

Pensions Administration
Benchmarking Club
2010

Buckinghamshire County Council

compared with

63 authorities

FINAL REPORT

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PREFACE

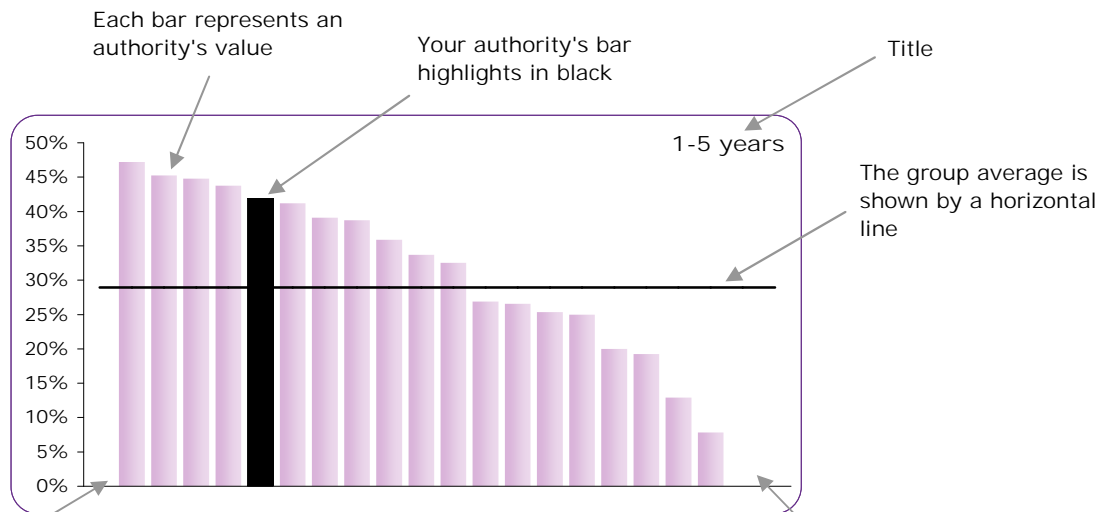
This report compares your data with the group of authorities specified on the title page.

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 the following sections.

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Section 1 - Summary 2010

This page provides a brief summary of the most salient aspects of the report.

Section 2 - 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 provided in this section.

Section 3 - 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 and ARCs
- appeals

Section 4 - 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 5 - Industry Standard Performance Indicators

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

Section 6 - Comparison with Private Sector (final report only)

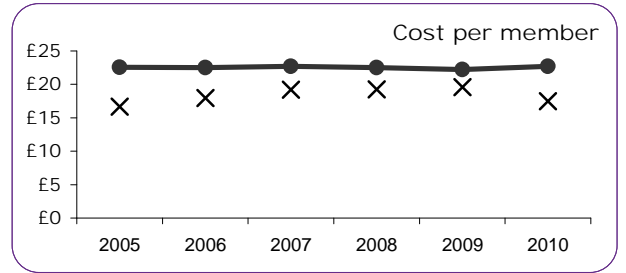
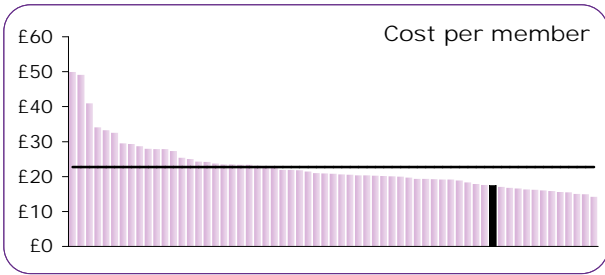
This shows members' costs and averages compared to private sector averages for in-house and externally managed pension schemes. The external data is taken from the Capita Hartshead Annual Pension Scheme Admin Survey 2010.

Section 7 -Timeseries

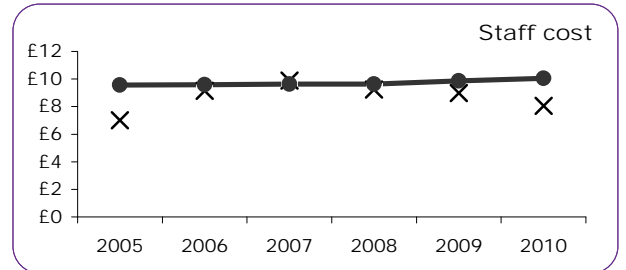
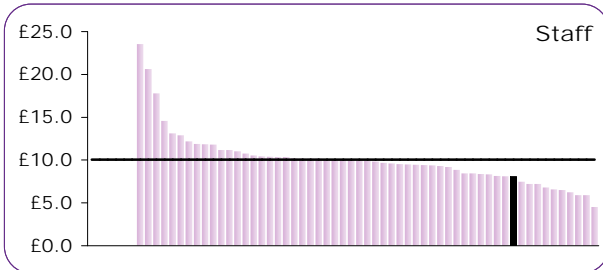
This shows the individual members' performance over time compared to the club average for cost per member, which is analysed over staff cost and other costs.

SECTION 1 - SUMMARY 2010

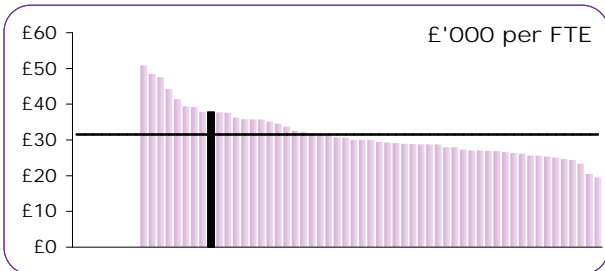
NET COST / MEMBER 2009-10



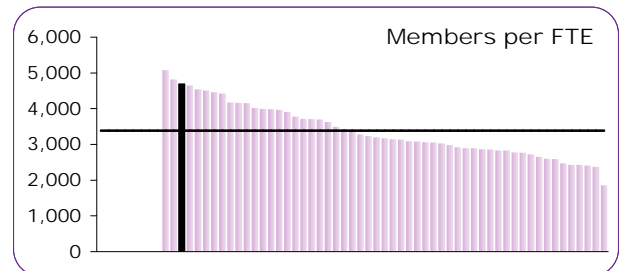
STAFF COST / MEMBER 2009-10



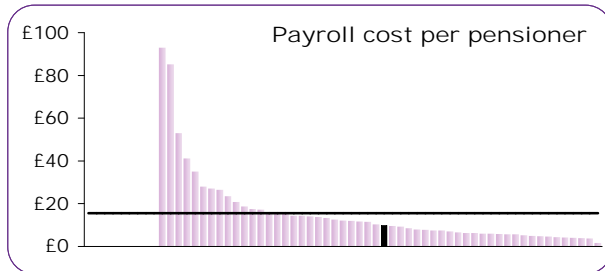
COST £'000 / FTE



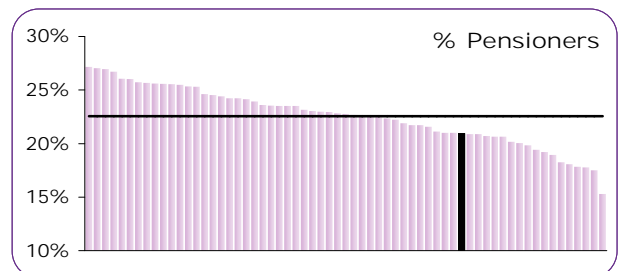
MEMBERS LGPS / ADMIN FTE



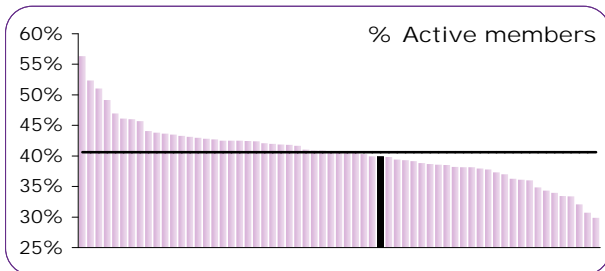
PAYROLL COST / PENSIONER



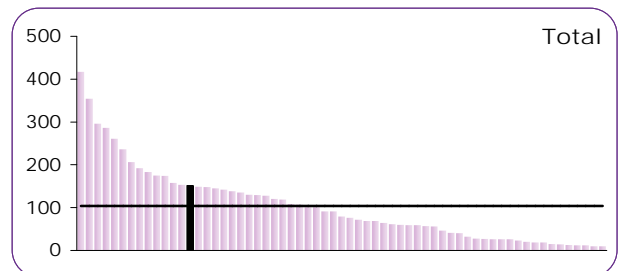
PENSIONERS AS A % MEMBERS



ACTIVES AS A % MEMBERS



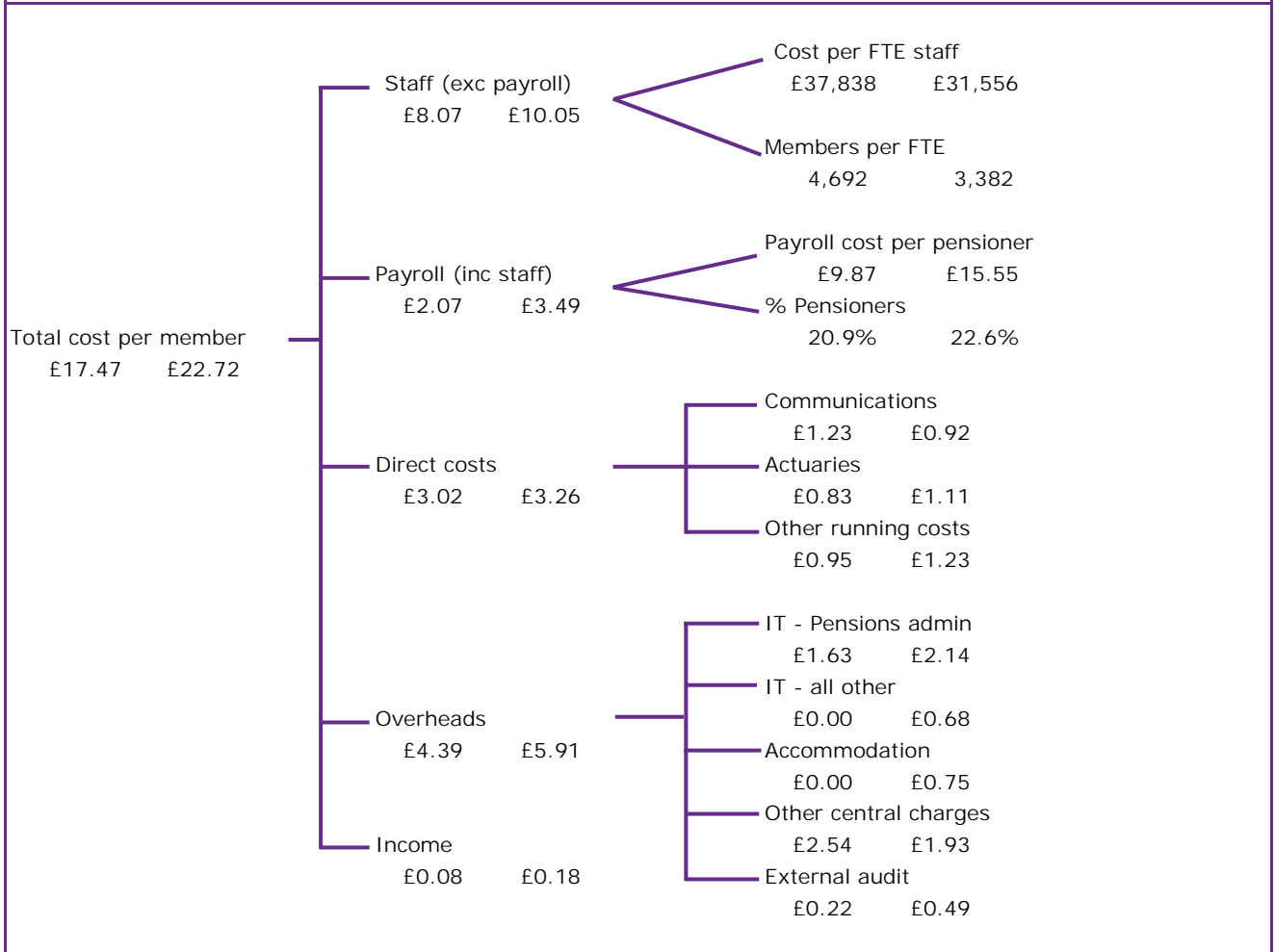
NUMBER OF LGPS EMPLOYERS



SECTION 2 - COST MEASURES

COST/MEMBER TREE 2009-10

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.



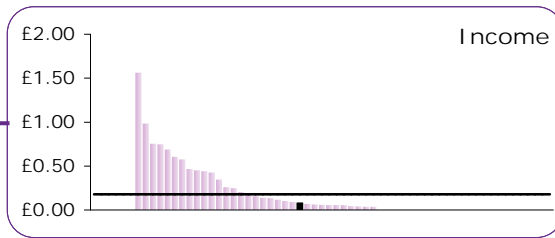
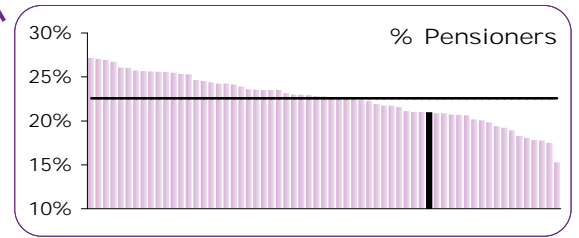
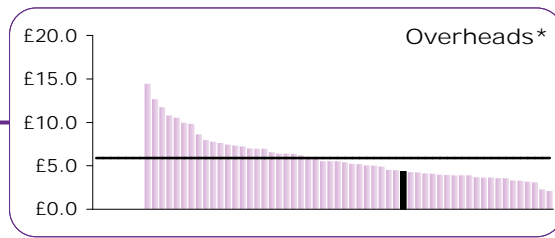
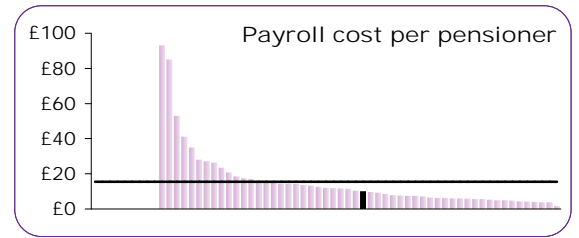
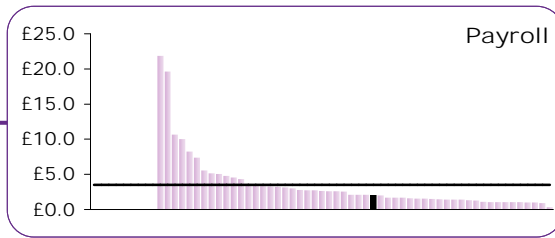
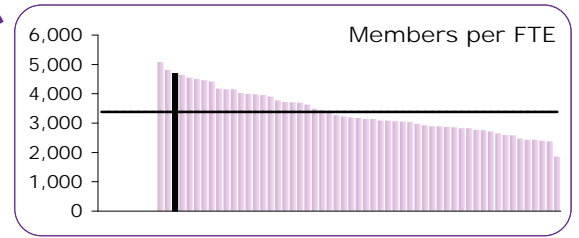
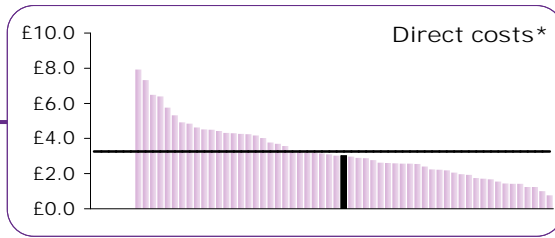
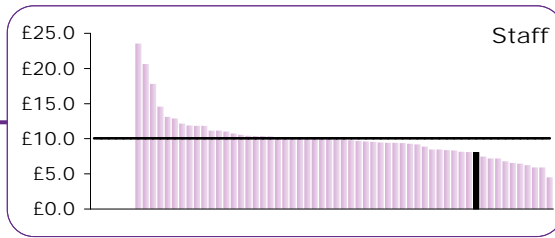
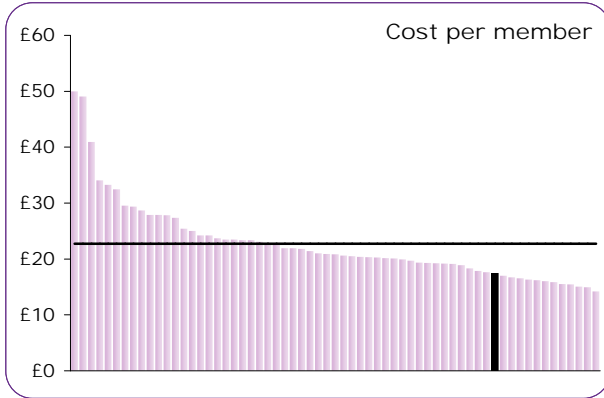
FTE staff	
Pension Section total	26.8
less	
IT staff	2.5
Payroll staff	2.5
Communications staff	1.0
Employing authority work	2.0
Work for other schemes	0.5
Other work	7.6
Admin of LGPS	10.7

Costs £'000	
	£'000
Pension Section total	1,125
less	
Employing authority work	89
Work for other schemes	24
Other work	132
Admin of LGPS	879

Scheme membership	
	No.
Active full-time	9,335
Active part-time	10,753
Active total	20,088
Deferred	15,510
Pensioners	10,539
Dependants	1,690
Frozen refunds	1,749
Leavers unprocessed	764
Total	50,340

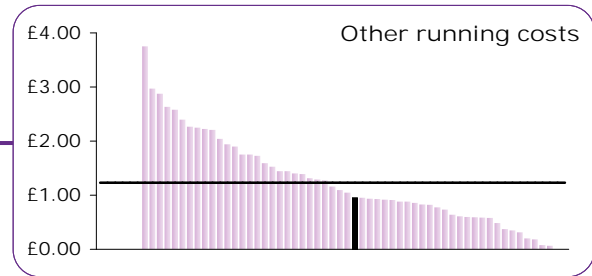
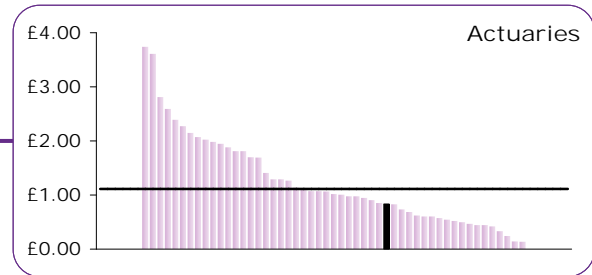
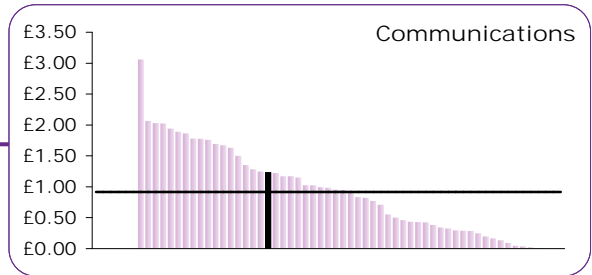
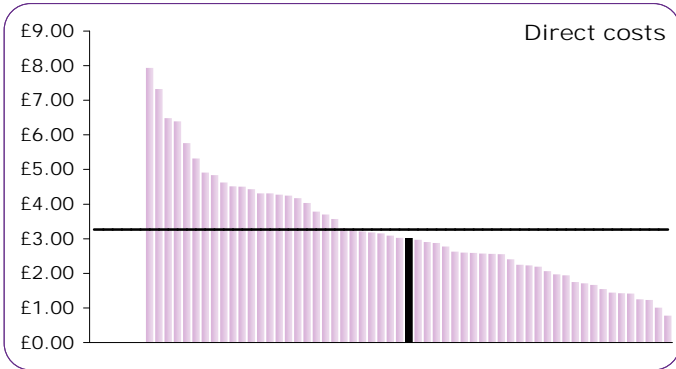
Admin of LGPS costs	
	£'000
Staff - administration	406
Staff - payroll	51
Payroll	53
Communications	62
Actuaries	42
External audit	11
Other running costs	48
IT - Pensions admin	82
IT - All other	-
Accommodation	-
Other central charges	128
Income	4
Total	879

COST PER MEMBER 2009-10



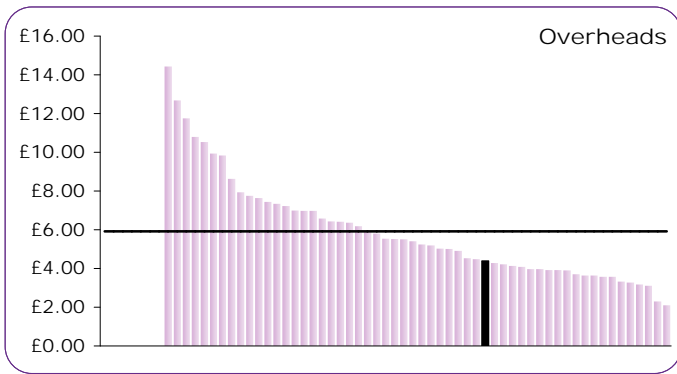
* For breakdown of direct costs and overheads see following pages

COSTS PER MEMBER - Direct costs 2009-10

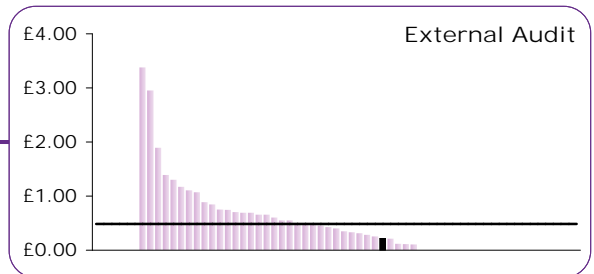
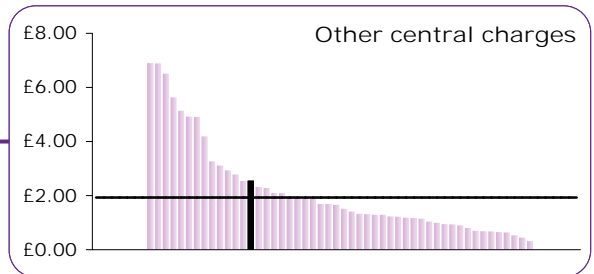
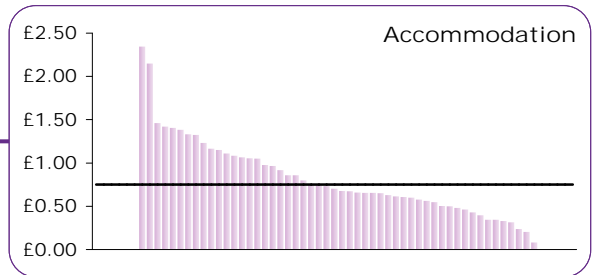
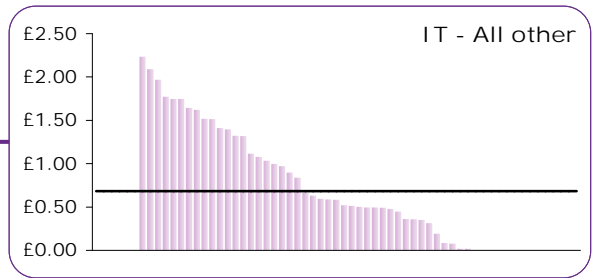
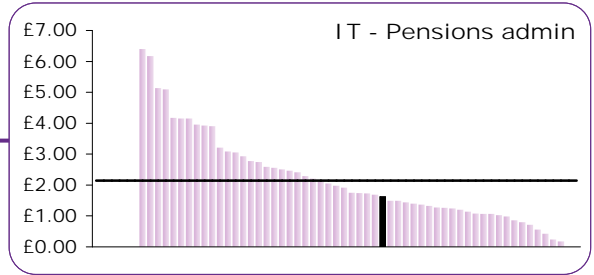


Direct costs			
	£'000	£	Avg
Communications	62	£1.23	£0.92
Actuaries	42	£0.83	£1.11
Other running costs	48	£0.95	£1.23
Total	152	£3.02	£3.26

COSTS PER MEMBER - Overheads 2009-10

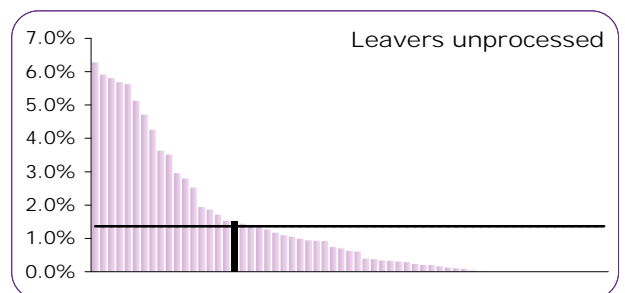
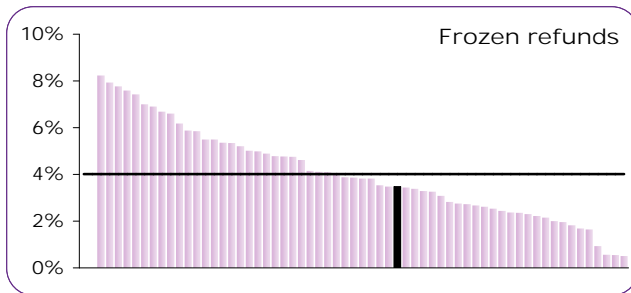
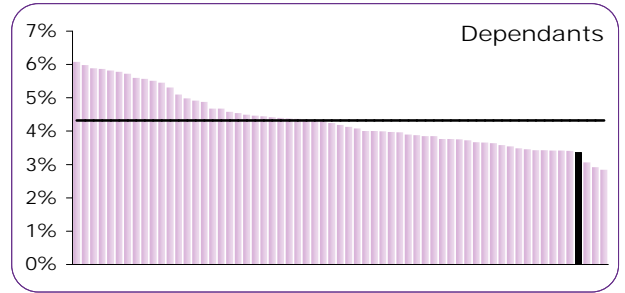
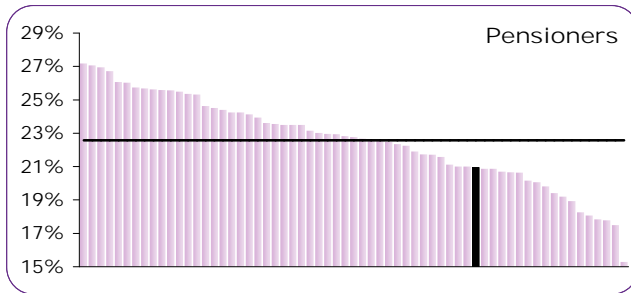
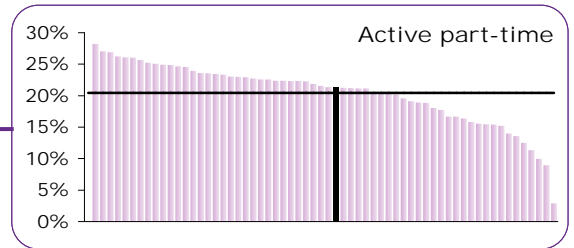
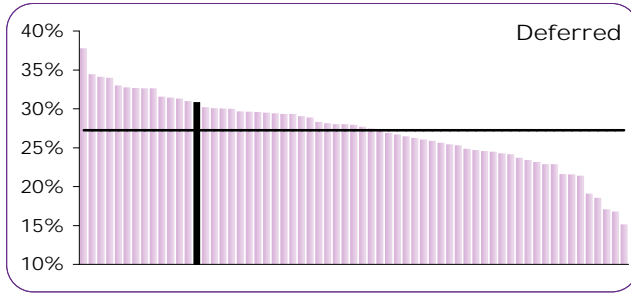
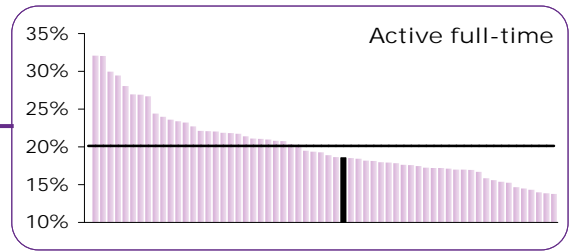
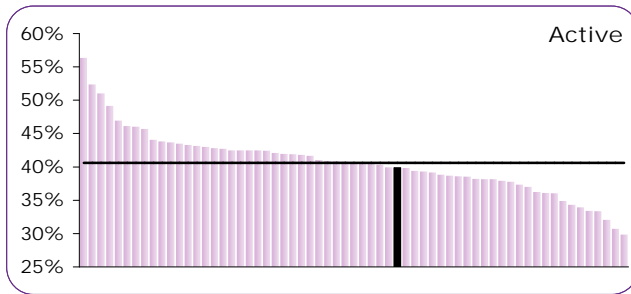


Overheads			
	£'000	£	Avg
IT - Pensions admin	82	£1.63	£2.14
IT - All other	-	£0.00	£0.68
Accommodation	-	£0.00	£0.75
Other central charges	128	£2.54	£1.93
External audit	11	£0.22	£0.49
Total	221	£4.39	£5.91



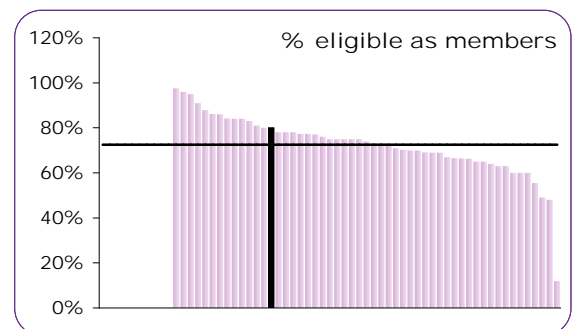
SECTION 3 - WORKLOAD MEASURES

COMPOSITION OF MEMBERS AS AT 31/03/10



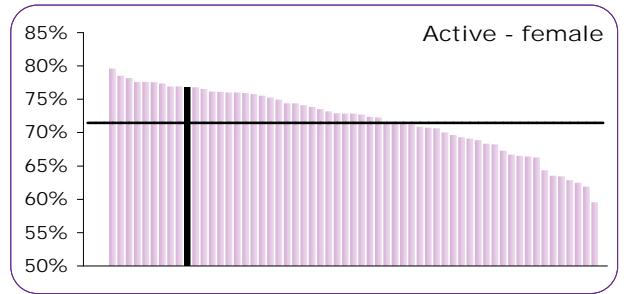
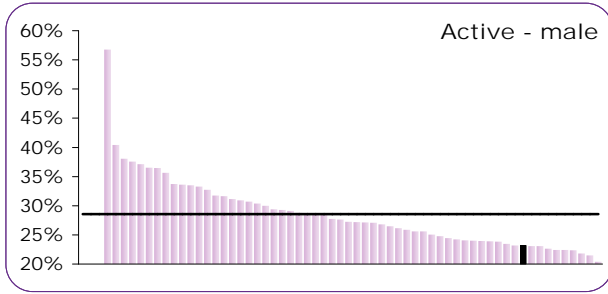
Composition of members			
	No.	%	Avg
Active:			
- full-time	9,335	19%	20%
- part-time	10,753	21%	20%
- sub-total	20,088	40%	41%
Deferred	15,510	31%	27%
Pensioners	10,539	21%	23%
Dependants	1,690	3%	4%
Frozen refunds	1,749	3%	4%
Leavers unprocessed	764	1.5%	1.4%
Total	50,340		

LGPS members as % eligible employees



Buckinghamshire 80% Avg 73%

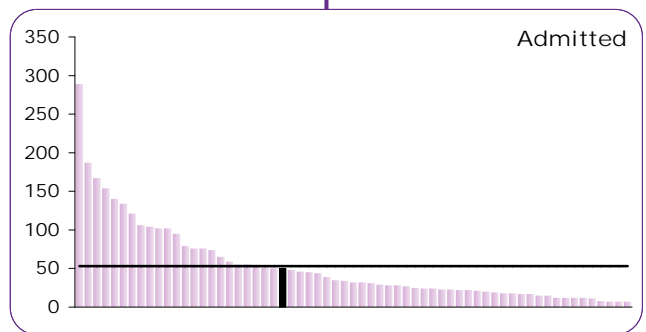
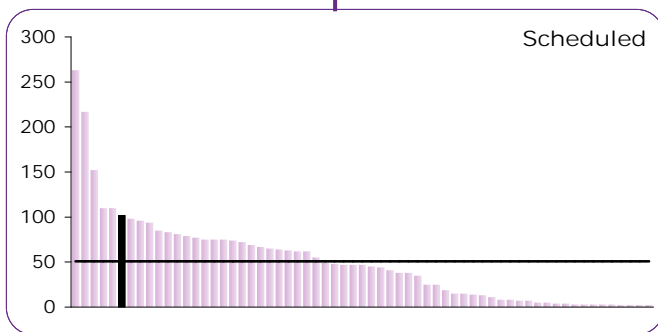
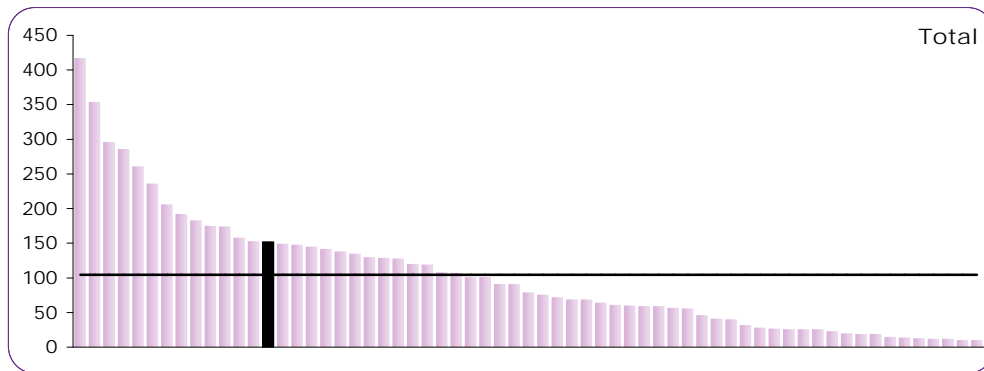
COMPOSITION OF MEMBERS AS AT 31/03/10



Composition of active members			
	No.	%	Avg
Male	4,654	23%	29%
Female	15,434	77%	71%

Elected members	
No.	Avg
na	57

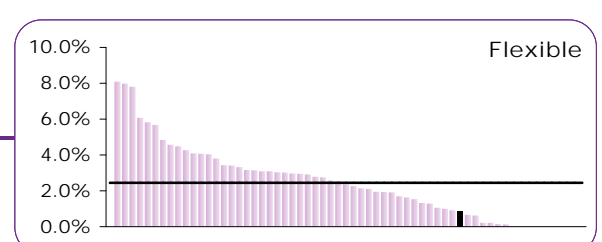
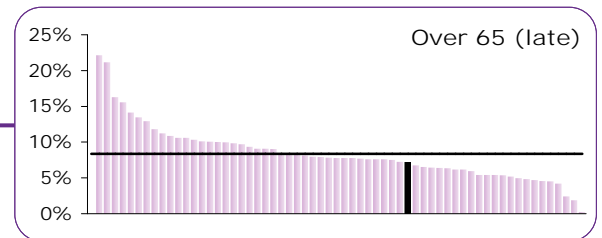
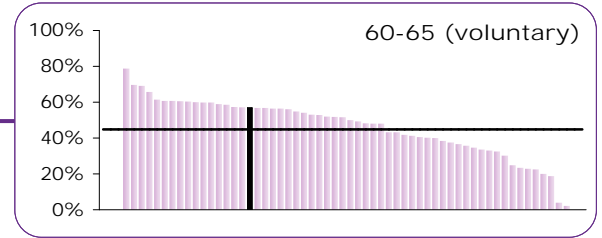
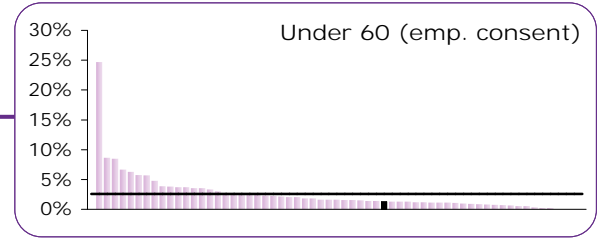
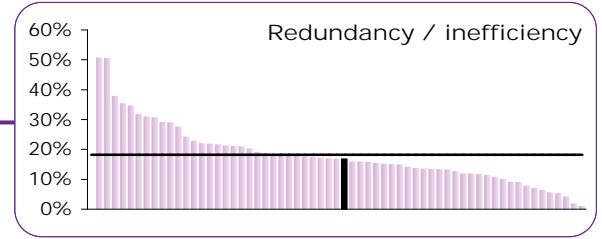
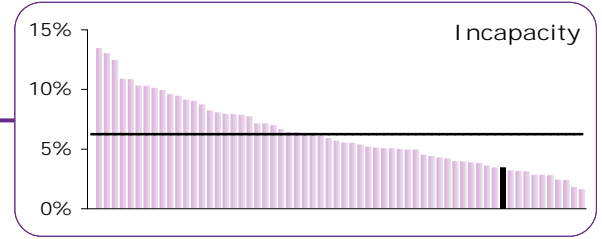
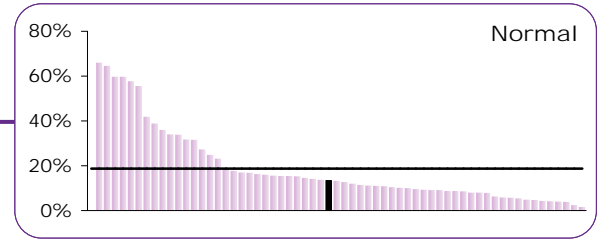
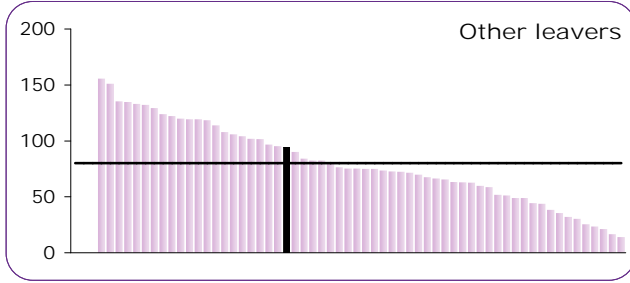
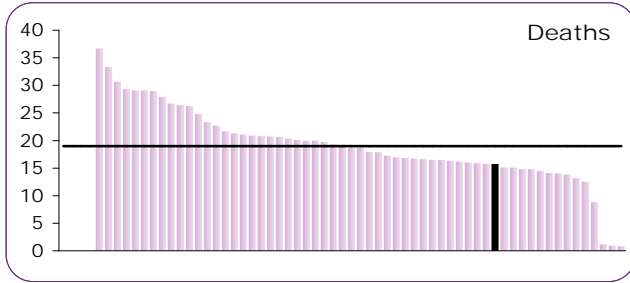
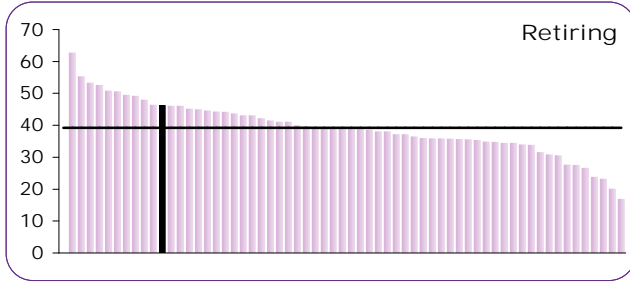
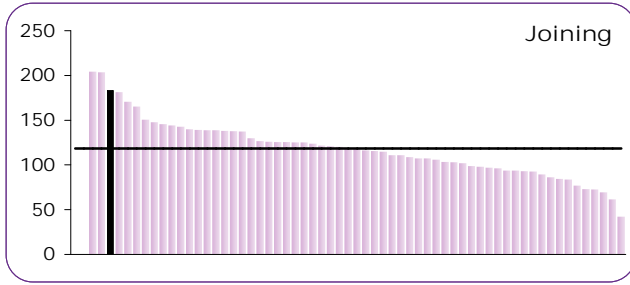
NUMBER OF LGPS EMPLOYERS AS AT 31/03/10



LGPS employers (31/3/10)						
	No.	Avg	of which:	No.	%	Avg
Scheduled	102	51	Local Authorities	61	60%	23%
Admitted	50	53	Ext. contractors	18	36%	29%
Total	152	104				

Employer changes 2009/10						
	No.	Avg	of which:	No.	%	Avg
Applying	8	5	Ext. contractors	5	63%	57%
Admitted	8	5	Ext. contractors	5	63%	56%
Leaving	-	2	Ext. contractors	-	na	34%

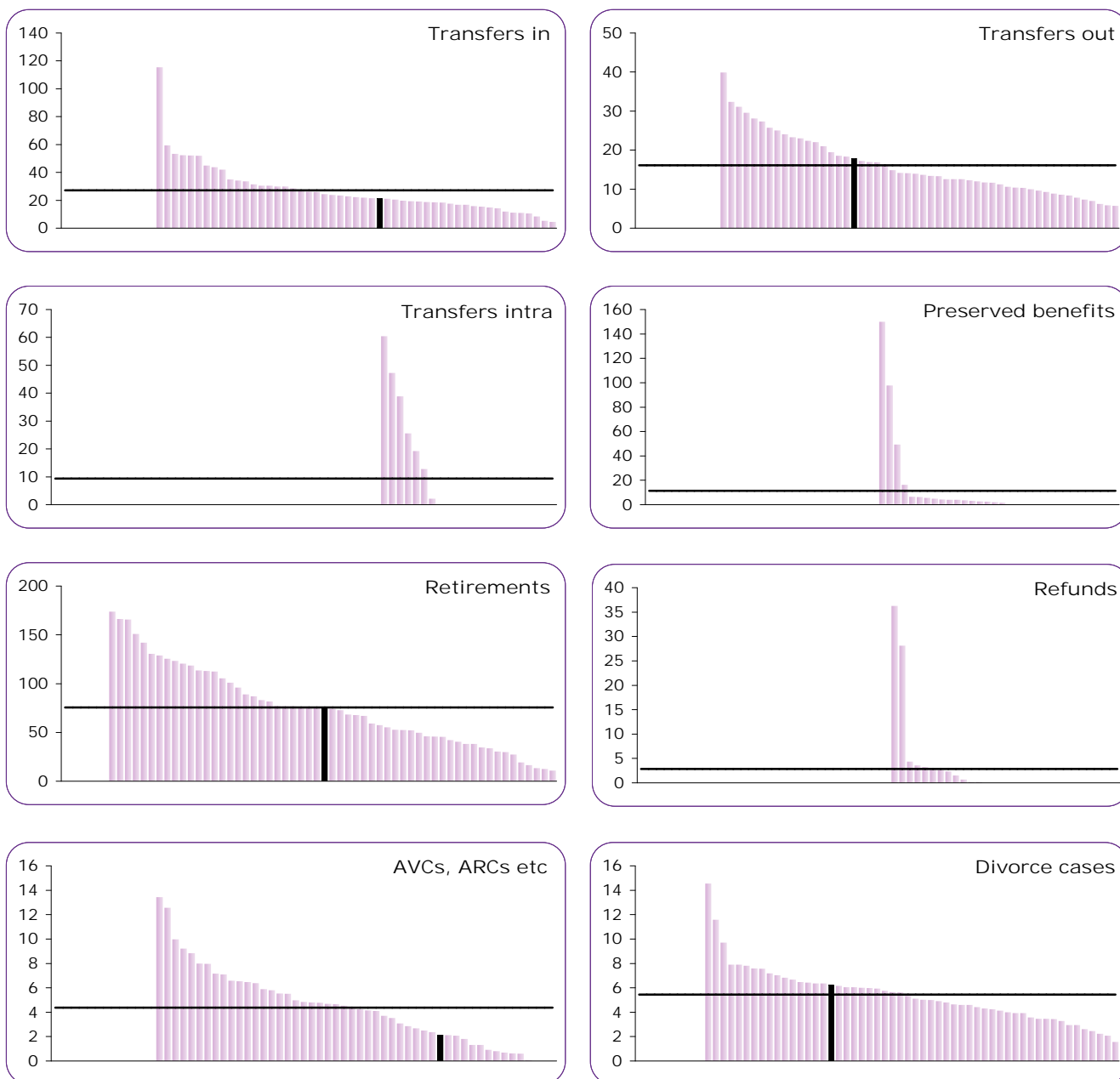
JOINERS & LEAVERS (per '000 active members)



Joiners & leavers (per '000 active members)			
	No.	/1000	Avg
Joining	3,680	183	118
Retiring	929	46	39
Deaths	316	16	19
Other leavers	1,895	94	80

Retirements			
	No.	%	Avg
Normal	125	13%	19%
Incapacity/ill-health	32	3%	6%
Redundancy/inefficiency	156	17%	18%
Under 60 (emp. consent)	12	1.3%	2.6%
60-65 (voluntary)	529	57%	45%
Over 65 (late)	67	7%	8%
Flexible	8	0.9%	2.4%

PROVISION OF ESTIMATES (per '000 active members)

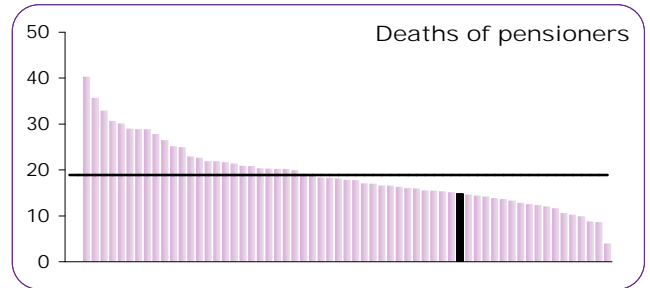
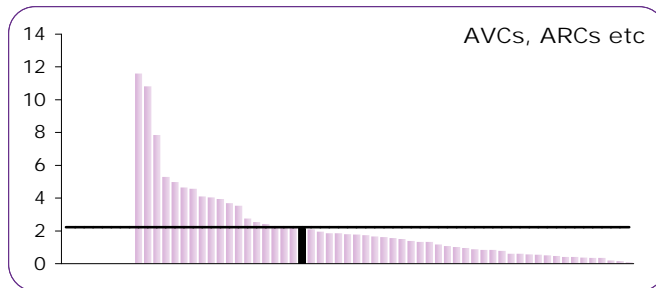
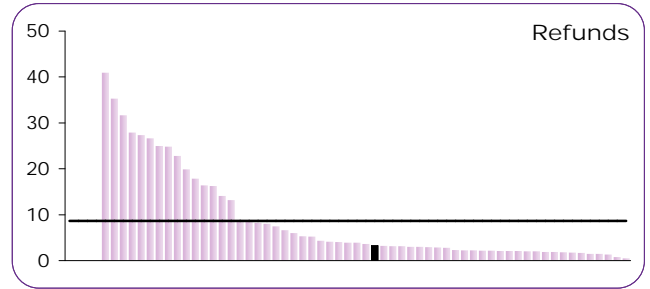
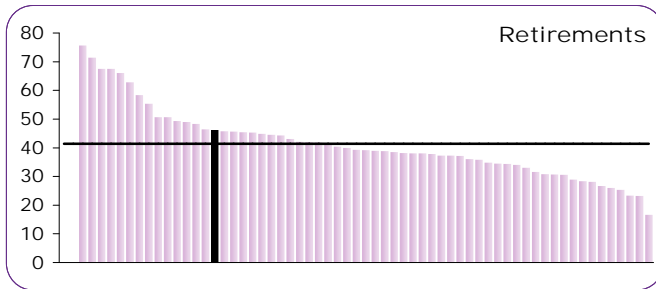
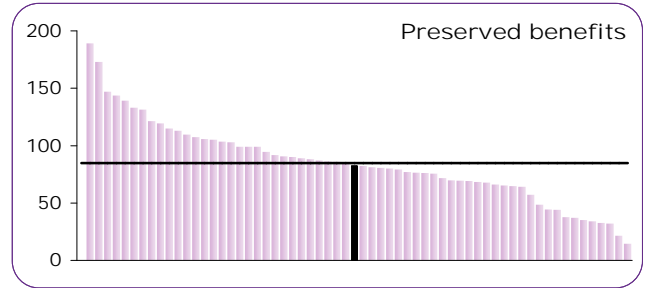
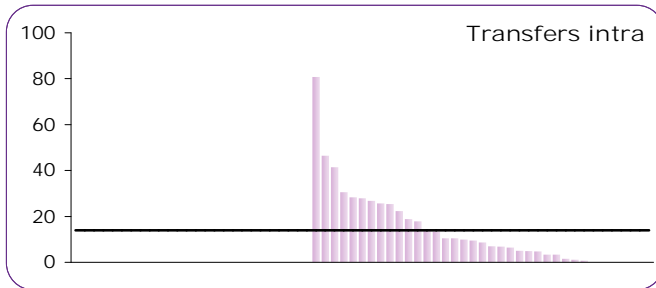
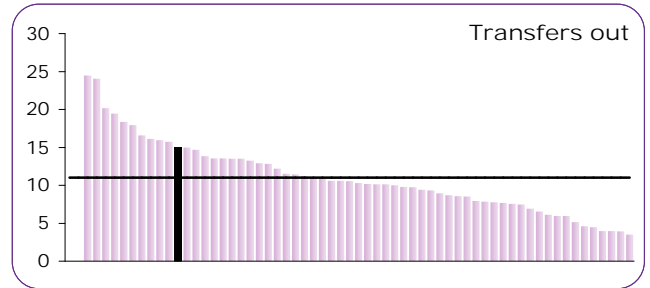
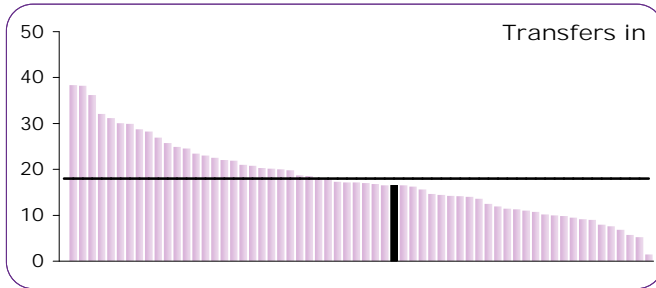


Provision of estimates			
	No.	'000	Avg
Retirements	1,497	75	76
Transfers in	426	21	27
Transfers intra	-	-	9
Transfers out	359	18	16
Refunds	-	-	3
Frozen refunds	-	-	1
Preserved benefits	-	-	11
AVCs, ARCs etc	43	2	4
Divorce cases	125	6	5
Deaths in service	-	-	0
Death of pensioners	-	-	2

Actual calculations			
	No.	'000	Avg
Retirements	929	46	41
Transfers in	332	17	18
Transfers intra	-	-	14
Transfers out	302	15	11
Refunds	66	3	9
Frozen refunds	54	3	4
Preserved benefits	1,656	82	85
AVCs, ARCs etc	43	2	2
Divorce cases	6	0	1
Deaths in service	17	1	1
Death of pensioners	299	15	19

Active members
20,088

ACTUAL CALCULATIONS (per '000 active members)

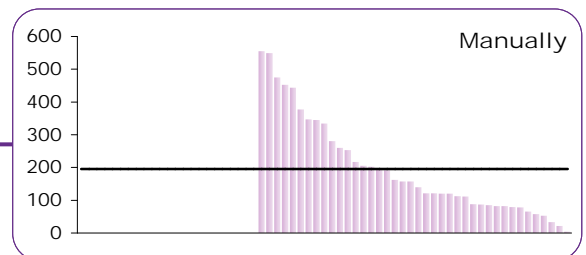
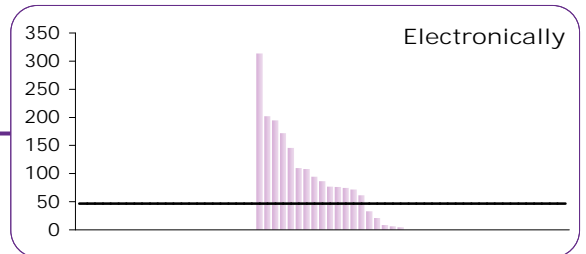
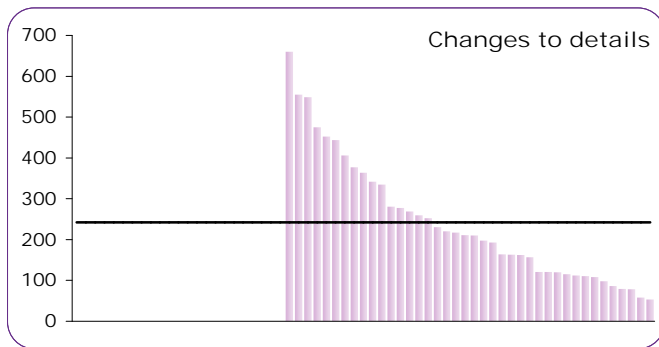
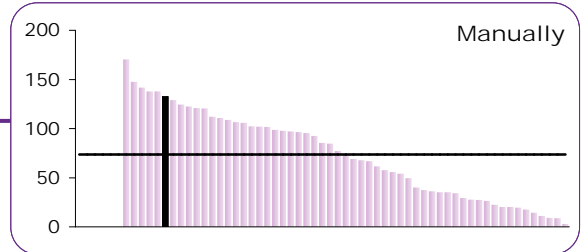
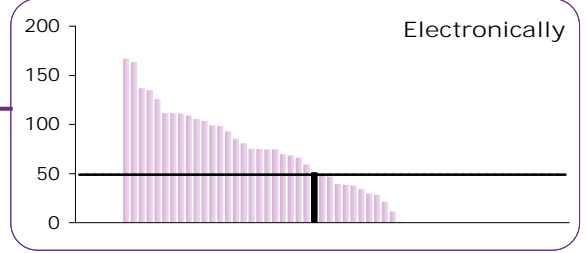
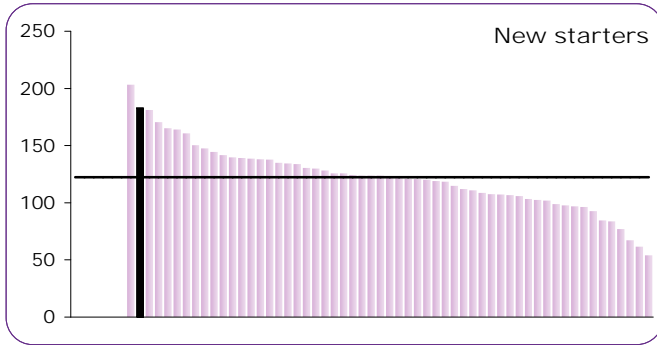


Provision of estimates			
	No. '000		Avg
Retirements	1,497	75	76
Transfers in	426	21	27
Transfers intra	-	-	9
Transfers out	359	18	16
Refunds	-	-	3
Frozen refunds	-	-	1
Preserved benefits	-	-	11
AVCs, ARCs etc	43	2	4
Divorce cases	125	6	5
Deaths in service	-	-	0
Death of pensioners	-	-	2

Actual calculations			
	No. '000		Avg
Retirements	929	46	41
Transfers in	332	17	18
Transfers intra	-	-	14
Transfers out	302	15	11
Refunds	66	3	9
Frozen refunds	54	3	4
Preserved benefits	1,656	82	85
AVCs, ARCs etc	43	2	2
Divorce cases	6	0	1
Deaths in service	17	1	1
Death of pensioners	299	15	19

Active members
20,088

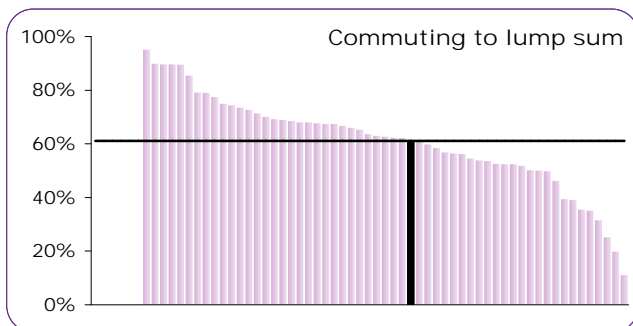
ACTUAL CALCULATIONS (per '000 active members)



Active members
20,088

RETIREMENTS

Retirements commuting to lump sum

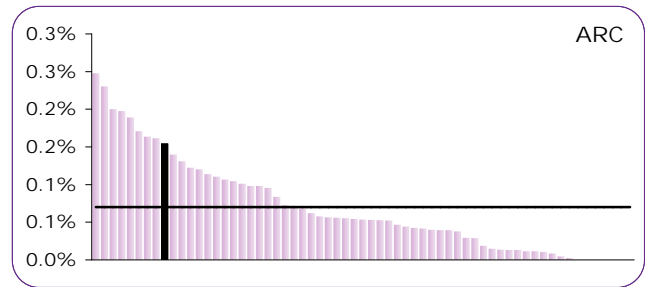
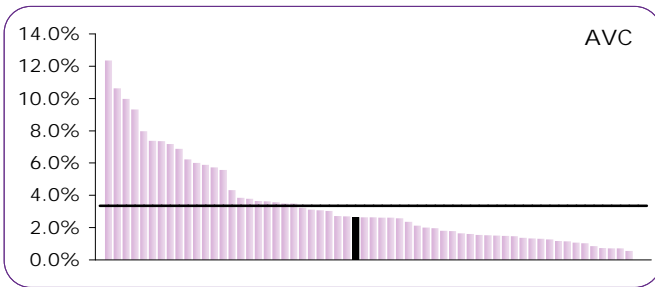


Actual calculations			
	No.	'000	Avg
New starters	3,680	183	122
- electronically	1,019	51	49
- manually	2,661	132	74
Changes to details	na	na	242
- electronically	na	na	47
- manually	na	na	196

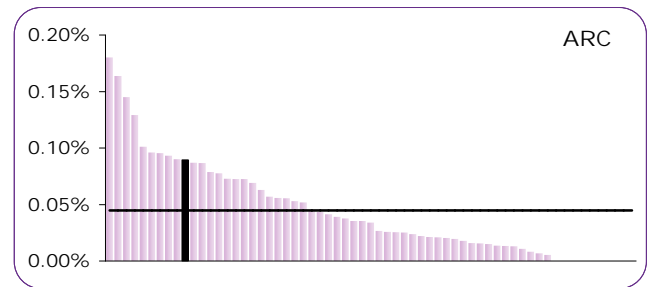
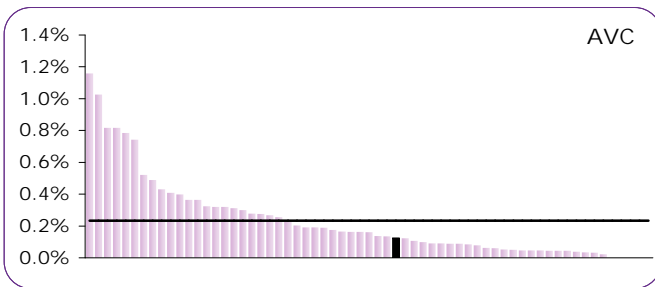
Retirements			
	Number	% total	Avg
	569	61%	61%

AVCs and ARCs

% Currently contributing



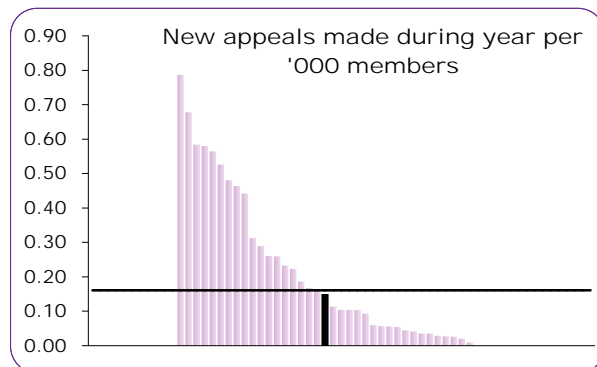
% New contributors this year



Contributors to AVCs and ARCS			
	No.	%	Avg
Currently contributing			
- AVC	530	2.6%	3.4%
- ARC	31	0.2%	0.1%
Total	561	2.8%	3.4%
New contributors this year			
- AVC	25	0.12%	0.23%
- ARC	18	0.09%	0.04%
Total	43	0.21%	0.28%

Active members
20,088

APPEALS

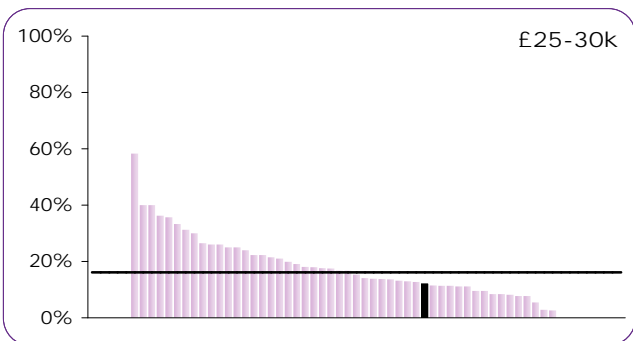
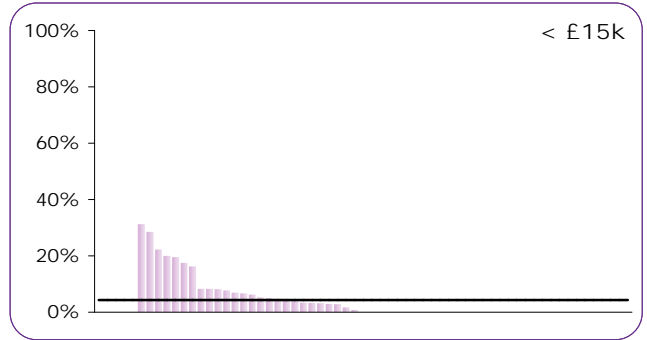
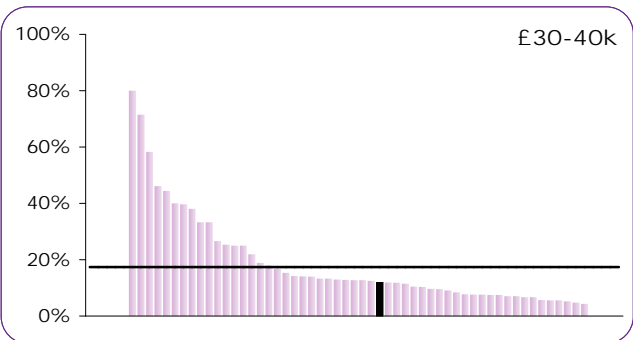
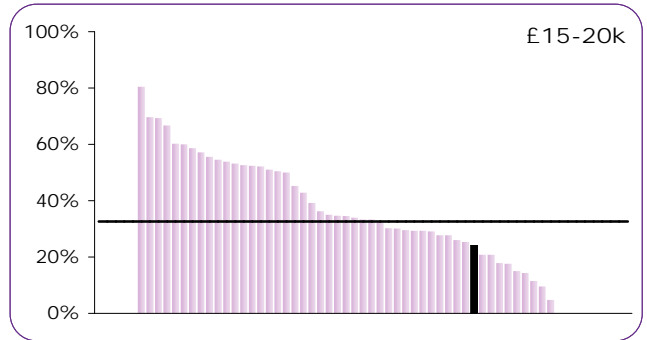
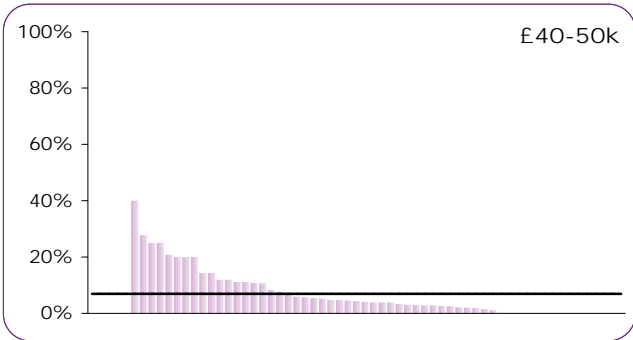
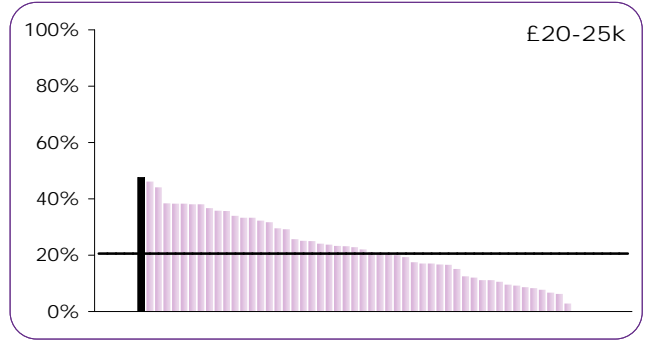
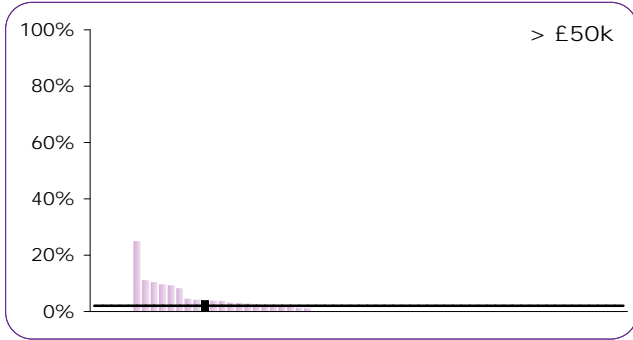


Number of appeals				
	No.	Per '000 members	Avg Club*	Club* total
In progress at start of year	0	0.00	0.07	48
New appeals during year	3	0.15	0.16	195
In progress at end of year	1	0.05	0.09	69
1st stage				
Total	2	0.10	0.21	141
Won	1	50%	78%	100
Lost	1	50%	22%	41
2nd stage				
Total	0	na	0.12	80
Won	0	na	75%	51
Lost	0	na	25%	29

*Club total: This shows the total for all the Benchmarking Club members 2010.

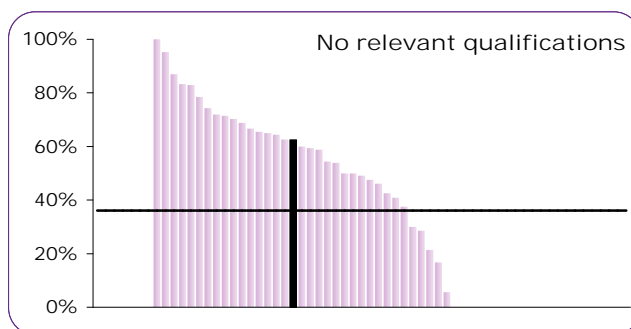
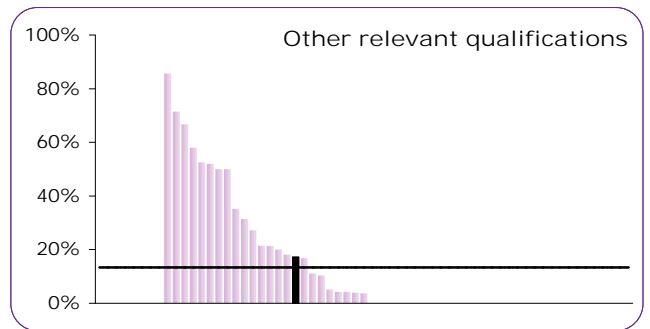
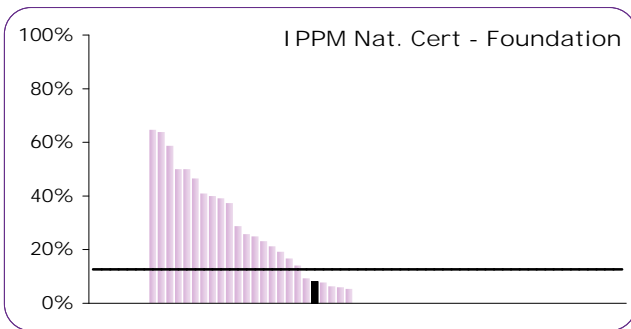
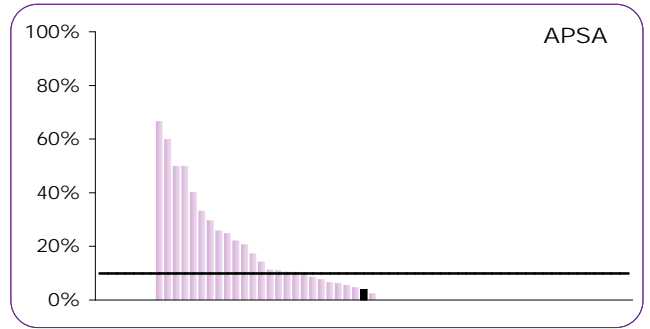
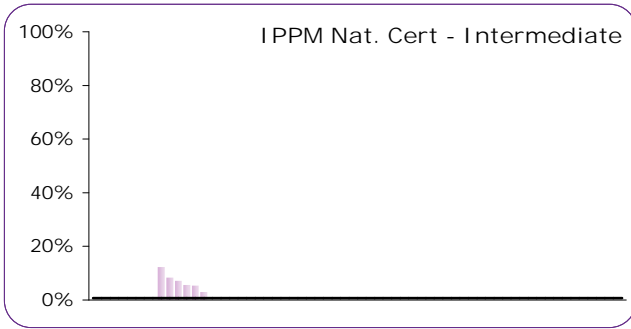
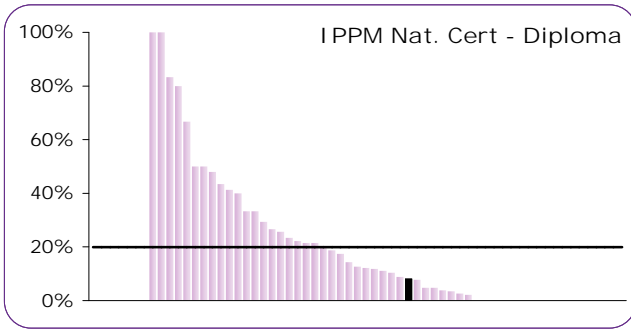
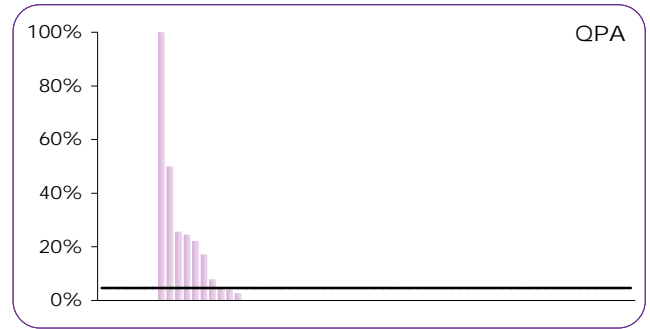
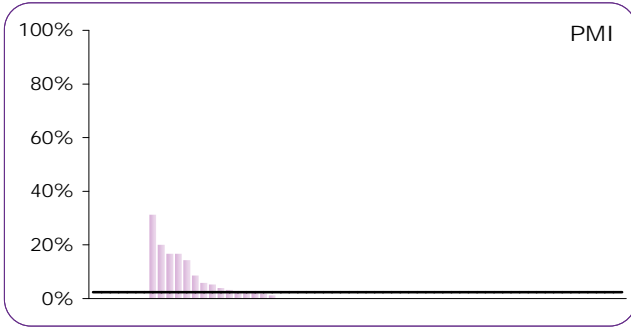
SECTION 4 - STAFF RELATED MEASURES

STAFF PAY



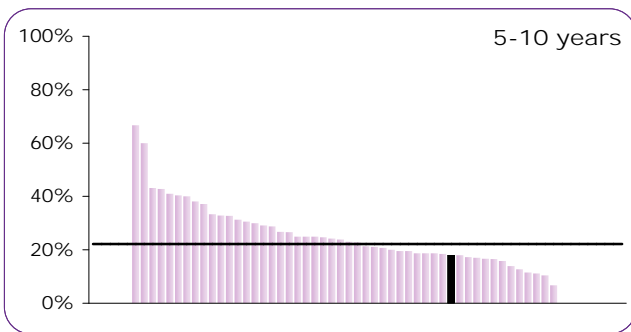
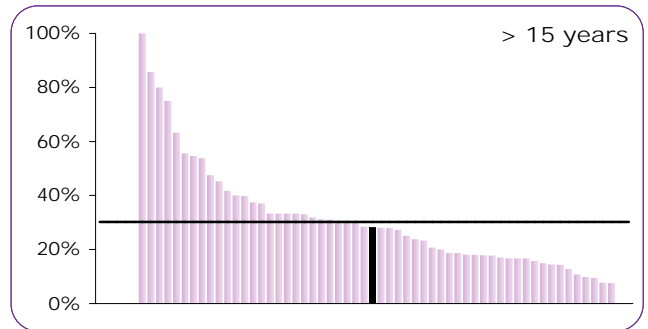
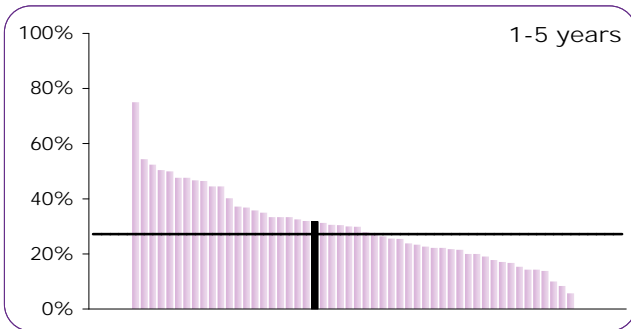
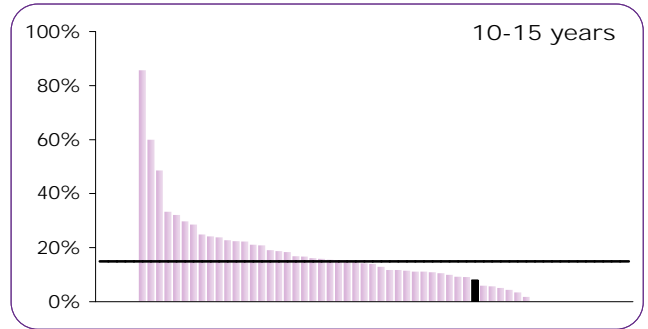
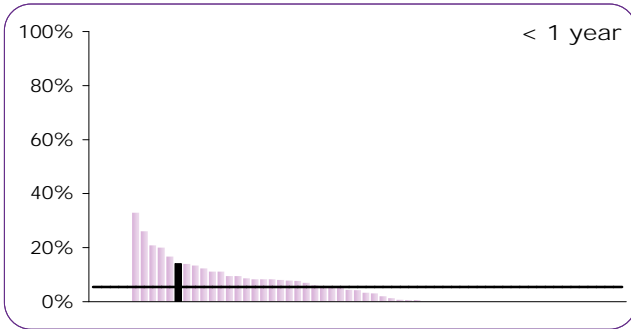
Staff pay	FTE	%	Avg
> £50k	1.0	4%	2%
£40-50k	0.0	0%	7%
£30-40k	3.0	12%	17%
£25-30k	3.0	12%	16%
£20-25k	11.8	48%	21%
£15-20k	6.0	24%	33%
< £15k	0.0	0%	4%
Total	24.8		

STAFF QUALIFICATIONS



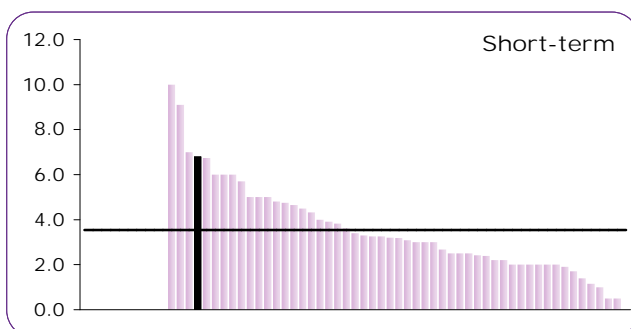
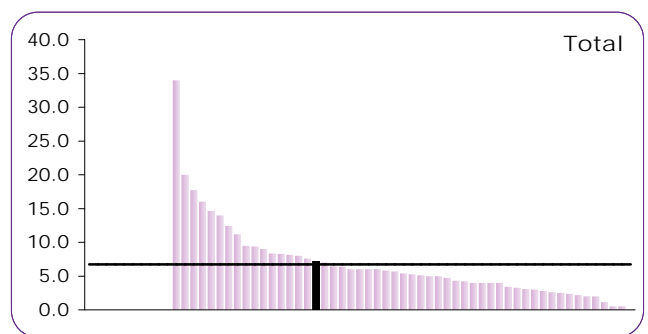
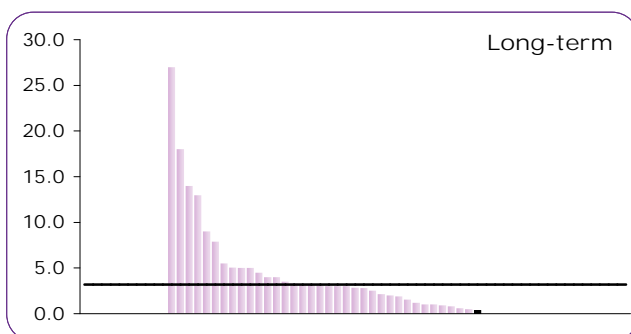
Staff qualifications			
	FTE	%	Avg
PMI	0.0	0%	2%
IPPM Nat. Cert - Diploma	2.0	8%	20%
IPPM Nat. Cert - Intermediate	0.0	0%	1%
IPPM Nat. Cert - Foundation	2.0	8%	13%
QPA	0.0	0%	5%
QPSPA	0.0	0%	0%
APSA	1.0	4%	10%
Other relevant	4.3	17%	13%
No relevant	15.5	63%	36%
Total	24.8		

STAFF PENSIONS EXPERIENCE



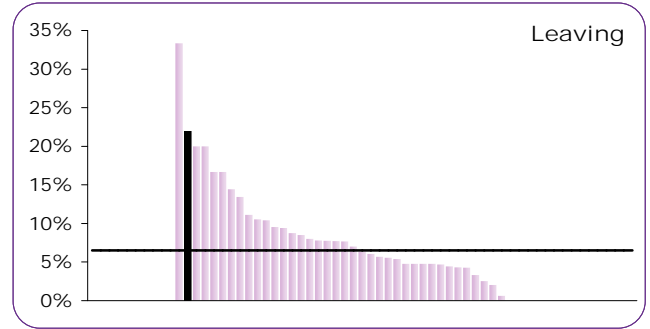
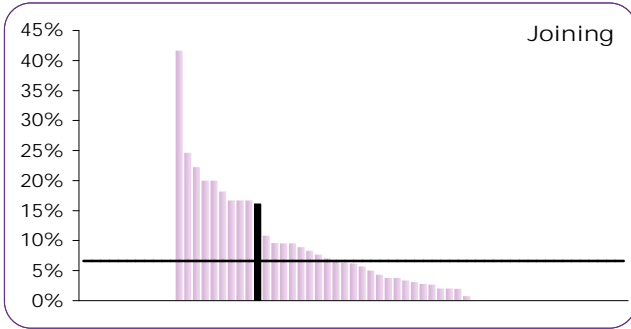
Staff experience			
	FTE	%	Avg
< 1 year	3.5	14%	5%
1-5 years	7.9	32%	27%
5-10 years	4.5	18%	22%
10-15 years	2.0	8%	15%
> 15 years	7.0	28%	30%
Total	24.8		

SICKNESS ABSENCE - Lost days per FTE employee

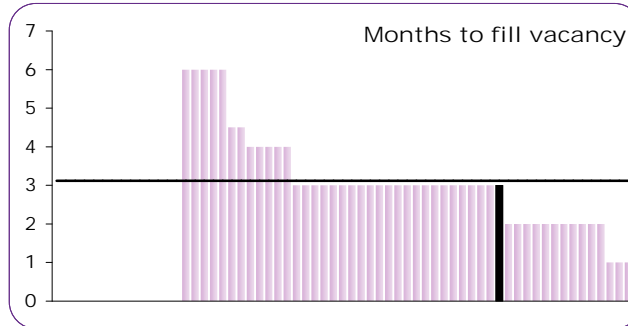


Sickness absence		
	Days/FTE	Avg
Long-term sickness	0.4	3.2
Short-term sickness	6.8	3.5
Total	7.2	6.7

STAFF TURNOVER

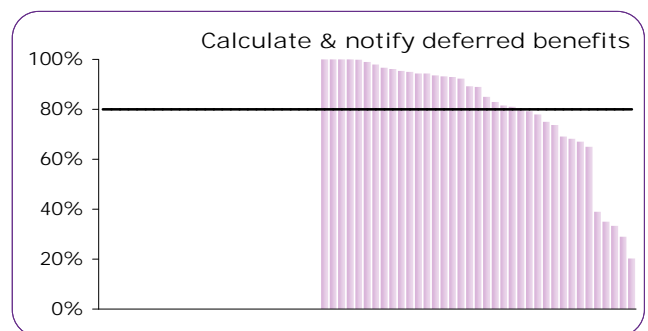
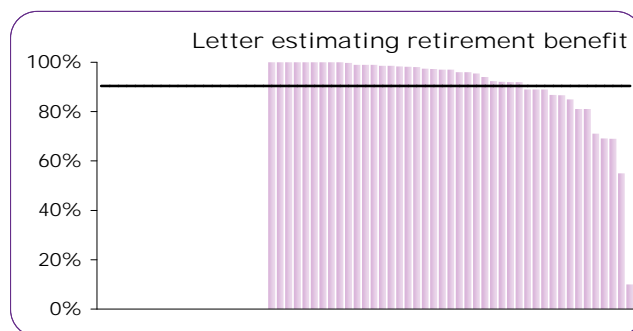
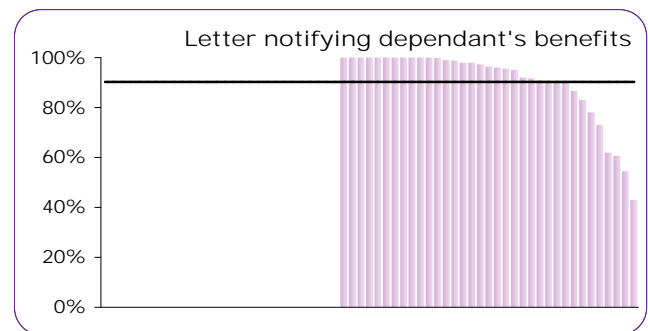
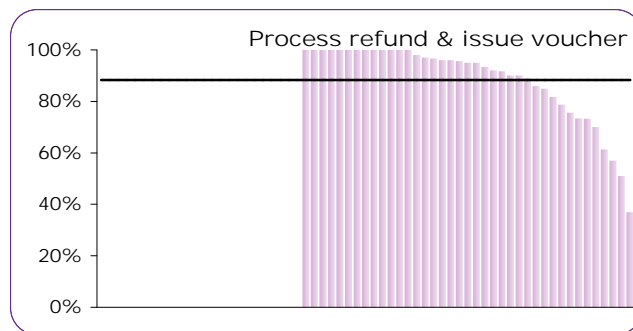
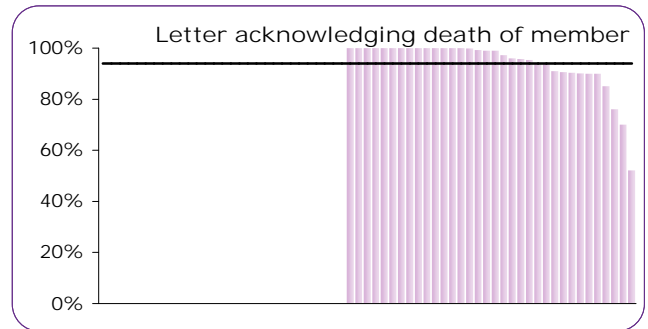
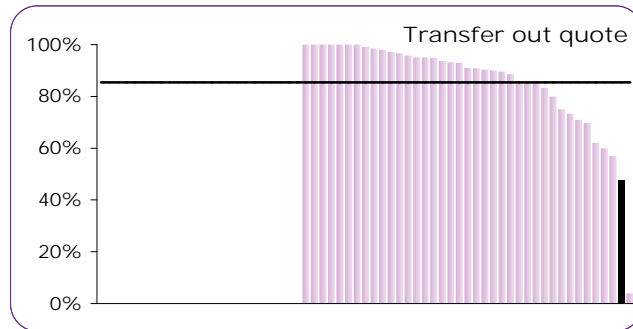
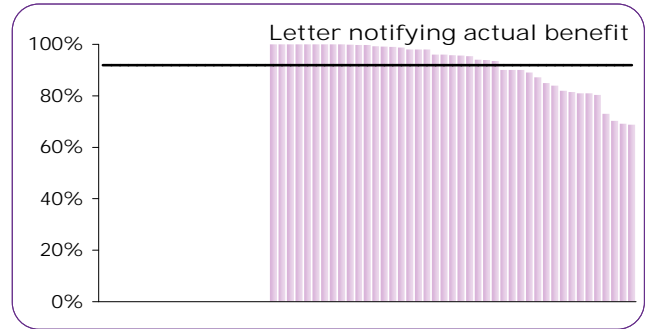
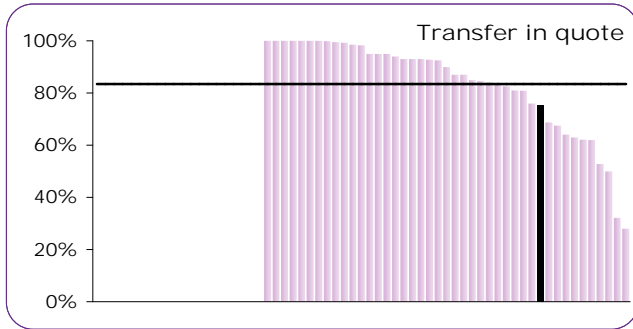


Staff turnover			
	FTE	%	Avg
Total Section FTE	24.8		
Joining Section	4.0	16.1%	6.6%
Leaving Section	5.5	22.0%	6.5%



Average time to fill vacancy		
	Months	Avg
	3	3

SECTION 5 - INDUSTRY STANDARD PI'S

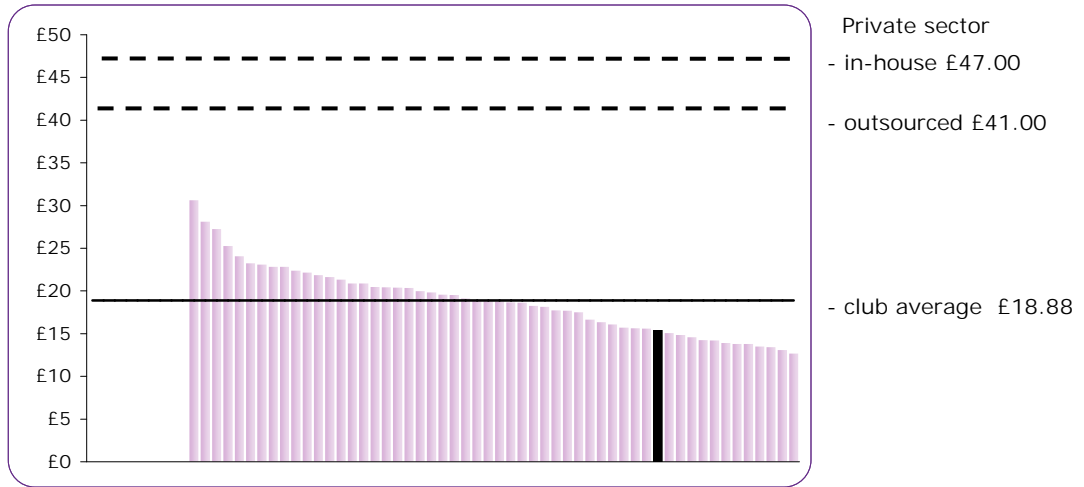


Industry Standard PI's	Target	Achieved	Avg
Letter detailing transfer in quote	10 days	75.3%	83.4%
Letter detailing transfer out quote	10 days	47.7%	85.4%
Process refund and issue payment voucher	5 days	na	88.3%
Letter notifying estimate of retirement benefit	10 days	na	90.4%
Letter notifying actual retirement benefit	5 days	na	91.9%
Letter acknowledging death of member	5 days	na	94.0%
Letter notifying amount of dependant's benefits	5 days	na	90.3%
Calculate and notify deferred benefits	10 days	na	80.0%

SECTION 6 - COMPARISON WITH PRIVATE SECTOR

LGPS ADMIN COST PER MEMBER

excluding payroll cost



Costs	
	£'000
Admin cost	879
Payroll cost	104
Adjusted cost	775

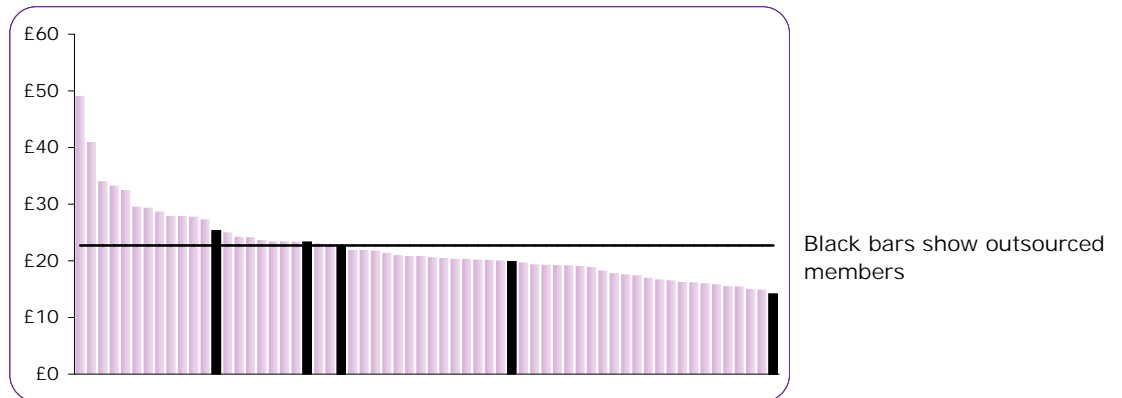
Cost/member £15.40

Members				
	No.	%	Avg private	
Active	20,088	40%	41%	34%
Deferred	15,510	31%	27%	34%
Retired	10,539	21%	23%	32%
Total	50,340			

COMPARISON OF OUTSOURCED/IN-HOUSE MEMBERS

Total members with data:	63
Outsourced members:	5

LGPS ADMIN COST PER MEMBER (INCLUDING PAYROLL)



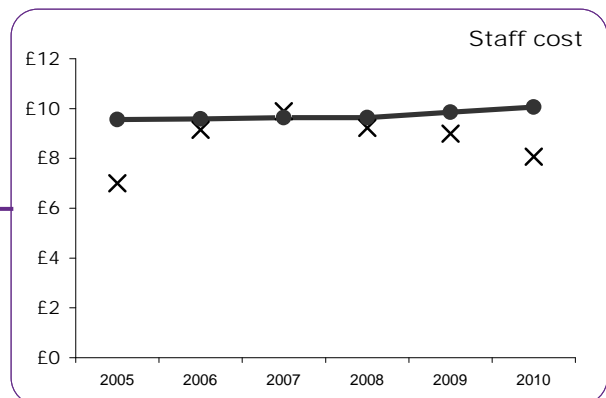
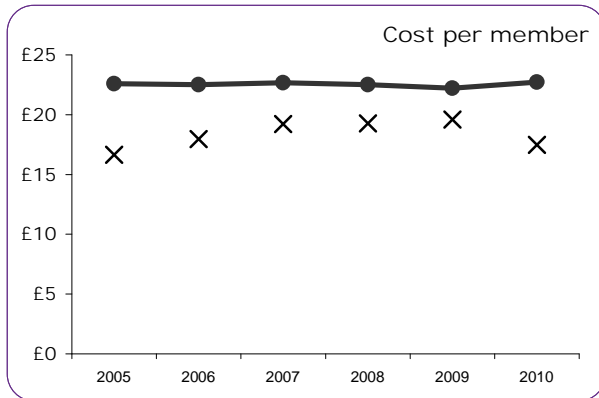
Admin cost per member:	
Buckinghamshire	£17.47
Club average	£22.72
Outsourced average	£21.11
In-house average	£22.85

Source: Capita Hartshead Annual Pension Scheme Admin Survey 2010
 Data for funds over 10,000 members

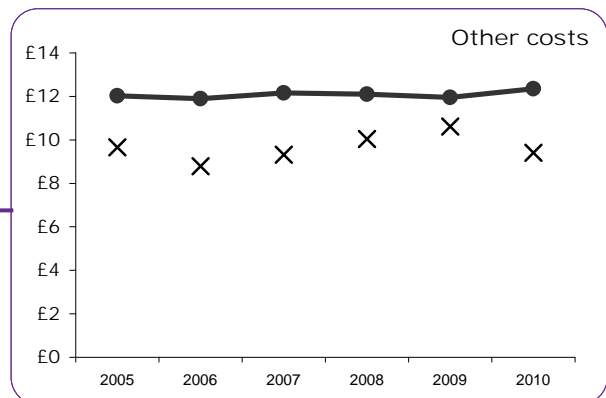
SECTION 7 - TIMESERIES

The 2010 averages are the actual club averages.

For previous years, the averages shown here are scaled up or down from the 2010 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
 Buckinghamshire



Time series analysis						
	2005	2006	2007	2008	2009	2010
Members	37,408	37,792	42,846	46,062	48,473	50,340
Net cost (£'000)	623k	678k	823k	888k	950k	879k
Cost per member	£16.66	£17.95	£19.21	£19.27	£19.60	£17.47
Average	£22.58	£22.52	£22.68	£22.52	£22.21	£22.72
Staff cost	£7.00	£9.15	£9.90	£9.23	£8.99	£8.07
Average	£9.56	£9.58	£9.64	£9.63	£9.85	£10.05
Other costs	£9.65	£8.79	£9.31	£10.05	£10.61	£9.40
Average	£12.03	£11.89	£12.17	£12.11	£11.96	£12.34