Pension Fund Consultative Group

Title:	**Pensions Administration Performance**
Date:	**11 March 2010**
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Electoral divisions affected:	n/a

Summary

The Pensions Administration 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, emails and other requests for information are logged daily and reported 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 to February 2010 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.**

A. Supporting information:

Workload statistics for the year to February 2010 are presented below:

INVESTOR IN PEOPLE

	Within Target	Over Target	Total	% over target
March 2009	11888	197	12085	1.63%
April	10398	237	10635	2.23%
May	7999	272	8271	3.29%
June	9802	278	10080	2.76%
July	10429	356	10785	3.30%
August	8878	100	8978	1.11%
September	11139	356	11495	3.10%
October	10582	409	10991	3.72%
November	13046	281	13327	2.11%
December	9579	185	9764	1.89%
January 2010	13577	211	13788	1.53%
February	14069	110	14179	0.78%
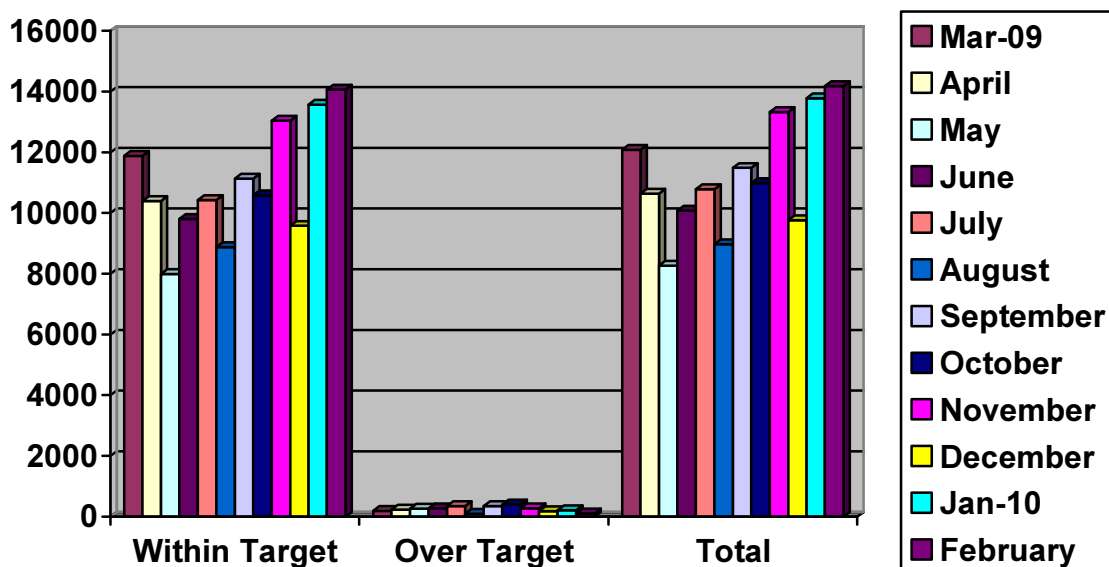
In addition to the normal daily work, the Pensions Team are in the process of issuing annual benefit statements to current employees of Thames Valley Police, Milton Keynes Council and Buckinghamshire County Council.

The large increase in the number of tasks being completed in January and February 2010 can be attributed to additional resource being applied to clear year end queries for Buckinghamshire County Council as an employer. In January 1240 year end tasks were cleared by the pensions team. In February this figure was 1113.

To provide more qualitative data, two procedures have been selected for the month of November 2009. 69 redundancy quotes were calculated in November. Of these, one quote was processed outside of the time limit from receipt of the initial request. This was as a result of awaiting confirmation from the employer that they were happy to accept the cost (£10 plus VAT) of providing the estimate as more than two estimates had been requested in the previous calendar year.

In November 2009, 109 new pensioner payroll records were created on the pensions payroll system. Of these 9 were set up outside of the set time limits. In all cases this was due to the pensioner payroll system being closed for processing of the monthly payroll.

To give an indication of volumes of other work, in November 427 new starters were set up on the pensions administration system. Compared to new starters we received 110 elections to opt out of the scheme, representing approximately 25% of new starters. The section also responded to 577 queries.

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