



# Report to Pension Fund Consultative Group

**Title:** Pensions Administration Performance

**Date:** 15<sup>th</sup> March 2012

**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 January 2012 are presented below. The Pension Fund Consultative Group are required to monitor the performance of the Pensions Administration Team.

## Recommendation

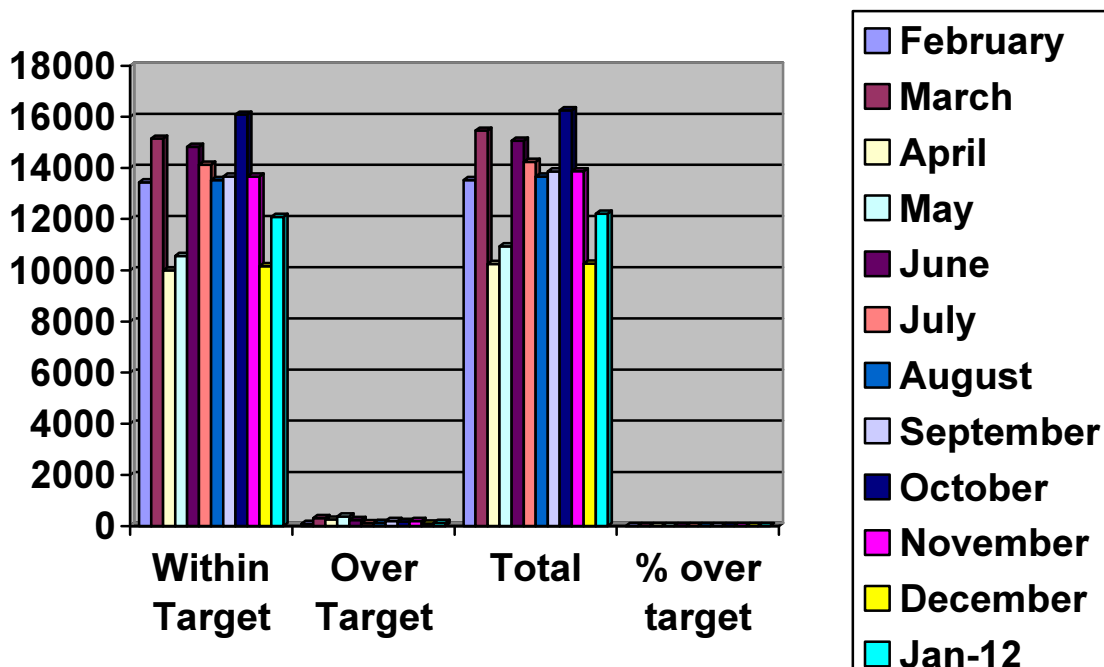
**Members are asked to:**

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

**A. Supporting information:**

Workload statistics for the year to January 2012 are presented below:

	Within Target	Over Target	Total	% over target
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%
July	14125	111	14236	0.78%
August	13528	130	13658	0.95%
September	13661	200	13861	1.44%
October	16086	171	16257	1.05%
November	13664	204	13868	1.47%
December	10163	107	10270	1.04%
January 2012	12081	130	12211	1.06%



Since the last report to PFCG, the number of tasks being completed over target has consistently remained below 1.5% .

To give an indication of the volumes of work, in November 2011 36 new deaths were notified to the Pensions Section. It is the teams aim to issue, on the same day as notification of death is received, a letter to the next of kin or persons dealing with the estate of the deceased a letter confirming our information requirements. In November 2011 this target was achieved. In November the pensions section also calculated 149 estimates of benefits. Of these 64 were requests for pension benefits on the grounds of redundancy. Of these two were calculated outside of the target time, one because further information was required to calculate the benefits and the other due to the volume of work being received by the Pensions Team.

In addition to the above statistics which detail the number of individual tasks within a procedure completed, the attached statistics have been prepared to show the number of whole procedures being completed by the section. These statistics again are produced to indicate the volumes of work being produced by the Pensions Team. These statistics confirm that in the 10 months to January 2012, 4632 items of general correspondence/queries were completed. In the same period the Employer Liaison Team dealt with and completed over 5,500 year end queries arising from the annual pension return process.

Finally we would like to draw to the attention of the consultative group, an employer training day which is scheduled for 30 April. At this training day subjects being covered will be the new look LGPS, annual allowance changes and auto enrolment (presentation being given by Barnett Waddingham). Cheryl Platts will be confirming the details in the March employer newsletter and we would encourage all authorities to send at least one member of staff to this training day.

**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