

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 October 2011 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 October 2011 are presented below:

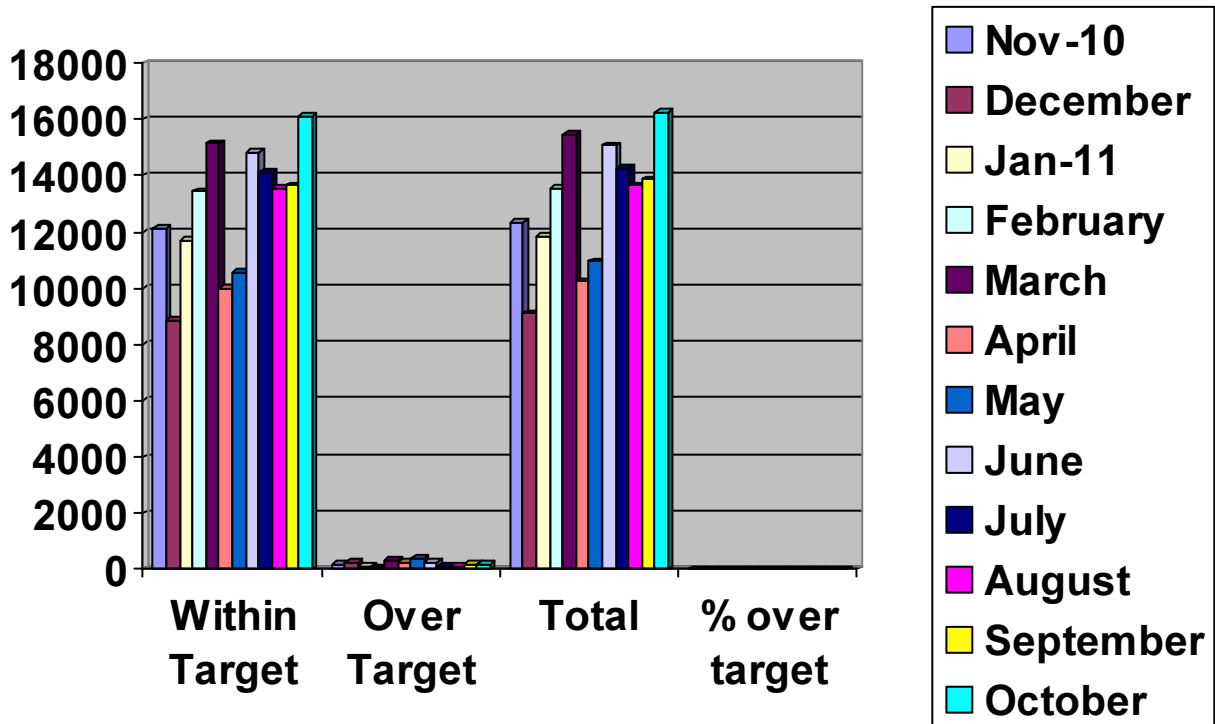
	Within Target	Over Target	Total	% over target
November	12135	206	12341	1.67%
December	8865	251	9116	2.75%
January 2011	11724	94	11818	0.80%
February	13437	88	13525	0.65%
March	15148	313	15461	2.02%
April	9995	259	10254	2.53%
May	10567	380	10947	3.47%
June	14830	240	15070	1.59%



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	Within Target	Over Target	Total	% over target
July	14125	111	14236	0.78%
August	13528	130	13658	0.95%
September	13661	200	13861	1.44%
October	16086	171	16257	1.05%



General volumes of work coming into the pensions team have fluctuated throughout the year peaking at 16,257 in October. Since a peak of 3.47% in May, the number of tasks being completed outside of the required time limits has fallen back to within the 1-2% range.

To give an indication of volumes of work, over the period April – October 2011, the pensions team have calculated 661 redundancy estimates for employers, 38 of which were calculated outside of the required timescale. The reason for this is a combination of the Pensions Administration Team requiring further information to be able to calculate benefits and also the volume of requests being received at one single time. In one case the team received a request for more than 100 quotes at the same time.

Over the corresponding period the Pensions Administration Team have dealt with over 2,600 general queries, of which 42 were dealt with outside of the required time limits. Of these 42, 28 were as a result of the large volume of queries received, and 14 were because further information was required from another source before the query could be responded to.

Since April 2011, the Employer Liaison Team have been dealing with queries arising from our year end procedures. In October 2011, the team dealt with 1,645 queries relating to the pay calculated from pension contributions.

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