



# Report to Pension Fund Consultative Group

**Title:** Pensions Administration Performance

**Date:** 15<sup>th</sup> October 2008

**Date Decision can be implemented:** n/a

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## 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 12 months are presented below. The Pension Fund Consultative Group are required to monitor the performance of the Pensions Administration Team.

## Recommendation

**Members are asked to:**

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

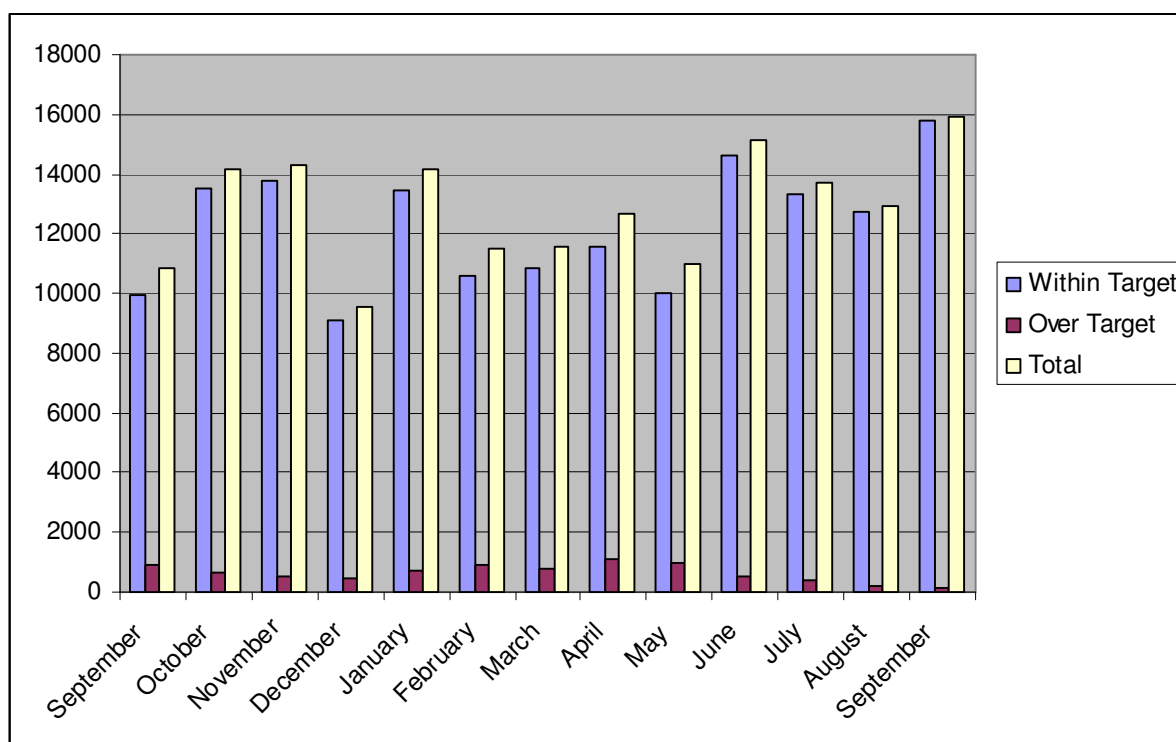
### A. Supporting information:

Workload statistics for the year to September 2008 are presented below. In the past twelve months the section has seen the implementation of the new Pension Scheme. Despite expectations, this did not see a significant increase in the number of queries received and this can be in part attributed to the successful communication of the changes to scheme members and employers.

Workloads have remained high over the past year with a significant increase taking place in June 2008. A large proportion of this increase was due to the start of the annual year end process.

Despite the large increase and the consistently high volume of work since June the additional work has been absorbed. We have also seen a significant downward movement in the number of daily tasks being completed over target. For example in September 2008 the total was less than 1% of total work.

	Within Target	Over Target	Total	% over target
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%
February	10606	900	11506	7.82%
March	10820	759	11579	6.55%
April	11543	1102	12645	8.71%
May	9985	965	10950	8.81%
June	14619	539	15158	3.56%
July	13303	390	13693	2.85%
August	12743	219	12962	1.69%
September	15805	114	15919	0.72%



**B. Other options available, and their pros and cons**

N/A

**C. Resource implications**

The Pensions Administration team is funded by the Pension Fund.

**D. Legal implications**

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

**E. Other implications/issues**

There are none.

**F. Feedback from consultation and Local Member views**

None