

Pension Fund Board

Title: Administration Performance Statistics

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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 after completing all areas of backlog in 2017/18. The following table shows the average number of individual communications received into the team on a daily basis, over the first 2 quarters of 2018.

	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Post	2874	2914		
Emails	5519	5760		
Telephone calls – Members	2306	2202		
Telephone calls – Employers	314	267		
Telephone calls – Other*	652	763		
TOTAL Communications	11665	11906		
Total Communications per day (average)	185	165		

Other includes; NOK, AVC Providers, Investment companies, Tracing Services & any non-scheme related callers.

The following table illustrates the completed work by the Benefit Administration Team over the first 2 quarters of 2018. 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 2018	Q2 2018	Q3 2018	Q4 2018
New starter creation	1570	872		
Calculation of deferred benefits	1268	1004		
Calculation of frozen refund	560	550		
Processing actual refund calculation	215	219		
Member opt-outs	203	115		
Retirement packs sent to member	453	428		
Processing actual retirement calculation	324	294		
Deaths notified	143	137		
Transfer out quotation calculated	80	47		
Transfer out actual processed	23	18		
Transfer in actuals processed (where earned pension purchased only)	60	35		
Inter-fund transfer out quotation calculated	48	49		
Inter-fund transfer out actual processed	53	50		
Inter-fund transfers in complete	395	314		
General queries responded to	941	947		
Response sent to financial advisor query	45	57		
Retirement estimates provided to employer	60	55		
Retirement estimates provided to member	177	153		
Divorce pack provided	41	33		
Additional Pension Contract set-up	21	29		
AVC set-up/change/cease	3	4		
Personal details change/nomination	1469	1486		
TOTAL's	8132	6896		

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 2nd quarter of 2018.

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	94%
Death benefits advised	Within 5 working days	72%
Divorce pack provided	Within 10 working days	100%
Calls answered	Within 4 rings (up to 59 secs)	82%

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% by March 2018. As at the end of June this had increased to 82%.

Milton Keynes Council

It has previously been notified to the board that MKC were very behind in providing leaver information. Over the past few months, MKC (LGSS) have now worked through their backlog and provided a year and a half worth of leaver forms as well as providing responses to outstanding queries. This resulted in a huge volume of work being received. This is being worked on as a project separate to normal daily workloads. Currently this stands at around 700 outstanding tasks.

Member self-service

The Benefit Administration team have now begun to publish pension estimates on MSS (unless members have previously opted out). We are hoping that this will help improve the sign up of new members. Over the next few months we will begin working to update all our procedures so that other documents are published via MSS.

Workflow

As previously discussed, we are unable to report on task turnaround times through Altair due to the current set up. The Benefit Administration Team have now set up new retirement workflow on Altair which will be live in July 2018, this will allow us to use the Altair reporting to report on task levels, task turnaround times, staff accuracy & also employer delays. A plan is in place to have new workflow for all task areas by the end of December 2018.

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

Background Papers

N/A
