



Report to Pension Fund Board

Date: 28 July 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 April 2021 and 30 June 2021.

| Type of incoming communication | Number received |
|--|-----------------|
| Post | 1,870 |
| Pensions Inbox | 5,342 |
| Employers Inbox | 711 |
| Monthly Returns Inbox | 403 |
| 'My Pension Online' registration/query Inbox | 4,039 |
| Document uploads via 'My Pension Online' | 647 |
| Telephone calls | 4,718 |
| Total Communications | 17,730 |
| <i>Ave. Daily Communications</i> | <i>291</i> |

Incoming communications increased by 83% between the last quarter of 20/21 and first quarter of 21/22.

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 quarter.

| 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 | 97.07% | 78.88% |
| Telephone calls | Ave queue time < 40 sec | 45 sec | 53 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

We have a priority target relating to the main areas where scheme members will be waiting payment of a benefit and we prioritise daily to ensure a quick turnaround. This target is 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 21/22 so far.

| | |
|-------------------|--------|
| Quarter 1 2021/22 | 94.50% |
| Quarter 2 2021/22 | TBC |
| Quarter 3 2021/22 | TBC |
| Quarter 4 2021/22 | TBC |

These priority areas of work include retirements, deaths, AVC's at retirement & refunds. The tables 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 April to June 2021.

Benefit Administration – Priority areas

| | Case Completion Statistics | | | | |
|---------------------|----------------------------|-------------------------------------|---|------------------------------------|----------------------------------|
| | Percentage achieved | <i>Previous percentage achieved</i> | Cases open at the beginning of the period | Total new cases created during the | Total cases completed during the |
| Retirements | 94% | 96% | 533 | 828 | 889 |
| Deaths | 94% | 92% | 115 | 218 | 225 |
| AVC's at Retirement | 64% | 86% | 9 | 11 | 11 |
| Refunds | 96% | 99% | 259 | 686 | 648 |

Benefit Administration

| | Case Completion Statistics | | | | |
|--------------------------|----------------------------|------------------------------|---|------------------------------------|----------------------------------|
| | Percentage achieved | Previous percentage achieved | Cases open at the beginning of the period | Total new cases created during the | Total cases completed during the |
| Opt outs | 95% | 99% | 41 | 121 | 145 |
| Additional Contributions | 90% | 100% | 9 | 53 | 56 |
| Estimates | 97% | 95% | 92 | 384 | 384 |
| General query | 99% | 93% | 148 | 392 | 386 |
| Financial Advisor query | 53% | 100% | 47 | 110 | 112 |
| My Pension Online' query | 97% | 100% | 7 | 78 | 85 |
| Divorce | 58% | 100% | 22 | 53 | 54 |
| Transfers | 67% | 92% | 115 | 277 | 342 |
| Interfund Transfers | 94% | 75% | 170 | 632 | 709 |
| Aggregation | 65% | 72% | 961 | 897 | 1155 |
| Complaints | 95% | 100% | 0 | 20 | 21 |
| Deferred Benefits | 36% | 74% | 888 | 750 | 426 |
| Change | 46% | 98% | 159 | 128 | 278 |
| New starter creation | 78% | 60% | 320 | 918 | 1175 |

Payroll

| | Case Completion Statistics | | | | |
|-----------------------------|----------------------------|------------------------------|---|------------------------------------|----------------------------------|
| | Percentage achieved | Previous percentage achieved | Cases open at the beginning of the period | Total new cases created during the | Total cases completed during the |
| Payroll set-ups | 94% | 96% | 55 | 928 | 958 |
| Payroll queries/adjustments | 94% | 87% | 6 | 679 | 677 |

Over quarter 1 of 2021/22, the administration team are averaging 3000 new cases created each month with an approximately 3100 cases completed. There are a few areas where performance statistics are lower than hoped. Each of these are being reviewed and addressed. One area that the team has achieved a low performance statistic over the past few reporting periods relates to deferred benefits. This is a high-volume area of work and lower priority however we have now recruited additional staff who are now training in this area.

Aggregations have been an area of concern previously however the team have made great progress with these cases over the past quarter and have increased the monthly cases complete from 428 to 1155 following a review of procedures. Performance statistics in this area should improve over the coming months but has remained low whilst older cases that are already over time are cleared.

At the previous Board meeting it was advised that we had implemented a change in procedure in relation to one third-party payroll provider where despite every effort to work with them to improve timeliness and quality of data, very little progress had been made. The decision was 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. Since this change, we have seen an improvement in relation to older queries that are now being responded to via the schools so will continue with this procedure.



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 June, split by area of work & also cases overdue.

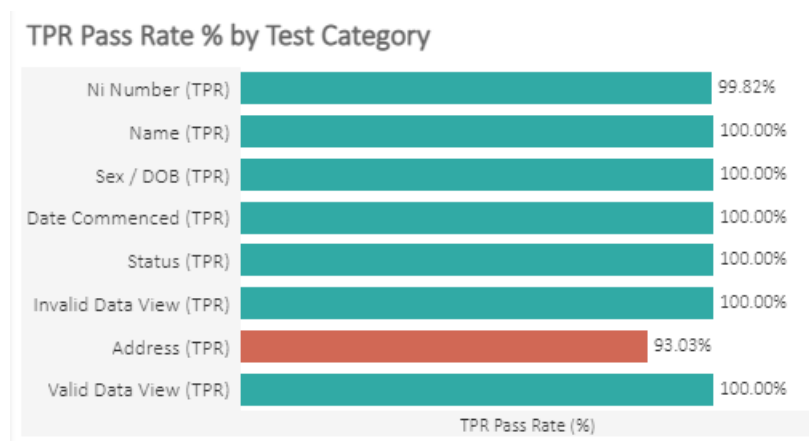
| | Open cases | Overdue |
|-------------------------------|-------------------|----------------|
| Death | 82 | 27 |
| AVC at Retirement | 11 | 7 |
| Divorce | 13 | 2 |
| Retirement | 444 | 185 |
| Transfers in | 33 | 22 |
| AVC/APC | 12 | 4 |
| Aggregation | 271 | 175 |
| Query | 33 | 16 |
| Interfund Transfer in | 230 | 94 |
| Quote | 30 | 14 |
| Change | 14 | 12 |
| Leaver | 1346 | 886 |
| Opt Out | 39 | 30 |
| Refunds | 231 | 167 |
| Starters | 64 | 52 |
| Interfund Transfer out | 52 | 37 |
| Transfers out | 16 | 6 |
| Annual Allowance | 0 | 0 |
| Payroll | 79 | 4 |
| TOTAL | 3000 | 1740 |

Of the total overdue cases, 65% 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 35% 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 – the administration team have continued to work on improving the data quality of our scheme member records by working through errors identified. We have recently signed up for an additional reporting tool from Heywood called Insights and in addition to a variety of reporting this also offers data quality reporting. At the moment, this is just for common data but will be updated in September to include scheme specific data.

We continue to have a high level of common data quality, with the main area needing improvement being in relation to member addresses. We will be undertaking a pensions tracing exercise to look at improving this data. The table below provides a breakdown of the TPR's common data quality test categories and relevant scoring.



McCloud – We have been continuing to liaise 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 along with interfacing tools. We have now put in place a monthly reporting procedure with all scheme employers from April 2021 in order to receive data on a monthly basis going forward. In relation to the data that is to be collected for the period April 2014 to March 2021, we have issued the reporting template to a few employers and have received some responses. The systems team are now testing how to interface this data before we look at collecting this large amount of data from all employers.

MHCLG is expected to issue a response to the consultation and publish draft regulations late this year with the intention that these would be laid in April 2022 and implemented from April 2023. It is not expected that administering authorities will be given a deadline by which to complete all remedial action.

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

Your questions and views (for key decisions)

If you have any questions about the matters contained in this report, please get in touch with the author of this report. If you have any views that you would like the cabinet member to consider please inform the democratic services team. This can be done by telephone [01296 382343] or email [democracy@buckinghamshire.gov.uk]

