

Pensions Administration Benchmarking Club 2015

Buckinghamshire County Council

compared with

42 authorities

DRAFT REPORT

1) Purpose of Report:

First and foremost, it gives you quick feedback. Whilst the quantity and quality of data is improved in the final report the big picture is unlikely to change substantially.

Secondly, this report gives you a chance to check your figures are as you meant to return. Our questionnaires are substantial and it is easy either to misread a question, or to make a typographical error when entering the data. Whilst we will contact many members over figures that look implausible, we also rely on members checking their own figures.

2) Submitting Amendments:

If you wish to send in any amendments/alterations simply resubmit your questionnaire containing the updated information. We will then use this version rather than the old data.

Please can you send in any amendments to **benchmarking@cipfa.org** by the **18th September 2015**.

3) Please Note:

This is a draft report from our point of view as well, if you have any suggestions for ways we can improve the report or find any apparent mistakes or problems, please let us know.

We will be sending out the comparator request forms on the **18th September 2015**. These enable you to select the group of authorities to be compared with in your final reports.

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PREFACE

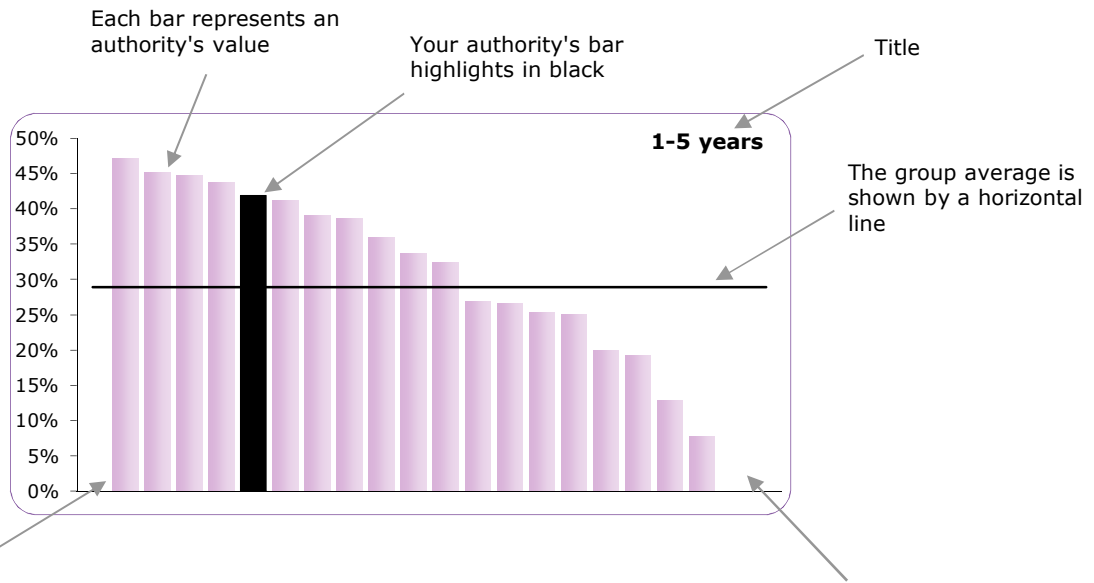
This report compares your data with the group of authorities specified on the title page.

Throughout the report your figures are shown in tables and in graphical form. If you are not familiar with our reports we hope this page will help you to better understand the way we present this data.

Averages: Almost all of our tables and charts compare your figure with a group average. The average is the unweighted mean value for the group. This average value ignores missing data, or data that we have excluded and for this reason sets of averages sometimes do not reconcile precisely.

Charts: We display a large amount of data on charts as this allows us to show the data for the entire group efficiently and gives far more information than a simple average (i.e. range of data, individual authority values etc.). Below we have annotated an example chart to help explain what they are showing.

Bar Charts: These are our standard method of displaying a full set of data



'Missing bars' on the left represent missing data or excluded data and are not included in calculating the average

Staff experience			
	FTE	%	Avg
< 1 year	1.5	10%	9%
1-5 years	6.5	42%	29%
5-10 years	3.5	23%	21%
> 10 yrs	4.0	26%	41%
Total	15.5		

'Missing bars' on the right represent zero values and are included in the average

INTRODUCTION

This report compares your performance with the group of authorities specified on the title page. It is divided into the following sections.

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1 Summary 2015	4
2 Cost Measures	5
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4 Staff Related Measures	20
5 Industry Standard Performance Indicators	24
6 Comparison by method of service delivery } <i>final reports</i>	-
7 Timeseries } <i>final reports only</i>	-

Section 1 - Summary 2015

This page provides a brief summary of the most salient aspects of the report.

Section 2 - Cost Measures

This section concentrates on cost/member ratios starting with total cost/member which is then broken down by staff costs, payroll costs, direct costs, overheads and income. Further analysis of direct costs and overheads is also provided in this section.

Section 3 - Workload Measures

The first measure of workload is the number of members in the scheme, which is shown along with a breakdown by class of membership. This is followed by an analysis of the number and type of LGPS employers.

Other workload measures include:

- Joiners and leavers with a full analysis of the various types of retirements
- Number of quotations provided and actual events processed
- AVCs, ARCs and Added years
- Appeals

Section 4 - Staff Related Measures

The measures included here are an analysis of staff numbers by pay band, sickness absence, pensions work experience, staff qualifications and staff turnover.

Section 5 - Industry Standard Performance Indicators

In this section we show how authorities perform against each of the LGPC performance indicators.

Section 6 - Comparison by Method of Service Delivery (final report only)

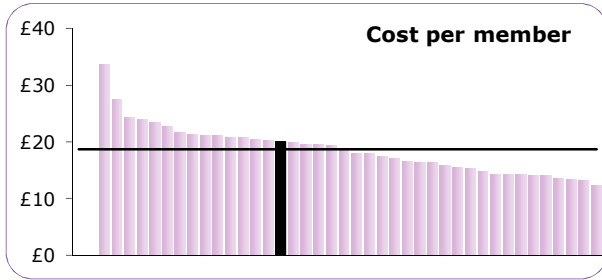
This shows members' costs and averages compared for in-house and externally managed pension schemes.

Section 7 -Timeseries (final report only)

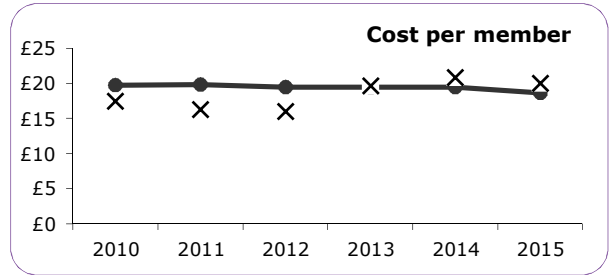
This shows the individual members' performance over time compared to the club average for cost per member, which is analysed over staff cost and other costs.

SECTION 1 - SUMMARY 2014/15

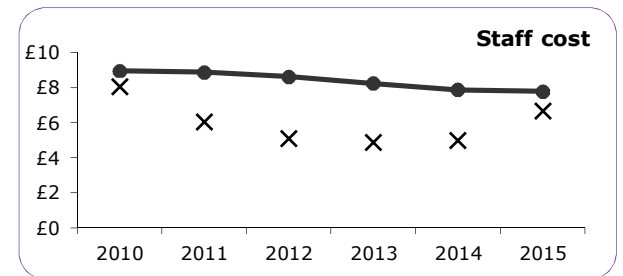
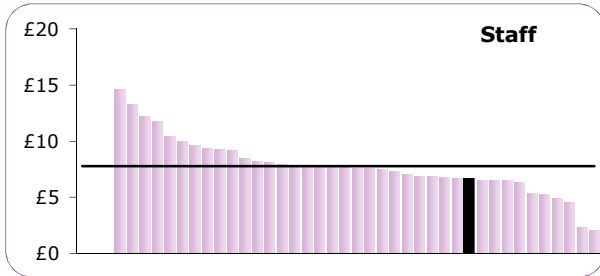
NET COST / MEMBER 2014/15



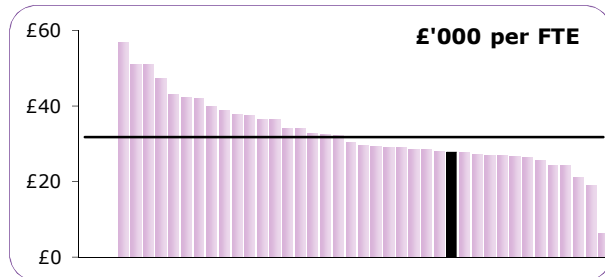
● Club average
X Buckinghamshire



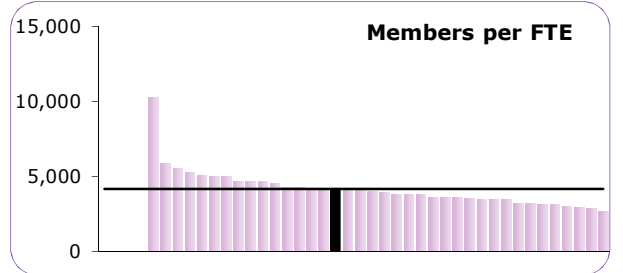
STAFF COST / MEMBER 2014/15



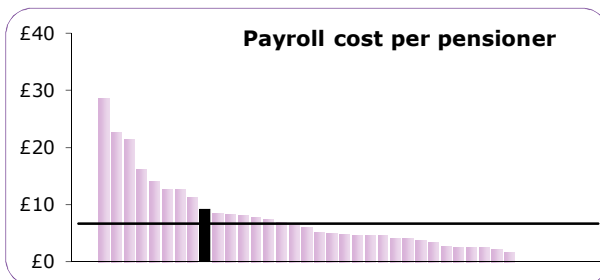
COST £'000 / FTE



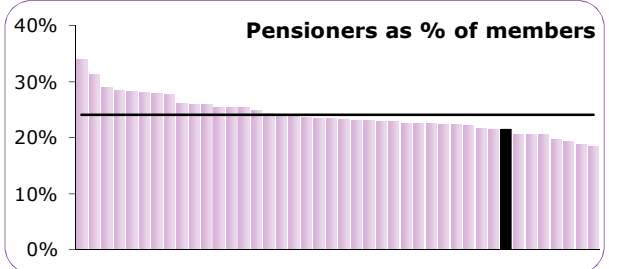
MEMBERS LGPS / ADMIN FTE



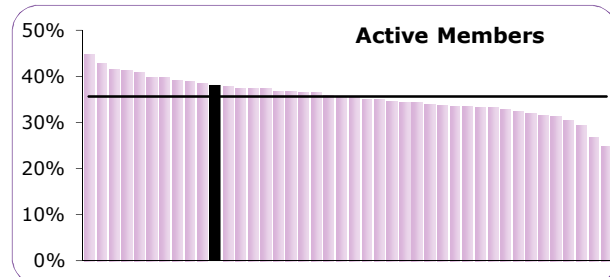
PAYROLL COST / PENSIONER



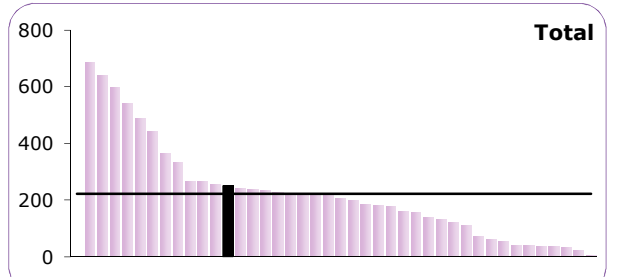
PENSIONERS AS A % MEMBERS



ACTIVES AS A % MEMBERS



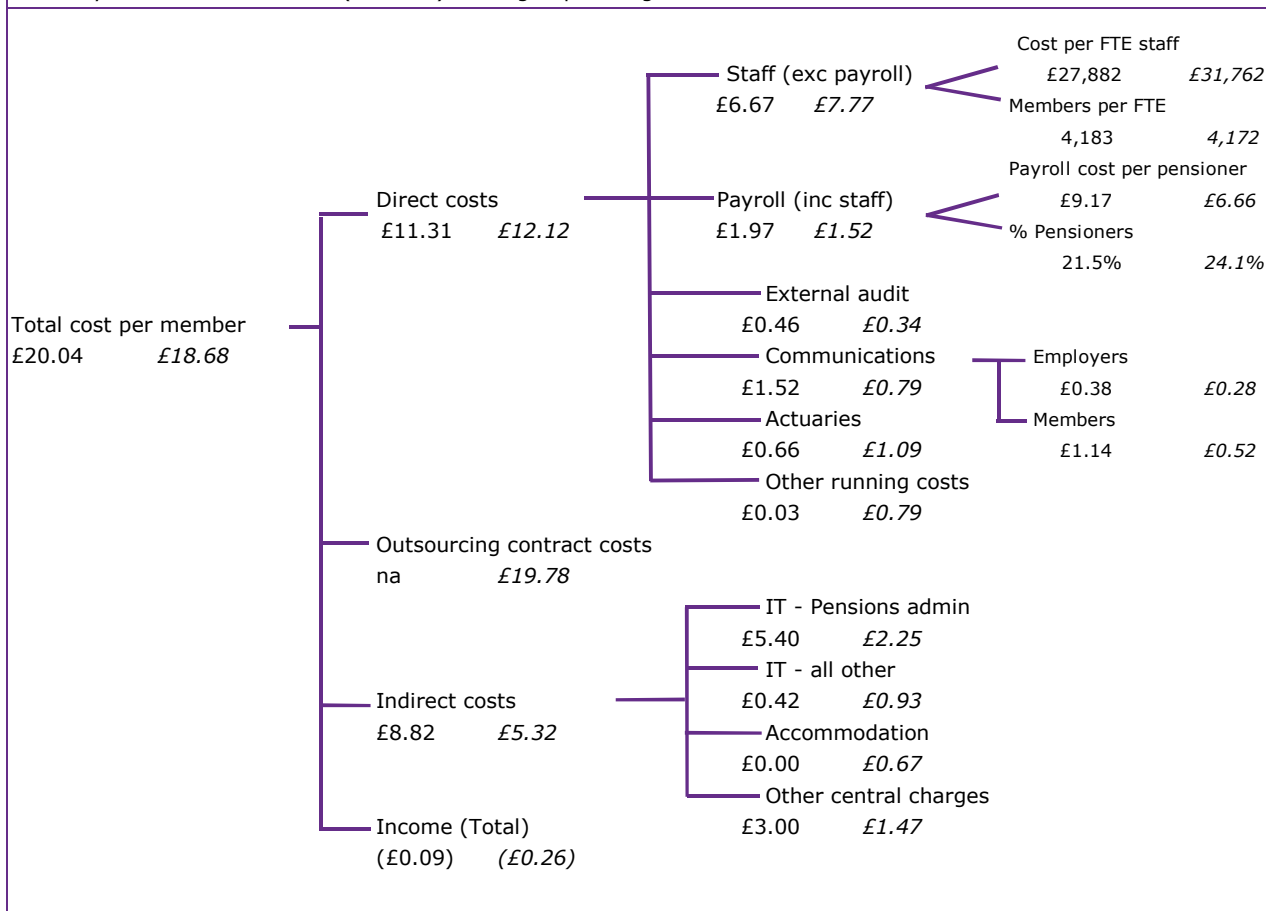
NUMBER OF LGPS EMPLOYERS



SECTION 2 - COST MEASURES

COST/MEMBER TREE 2014/15

This tree diagram analyses the cost per member. For each benchmark two figures are given the first being the authority's cost and the second (in italics) is the group average.



FTE staff	
Pension Section total	29.6
less	
IT staff	2.5
Payroll staff	2.6
Communications staff	5.5
Employing authority work	-
Work for other schemes	1.5
Other work	2.0
Admin of LGPS	15.5

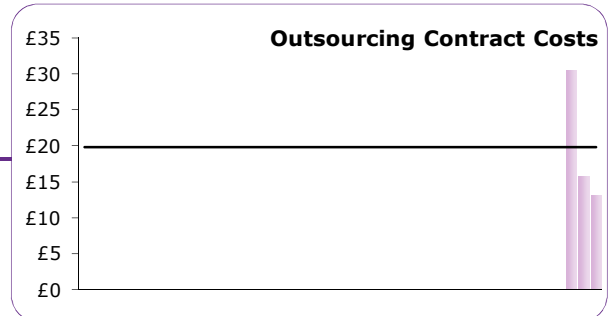
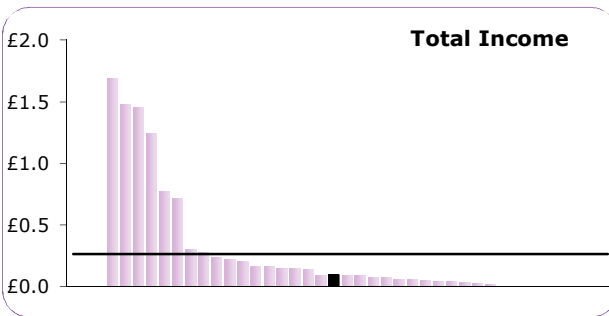
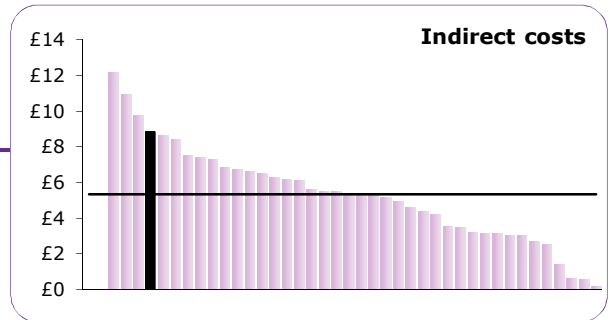
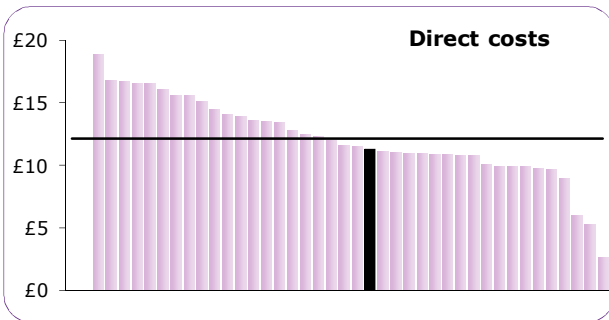
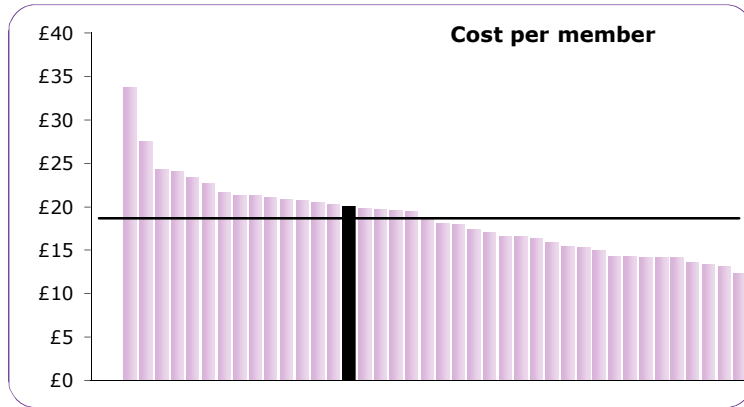
Net Costs £'000	
	£'000
Pension Section total	1,529
less	
Work for other schemes	40
Employing authority work	84
Other work	103
Admin of LGPS	1,302

Admin of LGPS costs	£ per member		
	£'000	member	Avg
Staff - administration	433	6.67	7.77
Staff - payroll	100	1.54	0.36
Payroll	28	0.43	1.16
Communications (Total)	99	1.52	0.79
Actuaries	43	0.66	1.09
External audit	30	0.46	0.34
Other running costs	2	0.03	0.79
Total Direct Costs	735	11.31	12.12
Outsourcing costs	-	na	19.78
IT - Pensions admin	351	5.40	2.25
IT - All other	27	0.42	0.93
Accommodation	-	-	0.67
Other central charges	195	3.00	1.47
Total Indirect Costs	573	8.82	5.32
Gross Cost	1,308	20.13	18.93
Income - Members	(5)	(0.08)	(0.06)
Income - Employers	(1)	(0.02)	(0.13)
Income - Other	-	-	(0.06)
Total Income	(6)	(0.09)	(0.26)
Net Cost	1,302	20.04	18.68

Total Scheme Membership 64,965

*Outsourcing Contract Costs average only includes those members who have outsourcing costs.

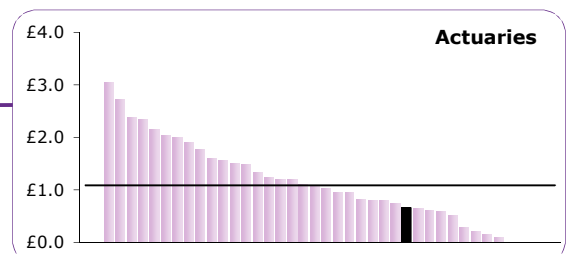
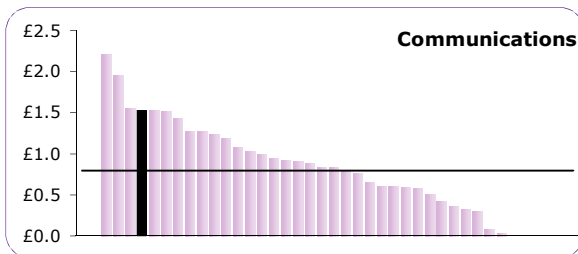
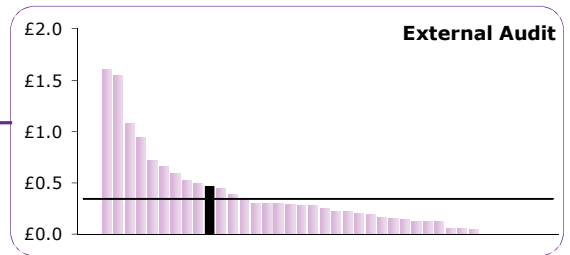
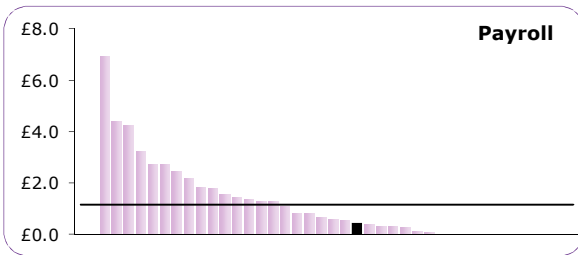
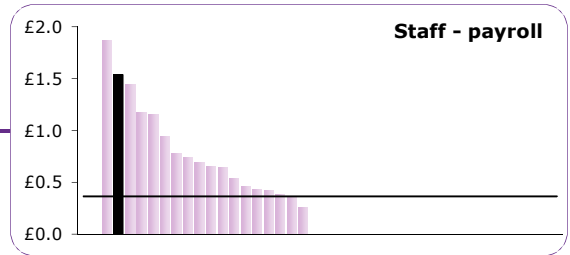
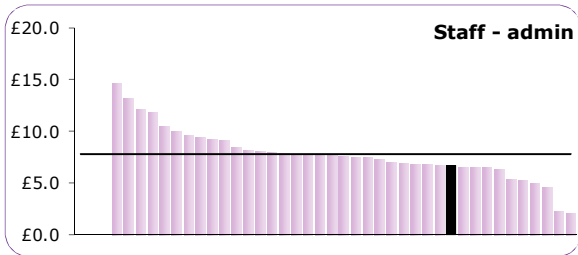
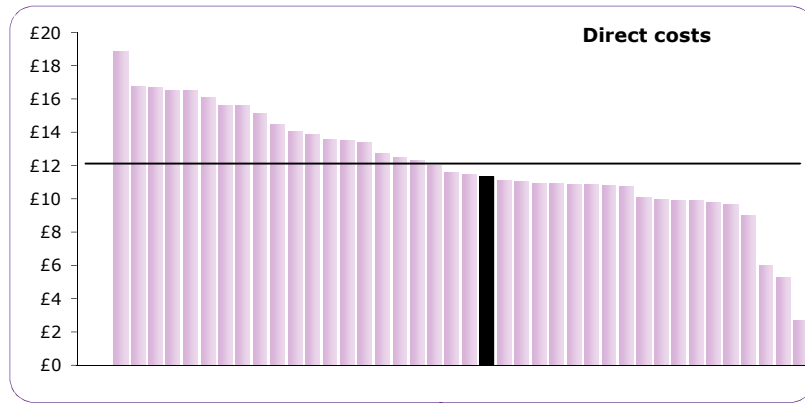
COST PER MEMBER 2014-15



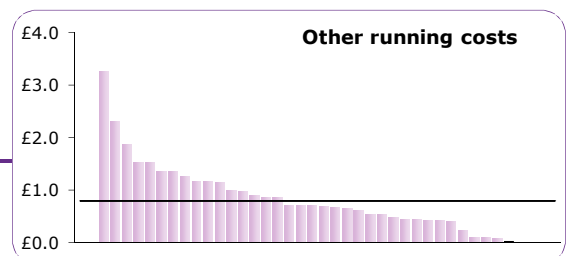
Admin of LGPS costs		£ per member	
	£'000		Avg
Total Direct Costs	735	11.31	12.12
Outsourcing costs	-	na	19.78
Total Indirect Costs	573	8.82	5.32
Total Income	(6)	(0.09)	(0.26)
Net Cost	1,302	20.04	18.68

Total Scheme Membership 64,965

COSTS PER MEMBER - Direct costs 2014/15

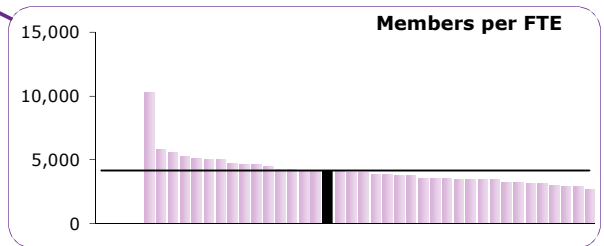
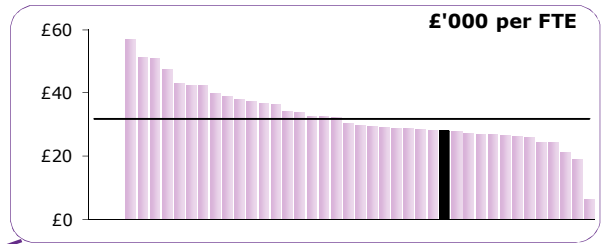
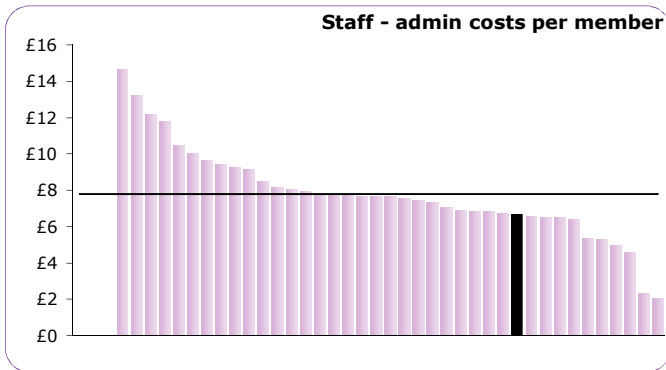


Direct costs	£'000	£ per member	Avg
Staff - admin	433	6.67	7.77
Staff - payroll	100	1.54	0.36
Payroll	28	0.43	1.16
External audit	30	0.46	0.34
Communications	99	1.52	0.79
Actuaries	43	0.66	1.09
Other running costs	2	0.03	0.79
Total	735	11.31	12.12

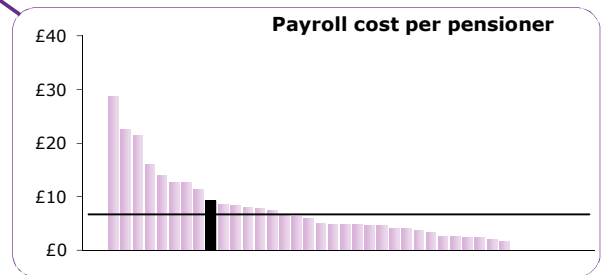
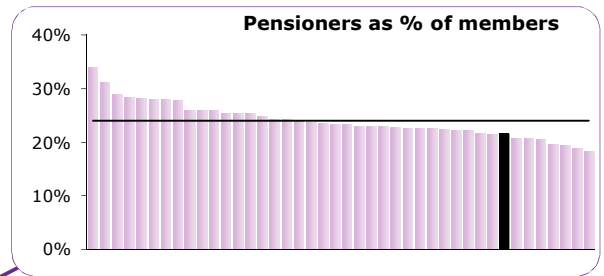
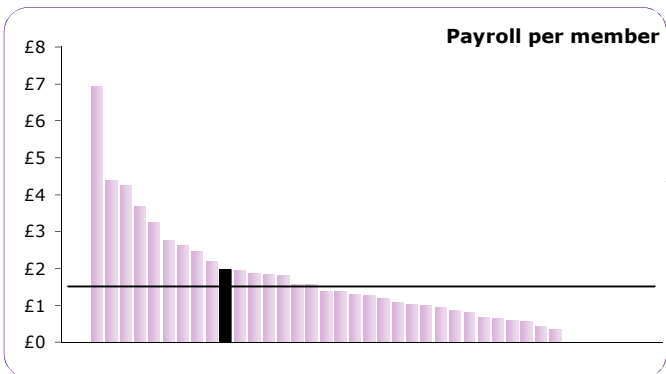


DIRECT COSTS PER MEMBER - Staff and Payroll costs 2014/15

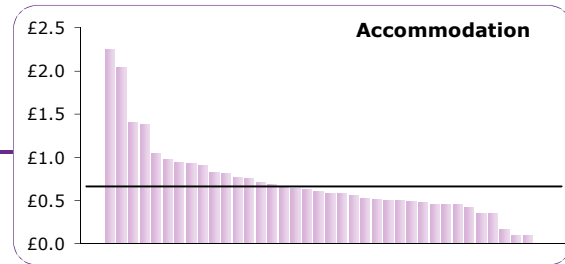
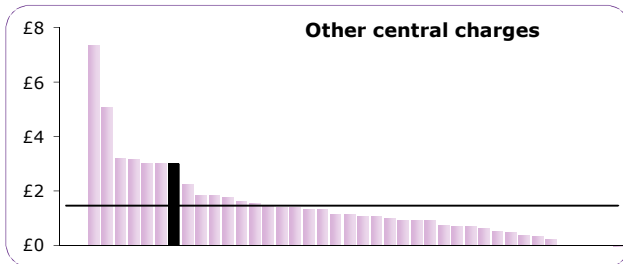
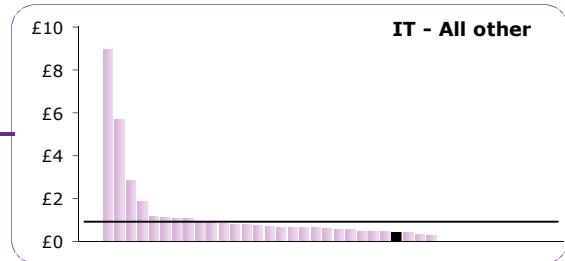
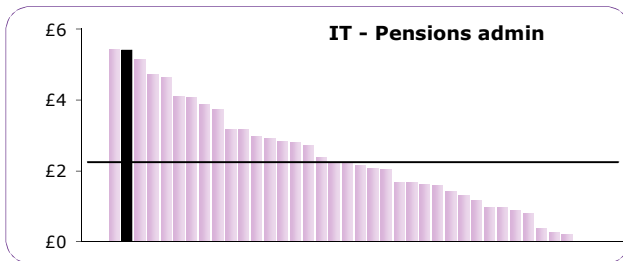
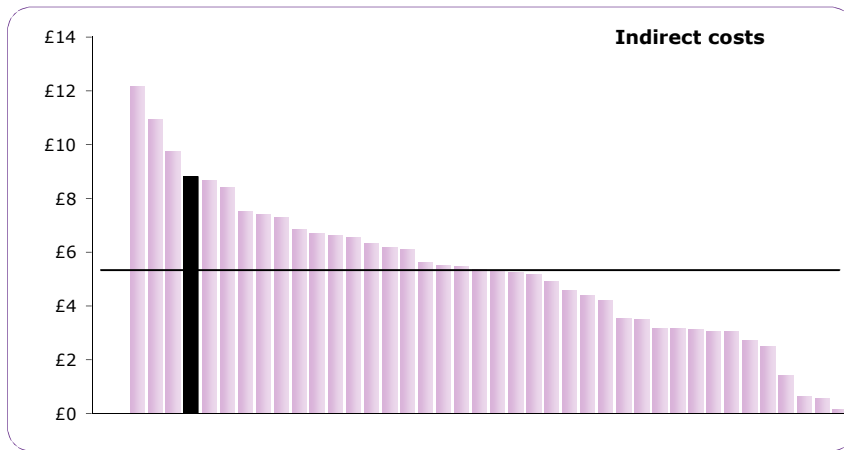
	£'000	£ per member	Avg
Staff - admin	433	6.67	7.77



	£'000	£ per member	Avg
Payroll (combined)	128	1.97	1.52

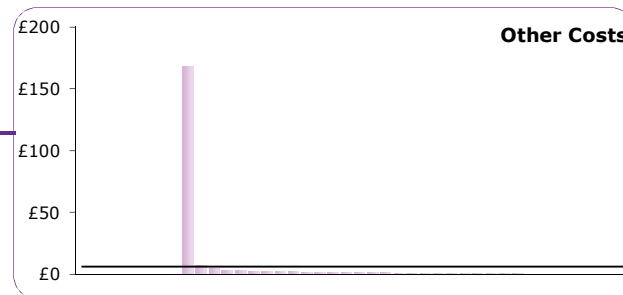
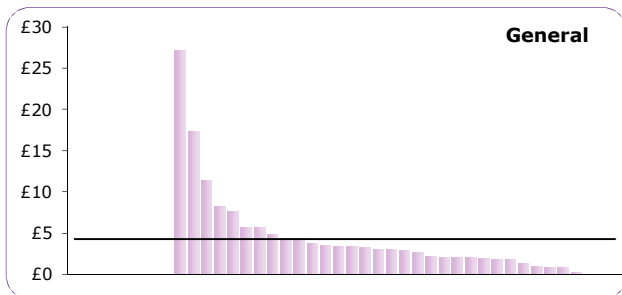
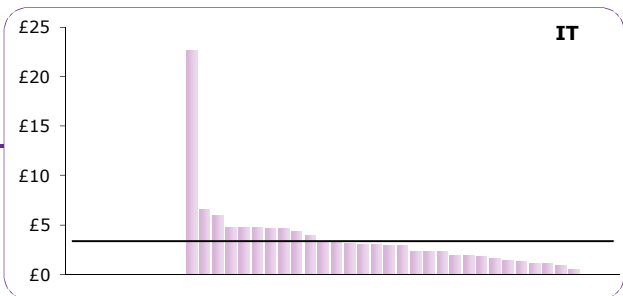
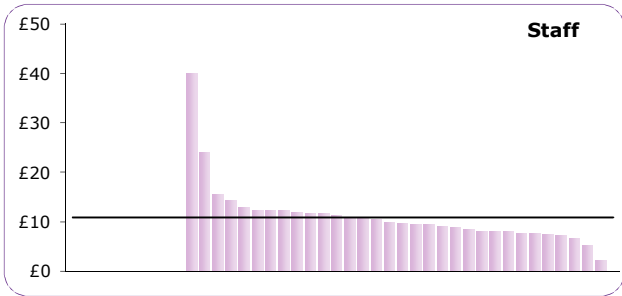
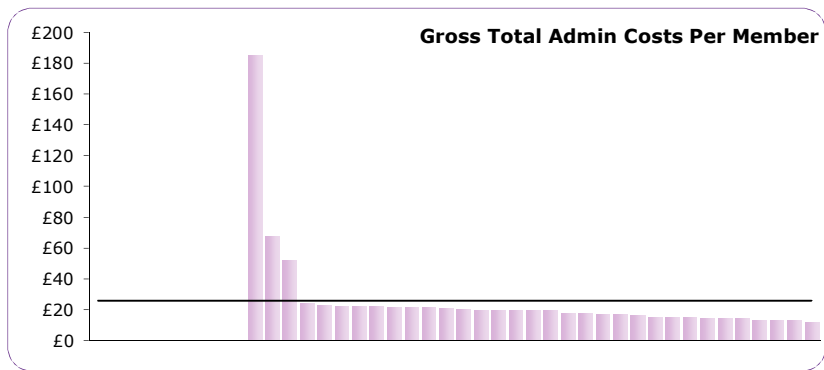


COSTS PER MEMBER - Indirect costs 2014/15



Indirect costs	£ per member		
	£'000	£ per member	Avg
IT - Pensions admin	351	5.40	2.25
IT - All other	27	0.42	0.93
Accommodation	-	-	0.67
Other central charges	195	3.00	1.47
Total	573	8.82	5.32

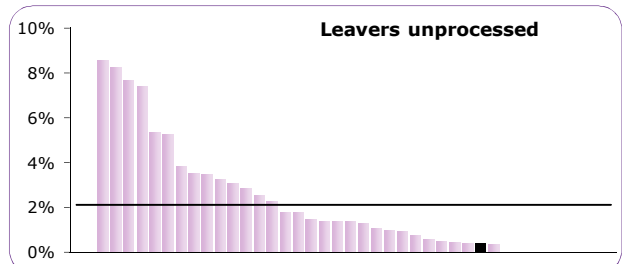
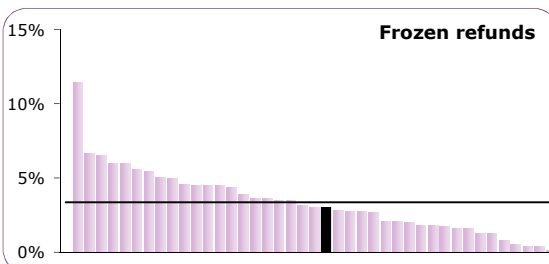
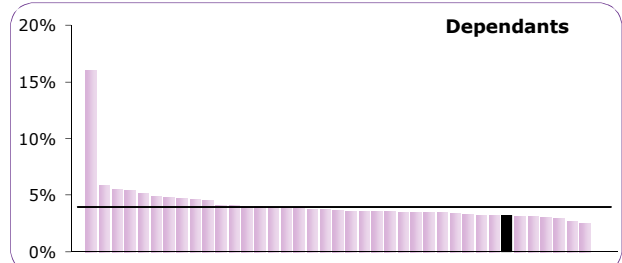
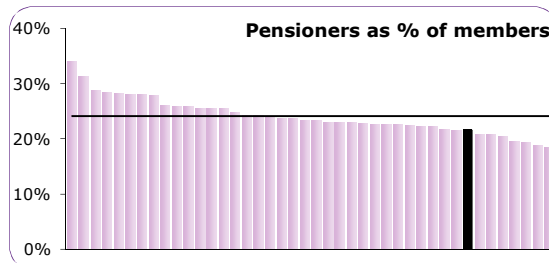
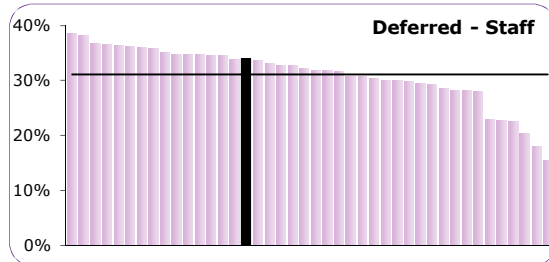
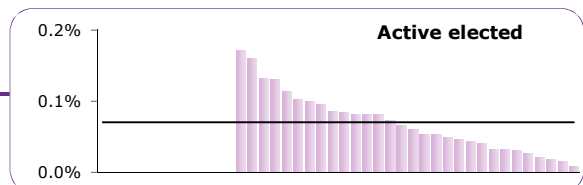
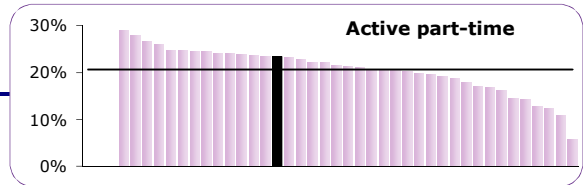
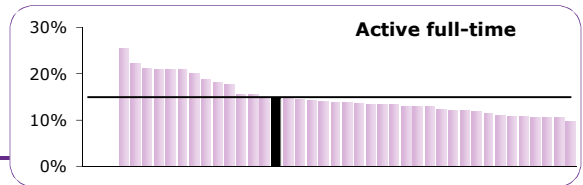
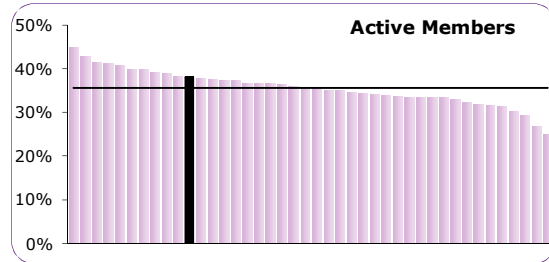
COSTS PER MEMBER - LGPS Administration Expenses Analysis 2014/15



LGPS Administration Expenses		£ per member	Avg
	£'000		
Staff Costs	..	na	10.82
IT Costs	..	na	3.34
General Costs	..	na	4.23
Other Costs	..	na	6.37
Gross LGPS Admin Exp.	..	na	25.58
Gross LGPS Income	..	na	0.46
Net LGPS Admin Exp.	..	na	23.72

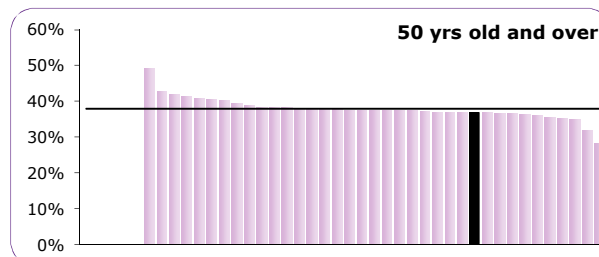
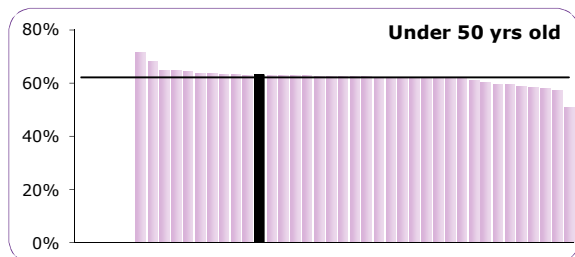
SECTION 3 - WORKLOAD MEASURES

COMPOSITION OF MEMBERS AS AT 31/3/2015



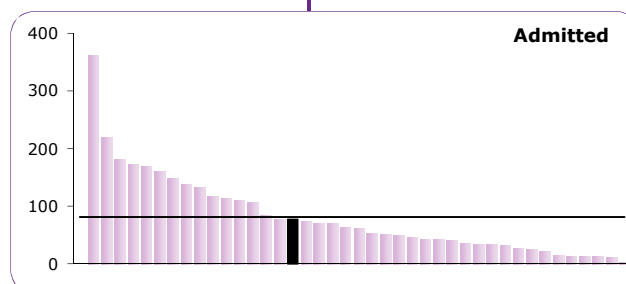
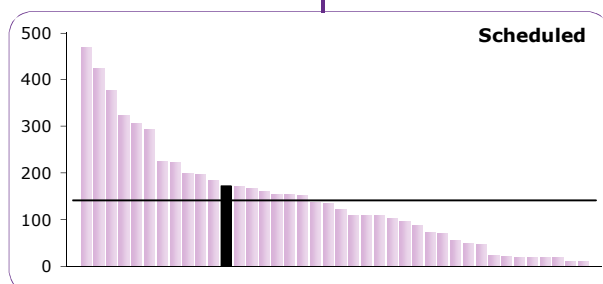
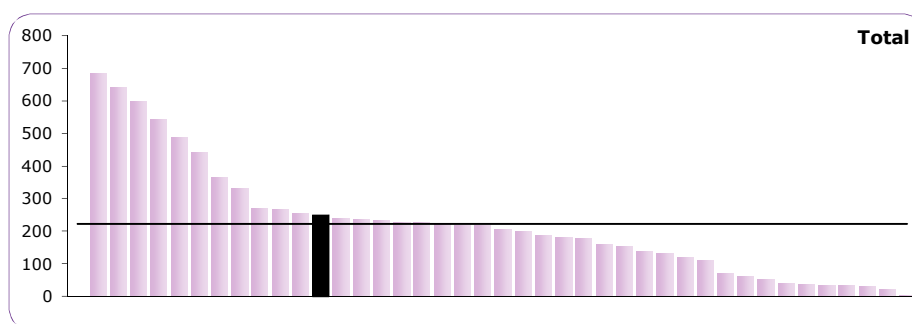
Composition of members				
	No.	%	Avg	Avg %
Active:				
- full-time	9,497	15%	15,761	14.8%
- part-time	15,199	23%	18,050	20.6%
- no. of elected Members	-	na	50	0.1%
- sub-total	24,696	38%	33,430	35.6%
Deferred:				
- Staff	22,022	34%	27,903	31.1%
- Elected Members	-	na	21	0.0%
Pensioners	13,966	21%	22,524	24.1%
Dependants	2,069	3.2%	3,666	4.0%
Frozen refunds	1,972	3.0%	2,778	3.4%
Leavers unprocessed	240	0.4%	1,778	2.1%
Total	64,965		92,099	

COMPOSITION OF MEMBERS AS AT 31/03/2015



Composition of active members			
	No.	%	Avg
Under 50 yrs old	15,584	63%	62%
50 yrs old and over	9,112	37%	38%

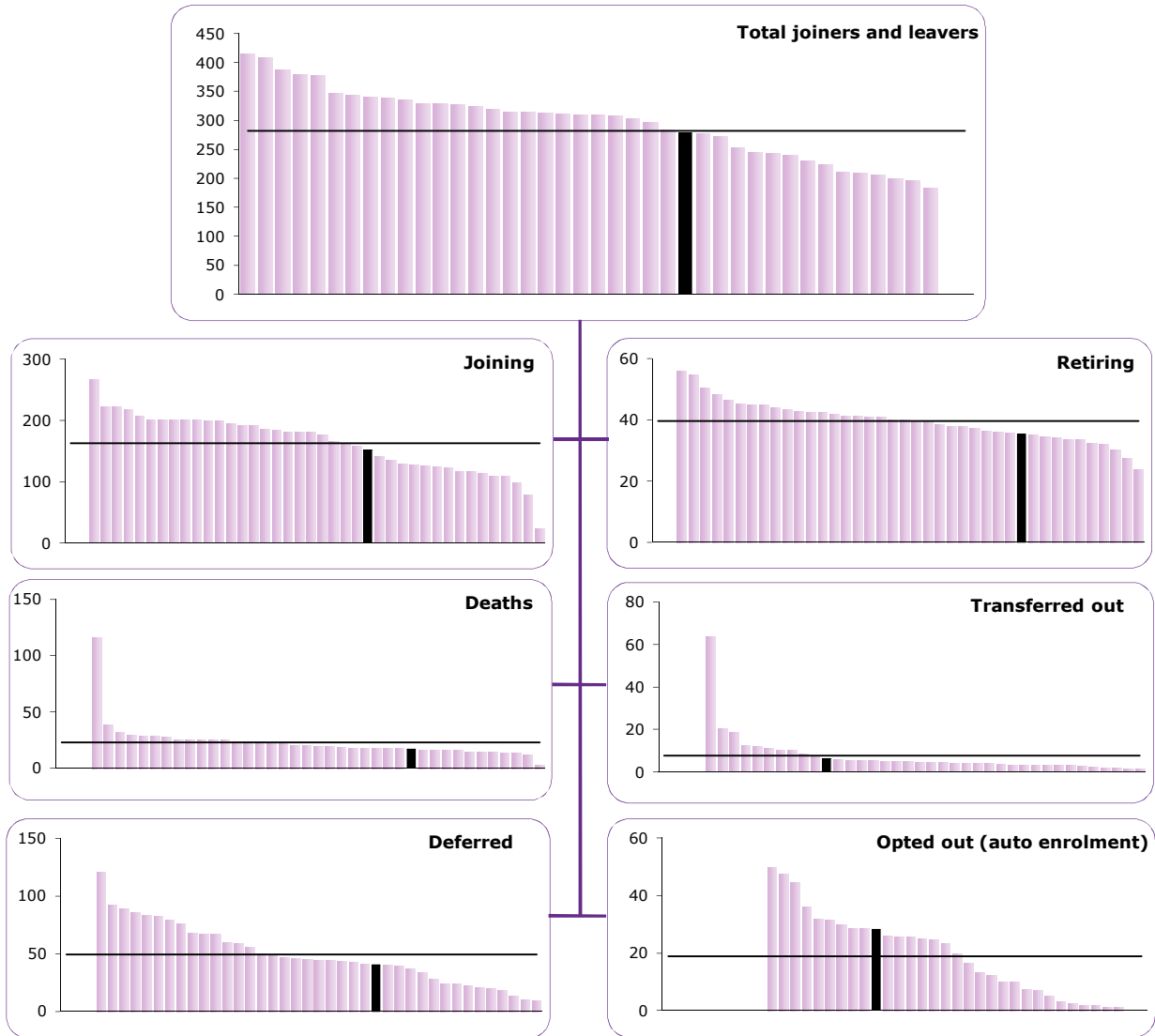
NUMBER OF LGPS EMPLOYERS AS AT 31/03/2015



LGPS employers (31/3/15)						
	No.	Avg	of which:	No.	%	Avg
Scheduled	173	142	Local Authorities	61	35%	9%
Admitted	78	81	Transferee	45	58%	47%
Total	251	223				

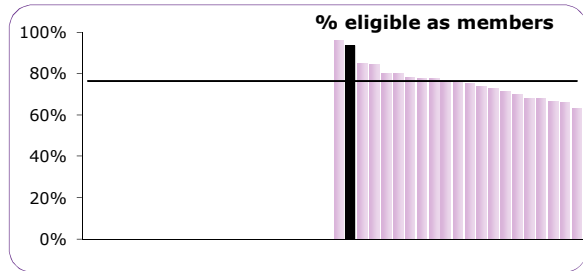
Employer changes 2014/15						
	Applied		Admitted		Leaving	
	No.	Avg	No.	Avg	No.	Avg
Scheduled	9	16	9	18	-	3
Admitted	9	9	9	8	-	4

JOINERS & LEAVERS (per '000 active members)

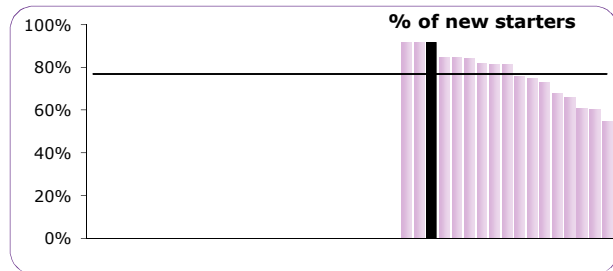


Joiners & leavers (per '000 active members)			
	No.	'000	Avg
Joining	3,755	152	163
Retiring	873	35	40
Deaths	415	17	23
Transferred out	157	6	8
Deferred	994	40	49
Opted out	699	28	19
Total	6,893	279	282

LGPS members as % eligible employees

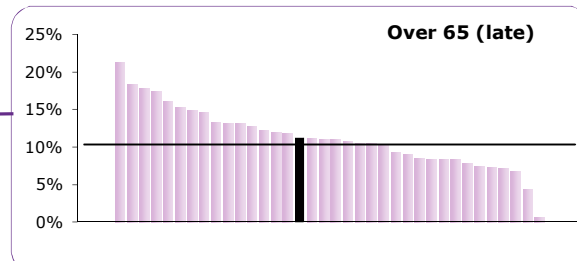
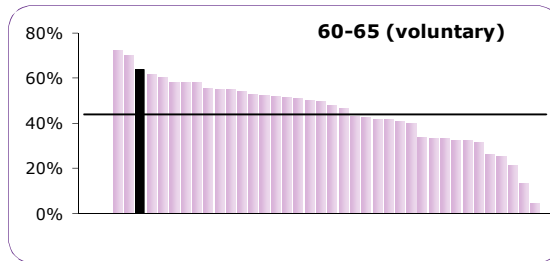
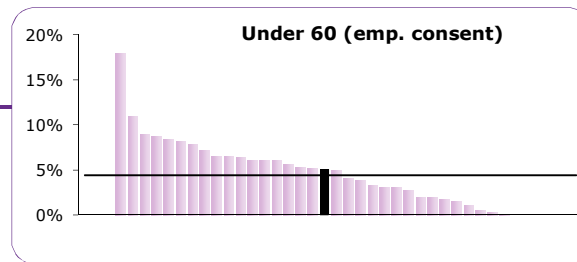
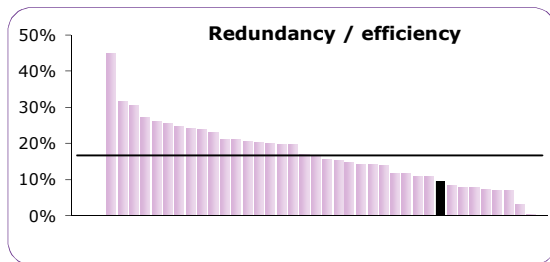
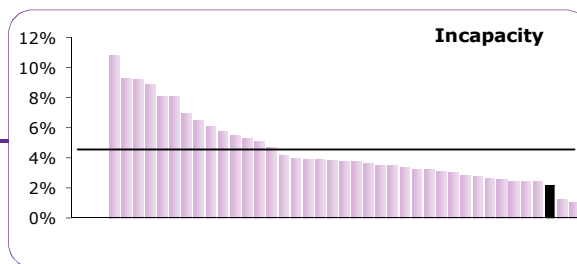
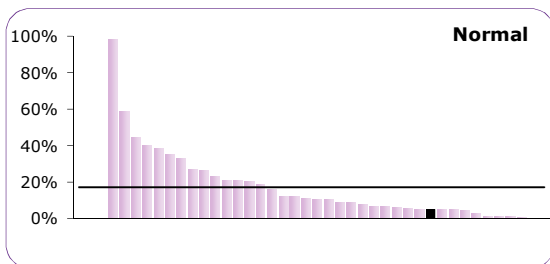
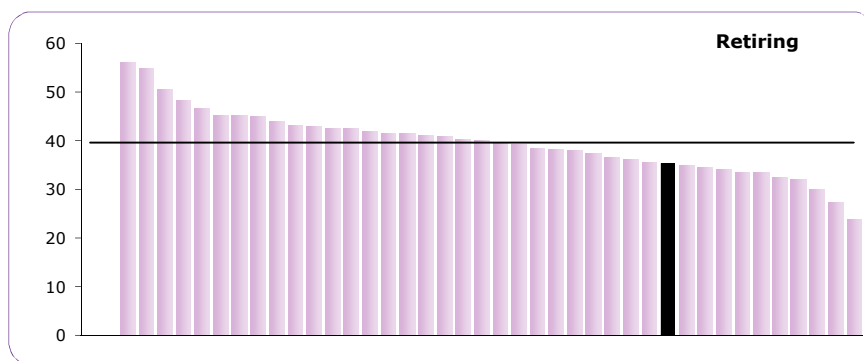


Buckinghamshire 94% Avg 76%

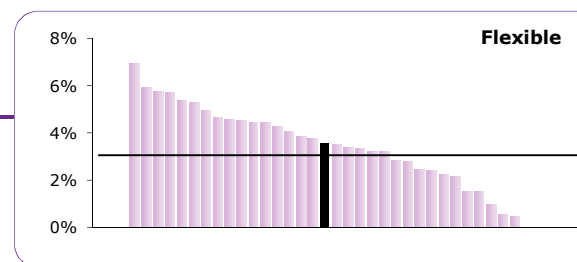


Buckinghamshire 91% Avg 77%

RETIRING (per '000 active members)



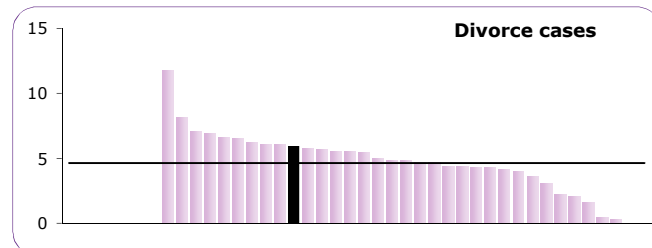
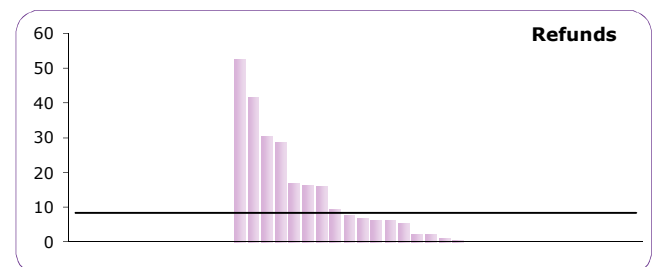
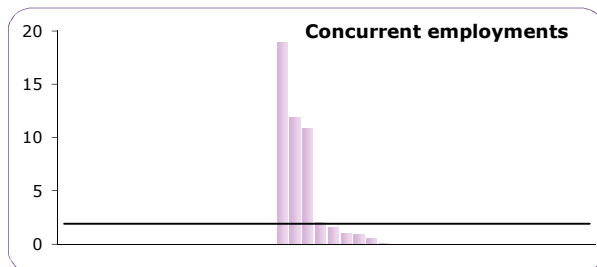
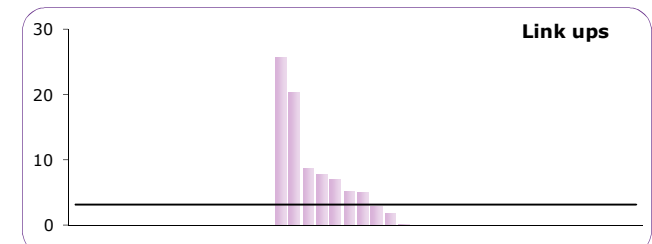
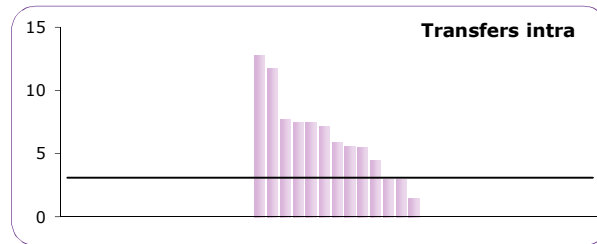
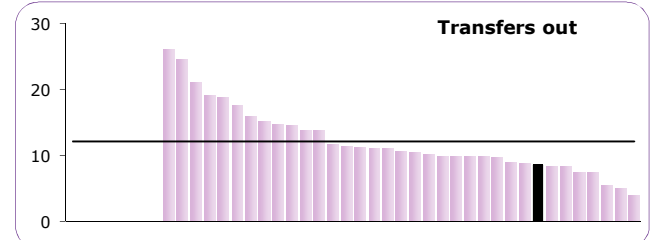
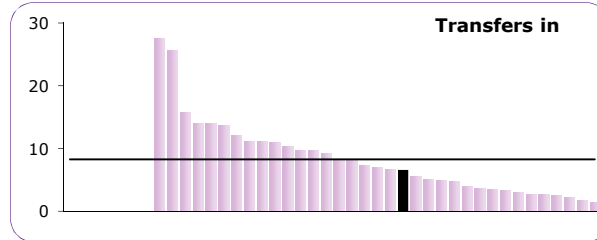
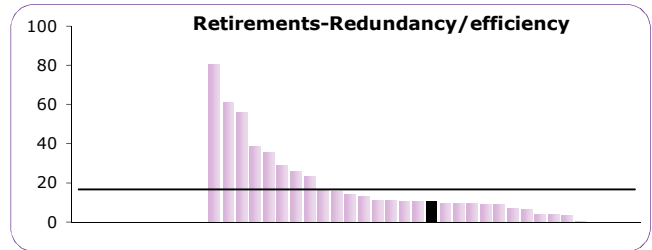
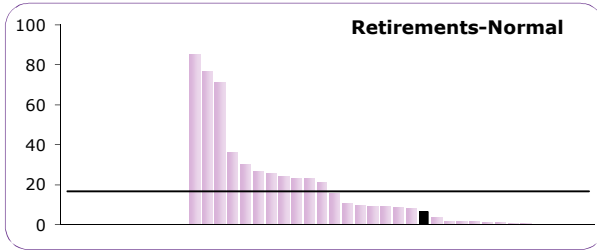
Retirements	No.	%	Avg
Normal	42	5%	17%
Incapacity/ill-health	19	2%	5%
Redundancy/efficiency	82	9%	17%
Under 60 (emp. consent)	44	5%	4.4%
60-65 (voluntary)	557	64%	44%
Over 65 (late)	98	11%	10%
Flexible	31	3.6%	3.1%
Total	873		



Retiring (per '000 active members)			
	No.	'000	Avg
Retiring	873	35	40

Active members	
	24,696

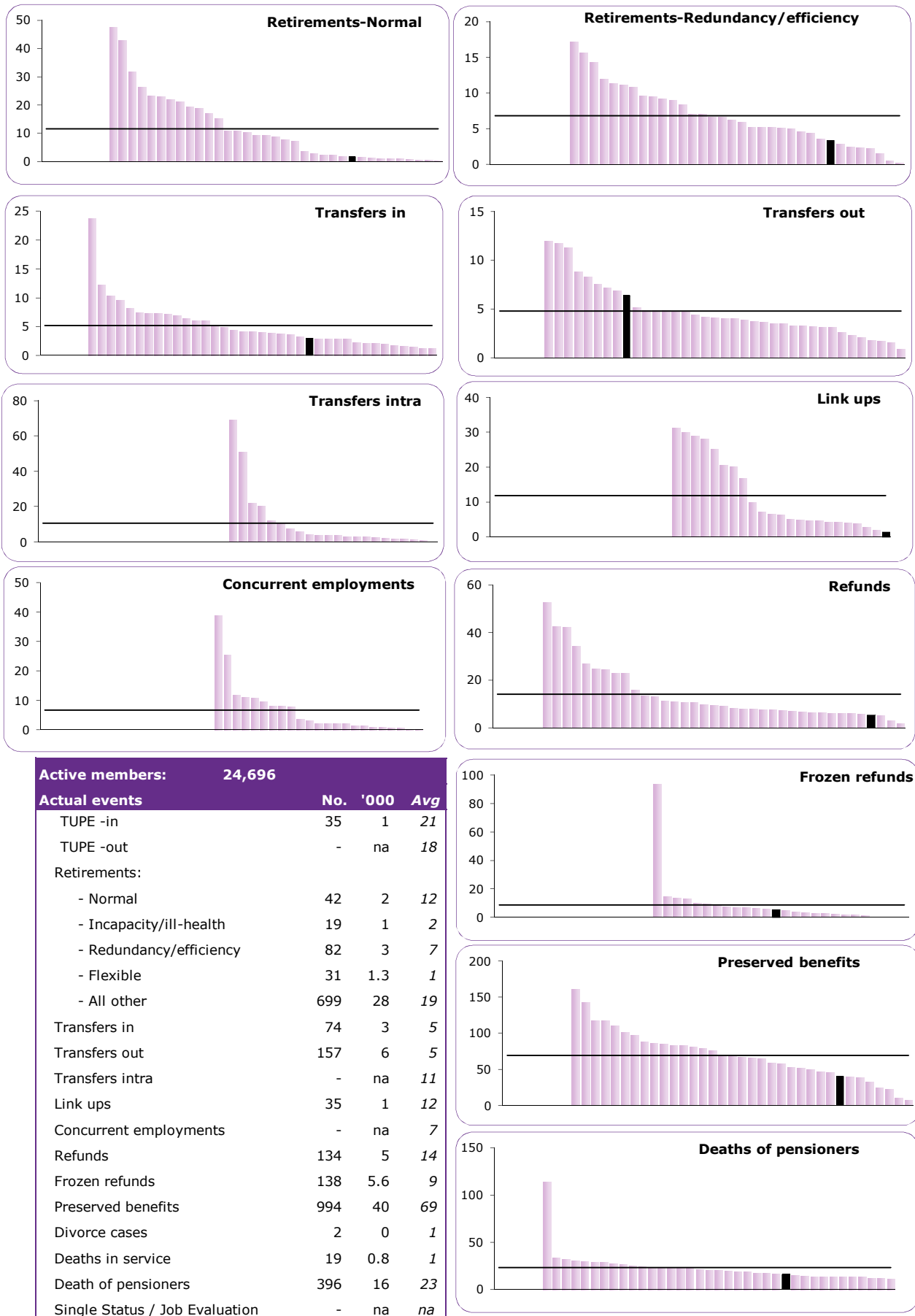
NUMBER OF QUOTATIONS PROVIDED (per '000 active members)



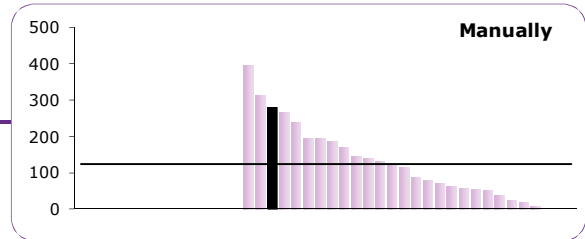
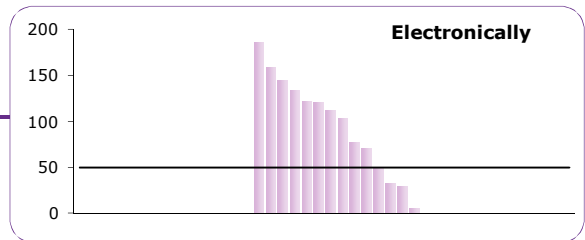
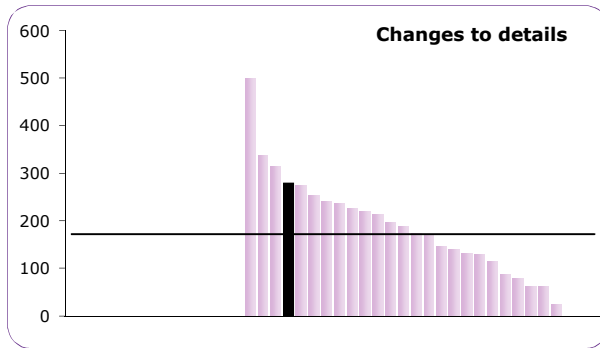
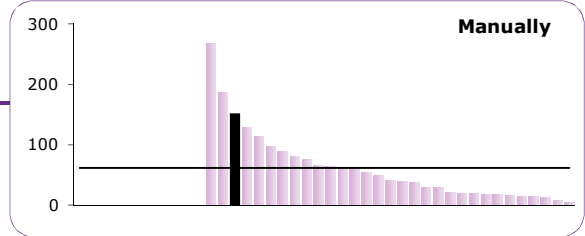
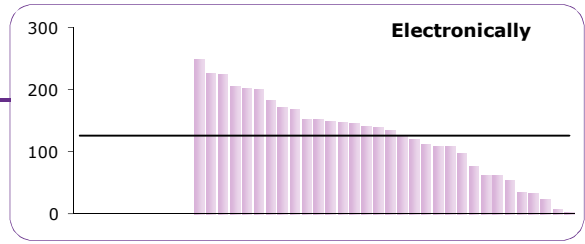
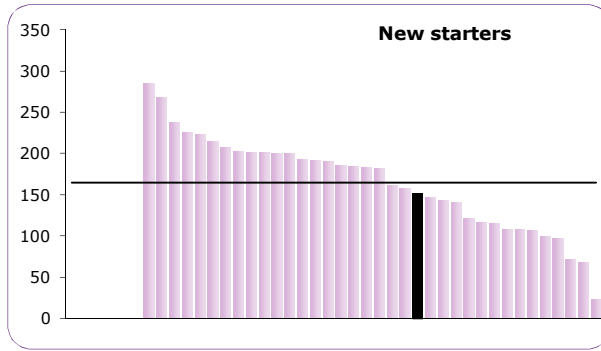
Active members: 24,696		No. '000	Avg
Quotations provided			
TUPE -in	-	-	0
TUPE -out	-	-	0
Retirements:			
- Normal	163	7	17
- Incapacity/ill-health	25	1	2
- Redundancy/efficiency	255	10	17
- Flexible	62	3	1
- All other	780	32	22
Transfers in	161	7	8
Transfers out	211	9	12
Transfers intra	-	-	3
Link ups	-	-	3
Concurrent employments	-	-	2
Refunds	-	-	8
Divorce cases	146	6	5
Deaths in service	6	0	0
Deaths of pensioners	-	-	4

No of bulk transfers		No. '000	Avg
TUPE -in	1	0	4
TUPE -out	-	-	4

NUMBER OF ACTUAL EVENTS (per '000 active members)



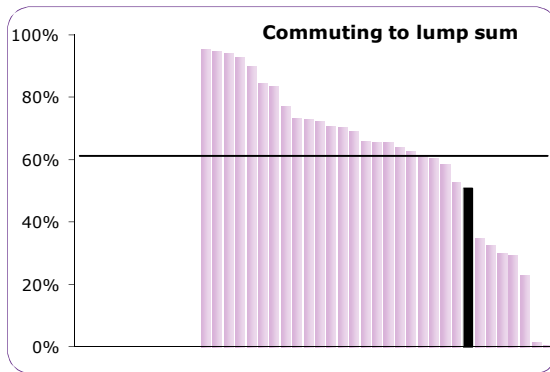
ACTUAL CALCULATIONS (per '000 active members)



RETIREMENTS

Active members
24,696

Retirements commuting to lump sum

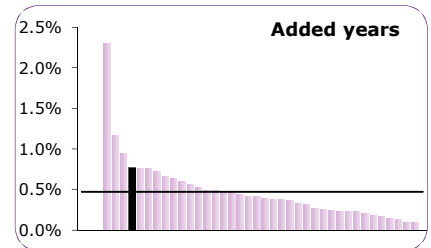
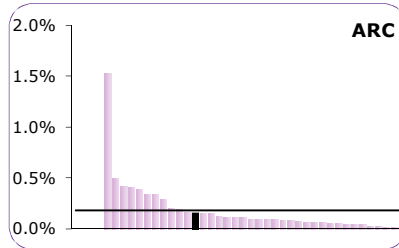
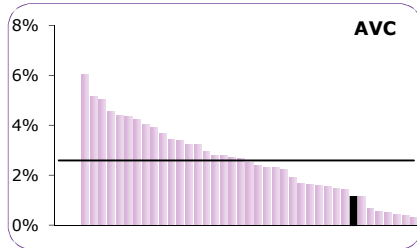


Actual calculations			
	No.	'000	Avg
New starters	3,755	152	164
- electronically	-	na	126
- manually	3,755	152	61
Changes to details	6,911	280	172
- electronically	-	0	50
- manually	6,911	280	124

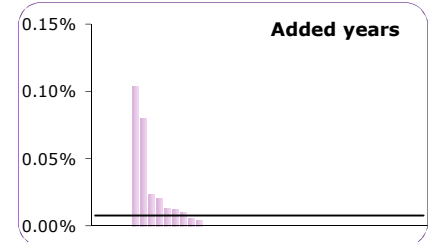
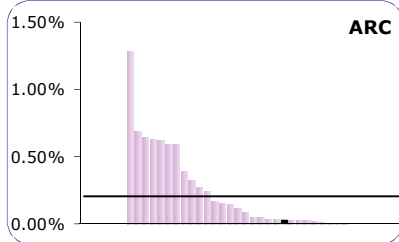
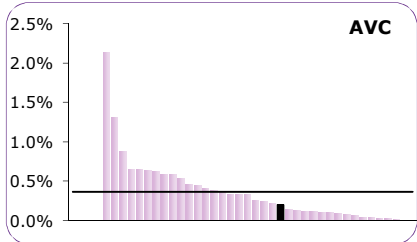
Retirements commuting lump sum			
	Number	% total	Avg
	445	51%	61%

AVCs, ARCs and Added years

% Currently contributing



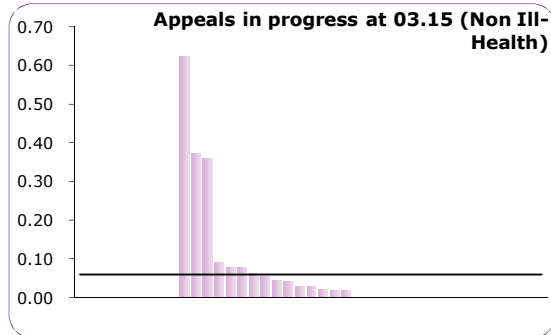
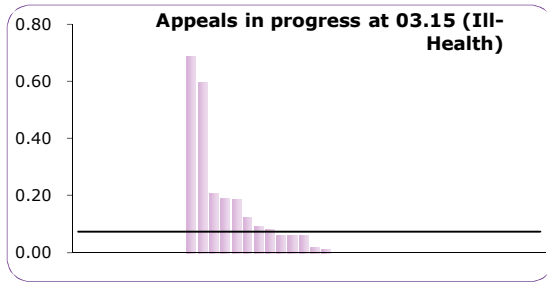
% New contributors this year



Contributors to AVCs and ARCS			
	No.	%	Avg
Currently contributing			
- AVC	292	1.18%	2.60%
- ARC	39	0.16%	0.18%
- Added years	191	0.77%	0.47%
Total	522	2.11%	3.01%
New contributors this year			
- AVC	51	0.21%	0.36%
- ARC	7	0.03%	0.20%
- Added years	-	0.00%	0.01%
Total	58	0.23%	0.51%

Active members
24,696

APPEALS

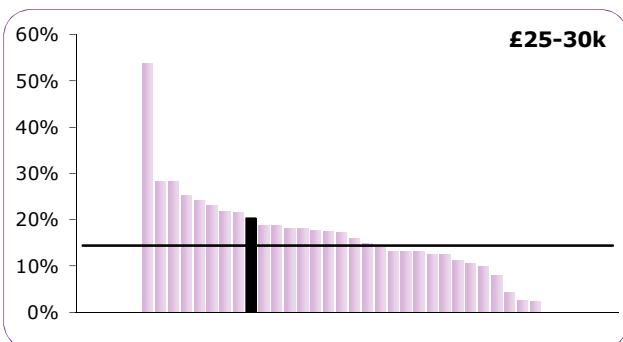
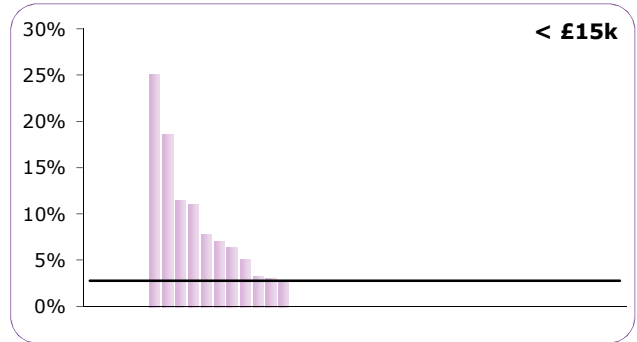
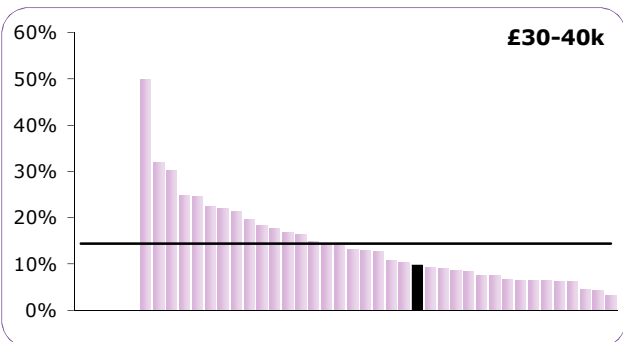
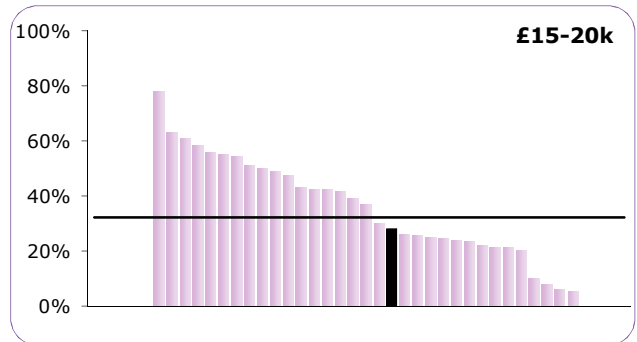
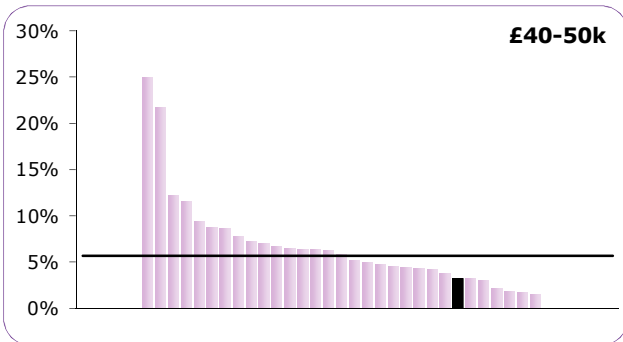
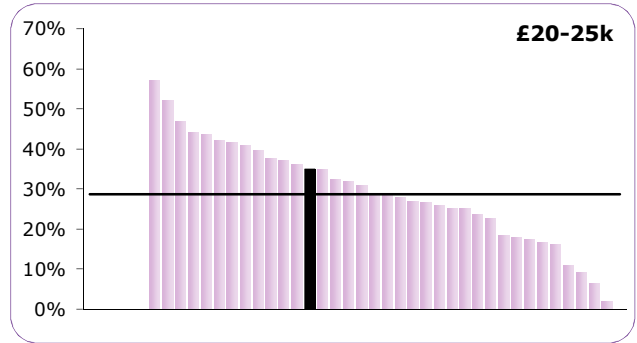
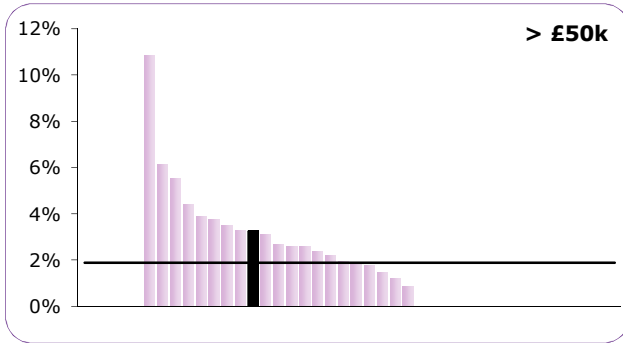


*Club total: This shows the total for all the Benchmarking Club members 2015

Number of appeals	No.	Per '000 members	Avg	Club* total
Ill-Health				
In progress at start of year	2	0.08	0.04	21
In progress at end of year	0	0.00	0.07	30
Non Ill-Health				
In progress at start of year	0	0.00	0.03	26
In progress at end of year	0	0.00	0.06	37
1st Stage				
Appeals in Progress - 03.14	0	0.00	0.03	22
New Appeals in Year	2	0.08	0.13	104
Appeals Withdrawn	0	0.00	0.00	3
Appeals Upheld	0	0.00	0.04	25
Appeals Not Upheld	2	0.08	0.06	66
Appeals in Progress - 03.15	0	0.00	0.05	33
2nd Stage				
Appeals in Progress - 03.14	0	0.00	0.01	14
New Appeals in Year	1	0.04	0.04	30
Appeals Withdrawn	0	0.00	0.00	-
Appeals Upheld	0	0.00	0.01	8
Appeals Not Upheld	1	0.04	0.02	34
Appeals in Progress - 03.15	0	0.00	0.01	(1)
Ombudsman Referrals				
Appeals in Progress - 03.14	0	0.00	0.01	7
New Appeals in Year	1	0.04	0.01	10
Appeals Withdrawn	0	0.00	0.00	-
Appeals Upheld	0	0.00	0.00	1
Appeals Not Upheld	1	0.04	0.01	9
Appeals in Progress - 03.15	0	0.00	0.00	6

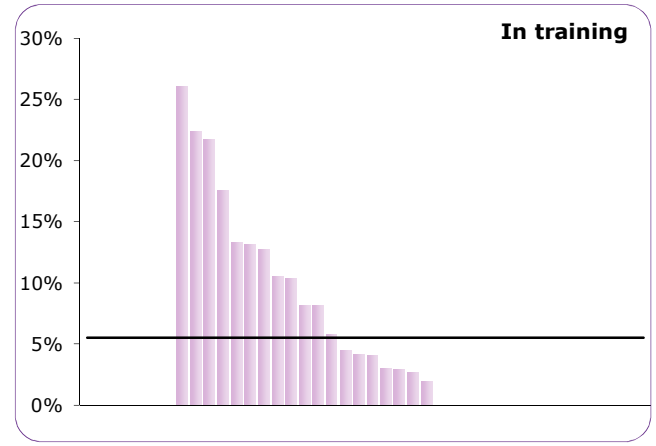
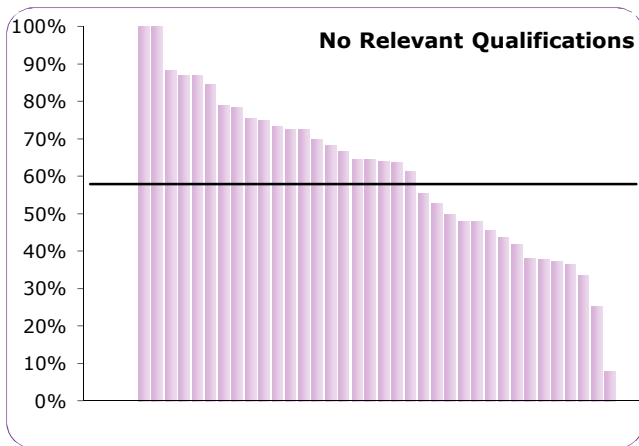
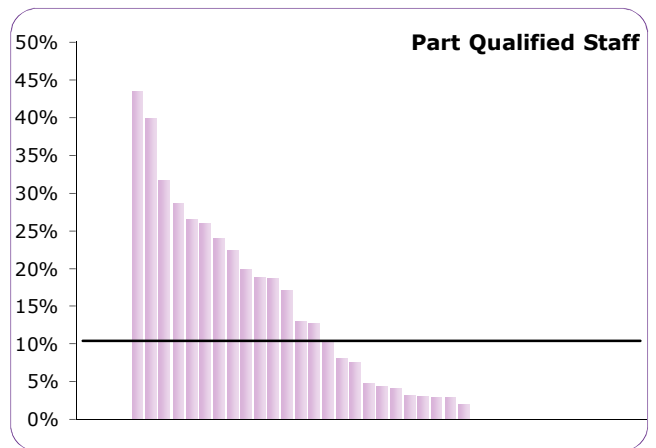
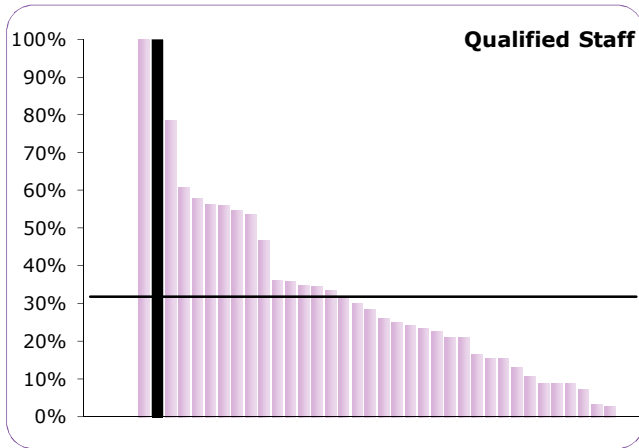
SECTION 4 - STAFF RELATED MEASURES

STAFF PAY



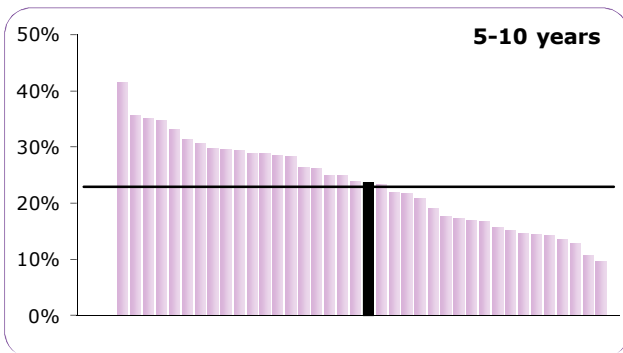
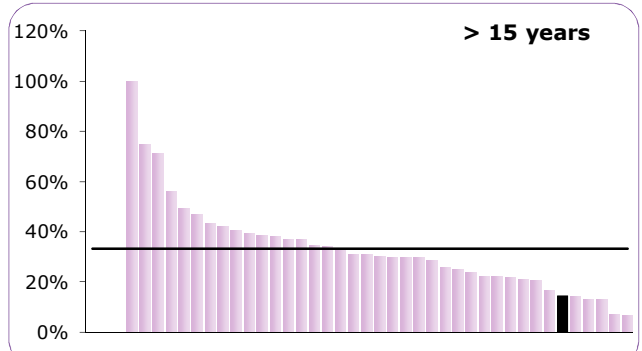
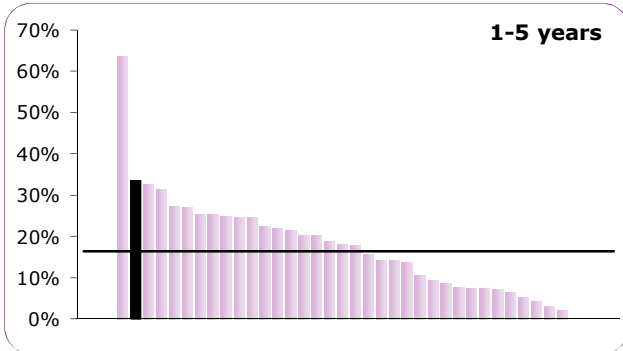
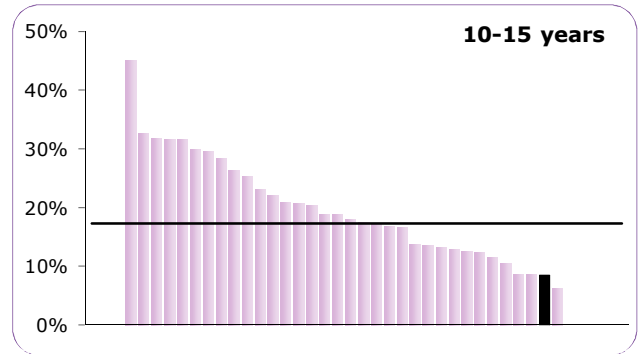
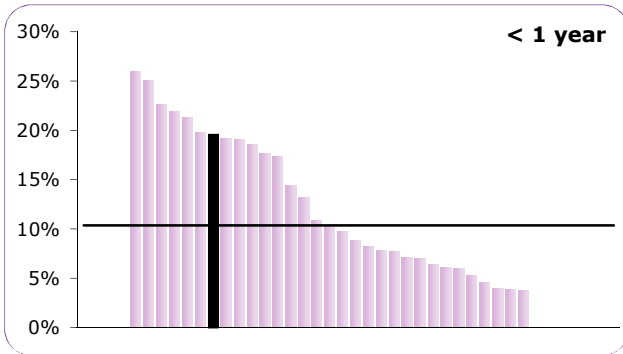
Staff pay			
	FTE	%	Avg
> £50k	1.0	3%	2%
£40-50k	1.0	3%	6%
£30-40k	3.0	10%	14%
£25-30k	6.3	20%	14%
£20-25k	10.7	35%	29%
£15-20k	8.6	28%	32%
< £15k	0.0	0%	3%
Total	30.6		

STAFF QUALIFICATIONS



Staff qualifications			
	FTE	%	Avg
Qualified Staff	9.8	100%	32%
Part Qualified Staff	0.0	0%	10%
No Relevant Qualifications	0.0	0%	58%
Total	9.8		
Number in Training	0.0	0%	6%

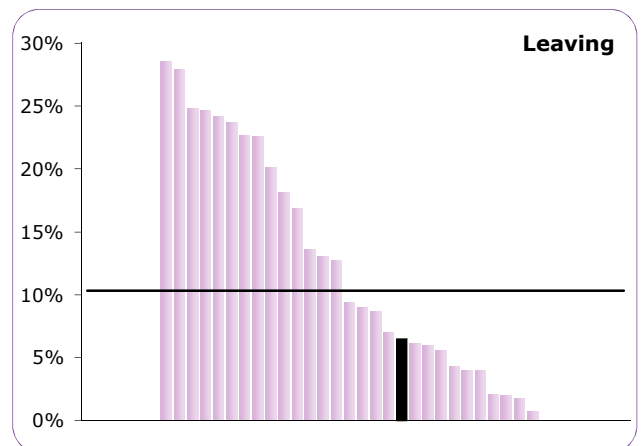
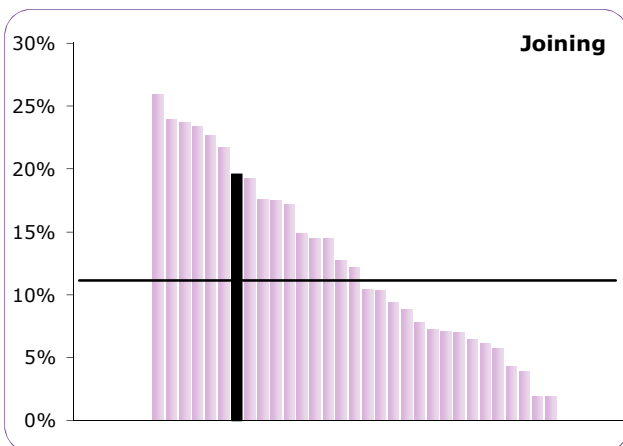
STAFF PENSIONS EXPERIENCE



Staff experience

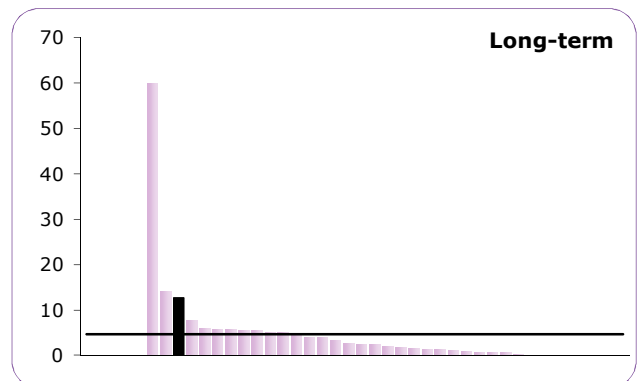
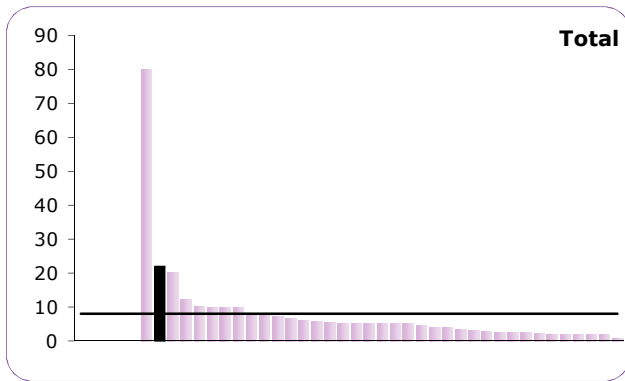
	FTE	%	Avg
< 1 year	6.0	20%	10%
1-5 years	10.3	34%	16%
5-10 years	7.3	24%	23%
10-15 years	2.6	9%	17%
> 15 years	4.5	15%	33%
Total	30.6		

STAFF TURNOVER



Staff Turnover	FTE	% change	Avg
Staff at 1/4/2013	24.6		
+ Staff joining Pension section	6.0	19.6%	11.1%
- Staff leaving Pension section	2.0	-6.5%	10.3%
Staff at 31/3/2014	28.6	16.3%	1.1%

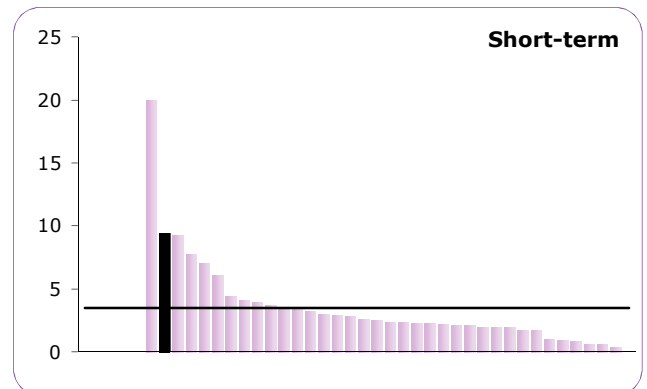
SICKNESS ABSENCE



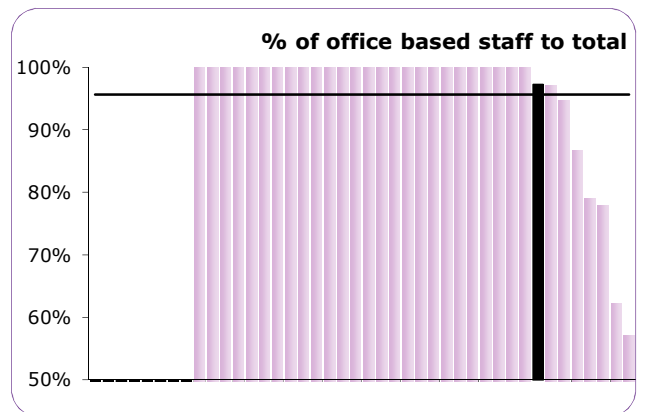
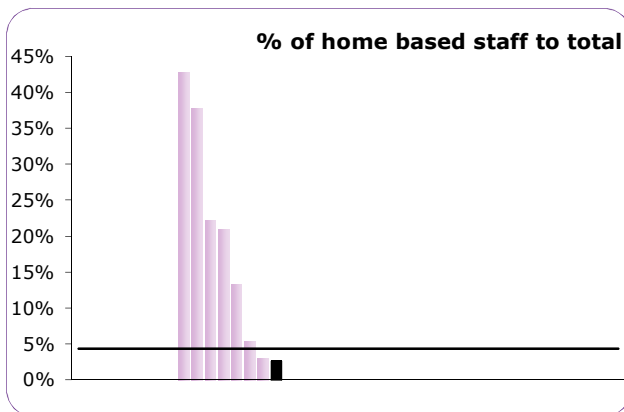
Sickness absence	Days/FTE	Avg
Long-term sickness	12.8	4.6
Short-term sickness	9.4	3.5
Total	22.2	8.1

Long-term sick (periods of sickness over 20 working days)

Short-term sick (periods of sickness of 20 days or less)



STAFF LOCATION

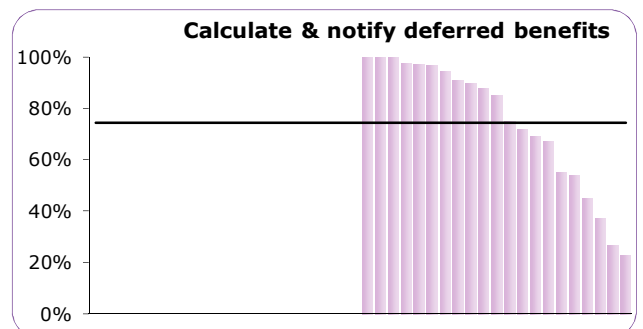
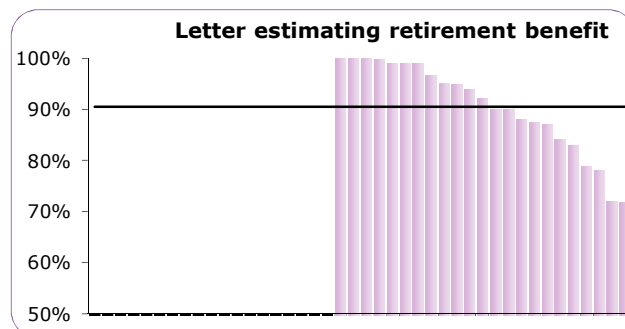
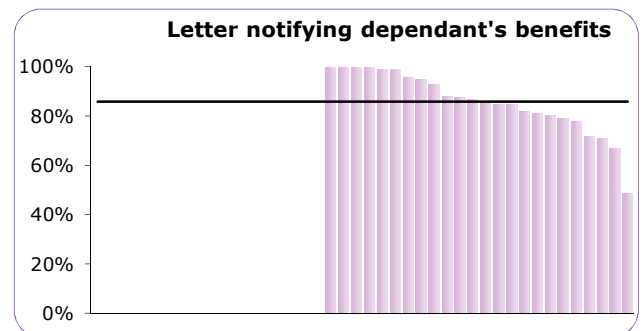
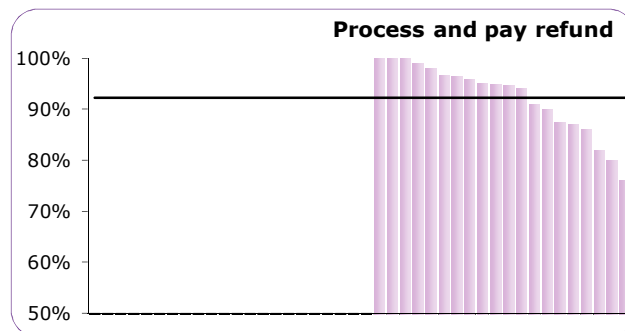
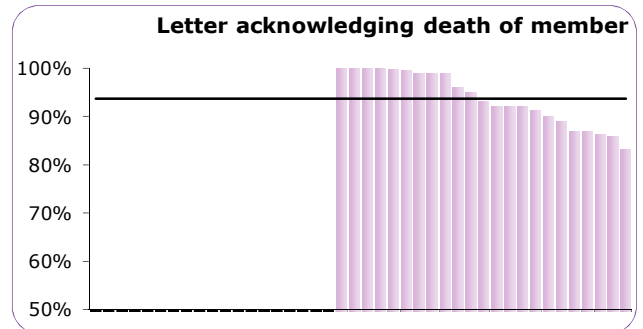
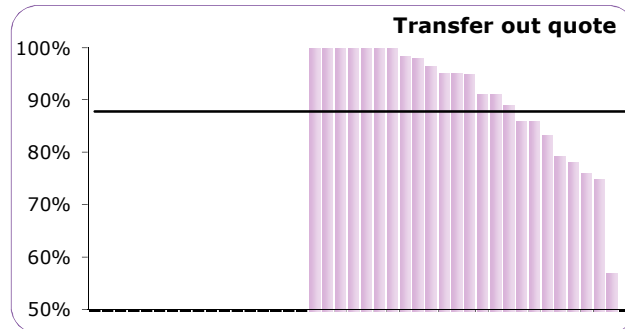
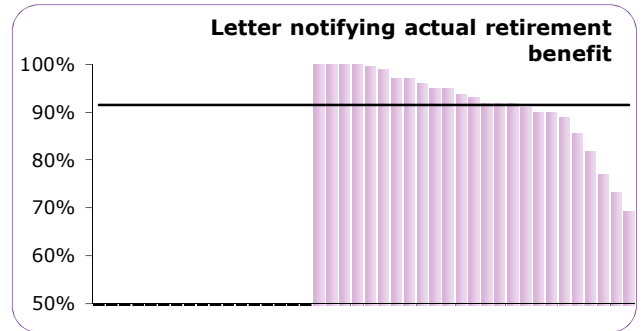
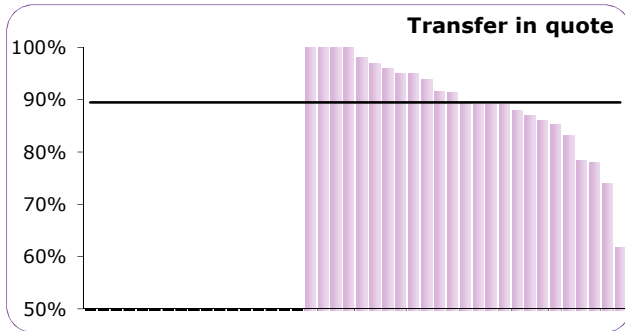


Staff location	FTE	% to total		
		Avg	FTE	Avg
Home based	0.8	1.0	3%	4%
Office based	29.8	33.4	97%	96%
Total	30.6			

Office Based: Staff members who spend >50% of their contracted time working in the office

Home Based: Staff members who spend 50% of their contracted time working from home.

SECTION 5 - INDUSTRY STANDARD PI's



Industry Standard PI's	Target	Achieved	Avg
Letter detailing transfer in quote	10 days	na	89.5%
Letter detailing transfer out quote	10 days	..	87.9%
Process and pay refund	5 days	..	92.2%
Letter notifying estimate of retirement benefit	10 days	..	90.5%
Letter notifying actual retirement benefit	5 days	..	91.6%
Process and pay lump sum retirement grant	5 days	..	92.9%
Letter acknowledging death of member	5 days	..	93.8%
Letter notifying amount of dependant's benefits	5 days	..	85.8%
Calculate and notify deferred benefits	10 days	..	74.5%