



Report to Pension Fund Consultative Group

Title: Pensions Administration Performance

Date: 19th March 2014

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 August 2013 are presented below. The Pension Fund Consultative Group are required to monitor the performance of the Pensions Administration Team.

Recommendation

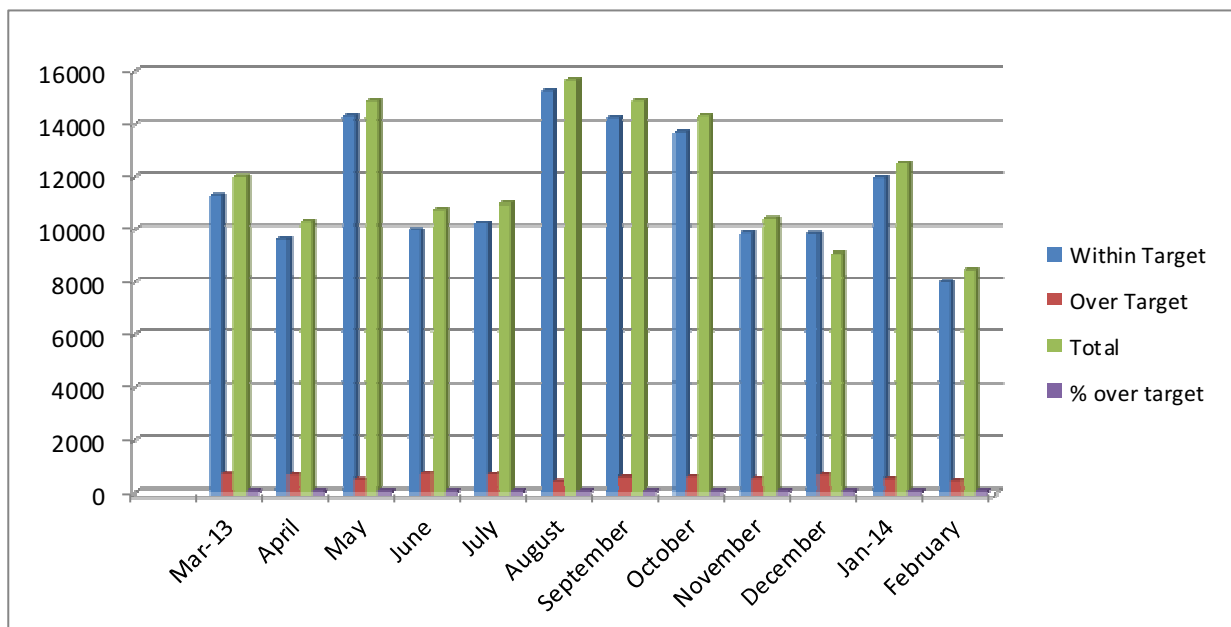
Members are asked to:

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

A. Supporting information:

Workload statistics for the year to February are presented below:

Month	Within Target	Over Target	Total	% over target
Mar-13	11274	755	12029	6
April	9620	718	10338	6.95
May	14318	526	14844	4.54
June	9992	764	10756	7.1
July	10270	727	10997	6.61
August	15229	453	15682	2.89
September	14253	612	14865	4.12
October	13703	632	14335	5
November	9880	564	10444	5.4
December	9827	708	9119	6.2
Jan-14	12001	539	12540	4.3
February	8009	475	8484	5.6



To give an indication of the volumes of work, in November 2013 the Pensions Team were notified of 64 new retirements from active status, with 112 new payroll records created. To give an idea of the growth in the pensioner payroll, when the service came back in house in

February 2005 just over 10,000 pensioners were being paid. The pensioner payroll now numbers 16,000 plus with a total monthly value of £6,000,000 when taking into account regular monthly payments and one off payments such as retirement lump sums, transfer values and death grants.

In November 2013 251 new queries were received from scheme members, deferred pensioners and pensioners and the Employer Liaison Team dealt with approximately 700 year end queries.

The systems team also dealt with queries arising from the valuation data raised by the Actuary.

Workloads are on the increase again. At present the number of retirements we are dealing with are exceptionally high but as this is a priority work group resource is being diverted here to ensure that we pay pensions in a timely manner.

PFCG may also recall that previously it was mentioned that the Pensions Team would be implementing Employer and Member Self Service. These are additional services which allow employers to access their employees data and for members to access their own. This project has now been resourced and a project plan drawn up. Unfortunately we have encountered some technical glitches with our software suppliers which we are working to resolve and enable us to roll this project out.

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