



Report to Pension Fund Board

Date: 17 March 2021

Title: Administration Performance Statistics

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

Executive summary

1.1 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

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

[Incoming Communications](#)

[Workload/Performance Measures](#)

[Projects](#)

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 January 2021 and 28 February 2021.

Type of incoming communication	Number received
Post	1,027
Pensions Inbox	4,217
Employers Inbox	257
Monthly Returns Inbox	242
'My Pension Online' registration/query Inbox	1,451
Document uploads via 'My Pension Online'	423
Telephone calls	2,036
Total Communications	9,653
<i>Ave. Daily Communications</i>	<i>224</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 January 2021 to the 28 February 2021.

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	78.88%	98.95%
Telephone calls	Ave queue time < 40 sec	53 sec	46 sec
	Ave calls answered > 97%	95%	95%

*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 January and February 2021.

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	94%	96%			
Admin Process completed	20	96%	98%			
Retirement payroll process completed	5	94%	88%			
Whole retirement process	25	96%	96%	235	231	181
<i>Deferred Scheme Member</i>						
Retirement pack issued	10	99%	93%			
Admin process complete	20	99%	98%			
Retirement payroll process completed	5	94%	88%			
Whole retirement process	25	98%	96%	99	231	126
Retirement queries	10	97%	100%	13	80	77
Retirement re-calculation	10	71%	75%	31	5	8

Deaths

	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
Death of active scheme member	11	67%	100%	8	6	3
Death of deferred scheme member	11	100%	100%	13	10	8
Death of pensioner scheme member	11	98%	95%	45	119	93
Death of widow/dependant	11	95%	94%	8	26	24
Death payroll process completed	5	91%	91%			
Whole death process	16	89%	93%	74	161	128
Death queries	10	100%	95%	5	32	32
Death re-calculation	10	100%	100%	0	5	3
Death estimates	10	N/A	100%	1	0	0

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	95.12%
Quarter 4 2020/21 (to date)	96.30%

Leavers

	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
Opt outs processed	10	99%	100%	48	85	99
Opt out query	10	100%	100%	0	16	9
Deferred benefits calculated	10	74%	88%	840	688	651
Deferred benefits re-calculated	10	54%	84%	11	7	7
Deferred refunds calculated	10	99%	98%	220	400	383
Refund actuals processed	10	99%	97%			
Refund payroll process completed	5	99%	99%			
While actual refund process	15	99%	98%	16	145	143
Refund query	10	100%	90%	12	33	32
Refund re-calculations	10	100%	50%	6	0	1

Additional Contributions

	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
Additional Voluntary Contributions - start	10	100%	100%	0	6	3
Additional Voluntary Contributions - change	10	100%	88%	0	15	13
Additional Voluntary Contributions - cease	10	100%	100%	0	5	5
Additional Pension Contributions - start	10	100%	100%	2	12	11
Additional Pension Contributions - cease	10	N/A	N/A	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	Previous 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	94%	97%	49	150	135
Employer requested estimate	10	97%	90%	15	81	68

General

	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
Member query	10	93%	82%	142	197	191
Pensioner query	10	100%	91%	39	86	88
Financial Advisor query	10	76%	84%	24	60	37
My Pension Online' query	10	100%	100%	5	54	54
Address change (pensioner)	10	98%	90%	5	45	43
Address change (non-pensioner)	10	100%	97%	4	36	32
Change of hours update	10	100%	N/A	0	1	1
Change of personal details update	10	97%	100%	19	36	37
Death grant nomination	10	94%	100%	1	15	15
Change in bank details update	10	92%	100%	13	33	32
Divorce quote	10	100%	98%	5	49	34
Divorce actual processed	20	100%	100%	4	0	2
Divorce query	10	N/A	N/A	0	0	0
New starter creation	10	60%	97%	94	421	369

Transfers

	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>Transfers (non-LGPS)</i>						
Transfer in quote	10	90%	100%	53	61	61
Transfer in actual	20	67%	100%	21	28	17
Transfer out quote	10	95%	100%	22	53	57
Transfer out actual	10	78%	100%			
Transfer payroll process completed	5	100%	100%			
Whole transfer out process	15	85%	100%	17	12	14
Transfer query	10	100%	100%	17	70	75
<i>Interfund Transfer (between LGPS Authorities)</i>						
Interfund in	30	69%	77%	163	213	208
Interfund out quote	10	80%	61%	8	115	123
Interfund out actual	10	83%	76%			
Interfund payroll process completed	5	100%	100%			
Whole interfund out process	15	89%	84%	1	92	91
Interfund query	10	77%	25%	11	55	66
<i>Aggregation (in-house aggregations)</i>						
Aggregation	30	73%	78%	936	437	412
Aggregation query	10	36%	42%	5	11	16

Over quarter 3 of 2020/21, the administration team are averaging 2752 new cases created each month with an average 2723 cases completed. The additional agreed team resource will provide capacity to continue to keep up to date with priority areas of work but also to work through older overdue cases.

We continue to work with one of our largest scheme employers and a third-party payroll provider where outstanding information is the reason for the majority of the overdue cases. Significant progress has been made with the one employer in particular and a lot of the outstanding information has now been received. In relation to the third-party payroll provider, we have not had as much success as hoped over recent monthly despite working closely with them, holding regular meetings & also providing detailed lists of outstanding information. Due to this we have made the decision that from 1 April 2021, where monthly submissions of data is not received from this third party payroll provider we will liaise directly with the individual schools rather than the payroll provider. Schools have been notified of this change in procedure & progress has already been found by liaising with the schools.

In addition to reporting & reviewing turnaround statistics, we are also now reviewing the total open cases on a monthly basis to identify overdue cases and look at how to reduce these. The table below provides details of all open cases as at the end of February, split by area of work & also cases overdue.

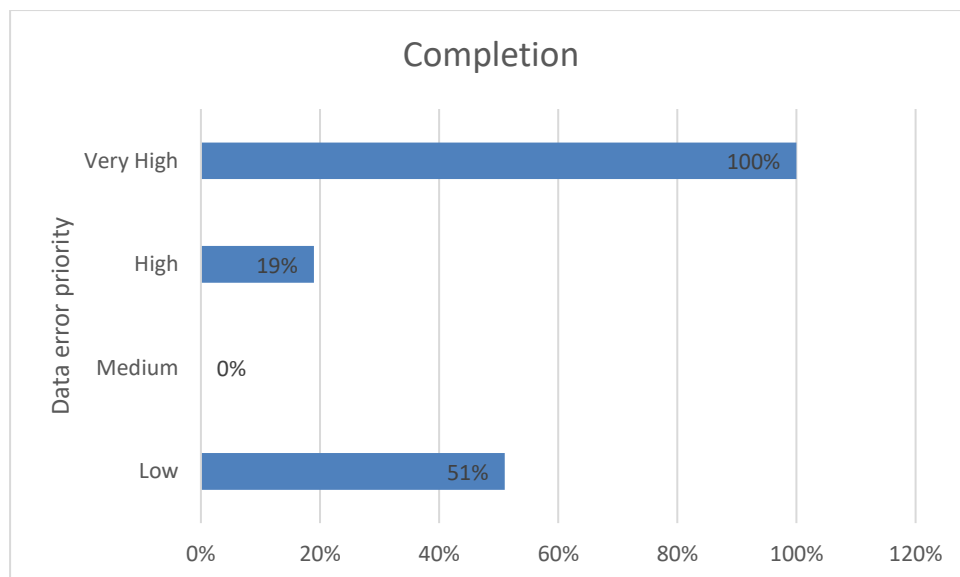
	Open cases	Overdue
Death	111	25
AVC at Retirement	8	7
Divorce	9	6
Retirement	538	203
Transfers in	50	17
AVC/APC	23	2
Aggregation	839	521
Query	70	25
Interfund Transfer in	271	87
Quote	51	10
Change	13	9
Leaver	828	534
Opt Out	59	48
Refunds	228	128
Starters	272	180
Interfund Transfer out	62	38
Transfers out	23	13
Annual Allowance	0	0
Payroll	30	0
TOTAL	3485	1853

Of the total overdue cases, 80% of these cases are classed as 'external' meaning we are unable to proceed as a result of either waiting on information from an employer, scheme member or a third party. The remaining 20% of these overdue cases were waiting to be reviewed. On a monthly basis, the overdue cases in each work area are reviewed by a Senior Pensions Officer to see whether further action needs taken and how to progress these cases.

Projects/Updates

Data Improvement Plan – An updated report showing the further errors that need resolved has been received from Heywood at the end of 2020 and the data improvement plan updated. The most recent data scoring is 99% for common data & 97.2% for scheme-specific data.

The team began working on the identified errors in January 2021. The graph below provides details of the common data error priorities and progress made.



The lowest scoring category within the common data, which makes up the bulk of errors, relates to member addresses and is the bulk of the medium priority errors. We are in the process of working through trace results to verify addresses with scheme members before updating. A further bulk trace is also due to take place.

A plan to work through the scheme specific data errors will be in place from April 2021.

Annual Benefit Statements – As at 28 February 2021, a total of 97.07% of statements have been issued. Further details regarding this will be covered in the Annual Benefit Statement board report.

McCloud – We have been liaising with Heywood who have been working on reporting tools to aid us in obtaining data from scheme employers back to 2014 in preparation for the McCloud remedy. Reports have now been provided and we will shortly be looking to issue details to scheme employers. Heywood have also created an interfacing tool which will allow this bulk data from scheme employers to be uploaded onto the pensions system.

Agreement for additional resource has been given by Pension Fund Committee in light of the additional workload from the McCloud remedial action. The additional resource will consist of 1 Seniors Pensions Officer & 3 Pensions Officers, with agreement for an additional Pensions Officer as a result of a review of the current structure. It is the intention to recruit to these posts shortly in order to start training.

Exit Cap– Following the Treasury Regulations for the £95k cap that came into force on 4 November 2020, an interim procedure had been put in place, following SAB recommendations, until the LGPS Regulations are updated. On 12 February 2021, HM Treasury published a Direction which disapplied parts of the exit cap restrictions meaning from this date the exit cap no longer applied in England. The Restriction of Public Sector Exit Payments (Revocation) Regulations 2021 come into force on 19 March 2021 formally revoking the Regulations that came into force on 4 November 2020. The administration team will revisit any retirements that were impacted between 4 November 2020 and 11 February 2021.

Other options considered

1.3 N/A

Legal and financial implications

1.4 N/A

Consultation and communication

1.5 N/A

Next steps and review

N/A

Background papers

N/A

