

Pension Fund Board

Title:	Administration performance statistics
Date:	Wednesday 18 December 2019
Author:	Head of Finance - Pensions, Investments & Projects
Contact officer:	Sam Price, 01293 383370
Local members affected:	N/A

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. The following table shows the average number of individual communications received into the team on a daily basis, over the first two quarters of 2019/2020.

	Q1 19/20	Q2 19/20	Q3 19/20 to date	Q4 19/20
Post	2555	2626	1960	
Emails	4558	5409	3997	
Telephone calls – Members	2427	2481	1663	
Telephone calls – Employers	219	221	158	
Telephone calls – Other*	347	464	542	
TOTAL Communications	10106	11201	8320	
Total Communications per day (average)	165	172	189	

Of the 3,166 calls received in quarter 2, 83% were answered within 59 seconds. The team are working towards achieving a minimum of 90%.

The following table illustrates the completed work by the Administration team between 1st July 2019 and 30th September 2019 including monitoring against relevant key performance indicators. The second table are areas relating to payroll.

BENEFIT ADMIN	Outstanding at beginning of period	New workflow created	Outstanding at end of period	Number of tasks completed	Benchmark Target	Achieved %
Retirements	526	793	601	718	30 working days	88.80%
Frozen Refund	29	573	69	533	10 working days	96.22%
Actual Refund	16	207	12	211	10 working days	96.15%
Change	4	1541	6	1539	10 working days	99.06%
Divorce pack	0	69	2	67	10 working days	100%
Actual Divorce	0	3	1	2	10 working days	100%
Member Estimates	20	307	23	304	10 working days	91.55%
Employer Estimates	6	118	15	109	10 working days	86.22%
Leaver (new)	47	599	193	453	10 working days	91.80%
Leaver (old)	469	29	377	121	10 working days	44%
Deaths	105	134	91	148	30 working days	58.18%
Member query	49	961	59	951	10 working days	93.94%
Additional Pension Confs Start	6	19	5	20	10 working days	100%
AVC Start/Change	2	27	1	28	10 working days	100%

PAYROLL	Outstanding at beginning of period	New workflow created	Outstanding at end of period	Number of tasks completed	Benchmark Target	Achieved %
Retirement set-ups	2	94	9	88	5 working days	93.07%
Refunds set-ups	5	154	3	156	5 working days	97.91%
Deaths set-ups	4	65	3	66	5 working days	79.09%
Adjustments	0	19	3	16	10 working days	100%
Query	2	37	4	35	10 working days	92.83%
Changes	15	127	14	128	10 working days	96.81%

The Benefit Administration team have a 90% daily completion target on all priority tasks (retirements, deaths, refunds & annual allowance). For the period 1st July 2019 to 30th September 2019, a **97% completion rate** was achieved.

The following table provides an update relating to year end-queries and how these are progressing against set targets.

	As at 31/03/2019	Target Reduction by 31/03/20		End Nov	
BYKE	182	50%	91	99	
BKYE16/17/18	286	80%	57	BKYE16	52
				BKYE17	24
				BKYE18	35
				TOTAL	111
YEND				368	

Updated guidance

No further factors or guidance have been issued since July 2019.

Scheme changes

We are still waiting for confirmation as to how the outcome of the McCloud case will impact the LGPS. Previous recommendations to improve the scheme benefits were put on hold awaiting the outcome. These recommendations included changes to the scheme contributions bandings, setting a minimum death grant level for those who die in active service and also the removal of Tier 3 ill health.

We are aware that any remedial action could result in extensions to the underpin. In order to calculate the underpin at retirement, we would require all hours changes and service breaks for scheme members since April 2014 which we currently do not require. We are currently communicating this to employers in preparation. If this remedial action does take place, this will also require us to review retirements, deaths and transfers since 2014.

Current projects

Annual Allowance – All Pension Saving Statements were issued to all scheme members who exceeded the Annual Allowance limit by 6th October 2019. We issued around 98 statements,

Data Improvement – A data improvement plan is in place with the aim to address data quality issues and to ensure tPR requirements are met & that member records are accurate. Any data quality issues were identified as part of the Annual Data Quality Report and have now been categorised by priority. The Administration Team have been working through areas which require improvement and have now increased the data score for common data from 91% to 93% and scheme specific data from 86% to 95.1%. We will continue to work on improving these scores further and we are currently working through a deferred members address trace project which will increase the common data scoring.

Member feedback – the Benefit Administration Team recently contacted 42 scheme members who had recently been through the retirement process to obtain feedback. Some of the key areas we were keen to obtain feedback on related to whether the retirement documents sent were simple & easy to understand, whether the members found the Benefit Administration Team helpful and knowledgeable and also a rating over the length of the process. Members

were asked to give a 1-5 rating, with 5 being the highest as well as the opportunity to give any further comments.

In terms of the length of the retirement process, 65% of members rated a 4 or a 5. Feedback suggested that scheme members were aware that where the process took longer this was due to employer delays. 76% of scheme members rated staff knowledge and helpfulness a 3 and higher with the remaining 24% not having to contact the team directly as the retirement information sent to them was sufficient.

Overall, feedback was positive with two areas to be taken forward; employer knowledge of retirement procedures and also looking at ways to simplify pension's tax areas.

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
