

Pensions Administration Benchmarking Club 2009

Buckinghamshire County Council

compared with

56 authorities

Computed and printed by:

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PREFACE

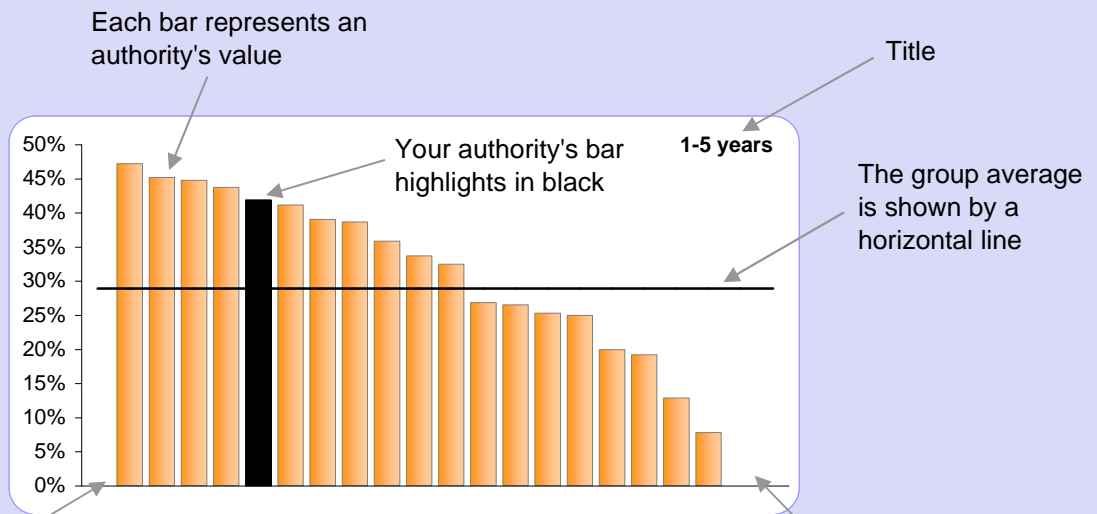
This report compares your data with the group of authorities specified on the title page.

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



'Missing bars' on the left represent missing data or excluded data and are not included in calculating the average

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%
Total	15.5		

'Missing bars' on the right represent zero values and are included in the average

INTRODUCTION

This report compares your performance with the group of authorities specified on the title page. It is divided into six sections.

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5 Comparison with Private Sector } <i>final reports only</i>	17
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Section 1 - 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 given.

Section 2 - 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
- provision of estimates and actual calculations
- AVCs, ARCs and added years
- appeals
- non-statutory communications to active members.

Section 3 - 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 4 - Industry Standard Performance Indicators

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

Section 5 - Comparison with Private Sector (final report only)

This shows members' costs and averages compared to private sector averages for in-house and externally managed pension schemes. The external data is taken from the Capita Hartshead Annual Pension Scheme Admin Survey 2009.

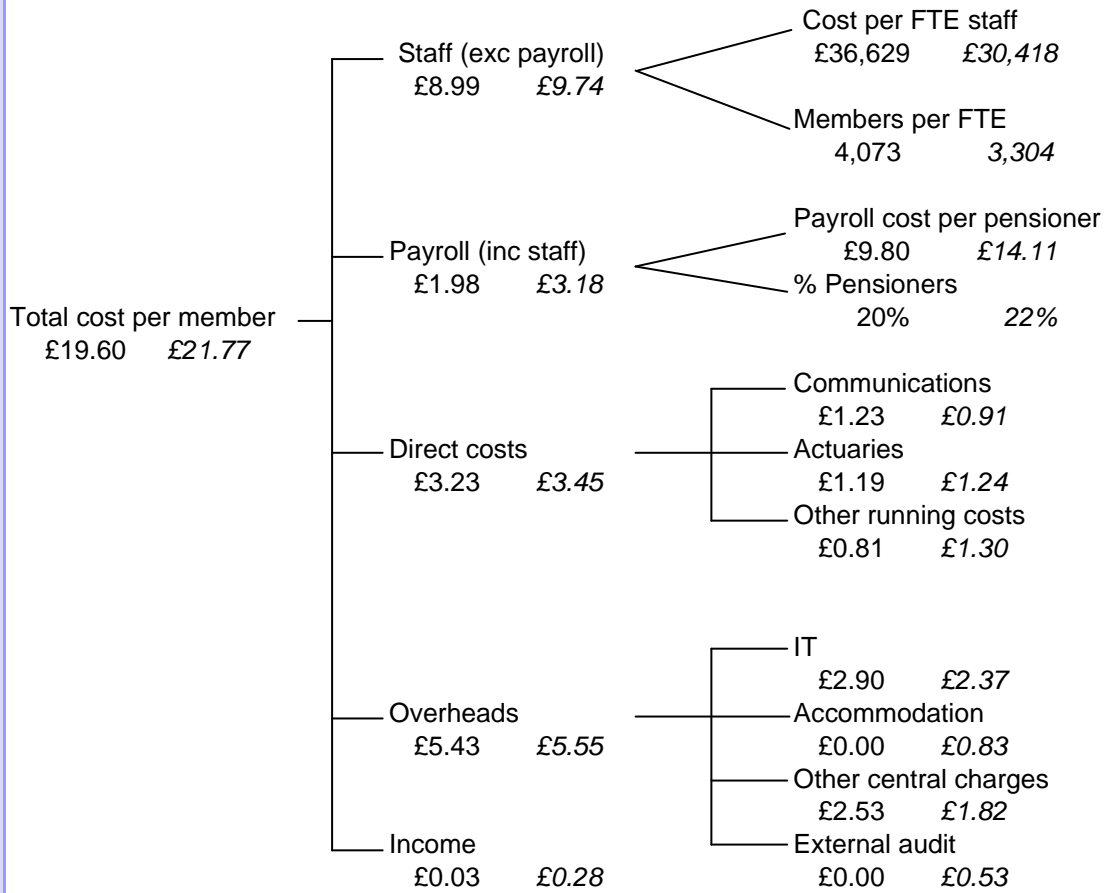
Section 6 -Timeseries

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 - COST MEASURES

COST/MEMBER TREE 2008/09

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.



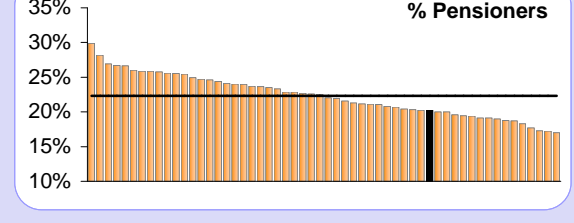
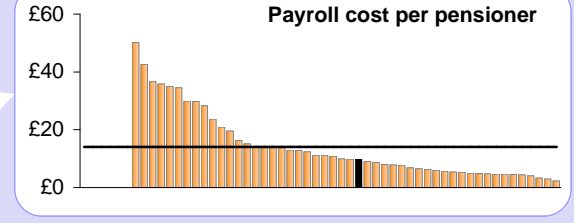
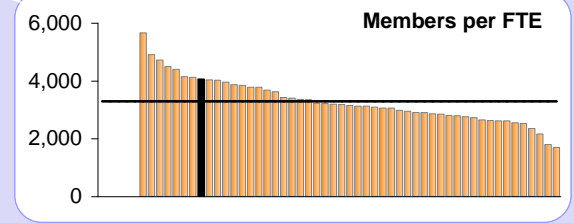
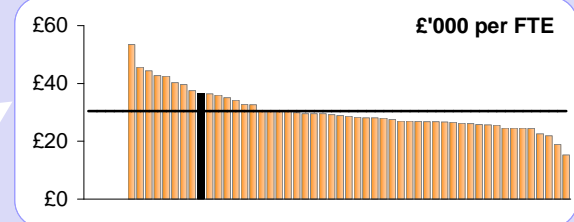
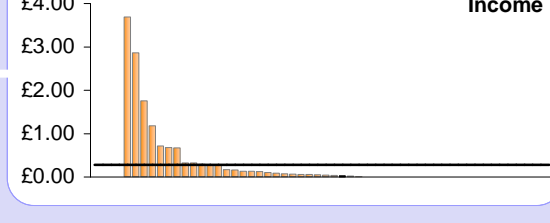
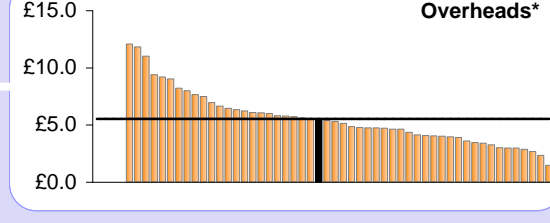
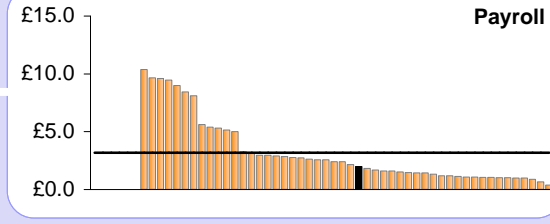
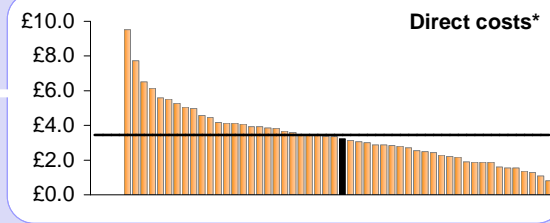
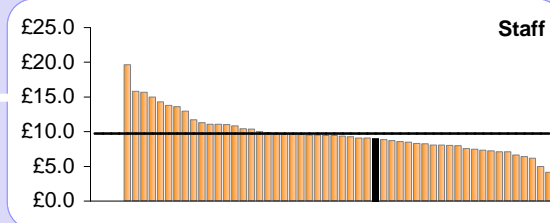
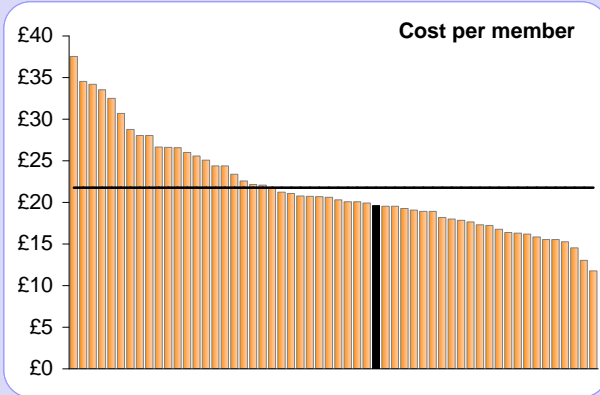
FTE staff	
Pension Section total	20.4
<i>less</i>	
IT staff	2.5
Payroll staff	2.5
Communications staff	1.0
Employing authority work	2.0
Work for other schemes	0.5
Other work	-
Admin of LGPS	11.9

Scheme membership	
	No.
Active full-time	9,509
Active part-time	10,215
Active total	19,724
Deferred	14,789
Pensioners	9,801
Dependants	1,627
Frozen refunds	1,747
Leavers unprocessed	785
Total	48,473

Costs £'000	
	£'000
Pension Section total	1,064
<i>less</i>	
Employing authority work	86
Work for other schemes	28
Other work	-
Admin of LGPS	950

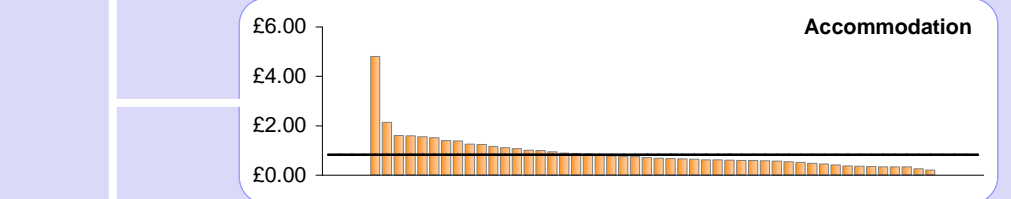
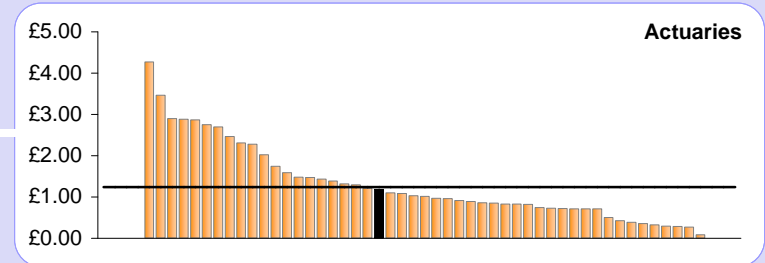
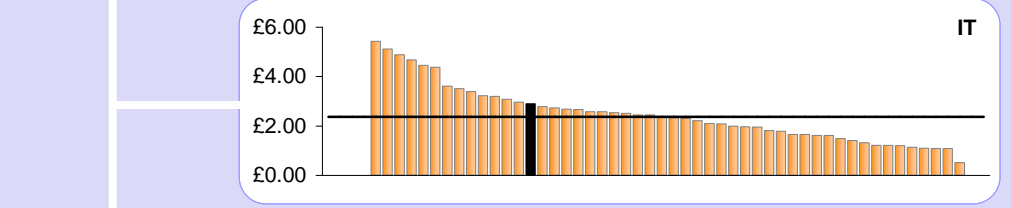
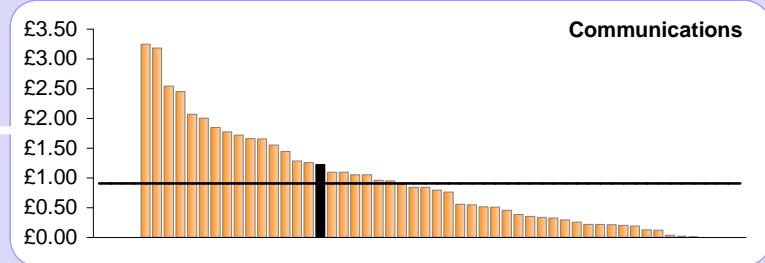
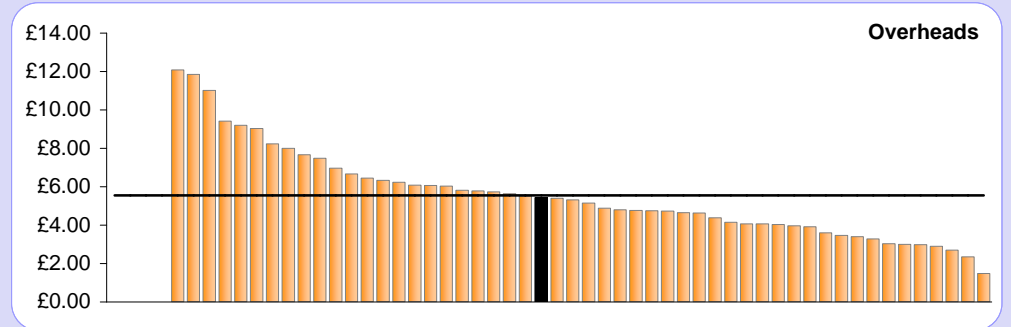
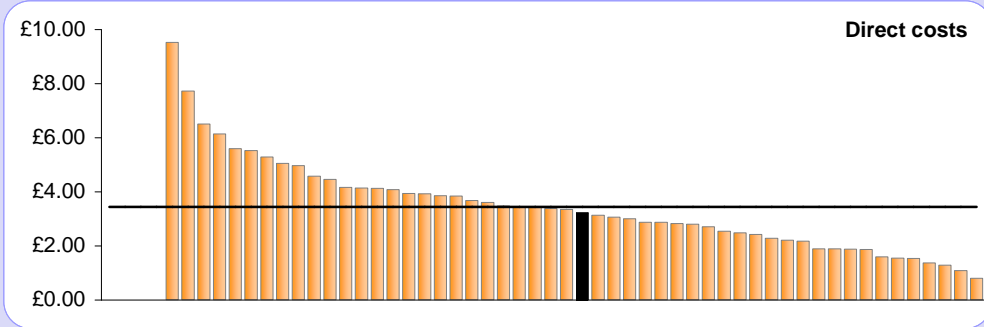
Admin of LGPS costs	
	£'000
Staff - administration	436
Staff - payroll	45
Payroll	51
Communications	59
Actuaries	58
External audit	-
Other running costs	39
IT	140
Accommodation	-
Other central charges	123
Income	1
Total	950

COST PER MEMBER 2008/09



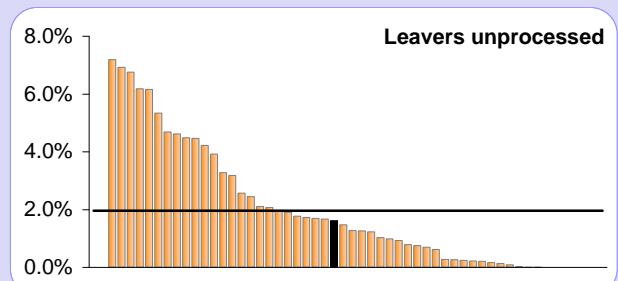
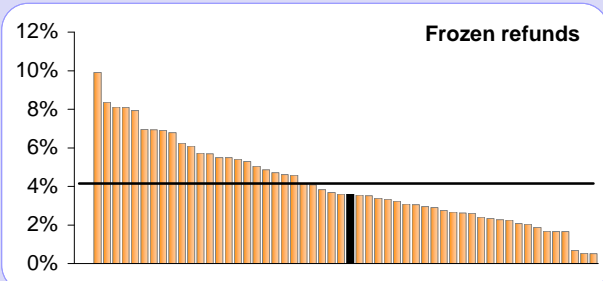
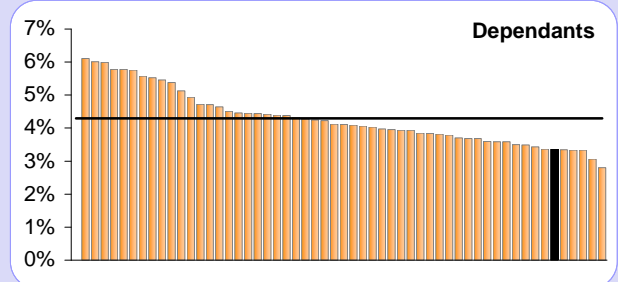
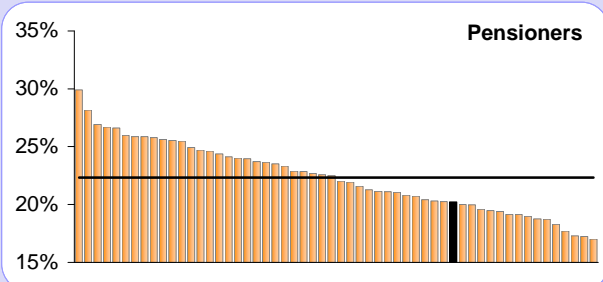
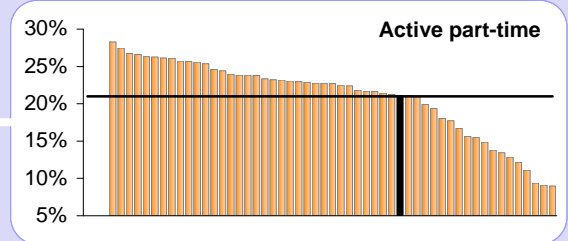
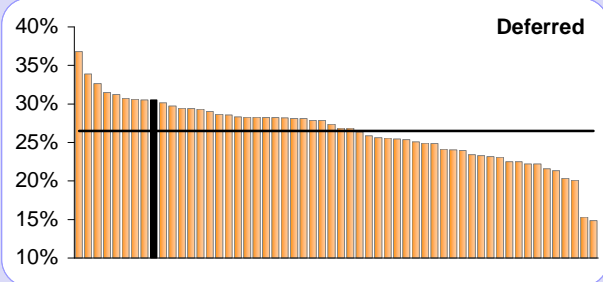
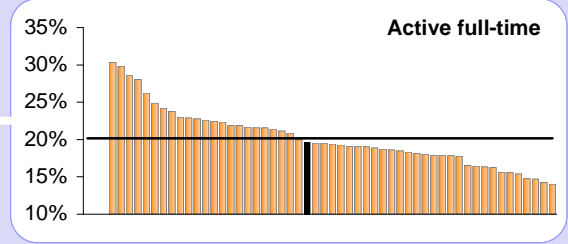
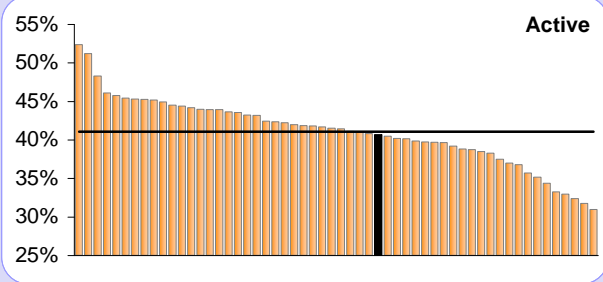
* For breakdown of direct costs and overheads see overleaf

COSTS PER MEMBER - Direct costs & overheads 2008/09



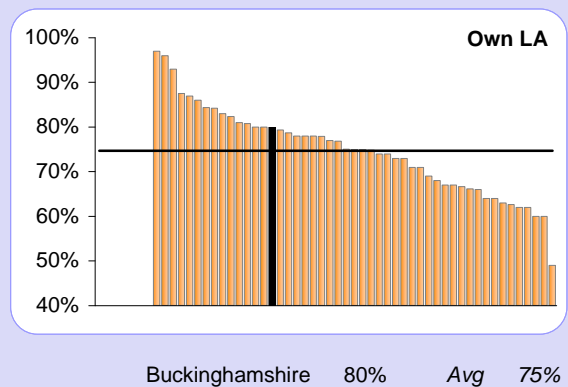
SECTION 2 - WORKLOAD MEASURES

COMPOSITION OF MEMBERS AS AT 31/03/09

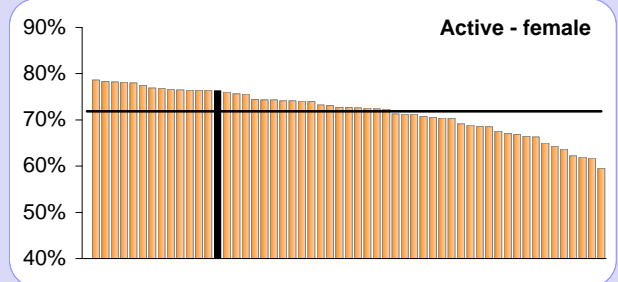
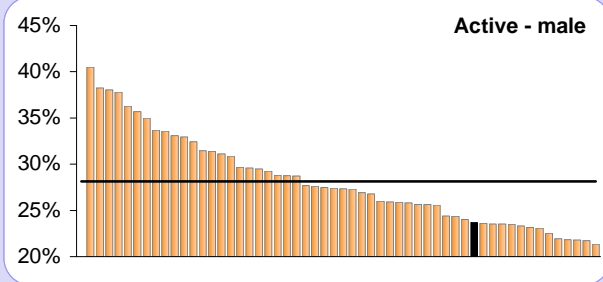


Composition of members			
	No.	%	Avg
Active:			
- full-time	9,509	20%	20%
- part-time	10,215	21%	21%
- sub-total	19,724	41%	41%
Deferred	14,789	31%	26%
Pensioners	9,801	20%	22%
Dependants	1,627	3%	4%
Frozen refunds	1,747	4%	4%
Leavers unprocessed	785	1.6%	2.0%
Total	48,473		

LGPS members as % eligible employees



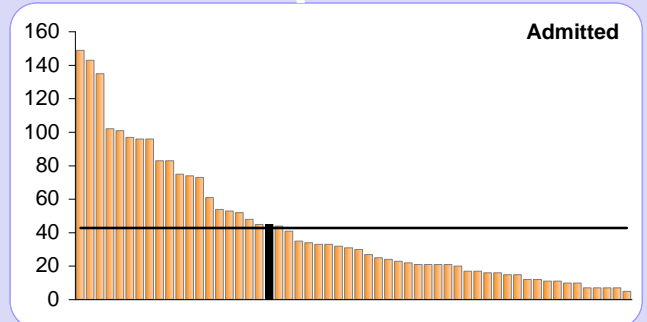
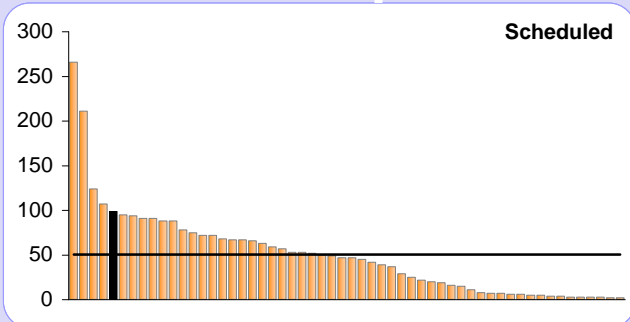
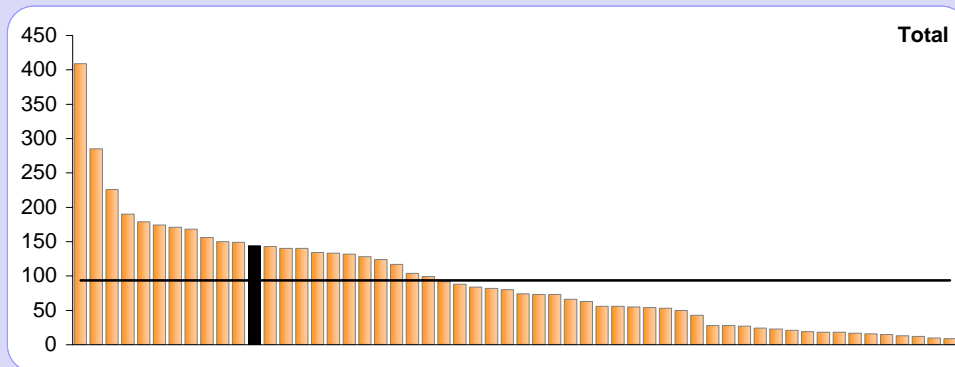
COMPOSITION OF MEMBERS AS AT 31/03/09



Composition of active members			
	No.	%	Avg
Male	4,673	24%	28%
Female	15,051	76%	72%

Elected members		
	No.	Avg
	16	46

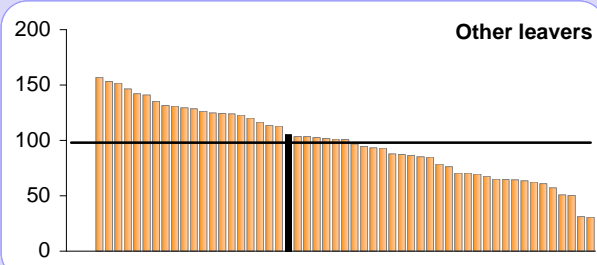
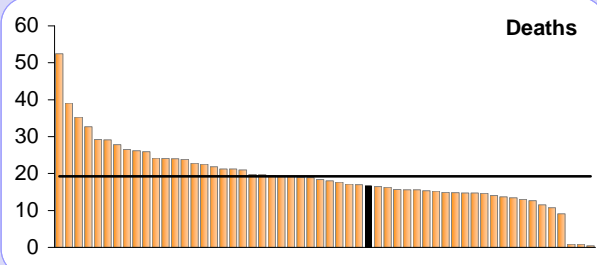
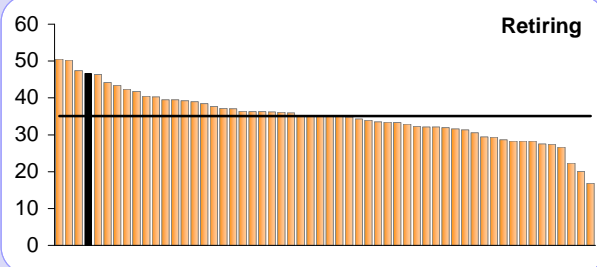
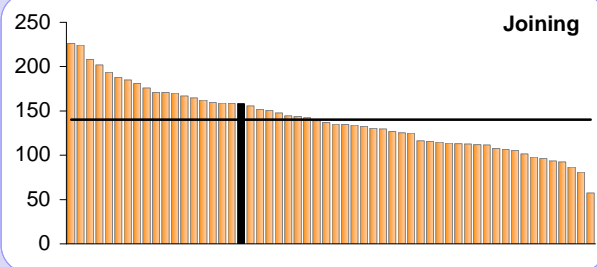
NUMBER OF LGPS EMPLOYERS AS AT 31/03/09



LGPS employers (31/3/09)						
	No.	Avg	of which:	No.	%	Avg
Scheduled	99	51	Local Authorities	59	60%	24%
Admitted	45	43	Ext. contractors	13	29%	32%
Total	144	93				

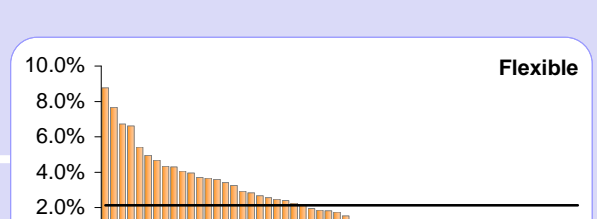
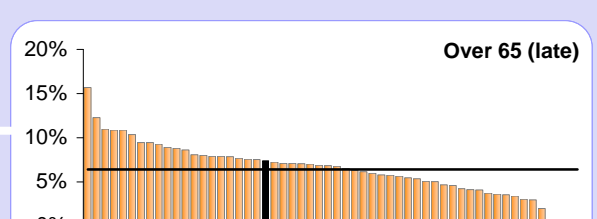
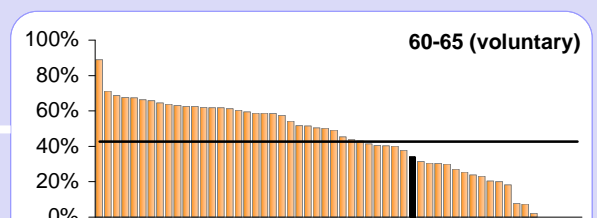
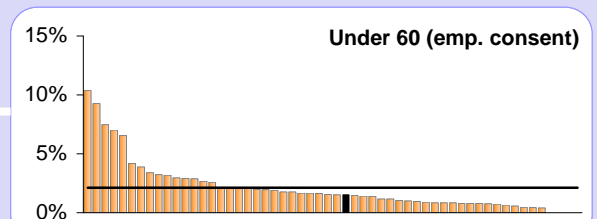
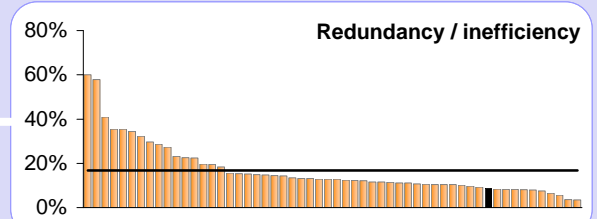
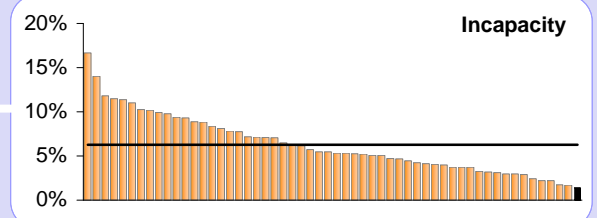
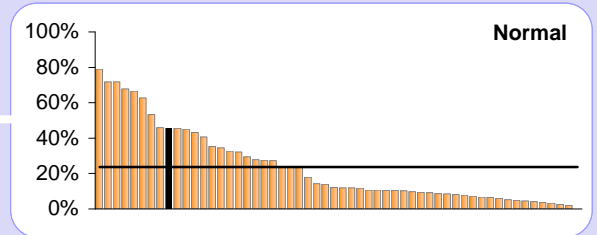
Employer changes 2008/09						
	No.	Avg	of which:	No.	%	Avg
Applying	8	5	Ext. contractors	6	75%	57%
Admitted	8	4	Ext. contractors	6	75%	62%
Leaving	-	2	Ext. contractors	-	na	40%

JOINERS & LEAVERS (per '000 active members)



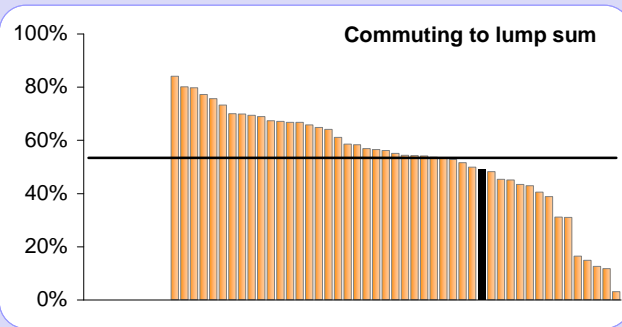
Joiners & leavers (per '000 active members)			
	No.	/1000	Avg
Joining	3,122	158	140
Retiring	920	47	35
Deaths	329	17	19
Other leavers	2,075	105	98

Retirements			
	No.	%	Avg
Normal	420	46%	24%
Incapacity	13	1%	6%
Redundancy / inefficiency	80	9%	17%
Under 60 (emp. consent)	14	2%	2%
60-65 (voluntary)	315	34%	43%
Over 65 (late)	68	7%	6%
Flexible	10	1.1%	2.1%



RETIREMENTS

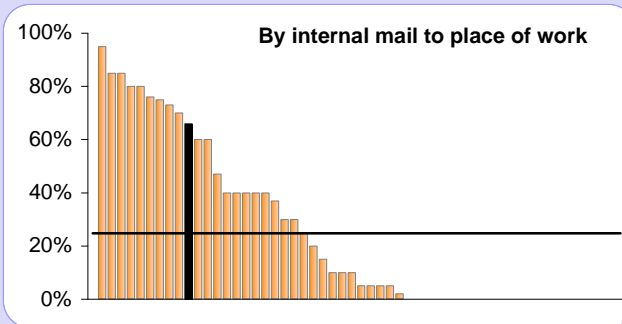
Retirements commuting to lump sum



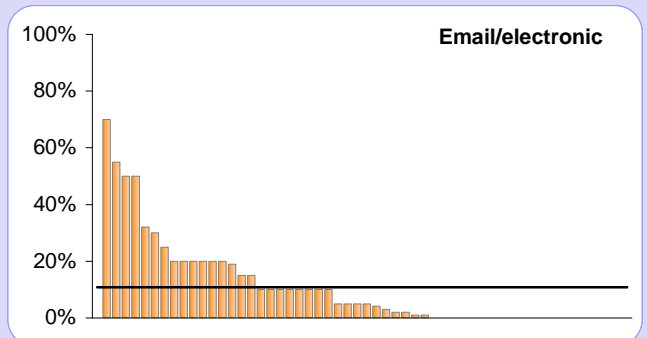
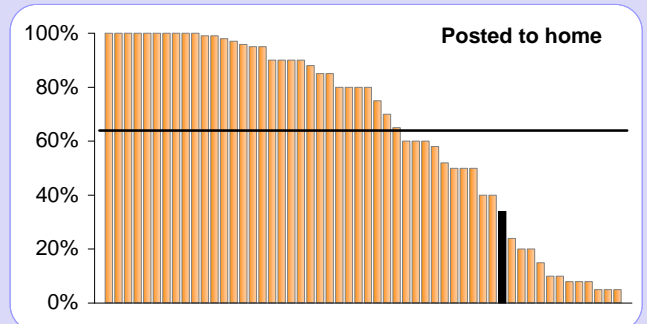
Retirements	Number	% total	Avg
	453	49%	53%

COMMUNICATIONS

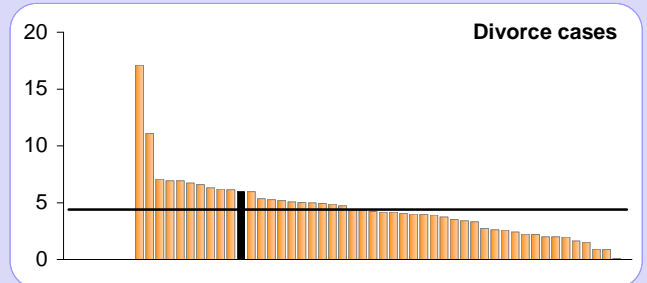
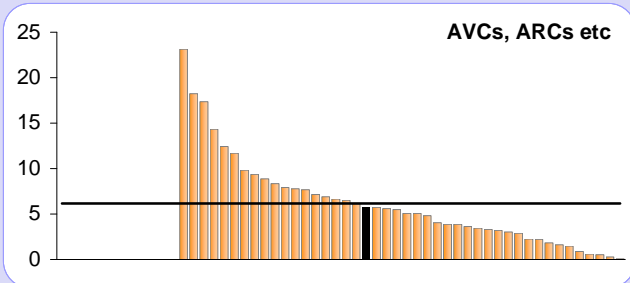
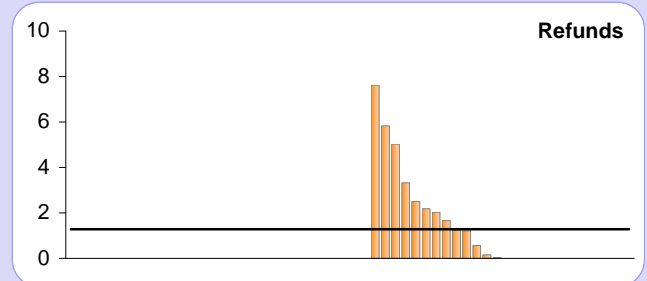
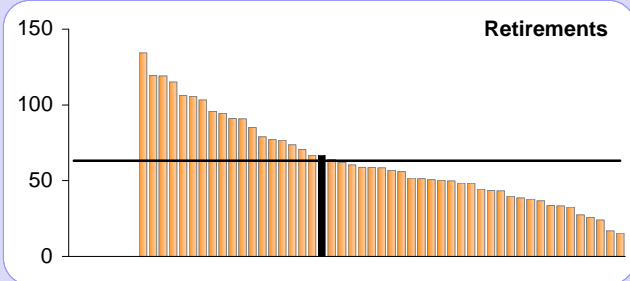
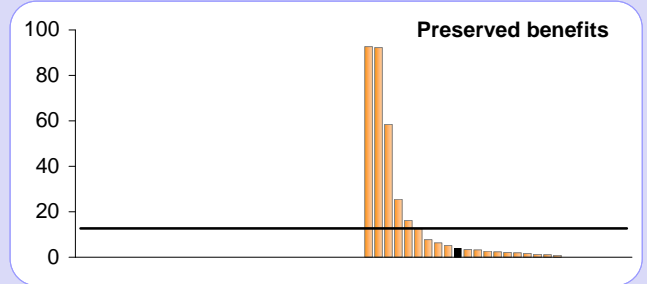
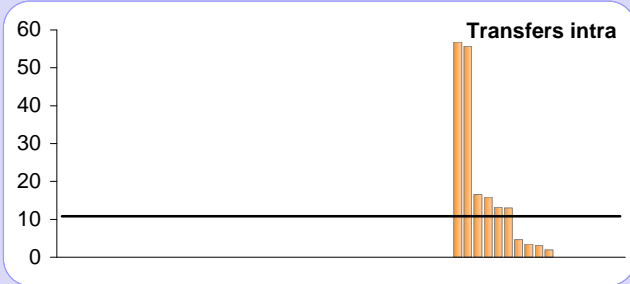
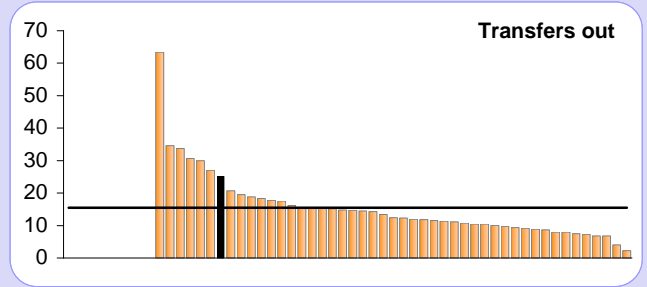
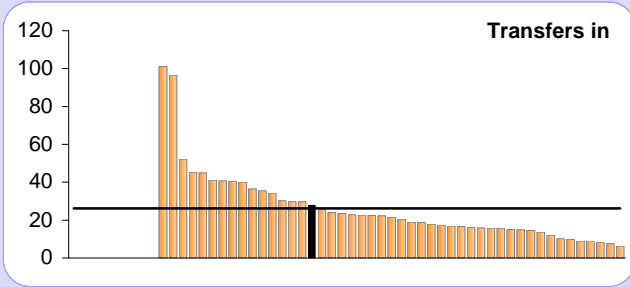
Communications to members



Method of distribution	Authority	Avg
To place of work	66%	25%
Posted to home	34%	64%
Email/electronic	0%	11%
Other	0%	0%



PROVISION OF ESTIMATES (per '000 active members)

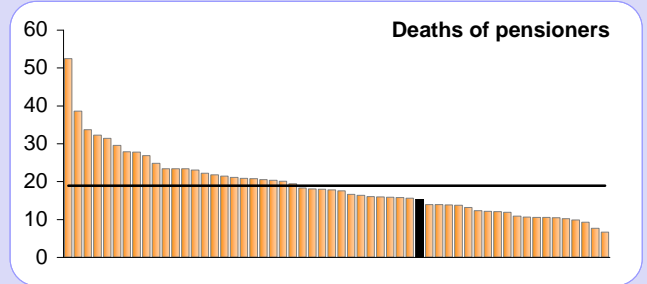
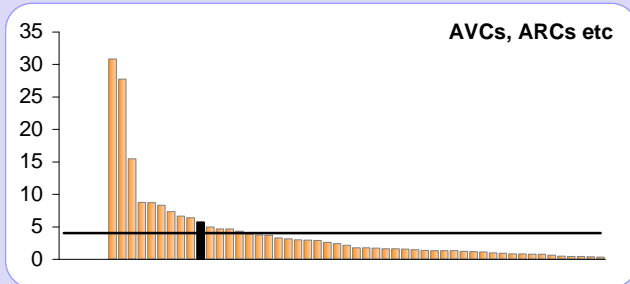
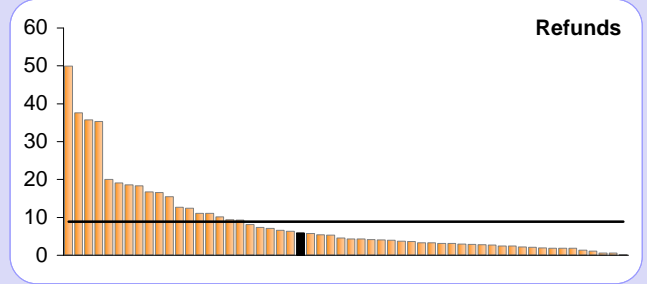
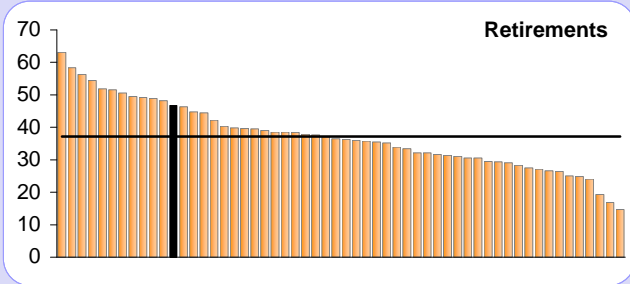
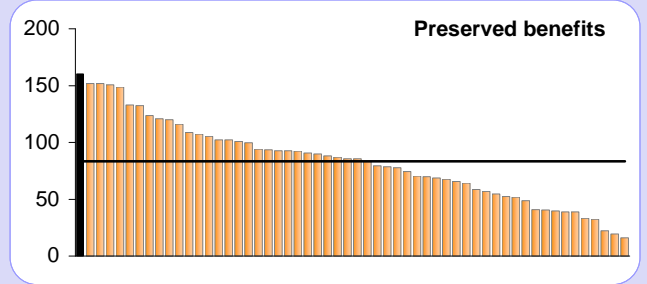
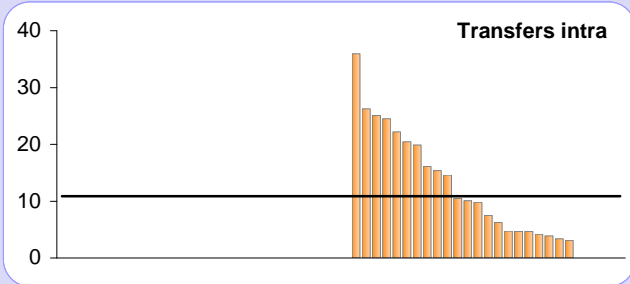
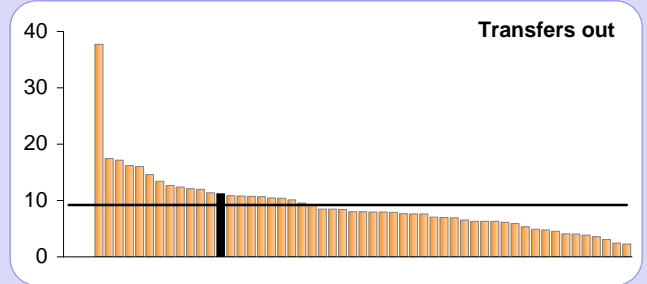
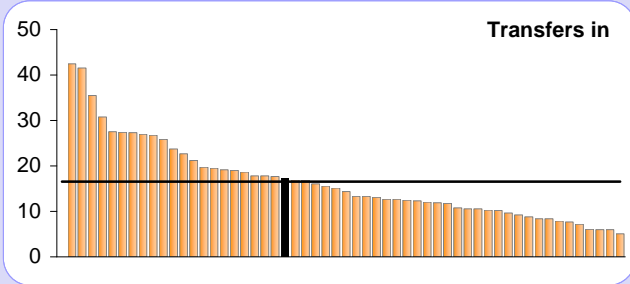


Provision of estimates			
	No.	'000	Avg
Retirements	1,315	67	63
Transfers in	547	28	26
Transfers intra	na	na	11
Transfers out	495	25	15
Refunds	na	na	1
Frozen refunds	na	na	1
Preserved benefits	78	4	13
AVCs, ARCs etc	114	6	6
Divorce cases	118	6	4
Deaths in service	3	0.2	0
Deaths of pensioners	na	na	3

Actual calculations			
	No.	'000	Avg
Retirements	922	47	37
Transfers in	342	17	17
Transfers intra	na	na	11
Transfers out	221	11	9
Refunds	116	6	9
Frozen refunds	59	3	4
Preserved benefits	3,163	160	83
AVCs, ARCs etc	114	6	4
Divorce cases	5	0	1
Deaths in service	26	1	1
Deaths of pensioners	303	15	19

Active members
19,724

ACTUAL CALCULATIONS (per '000 active members)

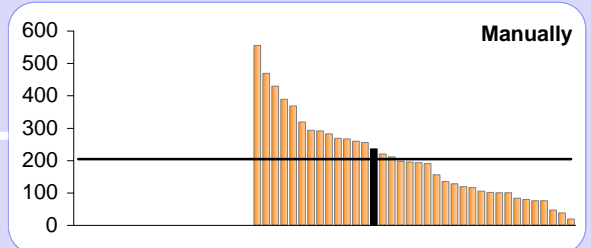
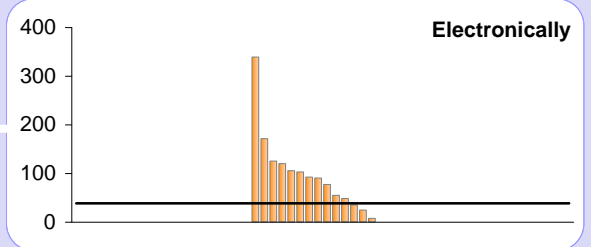
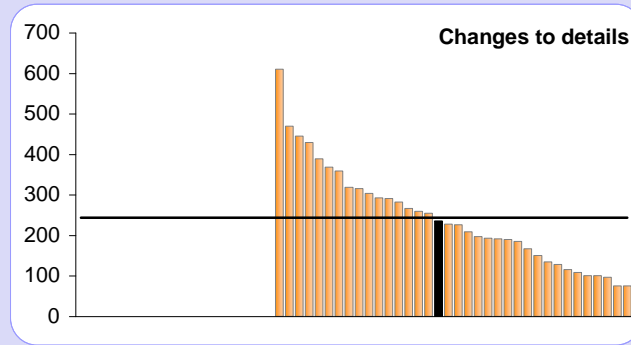
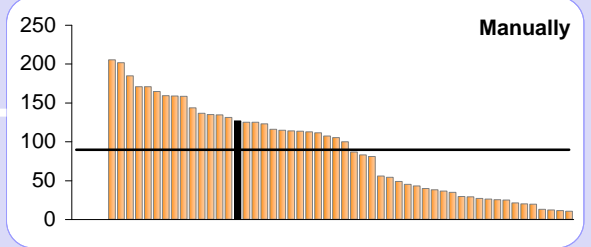
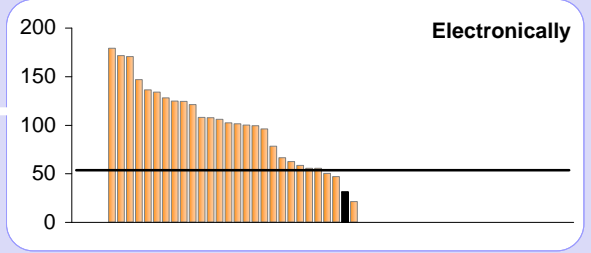
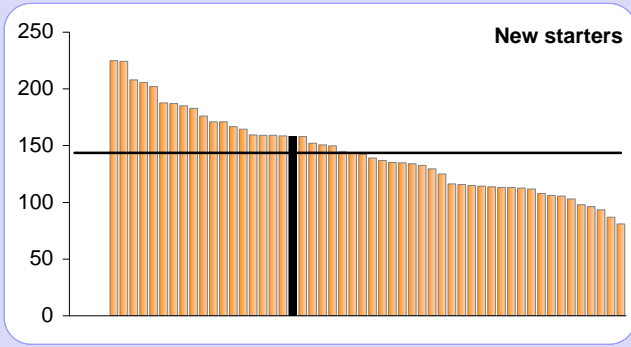


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Preserved benefits	78	4	13
AVCs, ARCs etc	114	6	6
Divorce cases	118	6	4
Deaths in service	3	0	0
Deaths of pensioners	na	na	3

Actual calculations	No.	'000	Avg
Retirements	922	47	37
Transfers in	342	17	17
Transfers intra	na	na	11
Transfers out	221	11	9
Refunds	116	6	9
Frozen refunds	59	3	4
Preserved benefits	3,163	160	83
AVCs, ARCs etc	114	6	4
Divorce cases	5	0	1
Deaths in service	26	1	1
Deaths of pensioners	303	15	19

Active members
19,724

ACTUAL CALCULATIONS (per '000 active members)

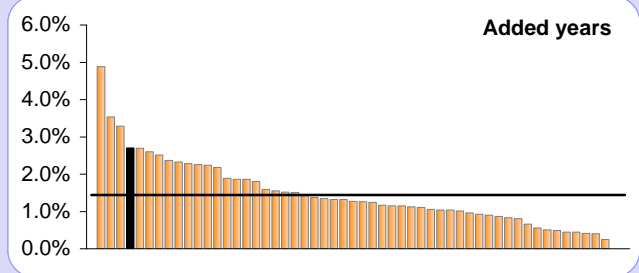
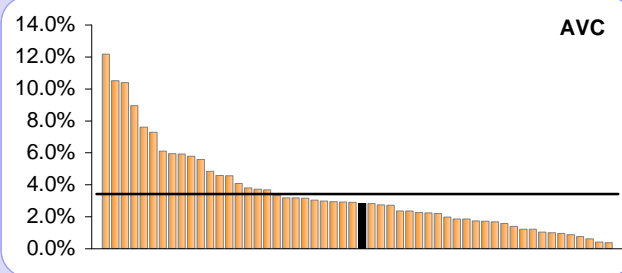


Actual calculations			
	No.	'000	Avg
New starters	3,122	158	144
- electronically	624	32	54
- manually	2,498	127	90
Changes to details	4,661	236	244
- electronically	-	-	39
- manually	4,661	236	205

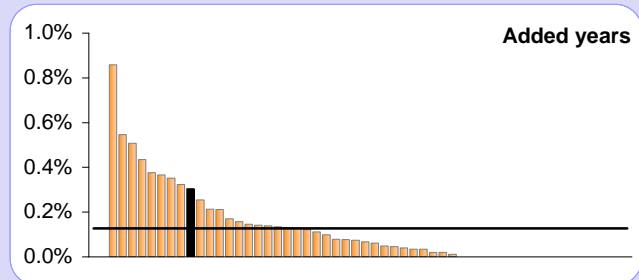
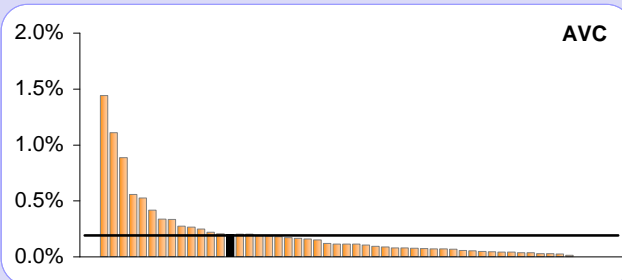
Active members
19,724

AVCs / ARCs / ADDED YEARS

% Currently contributing



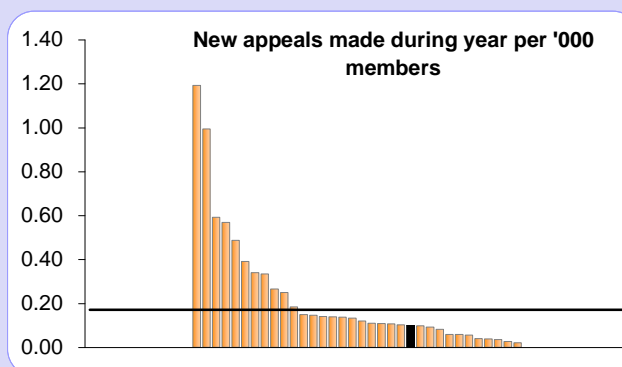
% New contributors this year



AVCs, ARCS & added years			
	No.	%	Avg
Currently contributing			
- AVC	566	2.9%	3.4%
- ARC	14	0.1%	0.0%
- Added years	533	2.7%	1.4%
Total	1,113	5.6%	4.8%
New contributors this year			
- AVC	40	0.20%	0.19%
- ARC	14	0.07%	0.05%
- Added years	60	0.30%	0.13%
Total	114	0.58%	0.35%

Active members
19,724

APPEALS

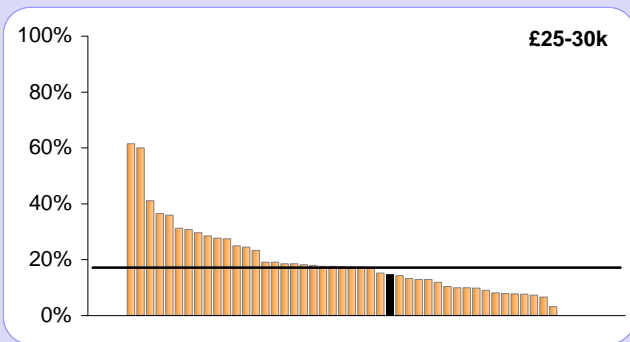
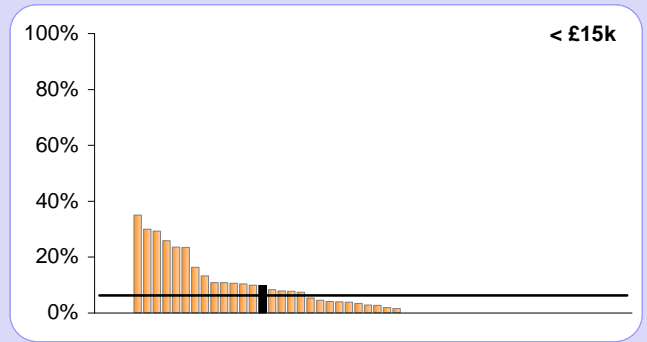
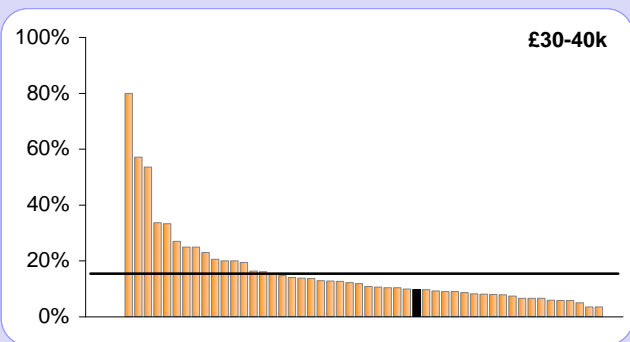
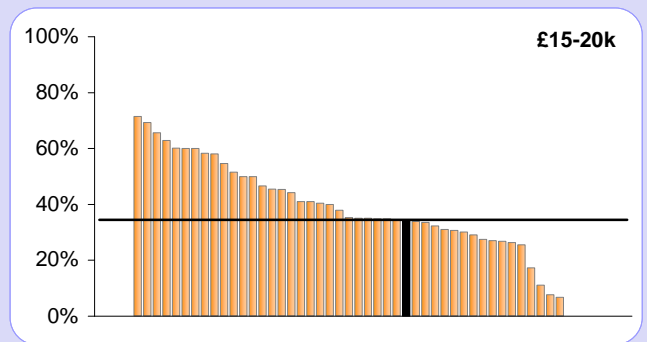
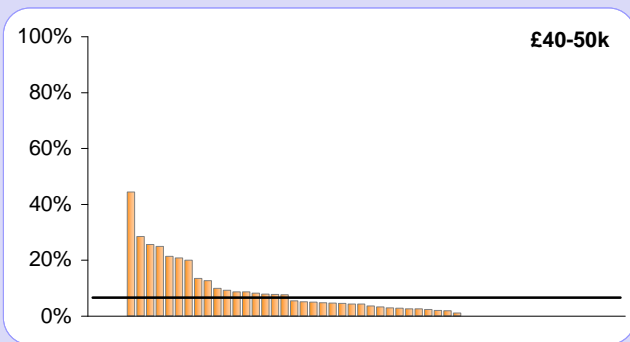
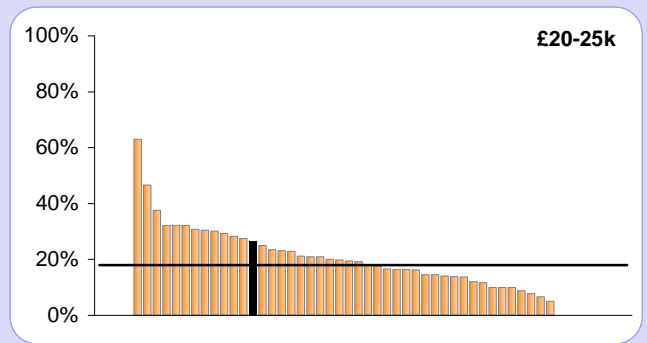
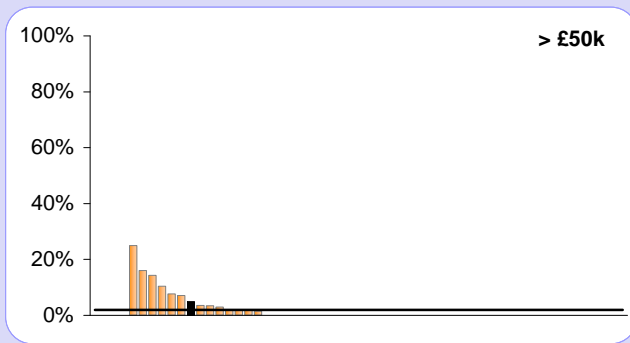


Number of appeals				
	No.	Per '000 members	Avg	Club* total
In progress at start of year	1	0.05	0.10	58
New appeals during year	2	0.10	0.17	185
In progress at end of year	0	0.00	0.09	51
1st stage				
Total	1	0.05	0.24	150
Won	1	100%	75%	121
Lost	0	0%	25%	29
2nd stage				
Total	2	0.10	0.10	61
Won	2	100%	95%	56
Lost	0	0%	5%	5

*Club total: This shows the total for all the Benchmarking Club members 2009.

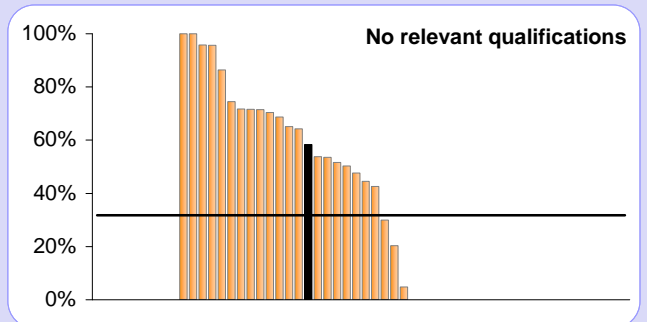
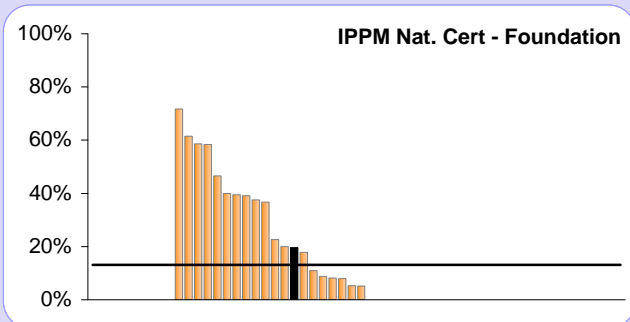
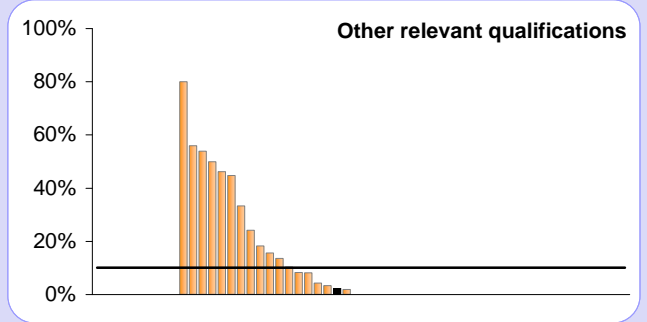
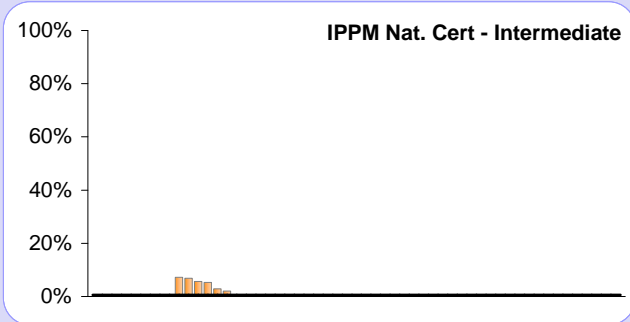
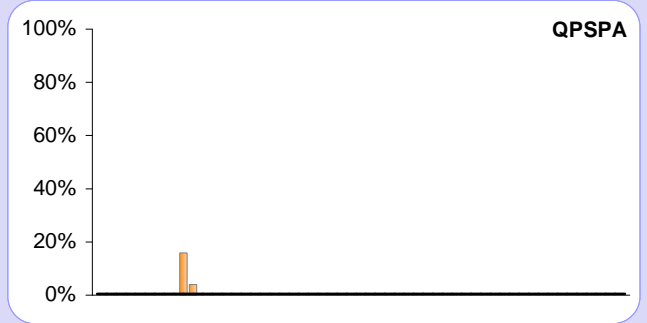
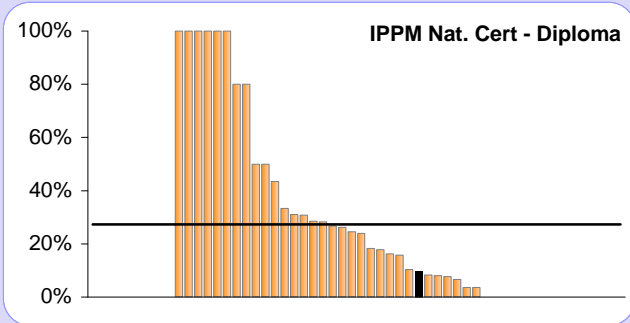
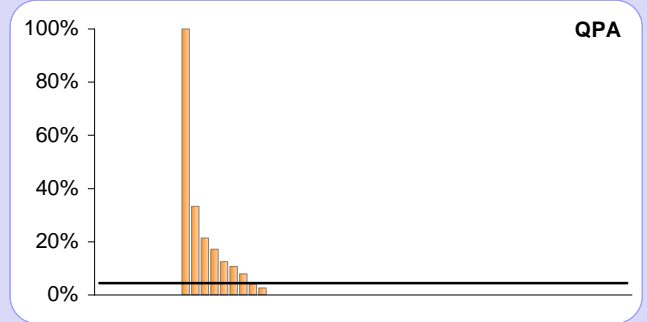
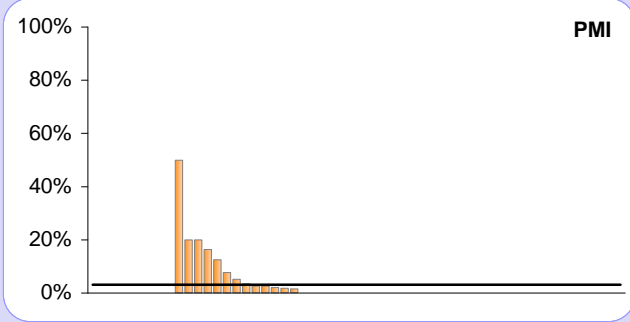
SECTION 3 - STAFF RELATED MEASURES

STAFF PAY



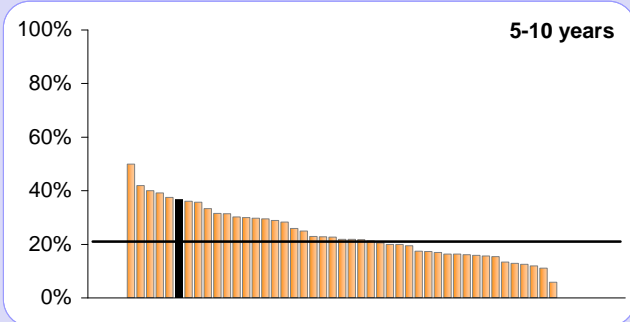
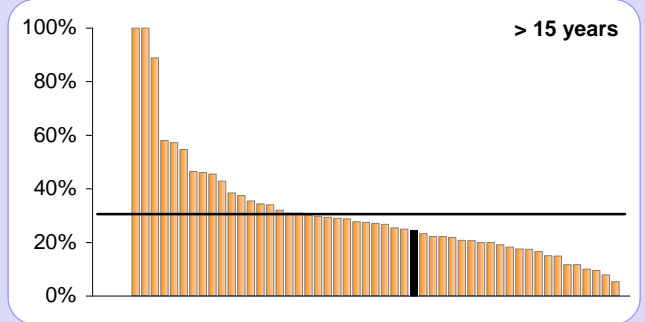
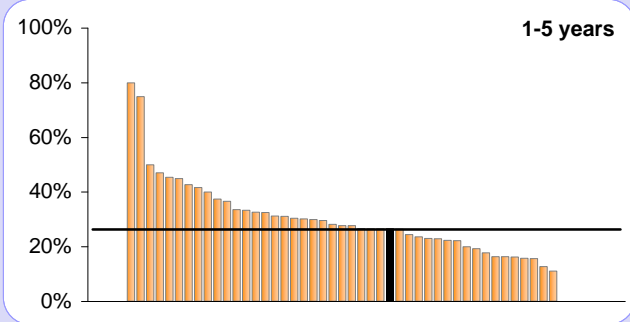
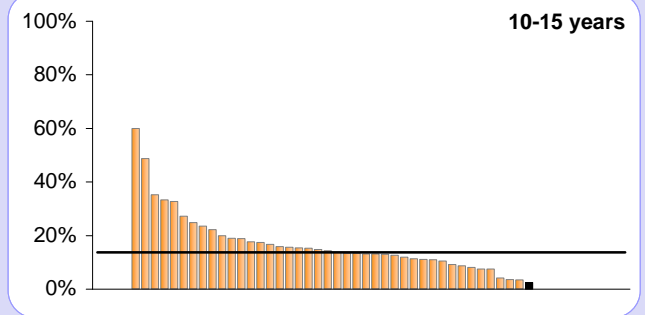
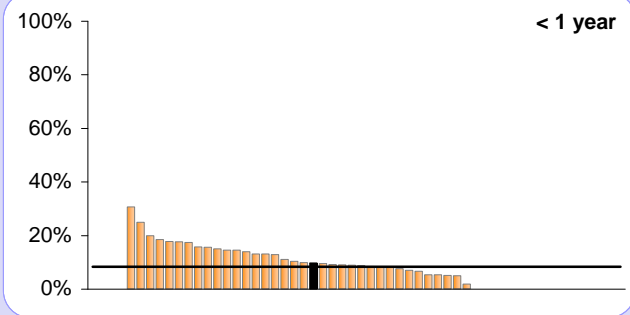
Staff pay			
	FTE	%	Avg
> £50k	1.0	5%	2%
£40-50k	0.0	0%	7%
£30-40k	2.0	10%	15%
£25-30k	3.0	15%	17%
£20-25k	5.4	26%	18%
£15-20k	7.0	34%	35%
< £15k	2.0	10%	6%
Total	20.4		

STAFF QUALIFICATIONS



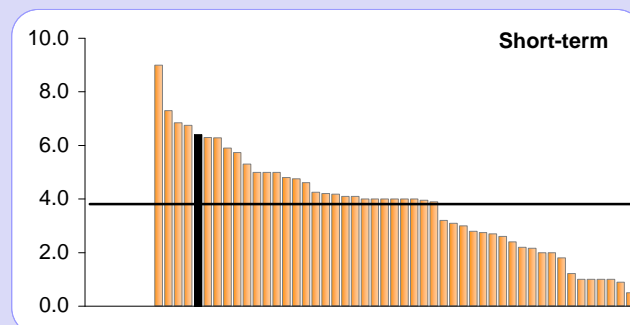
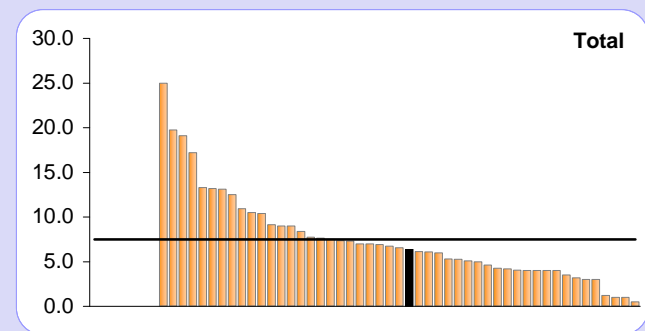
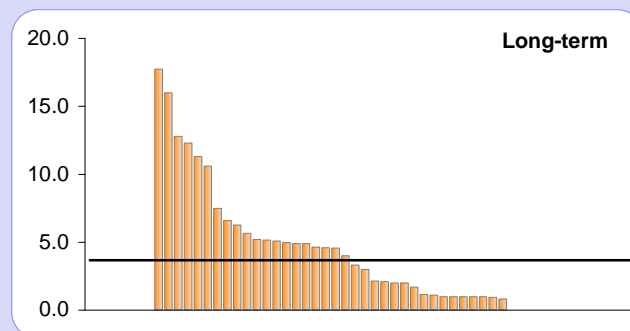
Staff qualifications			
	FTE	%	Avg
PMI	0.0	0%	3%
IPPM Nat. Cert - Diploma	2.0	10%	27%
IPPM Nat. Cert - Intermediate	0.0	0%	1%
IPPM Nat. Cert - Foundation	4.0	20%	13%
QPA	0.0	0%	4%
QPSPA	0.0	0%	0%
ASPA	2.0	10%	9%
Other relevant	0.5	2%	10%
No relevant	11.9	58%	32%
Total	20.4		

STAFF PENSIONS EXPERIENCE



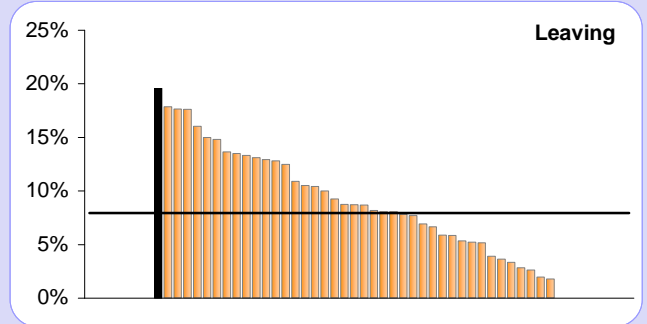
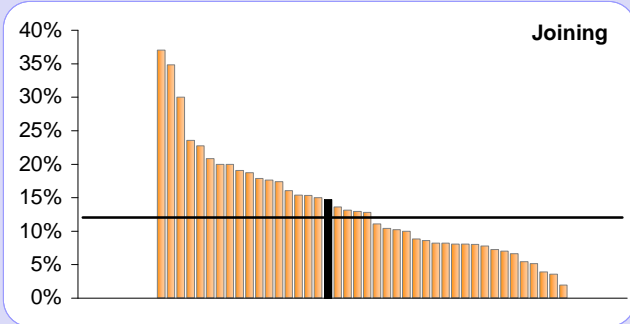
Staff experience			
	FTE	%	Avg
< 1 year	2.0	10%	8%
1-5 years	5.4	27%	26%
5-10 years	7.5	37%	21%
10-15 years	0.5	2%	14%
> 15 years	5.0	25%	31%
Total	20.4		

SICKNESS ABSENCE - Lost days per FTE employee

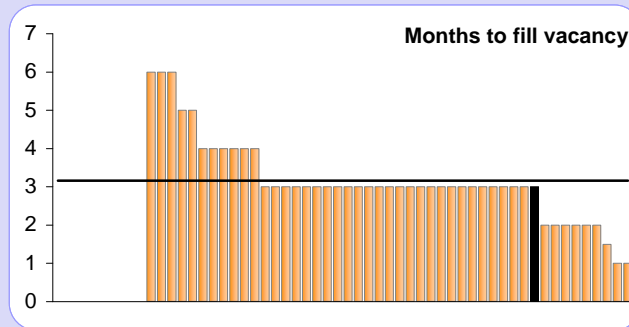


Sickness absence		
	Days/FTE	Avg
Long-term sickness	0.0	3.7
Short-term sickness	6.4	3.8
Total	6.4	7.5

STAFF TURNOVER

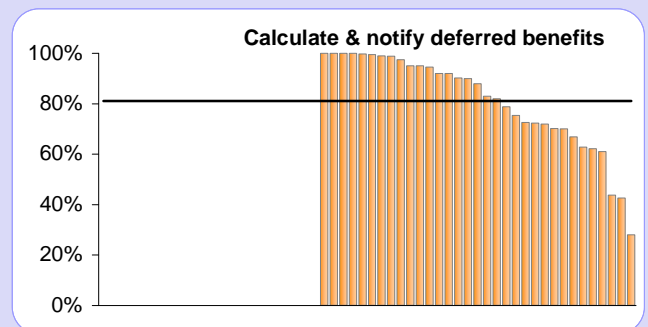
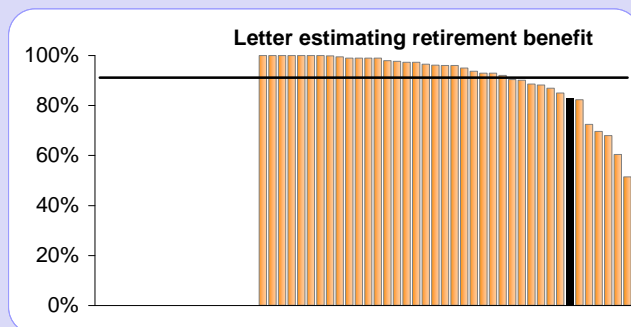
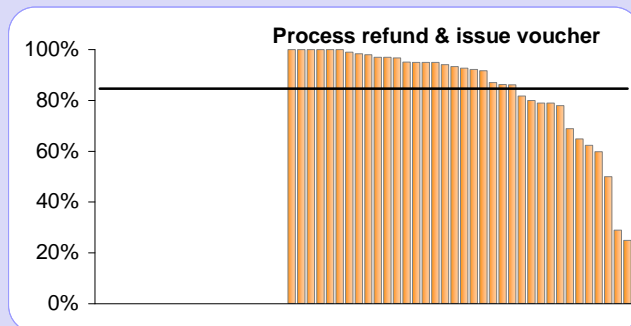
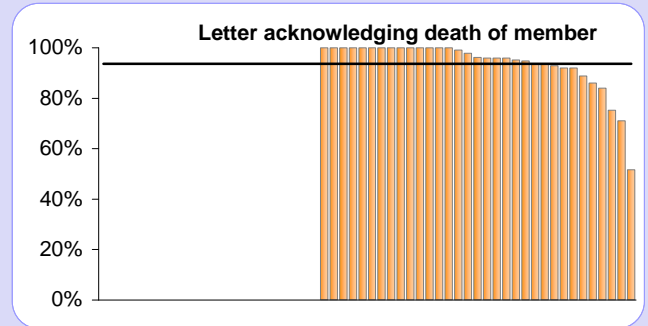
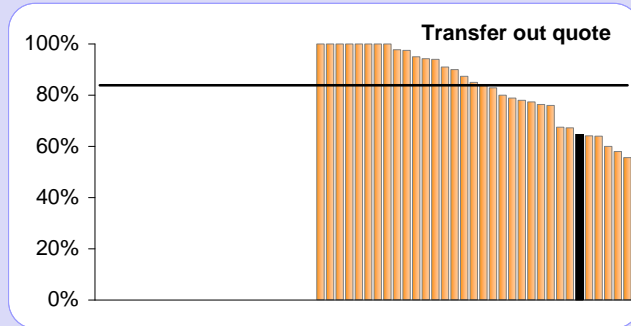
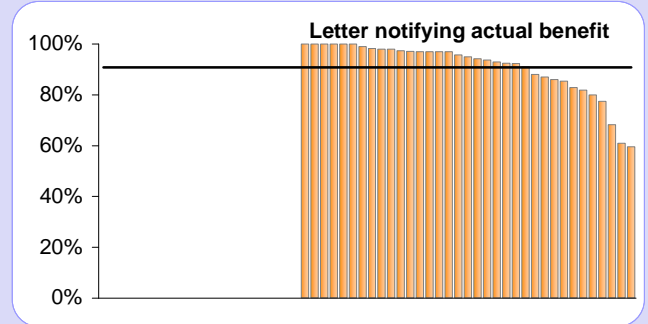
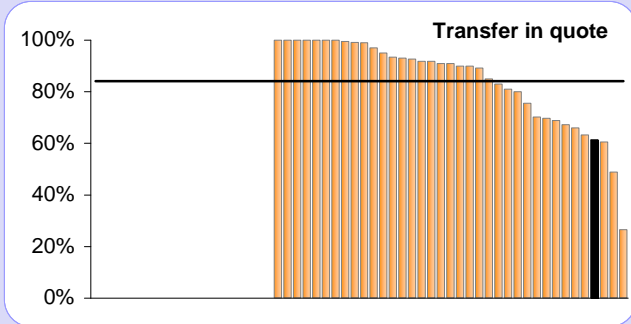


Staff turnover			
	FTE	%	Avg
Total Section FTE	20.4		
Joining Section	3.0	14.7%	12.0%
Leaving Section	4.0	19.6%	7.9%



Average time to fill vacancy		
	Months	Avg
	3	3

SECTION 4 - INDUSTRY STANDARD PERFORMANCE INDICATORS

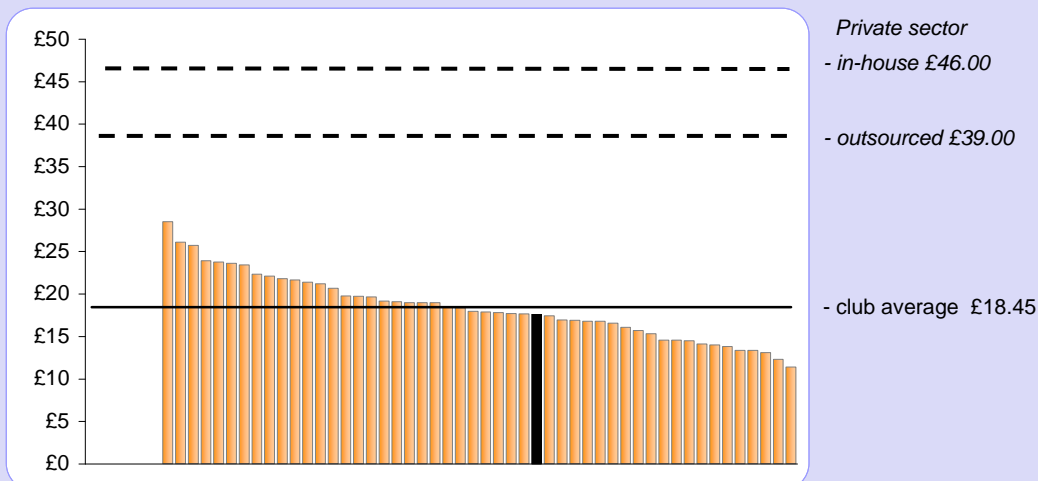


Industry Standard PI's			
	Target	Achieved	Avg
Letter detailing transfer in quote	10 days	61.4%	84.1%
Letter detailing transfer out quote	10 days	64.7%	83.8%
Process refund and issue payment voucher	5 days	na	84.6%
Letter notifying estimate of retirement benefit	10 days	83.0%	91.1%
Letter notifying actual retirement benefit	5 days	na	90.9%
Letter acknowledging death of member	5 days	na	93.7%
Letter notifying amount of dependant's benefits	5 days	na	88.9%
Calculate and notify deferred benefits	10 days	na	81.1%

SECTION 5 - COMPARISON WITH PRIVATE SECTOR

LGPS ADMIN COST PER MEMBER

excluding payroll cost



Costs	£'000
Admin cost	950
Payroll cost	96
Adjusted cost	854

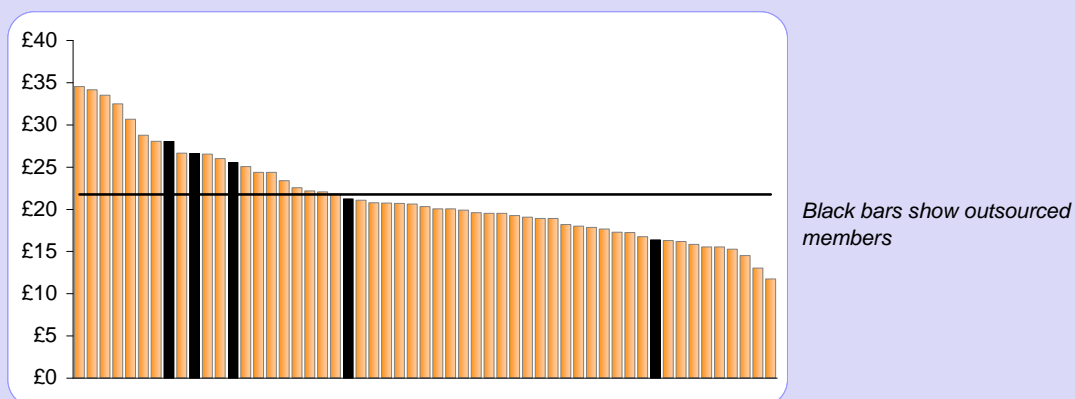
Cost/member	£17.62
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Members	No.	% club avg	private
Active	19,724	41%	35%
Deferred	14,789	31%	33%
Retired	9,801	20%	32%
Total	48,473		

COMPARISON OF OUTSOURCED/IN-HOUSE MEMBERS

Total members with data:	56
Outsourced members:	5

LGPS ADMIN COST PER MEMBER (INCLUDING PAYROLL)



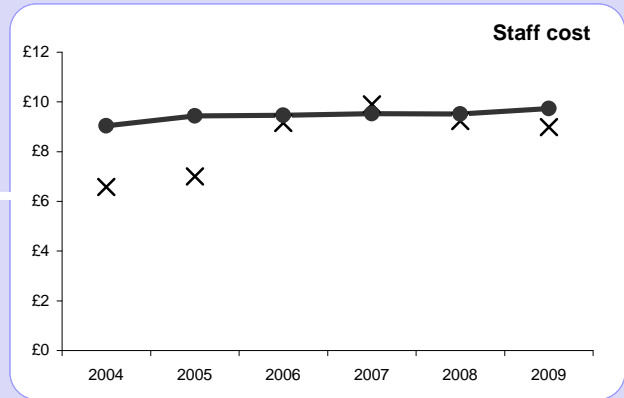
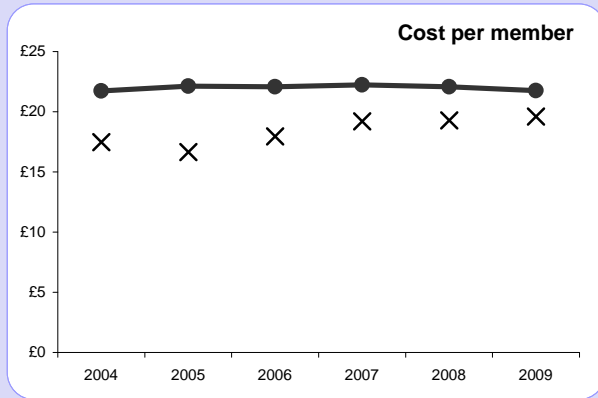
Admin cost per member:	
Buckinghamshire	£19.60
Club average	£21.77
Outsourced average	£23.57
In-house average	£21.59

Source: Capita Hartshead Annual Pension Scheme Admin Survey 2009
Data for funds over 10,000 members

SECTION 6 - TIMESERIES

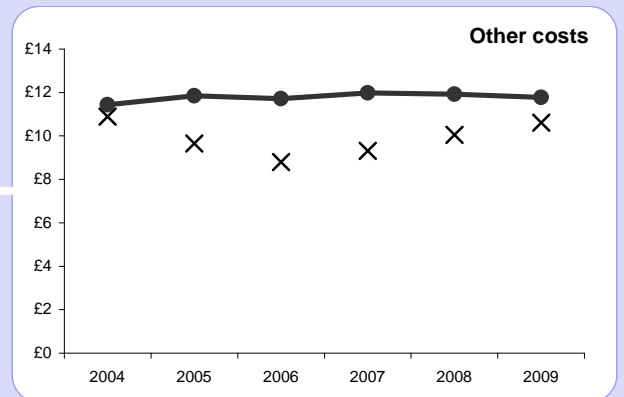
The 2009 averages are the actual club averages.

For previous years, the averages shown here are scaled up or down from the 2009 figure based on the average rate of change in each year. This is calculated using data from members who supplied figures in consecutive years, otherwise the simple average in each year would be distorted by changes in the composition of the club from year to year.



KEY:

● Club average
X Buckinghamshire



Time series analysis						
	2004	2005	2006	2007	2008	2009
Members	35,989	37,408	37,792	42,846	46,062	48,473
Net cost (£'000)	629k	623k	678k	823k	888k	950k
Cost per member	£17.47	£16.66	£17.95	£19.21	£19.27	£19.60
Average	£21.72	£22.13	£22.07	£22.22	£22.06	£21.77
Staff cost	£6.58	£7.00	£9.15	£9.90	£9.23	£8.99
Average	£9.03	£9.44	£9.47	£9.52	£9.52	£9.74
Other costs	£10.89	£9.65	£8.79	£9.31	£10.05	£10.61
Average	£11.43	£11.85	£11.72	£11.98	£11.93	£11.78