

Pension Fund Consultative Group

Title:	Pensions Administration Performance
Date:	7 March 2013
Author:	Service Director (Finance & Commercial Services)
Contact officer:	Principal Pensions Officer, Chris Thompson 01296 382833
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 31 December 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 31 December 2012 are presented overleaf:



INVESTOR IN PEOPLE



Month	% within target
January 2012	98.94
February	98.95
March	98.32
April	97.81
May	97.60
June	95.09
July	97.00
August	97.00
September	98.00
October	95.17
November	97.00
December	95.00

General volumes of work coming in to the pensions team continue to be consistent. Since the last report to PFCG in December 2012, the percentage of tasks being completed within target has ranged from 95.00% to 98.94%. During 2012 the percentage of tasks completed within the target decreased compared to previous years. 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 percentage of tasks cleared within target through the remainder of the year, reducing to 95% in December due to the impact of the Christmas break and staff sickness.

To give an indication of volumes of work over the period 1 December to 31 December 2012, the pensions team processed 16 redundancy quotes, 18 retirements, cleared 190 queries and processed 45 bank changes for pensioners.

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