



# Report to Pension Fund Consultative Group

**Title:** Pensions Administration Performance

**Date:** 15<sup>th</sup> December 2010

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

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**Electoral Divisions Affected:** N/A

**Portfolio Areas Affected:** All

## 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 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 to October 2010 are presented below. The Pension Fund Consultative Group are required to monitor the performance of the Pensions Administration Team.

## Recommendation

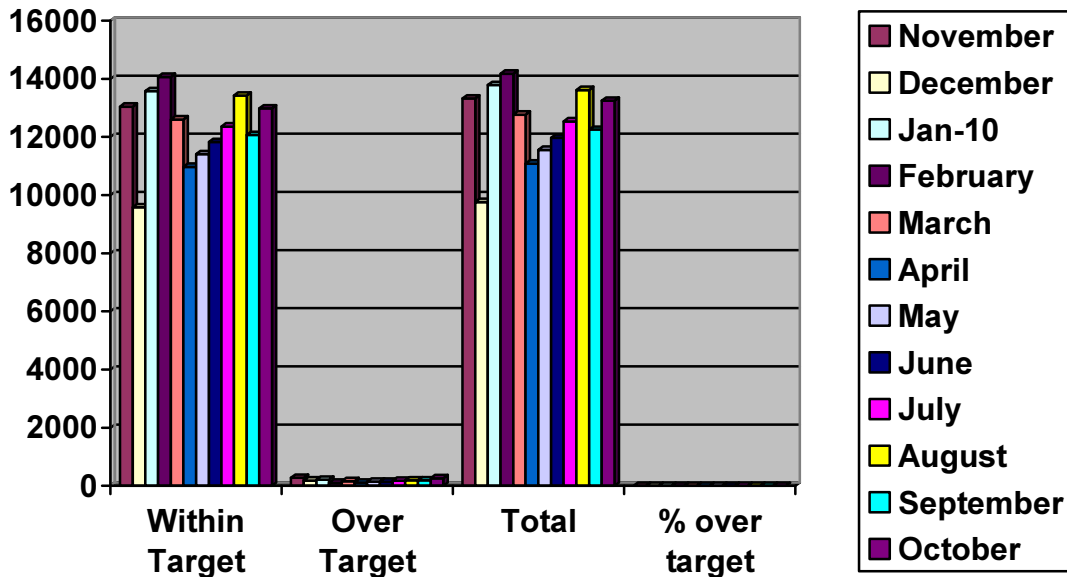
**Members are asked to:**

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

### A. Supporting information:

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

	Within Target	Over Target	Total	% over target
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%
March	12607	165	12772	1.29%
April	10971	111	11082	1.00%
May	11406	146	11552	1.26%
June	11820	142	11962	1.19%
July	12365	177	12542	1.41%
August	13425	193	13618	1.42%
September	12063	191	12254	1.56%
October	12988	261	13249	1.97%



Should the 3-D Column 1 comment be included in the chart legend?

In addition to the normal daily work, the Pensions Team, in particular the Employer Liaison Team, have been responsible for processing year end queries. From April – August 2010 over 3,300 queries were investigated resulting in the Fund Actuary stating the quality of valuation data sent was excellent. Annual benefit statements have been issued to over 70 employers already.

General volumes of work coming into the pensions team remains fairly constant with the number of tasks being completed outside of the required time limit in the range of 1-2%.

To give an indication of volumes of work, over the period March-October 2010, the pensions team calculated 449 redundancy retirement quotes requested by employers. Three quotes (0.67%) were calculated outside of the required turnaround time of two weeks, this was due to further information being required from scheme employers to resolve outstanding year end queries before processing the redundancy quote.

Over the corresponding period 1953 new starters were set up by the Pensions Team. Over the same period 451 opt outs were actioned representing an opt out rate of approximately 23%. All starters were set up within the required turnaround time, whilst all opt outs were actioned in the payroll month in which they were received.

To provide more qualitative data, two procedures have been selected for the month of August 2010. 310 hour changes were processed within the agreed timescales. Also in August 314 early leaver benefits (preserved benefits) were calculated. Of these 7 were processed outside of the time limits required. This was as a result of an increase in the volume of leavers being received in the pensions department as a result of year end procedures.

**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