

Pension Fund Consultative Group

Title: Pensions Administration Performance

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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 January 2011 are presented below. The Pension Fund Consultative Group is 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 January 2011 are presented below:

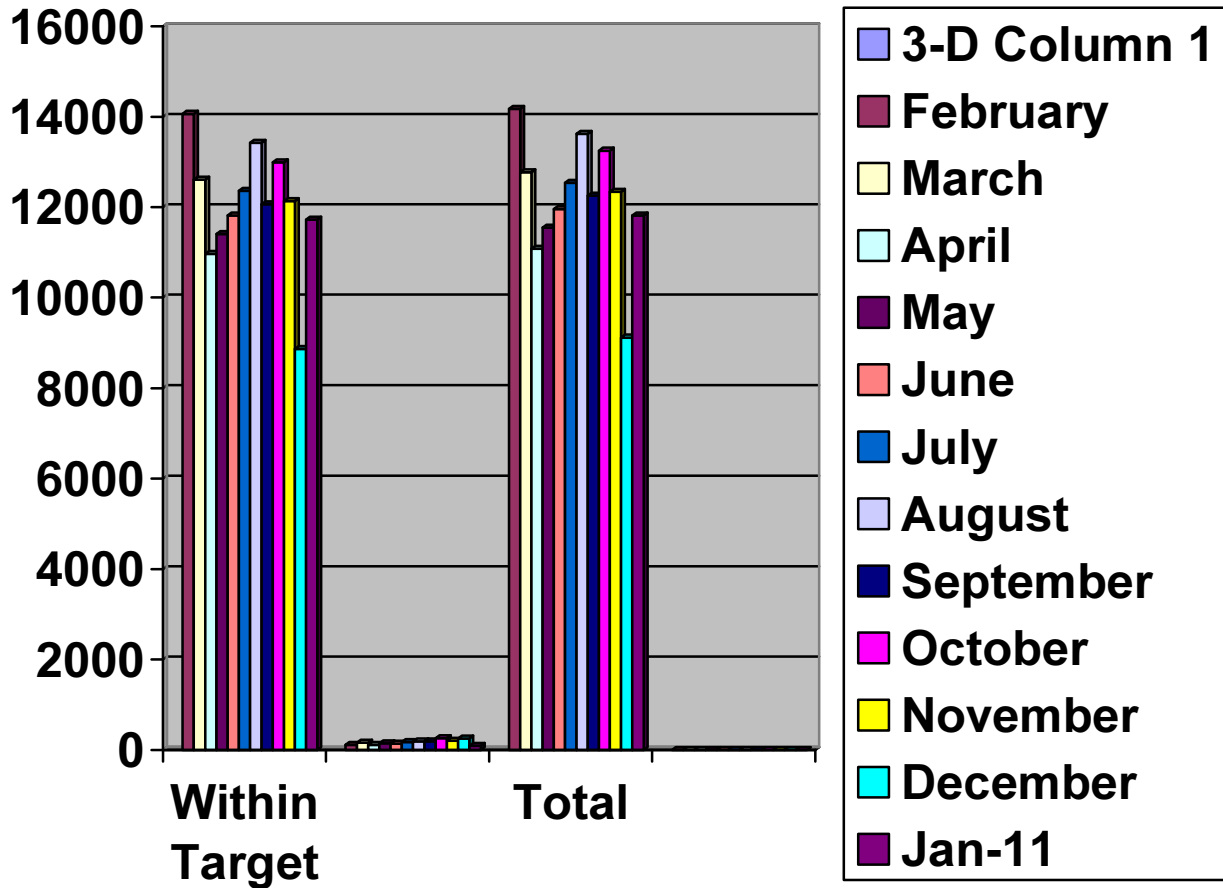
	Within Target	Over Target	Total	% over target
February	14069	110	14179	0.78%
March	12607	165	12772	1.29%
April	10971	111	11082	1.00%
May	11406	146	11552	1.26%
June	11820	142	11962	1.19%



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	Within Target	Over Target	Total	% over target
July	12365	177	12542	1.41%
August	13425	193	13618	1.42%
September	12063	191	12254	1.56%
October	12988	261	13249	1.97%
November	12135	206	12341	1.67%
December	8865	251	9116	2.75%
January 2011	11724	94	11818	0.80%



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%, except for in December 2010 where the number of tasks not being completed in time rose to 2.75%. This increase was temporary as the following month the number being completed outside of the required time limits fell back to 0.8%.

To give an indication of volumes of work, over the period April – January 2011, the pensions team have calculated 1341 estimates of retirement benefits. The reasons for retirement range from ill health to voluntary early retirement.. In January 2011, 74 new redundancy quote requests were received and all were dealt with within the required timescale.

In January 2011 673 queries were responded to by the Pensions Team. Of these 28 were completed out of the required time. Of these 20 were as a result of the large volume of queries received, and 8 were because further information was required from another source before the query could be responded to.

Over the corresponding period from April 2010 2550 new starters have been set up on the pensions administration system, all set up within the required time limits. The corresponding opt out rate remains at around 23%.

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