



Report to Pension Fund Board

Date: 16 December 2020

Title: Administration Performance Statistics

Author and/or contact officer: Sam Price, Assistant Pensions Administration Manager

Recommendation: The Board is asked to **NOTE** the content of this report.

Executive summary

The Buckinghamshire Pension Board is required to monitor the performance of the Pensions Administration team. The purpose of this report is to provide the Board with a review of the team's performance since the last Board meeting.

Content of report

1.1 The following areas of performance have been covered in this report:

[Incoming Communications](#)

[Workload/Performance Measures](#)

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Incoming Communications

We receive a high volume of communications into the Pensions Administration team from scheme members, employers & others. Sub-teams are very proactive in processing these within set timeframes to ensure that requests can be dealt with as quickly and efficiently as possible.

The following table provides an analysis of the incoming communications received between 1 October 2020 and 30 November 2020.

Type of incoming communication	Number received
Post	1,293
Pensions Inbox	3,628
Employers Inbox	234
'My Pension Online' registration/query Inbox	1,794
Document uploads via 'My Pension Online'	382
Telephone calls	1,991
Total Communications	9,322
<i>Ave. Daily Communications</i>	<i>217</i>

Each sub-team that is responsible for the areas of communication above have a set target for responding or dealing with the communication within. The table below provides details of the targets and performance against these targets within the period 1 October 2020 and 30 November 2020.

Type of incoming communication	Target	Achieved	Previous
Post	Same day*	100%	100%
Pensions Inbox	Same day*	100%	100%
Employers Inbox	10 working days	100%	100%
'My Pension Online' registration/query Inbox	Same day	100%	100%
Document uploads via 'My Pension Online'	1 working day	98.95%	98.45%
Telephone calls	Ave queue time < 40 sec	46 sec	45 sec
	Ave calls answered > 97%	95%	96%

*The same day target is for Pensions Assistants to process each individual item by uploading the document to the scheme members pension record and creating the relevant workflow/updating the existing workflow.

Workload/Performance Measures

The table below provides the Board with statistics relating to all areas of pension administration workloads based on in department turnaround times. This is based on stats for October and November 2020 only.

Retirements

	Performance against Target			Case Completion Statistics		
	Target (working days)	Percentage achieved	Previous percentage achieved	Cases open at the beginning of the period	Total new cases created during the period	Total cases completed during the period
<i>Active Scheme Member</i>						
Retirement pack issued	10	96%	96%			
Admin Process completed	20	98%	98%			
Retirement payroll process completed	5	88%	90%			
Whole retirement process	25	96%	96%	266	218	249
<i>Deferred Scheme Member</i>						
Retirement pack issued	10	93%	94%			
Admin process complete	20	98%	97%			
Retirement payroll process completed	5	88%	90%			
Whole retirement process	25	96%	95%	120	224	245
Retirement queries	10	100%	97%	13	102	102
Retirement re-calculation	10	75%	77%	18	37	24

Deaths

	Performance against Target			Case Completion Statistics		
	Target (working days)	Percentage achieved	Percentage achieved	Cases open at the beginning of the period	Total new cases created during the period	Total cases completed during the period
Death of active scheme member	11	100%	100%	9	2	3
Death of deferred scheme member	11	100%	100%	19	7	13
Death of pensioner scheme member	11	95%	97%	59	61	75
Death of widow/dependant	11	94%	97%	15	10	17
Death payroll process completed	5	91%	88%			
Whole death process	16	93%	94%	102	80	108
Death queries	10	95%	100%	10	29	34
Death re-calculation	10	100%	N/A	0	3	3
Death estimates	10	100%	93%	0	2	1

The above two areas, along with refunds shown below make up our priority areas of work. These are the main areas where scheme members will be waiting payment of a benefit and we prioritise daily to ensure a quick turnaround. We have a target to achieve a minimum of 90% of priority tasks completed within relevant turnaround times and this is reported on quarterly. The table below shows the achieved percentages for each quarter of 20/21 so far.

Quarter 1 2020/21	92.44%
Quarter 2 2020/21	93.11%
Quarter 3 2020/21 (so far)	93.98%

Leavers

	Performance against Target			Case Completion Statistics		
	Target (working days)	Percentage achieved	Percentage achieved	Cases open at the beginning of the period	Total new cases created during the period	Total cases completed during the period
Opt outs processed	10	100%	99%	48	71	71
Opt out query	10	100%	90%	0	9	9
Deferred benefits calculated	10	88%	68%	840	392	461
Deferred benefits re-calculated	10	84%	45%	11	18	19
Deferred refunds calculated	10	98%	96%	220	285	327
Refund actuals processed	10	97%	97%			
Refund payroll process completed	5	99%	100%			
While actual refund process	15	98%	98%	16	140	142
Refund query	10	90%	99%	12	28	36
Refund re-calculations	10	50%	77%	6	9	12

Additional Contributions

	Performance against Target			Case Completion Statistics		
	Target (working days)	Percentage achieved	Percentage achieved	Cases open at the beginning of the period	Total new cases created during the period	Total cases completed during the period
Additional Voluntary Contributions - start	10	100%	96%	0	17	17
Additional Voluntary Contributions - change	10	88%	100%	1	6	7
Additional Voluntary Contributions - cease	10	100%	100%	0	1	1
Additional Pension Contributions - start	10	100%	97%	2	11	11
Additional Pension Contributions - cease	10	N/A	100%	0	0	0
Additional contributributions query	10	N/A	N/A	0	0	0

Estimates

	Performance against Target			Case Completion Statistics		
	Target (working days)	Percentage achieved	Percentage achieved	Cases open at the beginning of the period	Total new cases created during the period	Total cases completed during the period
Member requested estimate	10	97%	95%	71	166	188
Employer requested estimate	10	90%	94%	10	69	64

General

	Performance against Target			Case Completion Statistics		
	Target (working days)	Percentage achieved	Percentage achieved	Cases open at the beginning of the period	Total new cases created during the period	Total cases completed during the period
Member query	10	82%	81%	239	280	377
Pensioner query	10	91%	90%	48	112	121
Financial Advisor query	10	84%	97%	18	68	62
My Pension Online' query	10	100%	92%	0	119	114
Address change (pensioner)	10	90%	92%	9	39	43
Address change (non-pensioner)	10	97%	100%	7	29	32
Change of hours update	10	N/A	100%	0	0	0
Change of personal details update	10	100%	100%	3	99	83
Death grant nomination	10	100%	97%	0	22	21
Change in bank details update	10	100%	97%	14	44	45
Divorce quote	10	98%	100%	12	40	47
Divorce actual processed	20	100%	100%	3	2	1
Divorce query	10	N/A	N/A	0	0	0
New starter creation	10	97%	98%	45	586	537

Transfers

	Performance against Target			Case Completion Statistics		
	Target (working days)	Percentage achieved	Percentage achieved	Cases open at the beginning of the period	Total new cases created during the period	Total cases completed during the period
<i>Transfers (non-LGPS)</i>						
Transfer in quote	10	100%	88%	54	30	31
Transfer in actual	20	100%	100%	30	19	28
Transfer out quote	10	100%	92%	22	44	44
Transfer out actual	10	100%	95%			
Transfer payroll process completed	5	100%	100%			
Whole transfer out process	15	100%	97%	16	11	10
Transfer query	10	100%	100%	11	80	74
<i>Interfund Transfer (between LGPS Authorities)</i>						
Interfund in	30	77%	85%	249	121	207
Interfund out quote	10	61%	65%	40	63	99
Interfund out actual	10	76%	83%			
Interfund payroll process completed	5	100%	100%			
Whole interfund out process	15	84%	89%	15	49	63
Interfund query	10	25%	75%	0	38	34
<i>Aggregation (in-house aggregations)</i>						
Aggregation	30	78%	87%	1267	428	759
Aggregation query	10	42%	100%	11	9	17

In addition to reporting & reviewing turnaround statistics, we are also looking at ways we can identify the older open cases to look to clear these where possible. As at the end of November there were a total 3,620 open cases, 2,196 of which were overdue equating to 61%. Of these overdue cases, 73% are 'external' meaning we are either waiting on information from the scheme employer or waiting on a decision from the scheme member. The remaining 27% (586 cases) are due to be worked on. Of the 1,424 cases that are not overdue, 80% of these cases are 'external'. The remaining 20% (293 cases) are due to be worked on.

The majority of these cases that are due to be worked on relate to aggregations. We have recently reviewed & increased staffing levels allocated to this area of work as well as reviewing procedures. It is hoped that over the next quarter the number of cases due to be worked on reduces significantly.

Projects

Data Improvement Plan – An updated report showing the further errors that need resolved has now been received from Heywood. An updated data improvement plan is being worked on and will be in place early January 2021 for the team to be working on.

Annual Benefit Statements – As at 30 November 2020, a total of 93.57% of statements have been issued. Further details regarding this will be covered in the Annual Benefit Statement board report.

Scheme Changes – As advised at the October board meeting, in preparation for any remedial action that will be required, we have been communicating to employers the information that we expect they will need to supply. Shortly, we will be putting together a project group in order to commence planning for the remedial action that is likely to come into effect from 2022 including data requirements from the employer, internal procedures, staffing resources & liaising with software providers. We are aware that this is going to be a huge administrative burden.

The Treasury Regulations for the £95k cap came into force on 4 November 2020. An interim procedure has been put in place, following SAB recommendations, until the LGPS Regulations are updated. The consultation on these Regulations is due to close on 9 December 2020. As an interim measure, where a scheme member exceeds the £95k cap we will not pay an unreduced pension as per the LGPS Regulations and instead offer the member a reduced pension or deferred benefit.

Background papers

N/A

