAVERS (per '000 active members) 2016/17

Joiners & Leavers	Number	'000	Avg
Joining	5,155	232	180
Retiring	1,182	53	45
Deaths	462	21	25
Transferred out	306	14	6
Deferred	1,513	68	53
Opted out	679	30	19
<b>Total</b>	<b>9,297</b>	<b>418</b>	<b>322</b>

**Active members**

22,263

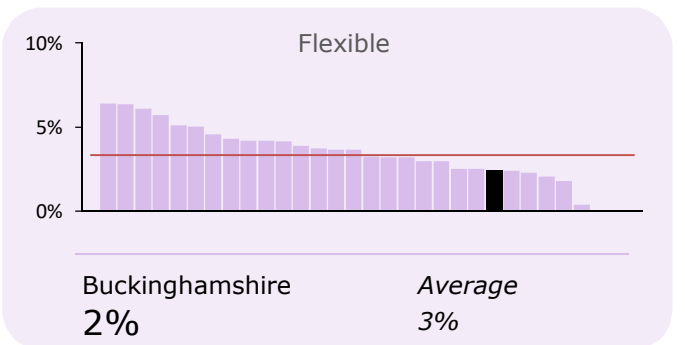
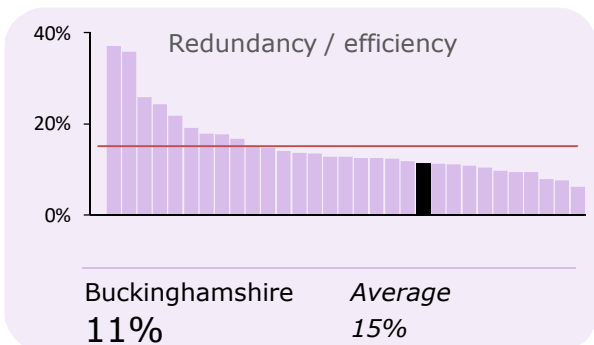
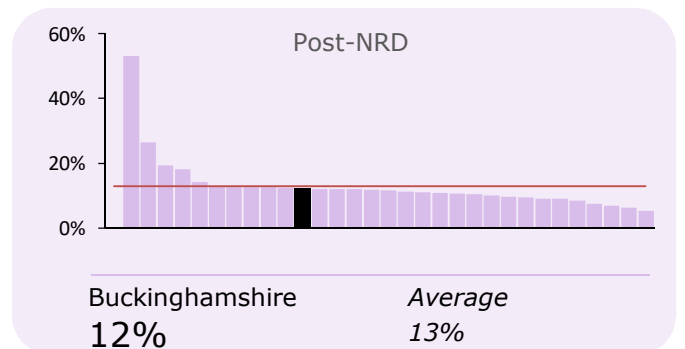
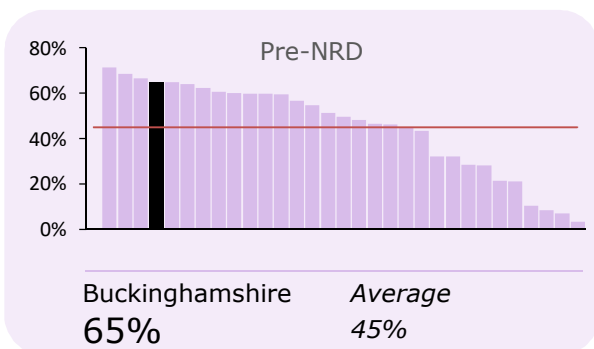
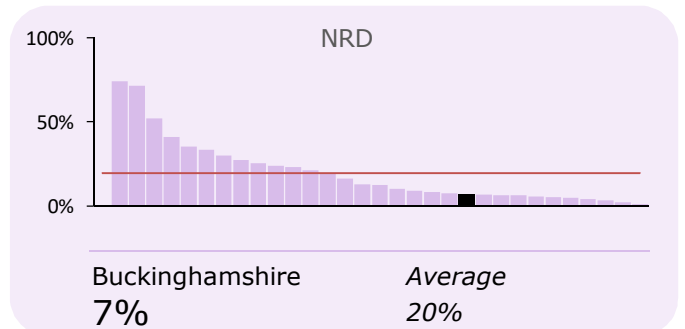
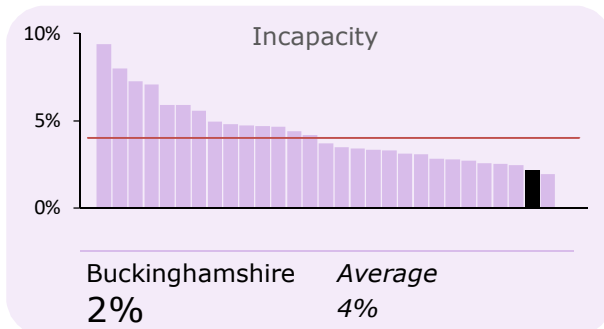
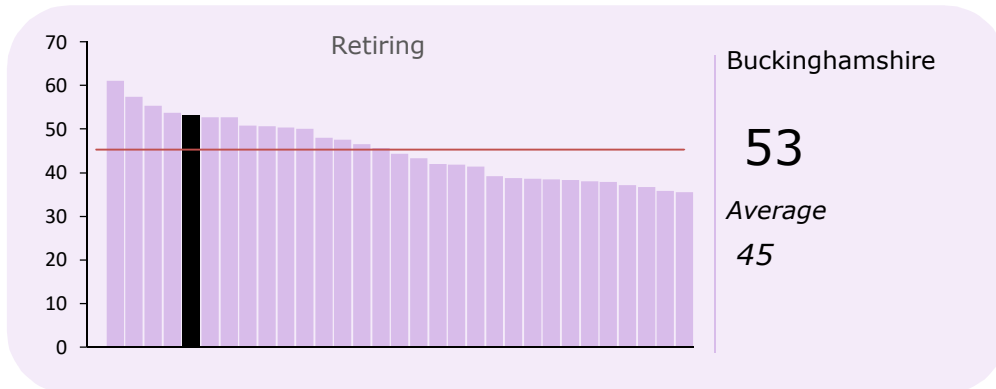


Source: Pensions Questionnaire, Section 5c



## RETIRING (per '000 active members)

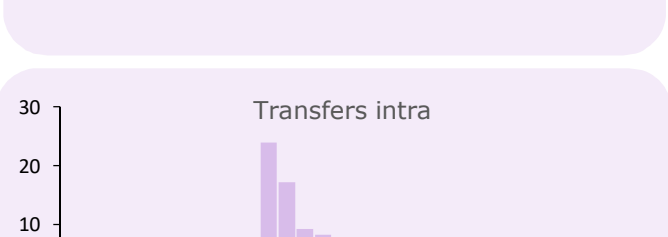
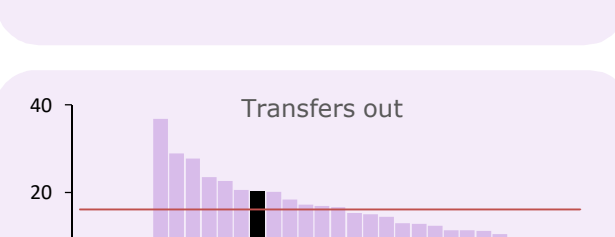
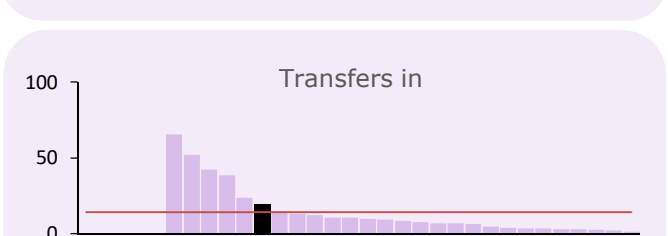
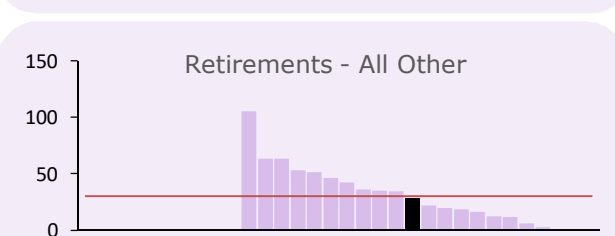
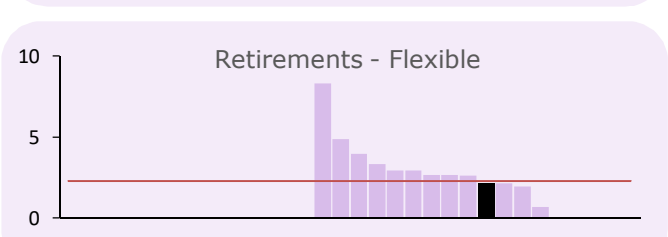
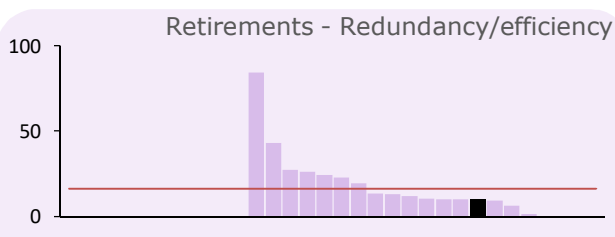
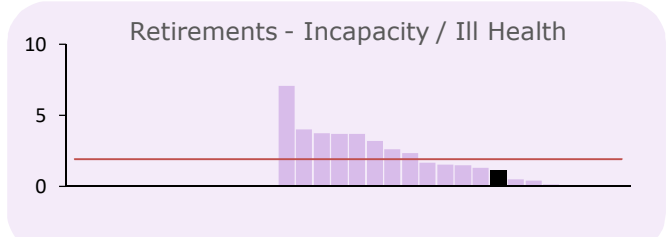
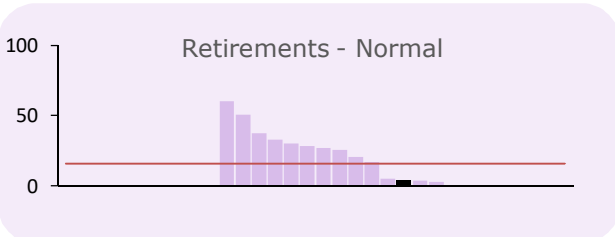
Retiring per '000 active members	Number	%	Avg	Active members
Retiring	1,182	53	45	22,263
Retirements	Number	%	Avg	
Incapacity	25	2%	4%	
NRD	81	7%	20%	
Pre-NRD	768	65%	45%	
Post-NRD	145	12%	13%	
Redundancy / efficiency	134	11%	15%	
Flexible	29	2%	3%	
<b>Total</b>	<b>1,182</b>			



Source: Pensions Questionnaire, Section 5d

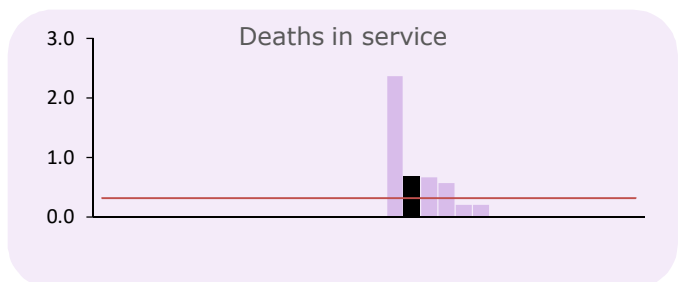
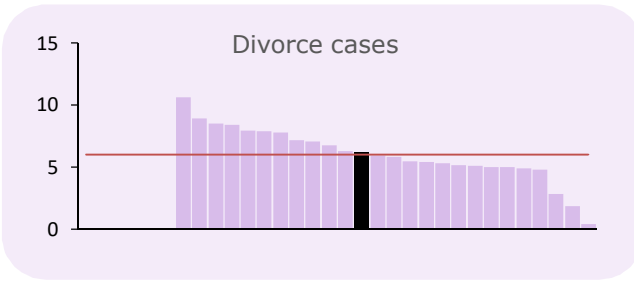
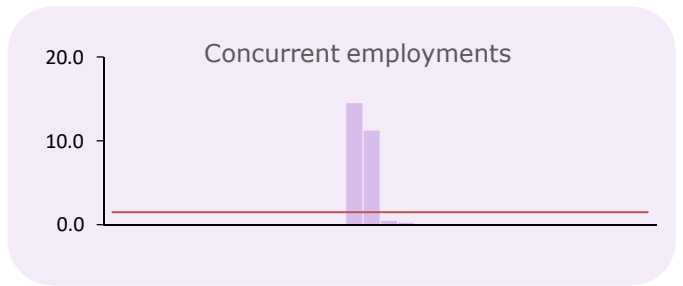
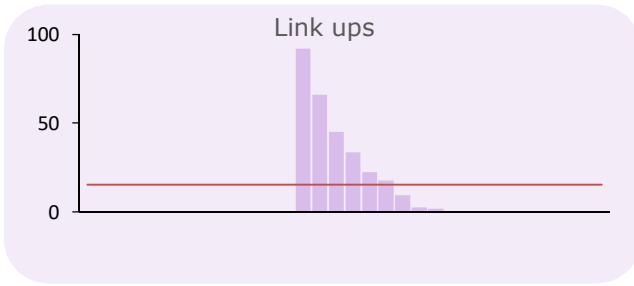
## NUMBER OF QUOTATIONS PROVIDED (per '000 active members)

Number of bulk transfers	Number	'000	Avg	
TUPE - in	1	0	0	
TUPE - out	1	0	0	
Academies	7	0	3	
Quotations provided	Number	'000	Avg	Active members
TUPE - in	-	-	-	22,263
TUPE - out	-	-	0.1	
Academies	-	-	0	
Transfers in	426	19	14	
Transfers out	450	20	16	
Transfers intra	-	-	5	
Retirements:				
- Normal	96	4	16	
- Incapacity/ill-health	26	1	2	
- Redundancy/efficiency	219	10	16	
- Flexible	48	2	2	
- All other	625	28	30	
Link ups	-	-	15	
Concurrent employments	-	-	1	
Divorce cases	137	6	6	
Deaths in service	15	1	0	
Deaths of pensioners	-	-	3	



Source: Pensions Questionnaire, Section 5f

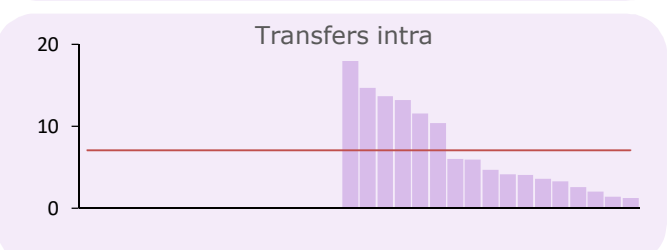
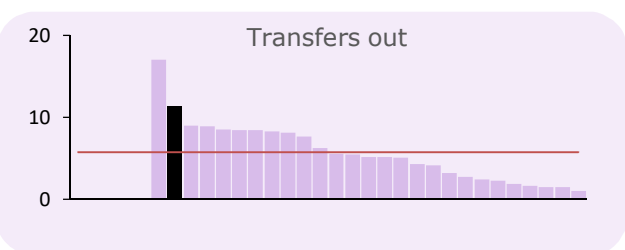
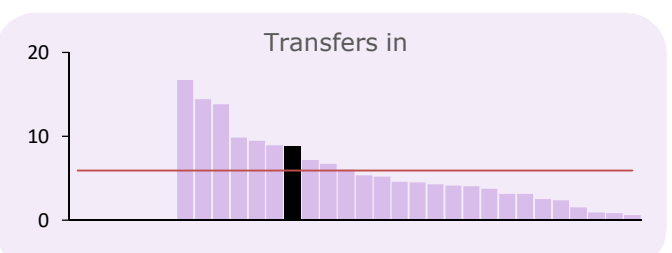
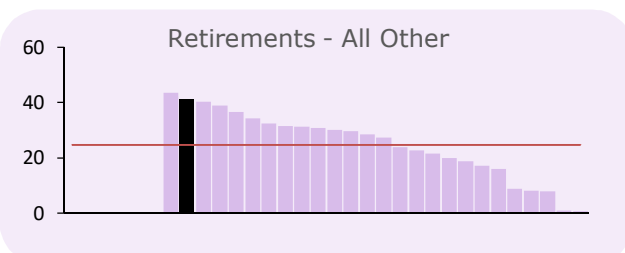
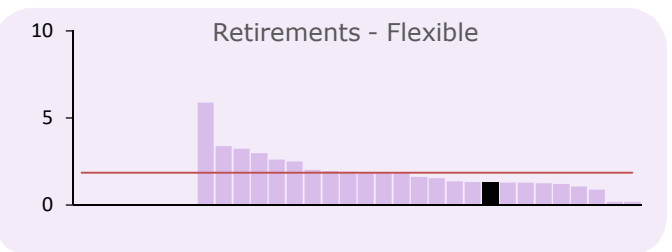
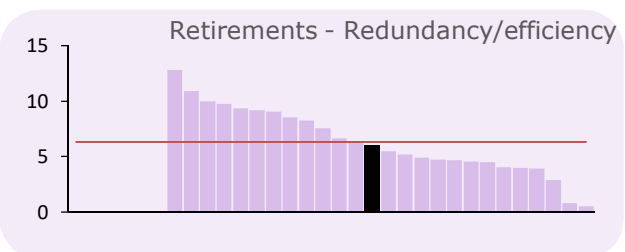
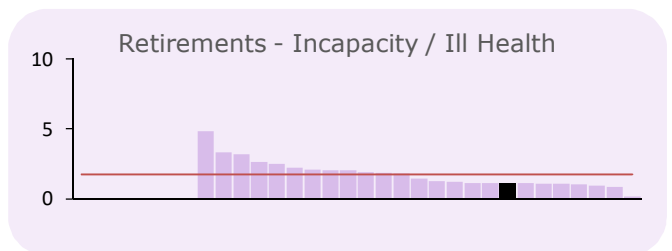
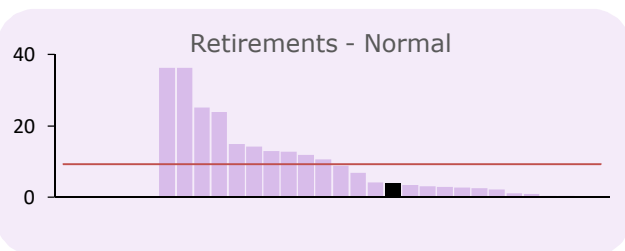
**NUMBER OF QUOTATIONS PROVIDED (continued)**



Source: Pensions Questionnaire, Section 5f

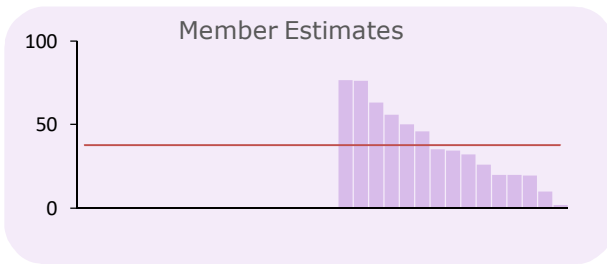
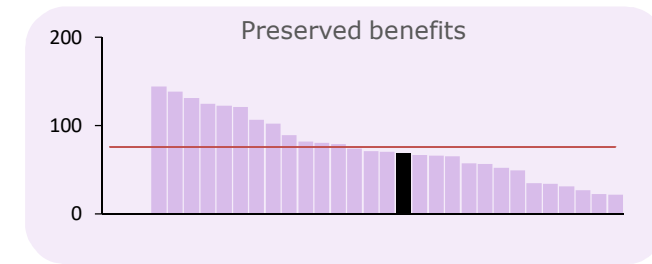
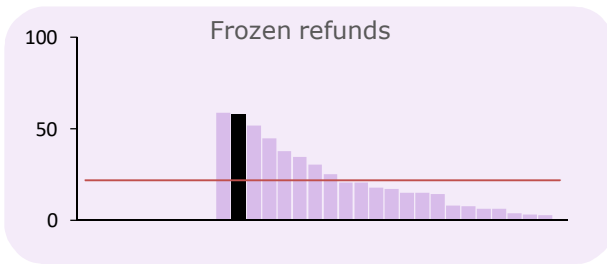
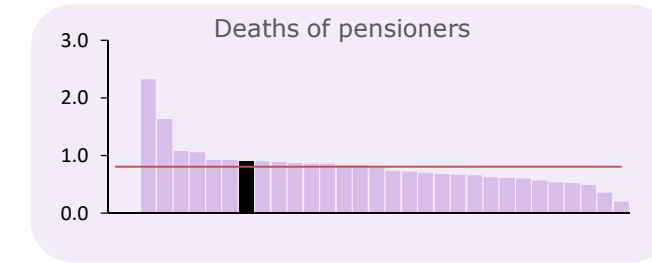
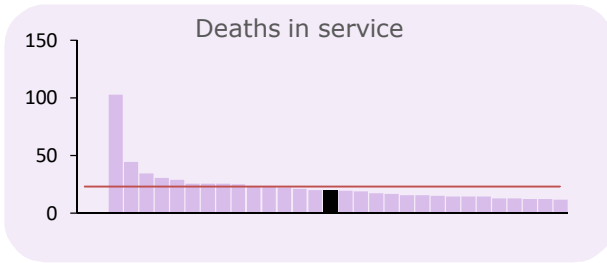
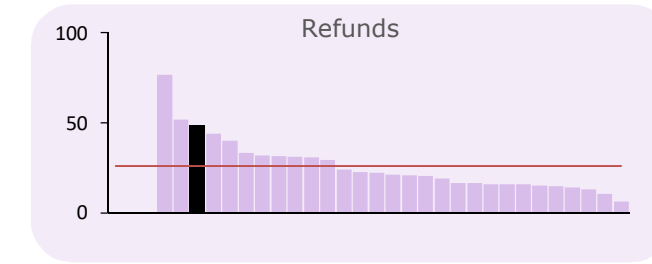
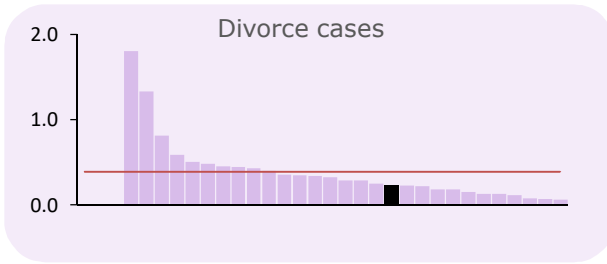
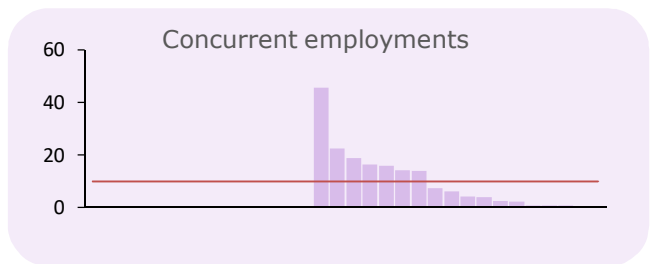
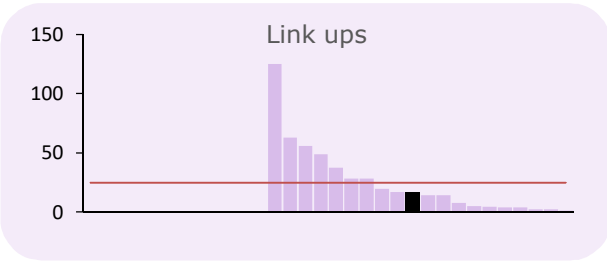
## NUMBER OF ACTUAL EVENTS (per '000 active members)

Actual events	Number	'000	Avg	Active members
TUPE - in	20	1	1	22,263
TUPE - out	42	2	1	
Academies	434	19	17	
Transfers in	196	9	6	
Transfers out	253	11	6	
Transfers intra	-	na	7	
Retirements:				
- Normal	81	4	9	
- Incapacity/ill-health	25	1	2	
- Redundancy/efficiency	134	6	6	
- Flexible	29	1	2	
- All other	913	41	25	
Link ups	371	17	25	
Concurrent employments	-	na	10	
Divorce cases	5	0	0	
Refunds	1,087	49	26	
Deaths in service	442	20	23	
Death of pensioners	20	1	1	
Frozen refunds	1,293	58	22	
Preserved benefits	1,513	68	75	
Single Status / Job Evaluation	-	na	na	
Members Estimates	-	na	38	



Source: Pensions Questionnaire, Section 5f

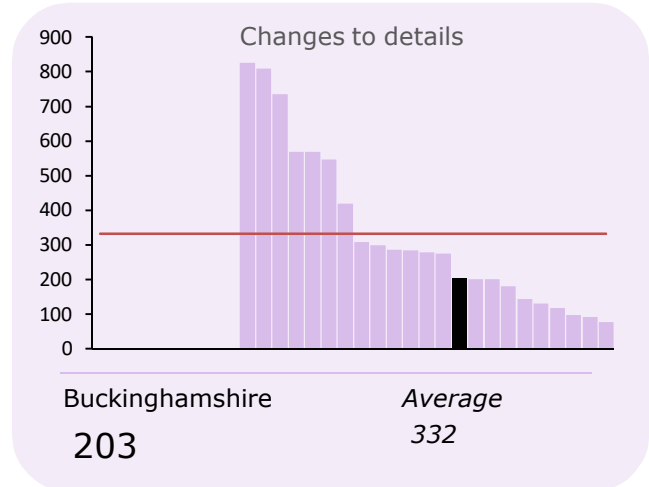
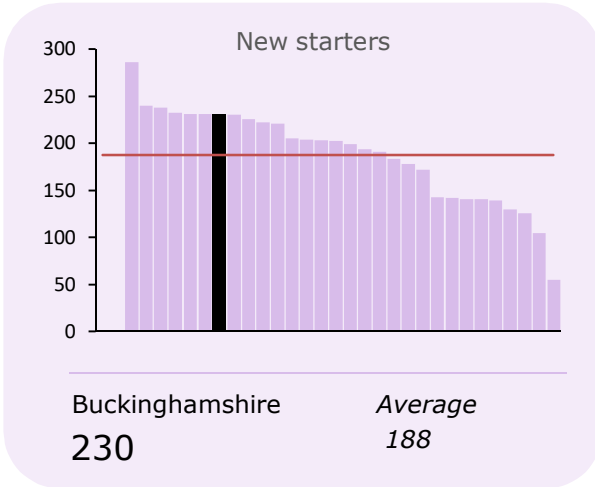
**NUMBER OF ACTUAL EVENTS (continued)**



Source: Pensions Questionnaire, Section 5f

## ACTUAL CALCULATIONS (per '000 active members)

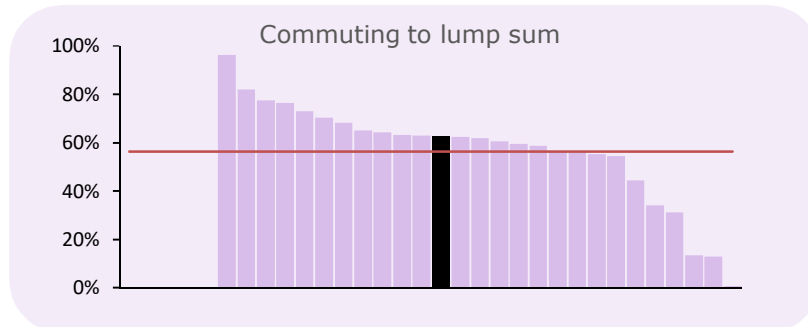
Actual calculations	Number	'000	Avg	Active members
New starters	5,115	230	188	22,263
Changes to details	4,513	203	332	



## RETIREMENTS

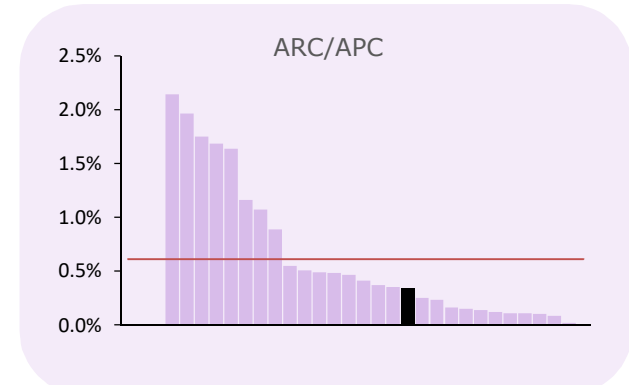
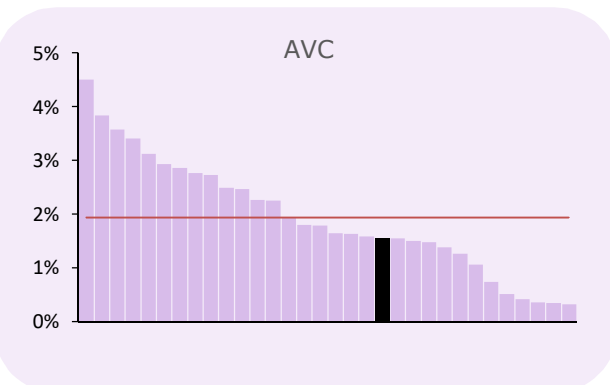
### Retirements commuting to lump sum

Number	% total	Avg
740	63%	56%



### AVCs, ARCs and Added years

Contributors to AVCs and ARCs	Number	%	Avg	Active members
<b>Currently contributing</b>				22,263
- AVC	347	1.6%	1.9%	
- ARC/APC	75	0.3%	0.6%	
- Added years	160	0.7%	0.3%	
<b>Total</b>	<b>582</b>	<b>2.6%</b>	<b>2.8%</b>	

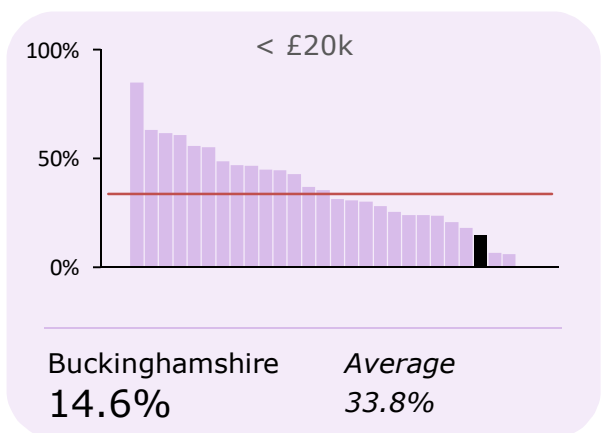
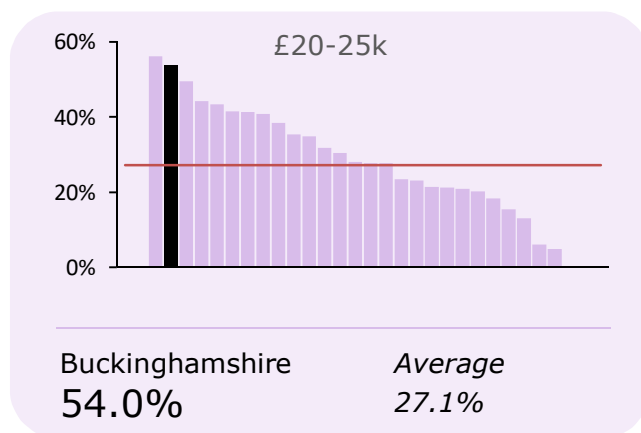
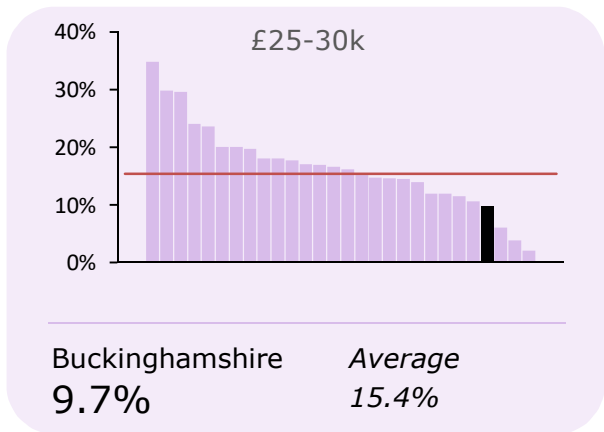
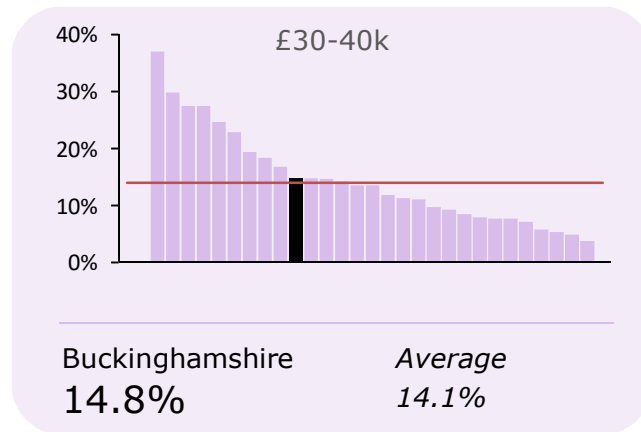
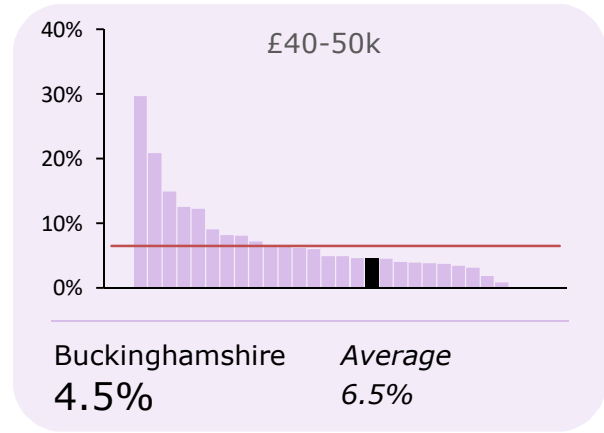
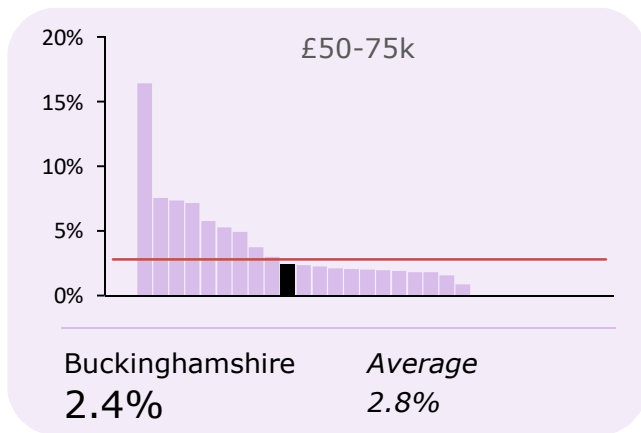
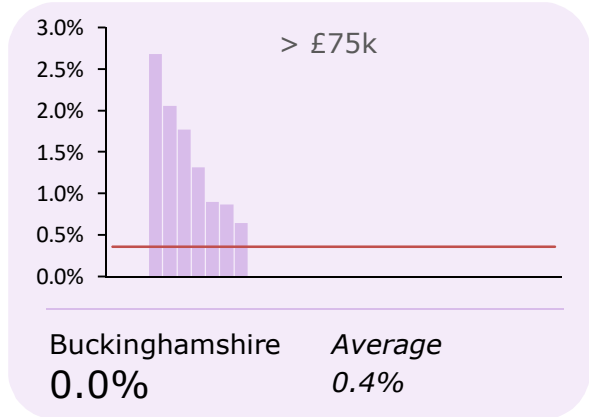


Source: Pensions Questionnaire, Sections 5 d-f

## SECTION 4 - STAFF RELATED MEASURES

### STAFF PAY

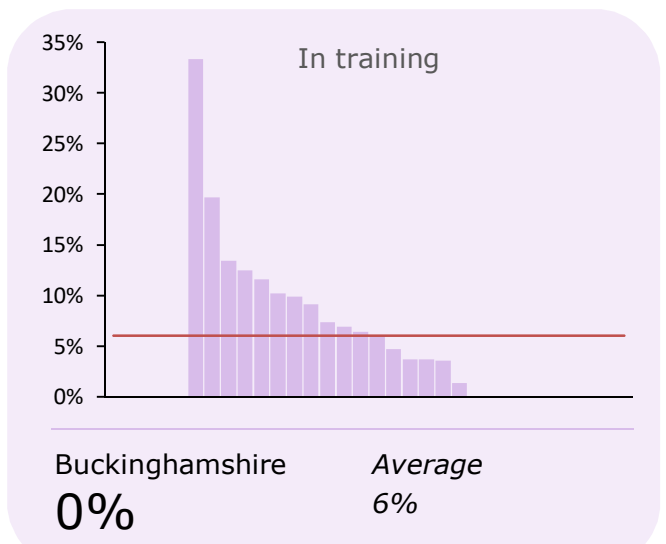
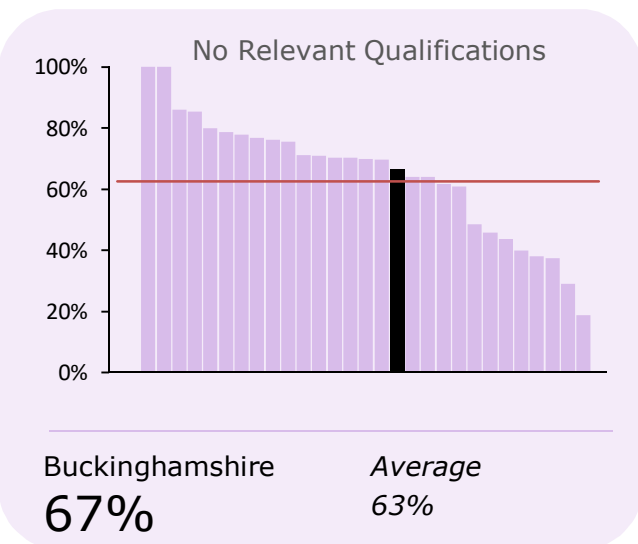
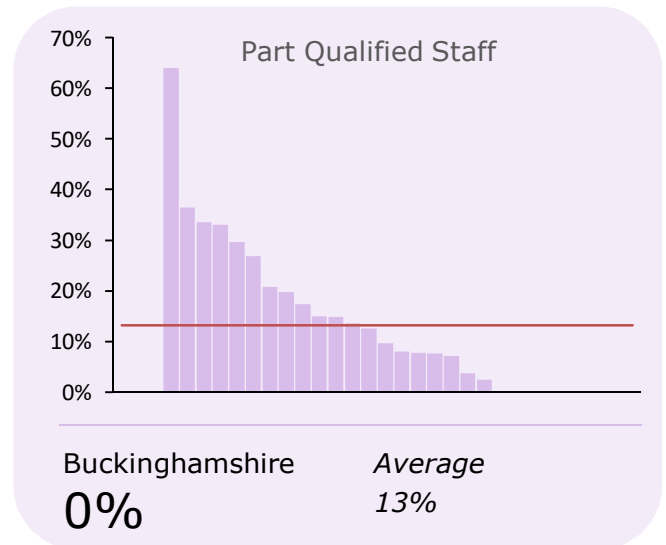
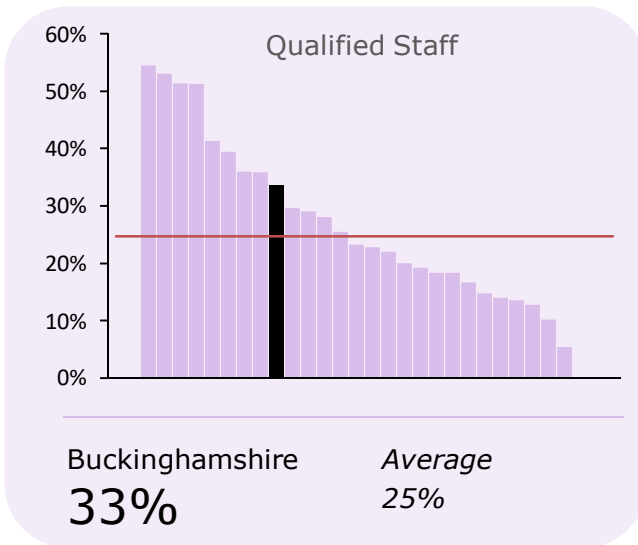
Staff Pay	FTE	%	Avg
> £75k	0.0	0.0%	0.4%
£50-75k	1.0	2.4%	2.8%
£40-50k	1.9	4.5%	6.5%
£30-40k	6.1	14.8%	14.1%
£25-30k	4.0	9.7%	15.4%
£20-25k	22.3	54.0%	27.1%
< £20k	6.0	14.6%	33.8%
<b>Total</b>	<b>41.2</b>		



Source: Pensions Questionnaire, Section 6a

## STAFF QUALIFICATIONS

Staff Qualifications	FTE	%	Avg
Qualified Staff	13.8	33%	25%
Part Qualified Staff	0.0	0%	13%
No Relevant Qualifications	27.4	67%	63%
<b>Total</b>	<b>41.2</b>		
Number in Training	0.0	0%	6%

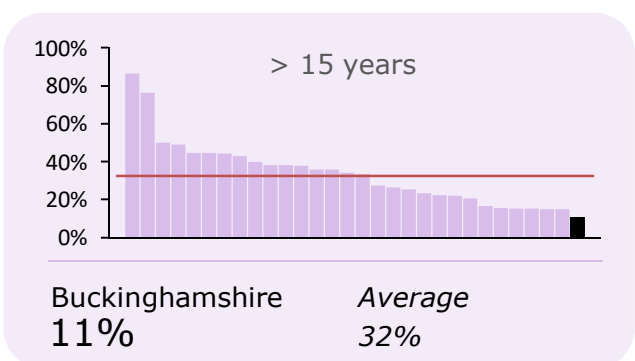
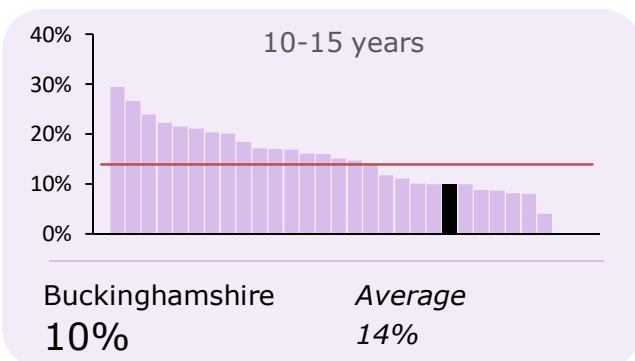
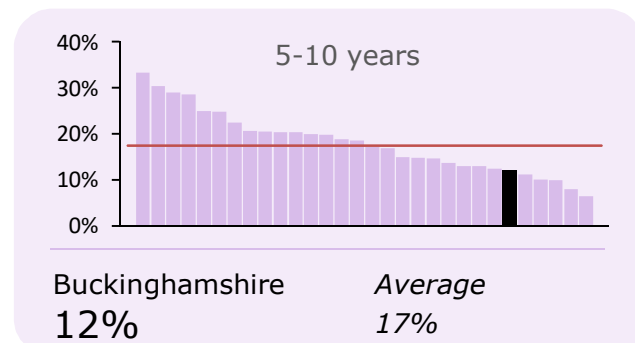
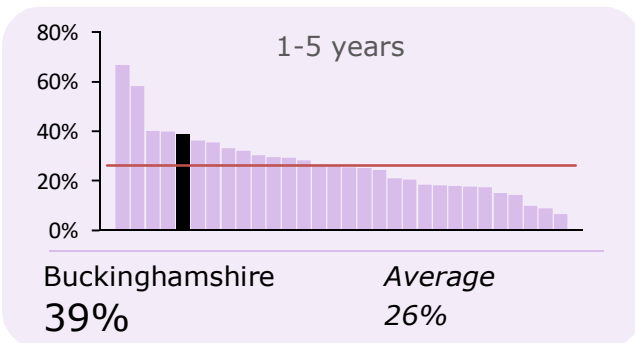
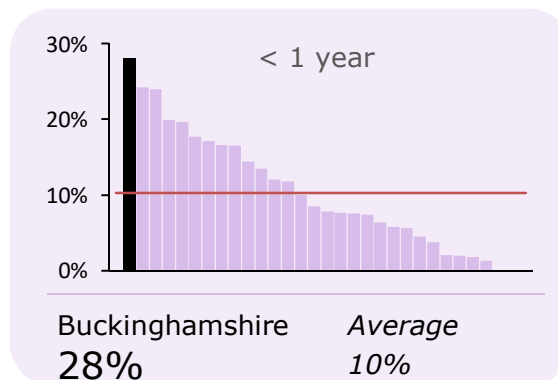


Source: Pensions Questionnaire, Section 6c



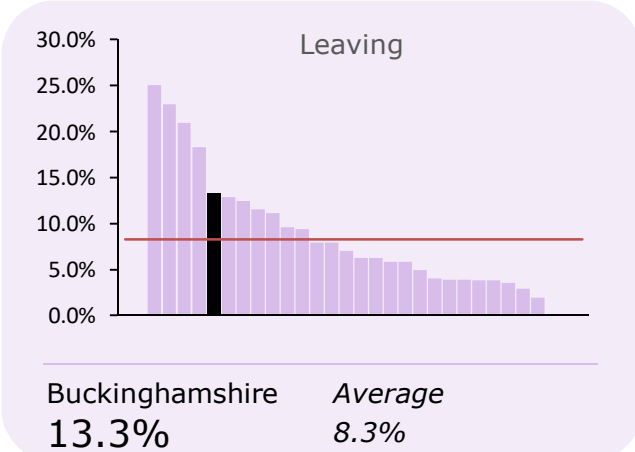
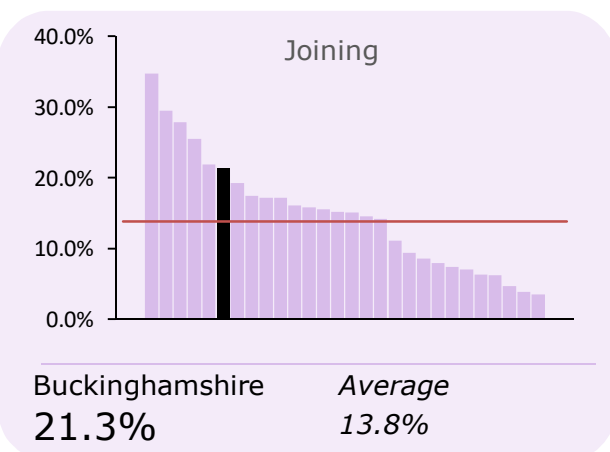
## STAFF PENSIONS EXPERIENCE

Staff Experience	FTE	%	Avg
< 1 year	11.6	28%	10%
1-5 years	16.0	39%	26%
5-10 years	5.0	12%	17%
10-15 years	4.1	10%	14%
> 15 years	4.5	11%	32%
<b>Total</b>	<b>41.2</b>		



## STAFF TURNOVER

Staff Turnover	FTE	% Change	Avg
Staff at 01/04/2016	37.5		
+ Staff joining Pension section	8.0	21.3%	13.8%
+/- Change hours	0.0	0.0%	0.1%
- Staff leaving Pension section	5.0	13.3%	8.3%
Staff at 31/03/2017	40.5	8.0%	5.7%



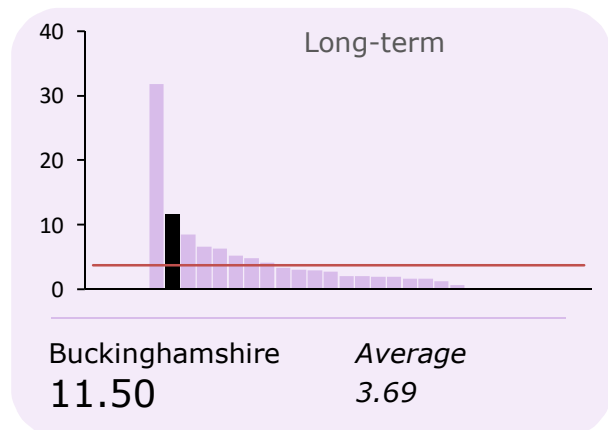
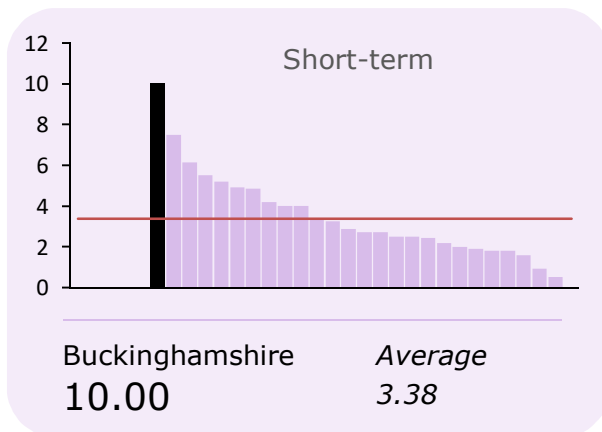
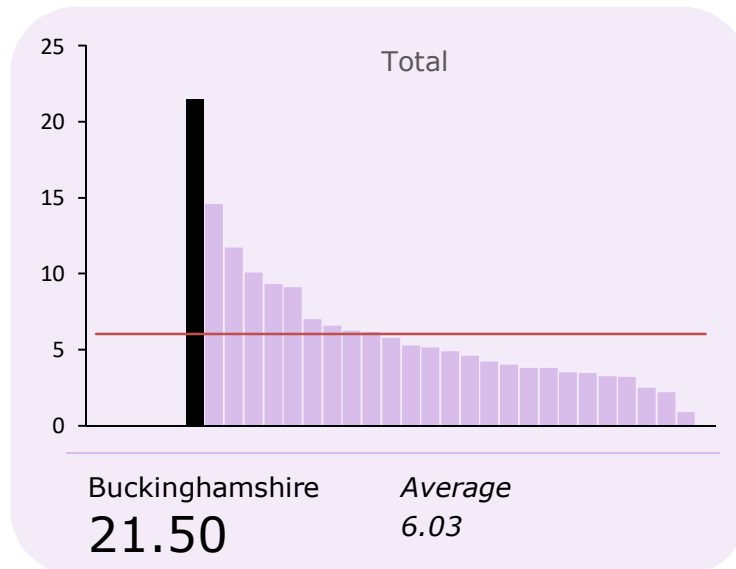
Source: Pensions Questionnaire, Sections 6b and d

## SICKNESS ABSENCE

Sickness Absence	Days/FTE	Avg
Long-term sickness	11.5	3.7
Short-term sickness	10.0	3.4
<b>Total</b>	<b>21.5</b>	<b>6.0</b>

Long-term sick (periods of sickness over 20 working days)

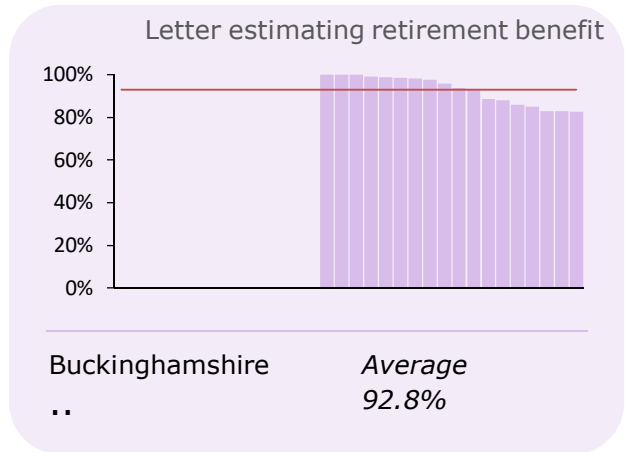
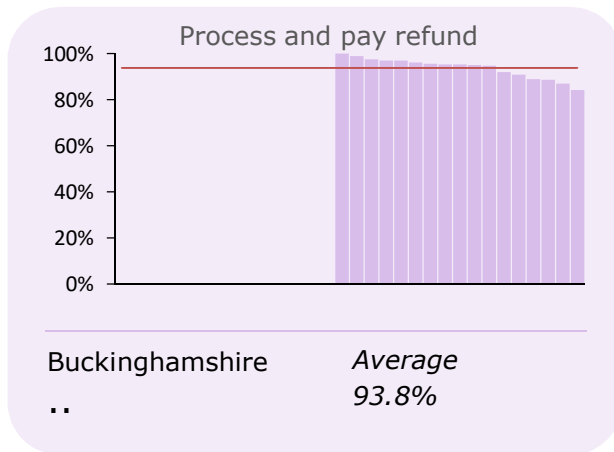
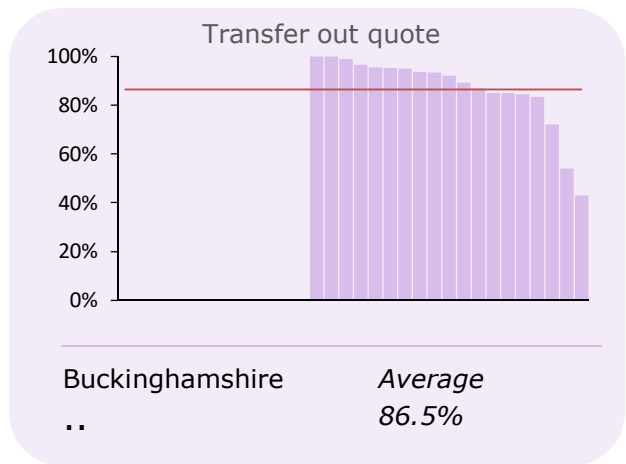
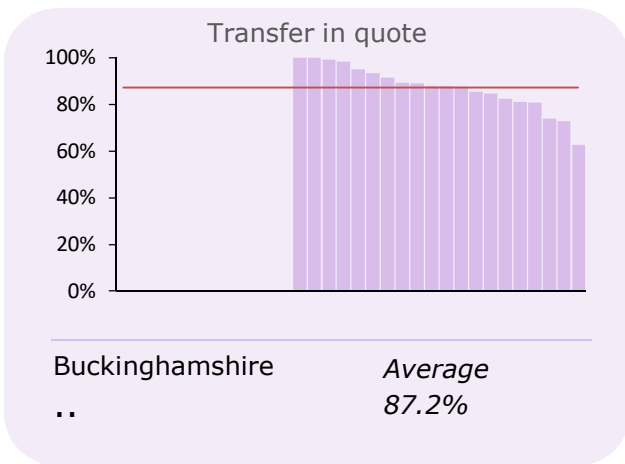
Short-term sick (periods of sickness of 20 days or less)



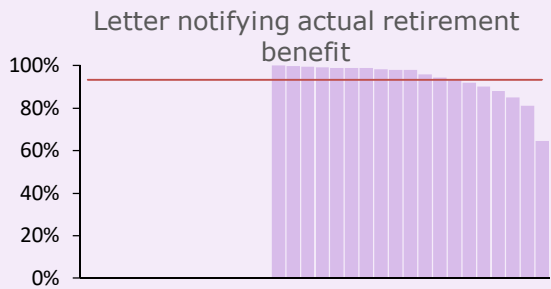
Source: Pensions Questionnaire, Section 6e

## SECTION 5 - INDUSTRY STANDARD PI'S

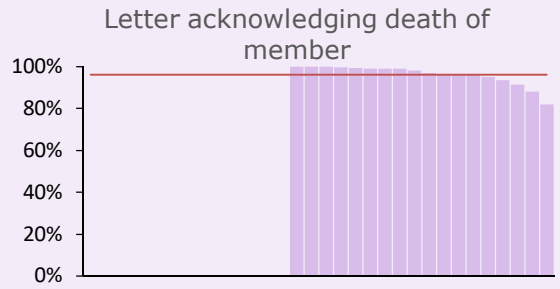
Industry Standard PI's	Target	Achieved	Avg
Letter detailing transfer in quote	..	..	87.2%
Letter detailing transfer out quote	..	..	86.5%
Process and pay refund	..	..	93.8%
Letter notifying <b>estimate</b> of retirement benefit	..	..	92.8%
Letter notifying <b>actual</b> retirement benefit	..	..	93.4%
Process and pay lump sum retirement grant	..	..	93.7%
Letter acknowledging death of member	..	..	96.1%
Letter notifying amount of dependant's benefits	..	..	89.9%
Calculate and notify deferred benefits	..	..	83.8%



Source: Pensions Questionnaire, Section 9



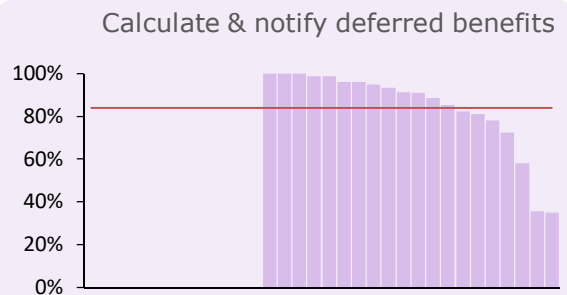
Buckinghamshire *Average*  
.. 93.4%



Buckinghamshire *Average*  
.. 96.1%



Buckinghamshire *Average*  
.. 89.9%



Buckinghamshire *Average*  
.. 83.8%

Source: Pensions Questionnaire, Section 9

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### **We also do...**

In addition to Pensions, other Benchmarking Clubs include Accountancy, Creditors, Debtors and Payroll.

We also provide other Pensions related services through CIPFAstats and TISonline.

To learn more about other benchmarking clubs in areas such as Adult Social Care and Children's Services, or to see our Value for Money indicator stream, please see our website:

[www.cipfa.org/services/benchmarking](http://www.cipfa.org/services/benchmarking)

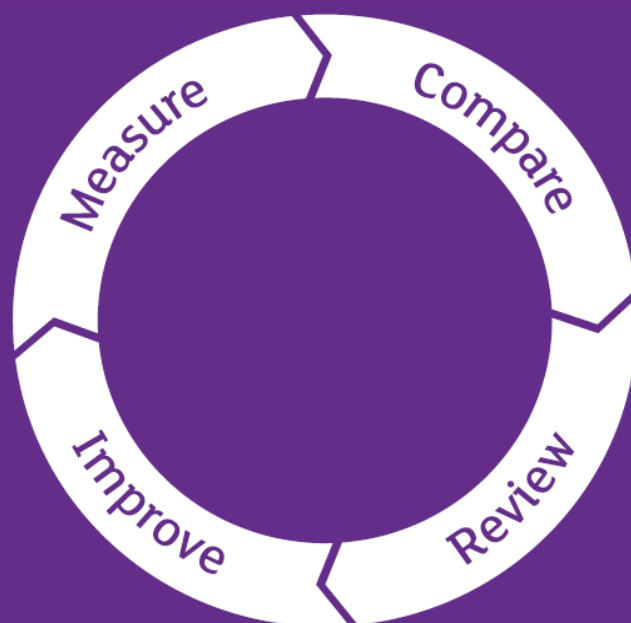
### **Contact us**

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For more information about how CIPFA Benchmarking can help your organisation or to sign up today contact:

E: [customerliaison@cipfa.org](mailto:customerliaison@cipfa.org) T: 020 7543 5600



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# Pension Fund Board

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**Title:** Annual Benefits Statements - Administration Year End Update  
**Date:** Wednesday 14 March 2018  
**Author:** [Normally Head of Service]  
**Contact officer:** [Name and telephone number of officer directly involved]

**Local members affected:**

*For press enquiries concerning this report, please contact the media office on 01296 382444*

## Summary

[This may be extracted from the report and used in a number of ways, so should be self-explanatory.]

## Recommendation

[This should be in **bold**]

## Supporting information to include the following if a decision is being requested:

### Resource implications

[These should be clear and explicit and not just say, for example, that the proposal can be “contained within existing resources”.]

### Legal implications

[This should outline the legal implications, if any, of the decisions and should indicate that advice has been sought from Legal Services.]

### Other implications/issues

[Explain any implications of the decision, for example equality, sustainability, biodiversity, Human Rights Act etc. Include implications on users, partners or stakeholders, or on other parts of the organisation. This might also include statutory

considerations (for example Section 17 of the Crime and Disorder Act, which requires all authorities to take account of crime and disorder issues in everything they do), equal opportunities and diversity (in the light of the Race Relations Amendment Act and of existing Council policy that reports should comment on equal opportunity issues) and sustainability.]

**Feedback from consultation, Local Area Forums and Local Member views (if relevant)**

[If consultation has been carried out this is an important section to complete.

Local Members must be given advance notification of a forthcoming decision that affects their local division. In addition, they must be consulted on the detail of the decision in question.]

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**Background Papers**

[This section should include unpublished documents on which the report has been based and documents which have been relied upon to a material extent in preparing the report. Exempt or confidential information should not be listed, as any background papers must be made available for public inspection if requested.

It is good practice also to include published papers. However if you do so, please indicate where they can be obtained, e.g. Internet, Library.]

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