



Report to Pension Fund Board

Date: 13 December 2022

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](#)

[Data Improvement](#)

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 2022 and 30 November 2022.

| Type of incoming communication | Rec'd Oct-Nov 22 | Rec'd July-Sept 22 |
|--|------------------|--------------------|
| Post | 1,105 | 1,545 |
| Pensions Inbox | 4,938 | 6,081 |
| Employers Inbox | 281 | 389 |
| Monthly Returns Inbox | 56 | 89 |
| 'My Pension Online' registration/query Inbox | 1,345 | 2,537 |
| Document uploads via 'My Pension Online' | 319 | 424 |
| Document uploads via i-Connect | 256 | - |
| Telephone calls | 1,969 | 3,234 |
| Total Communications | 10,269 | 14,299 |
| <i>Ave. Daily Communications</i> | <i>239</i> | <i>220</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 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 da | 97.41% | 97.41% |
| Telephone calls | Ave queue time < 40 sec | 15 sec | 17 sec |
| | Ave calls answered > 97% | 99.08 % | 99.11% |

*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 has been to achieve a minimum of 95% 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 22/23 so far.

| | |
|-------------------|--------|
| Quarter 1 2022/23 | 97.17% |
| Quarter 2 2022/23 | 97.87% |
| Quarter 3 2022/23 | 95.06% |
| Quarter 4 2022/23 | 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 1 October 2022 and 30 November 2022.

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 | 98% | 98% | 282 | 444 | 473 |
| Deaths | 91% | 94% | 130 | 202 | 174 |
| AVC's at Retirement | 80% | 100% | 9 | 9 | 5 |
| Refunds | 92% | 97% | 176 | 813 | 843 |

Benefit Administration – Cases for period October – November 2022

| | Case Completion Statistics | | | | |
|--------------------------|----------------------------|-------------------------------------|---|---|---|
| | Percentage achieved | <i>Previous percentage achieved</i> | Cases open at the beginning of the period | Total new cases created during the period | Total cases completed during the period |
| Opt outs | 99% | 99% | 32 | 155 | 138 |
| Additional Contributions | 98% | 99% | 6 | 108 | 103 |
| Estimates | 100% | 98% | 7 | 189 | 180 |
| General query | 98% | 98% | 98 | 214 | 218 |
| Financial Advisor query | 100% | 100% | 14 | 86 | 88 |
| My Pension Online' query | 100% | 100% | 0 | 4 | 4 |
| Divorce | 97% | 95% | 6 | 36 | 34 |
| Transfers | 99% | 99% | 97 | 219 | 204 |
| Interfund Transfers | 93% | 95% | 251 | 765 | 746 |
| Aggregation | 86% | 89% | 322 | 1010 | 1013 |
| Complaints | 100% | 100% | 0 | 5 | 4 |
| Deferred Benefits | 88% | 95% | 721 | 1400 | 1655 |
| Change | 99% | 99% | 16 | 100 | 110 |
| New starter creation | 98% | 98% | 63 | 1302 | 1308 |

Payroll – Cases for period October – November 2022

| | Case Completion Statistics | | | | |
|-----------------------------|----------------------------|-------------------------------------|---|---|---|
| | Percentage achieved | <i>Previous percentage achieved</i> | Cases open at the beginning of the period | Total new cases created during the period | Total cases completed during the period |
| Payroll set-ups | 100% | 100% | 0 | 696 | 696 |
| Payroll queries/adjustments | 98% | 97% | 5 | 291 | 276 |

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 November 2022, split by area of work & also cases overdue.

| | Open cases | Percentage of cases overdue | Overdue cases external |
|--------------------------|-------------------|------------------------------------|-------------------------------|
| Retirements | 245 | 36% | 96% |
| Deaths | 164 | 37% | 93% |
| AVC's at Retirement | 12 | 67% | 100% |
| Refunds | 258 | 30% | 92% |
| Opt outs | 82 | 100% | 63% |
| Additional Contributions | 20 | 100% | 45% |
| Estimates | 2 | 100% | 50% |
| General query | 28 | 100% | 46% |
| Financial Advisor query | 13 | 100% | 15% |
| My Pension Online' query | 0 | N/A | N/A |
| Divorce | 10 | 30% | 33% |
| Transfers | 67 | 34% | 96% |
| Interfund Transfers | 344 | 34% | 92% |
| Aggregation | 261 | 25% | 85% |
| Complaints | 1 | N/A | N/A |
| Deferred Benefits | 616 | 29% | 90% |
| Change | 6 | 33% | 100% |
| New starter creation | 30 | 67% | 90% |
| Payroll set-ups | 77 | 6% | 80% |
| Year-end | 13 | 100% | 100% |
| Annual Allowance | 2 | N/A | N/A |

Of the total overdue cases, 92% 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. 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. Of the overdue cases, just 16% are overdue by 3 months or more with the oldest.

A breakdown of open cases where these are on hold as a result of waiting for information from a scheme employer is included in the confidential appendix.

Scheme Member movements

Due to the current financial situation, Board has asked for a report to keep track of member opt outs & 50/50 scheme elections. The tables below provide data for 2022/23 to date.

Opt outs

| | |
|---------------------------|-----|
| Quarter 1 2022/23 | 90 |
| Quarter 2 2022/23 | 56 |
| Quarter 3 2022/23 to date | 17 |
| Quarter 4 2022/23 | TBC |

Move to 50/50 scheme from main scheme

| | |
|---------------------------|-----|
| Quarter 1 2022/23 | 53 |
| Quarter 2 2022/23 | 11 |
| Quarter 3 2022/23 to date | 2 |
| Quarter 4 2022/23 | TBC |

Move to main scheme from 50/50 scheme

| | |
|---------------------------|-----|
| Quarter 1 2022/23 | 3 |
| Quarter 2 2022/23 | 12 |
| Quarter 3 2022/23 to date | 3 |
| Quarter 4 2022/23 | TBC |

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]

