



Report to Pension Fund Consultative Group

Title: Pension Administration Performance

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Electoral Divisions Affected:

Summary

The pensions admin team have a customer charter (<http://www.buckscc.gov.uk/bcc/content/index.jsp?contentid=-1901867351>) outlining their commitment to turning work around within certain timescales. All post and requests for information are logged daily and reported on monthly to monitor the percentage of work that is not completed within the prescribed time limits.

Details of the work performance statistics for the last 10 months are presented below. The Pension Fund Consultative Group are required to monitor the performance of the Pensions Administration Team.

Recommendation

PFCG are asked to NOTE the performance statistics of the team.

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

Workload statistics for the past ten months are presented below. During the time, the Team have also undertaken work to assist the successful implementation of the new Pension Scheme on 1 April and circulated Annual Benefit Statements to scheme members.

Workload has remained high over the course of the year compared with previous years and it is expected that demand will grow after implementation of the new scheme.

	Within Target	Over Target	Total	% over target
April	11351	598	11949	5.00%
May	12485	968	13453	7.20%
June	14449	504	14953	3.37%
July	14555	391	14946	2.62%
August	15273	752	16025	4.69%
September	9962	882	10844	8.13%
October	13506	660	14166	4.66%
November	13792	524	14316	3.66%
December	9068	477	9545	5.00%
January	13434	713	14147	5.04%

Resource implications

The Pensions Administration Team is funded by the Pension Fund and a 5% under spend is forecast for the year end against the approved budget.

Legal implications

It is a statutory obligation for the County Council to provide a Pensions Service on behalf of Scheme employers.

Other implications/issues

None

Feedback from consultation and Local Member views (if relevant)

None

Background Papers