

Pension Fund Consultative Group

Title:	Pensions Administration Performance
Date:	6 December 2012
Author:	Principal Pensions Officer (Governance & Employer Liaison)
Contact officer:	Claire Lewis-Smith
Electoral divisions affected:	N/A

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 12 months to August 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:

NOTE the performance statistics of the team.

A. Supporting information:

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

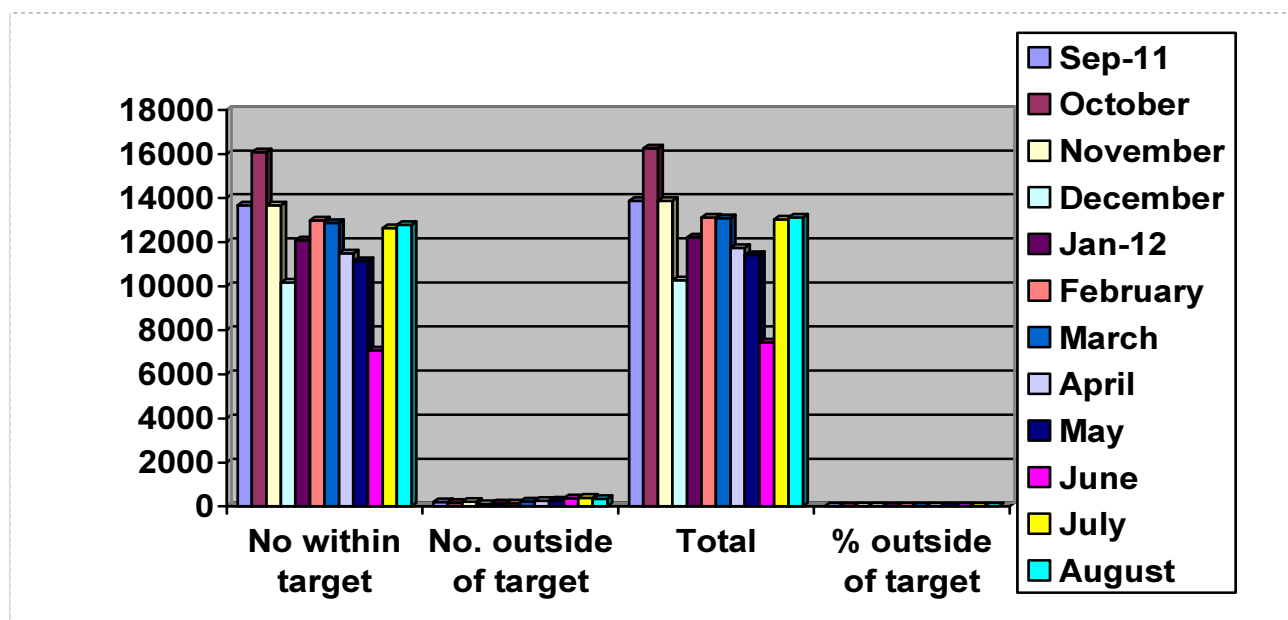
Month	No within target	No. outside of target	Total	% outside of target
September 2011	13661	200	13861	1.44
October	16086	171	16257	1.05
November	13664	204	13868	1.47
December	10163	107	10270	1.04



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January 2012	12081	130	12211	1.06
February	12978	138	13116	1.05
March	12866	220	13086	1.68
April	11479	257	11736	2.19
May	11139	274	11413	2.40
June	7080	366	7446	4.91
July	12636	391	13027	3.00
August	12773	341	13114	3.00



General volumes of work coming in to the pensions team have been consistent apart from October 2011 when tasks reached 16,257. Since the last report to PFCG, the number of tasks being completed over target remained under 1.5% until March 2012. Since March 2012 tasks completed outside of the target have increased, peaking at 4.91% in June. This was due to 10 days system downtime while a new software system was introduced. The backlog of tasks incurred while the system was down continued to have an impact on the level of tasks cleared in July and August.

To give an indication of volumes of work over the period 1 August to 31 August 2012, the pensions team received 270 general pensions queries and cleared 255 queries during the period. Also received were 31 notifications of new deaths, all of which received a letter to the next of kin on the date of notification.

Resource implications

The Pensions Administration Team is funded by the Pension Fund.

Legal implications

It is a statutory obligation for the county council to provide a pensions service on behalf of scheme employers.

Other implications/issues

N/A

Feedback from consultation, Local Area Forums and Local Member views (if relevant)

N/A