Report to Pension Fund Board

Date: 29 March 2023

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

Employer submissions/data reconciliation

Data Improvement

Scheme member movements

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 2023 & 28 February 2023.

Type of incoming communication	Rec'd Jan – Feb 23	Rec'd Oct – Dec 22
Post	1,195	1,445
Pensions Inbox	4,901	6,811
Employers Inbox	242	350
Monthly Returns Inbox	46	73
'My Pension Online' registration/query Inbox	1,760	1,510
Document uploads via 'My Pension Online'	269	455
Document uploads via i-Connect	194	348
Telephone calls	2,051	2,623
Total Communications	**10,658**	**13,615**
Ave. Daily Communications	*259*	*216*

Each sub-team that is responsible for the areas of communication above have a set target for responding or dealing with the communication within which are all on target. A high number of calls are received daily which are answered by a team of 4 Member Liaison Officers. There is a target of 95% calls answered with an average queue time of less than 40 seconds. The two graphs below provide details of the targets over 2022/23 so far.
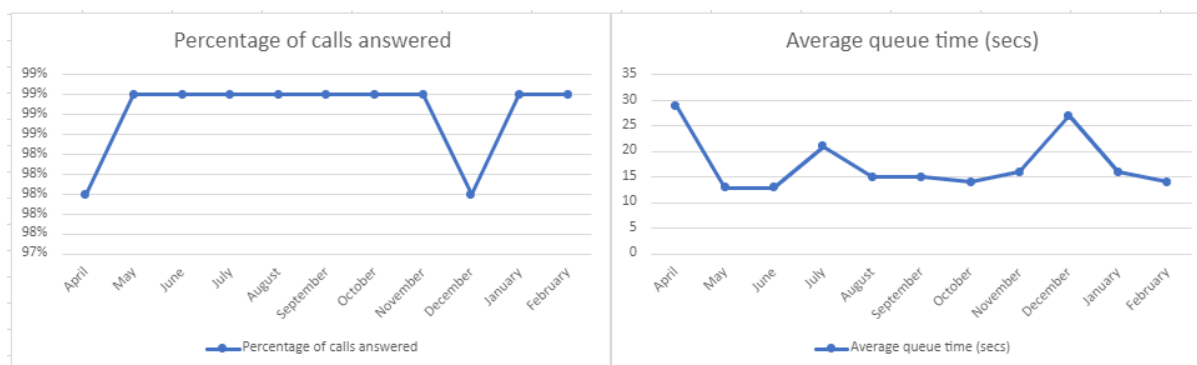
Workload/Performance Levels

Benefit Administration - Priority Areas

The team 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. These areas include retirements, deaths, AVC's at retirement and refunds. This target is to achieve a minimum of 95% of priority tasks completed within relevant turnaround times and this is reported on quarterly. The tables below show the achieved percentages for each quarter of 22/23 so far along with a breakdown for the last quarter showing volumes of work and individual areas of performance.

Quarter 1 2022/23	97.17%
Quarter 2 2022/23	97.87%
Quarter 3 2022/23	96.13%
Quarter 4 2022/23 (so far)	97.13%

	Target	Percentage achieved	Previous percentage achieved	Case Completion Statistics		
				Cases open at the beginning of the period	cases created during the period	completed during the period
Retirements	95%	97%	98%	253	604	555
Deaths	95%	96%	91%	158	217	222
AVC's at Retirement	95%	71%	91%	13	8	7
Refunds	95%	98%	94%	146	922	978

The tables below providers the Board with statistics relating to all areas of pension administration workloads based on in department turnaround times. This is based on stats 1 January 2023 & 28 February 2023.

Benefit Administration

	Target	Percentage achieved	Previous percentage achieved	Case Completion Statistics		
				Cases open at the beginning of the period	Total new cases created during the period	Total cases completed during the period
Opt outs	98%	99%	98%	49	166	148
Additional Contributions	98%	99%	99%	11	173	168
Estimates	95%	99%	100%	16	232	229
General query	95%	98%	98%	94	249	235
Financial Advisor query	98%	95%	100%	12	67	66
My Pension Online' query	98%	100%	100%	0	9	9
Divorce	98%	98%	98%	8	21	21
Transfers	95%	98%	99%	112	278	260
Interfund Transfers	90%	98%	95%	270	731	807
Aggregation	80%	91%	89%	319	629	768
Complaints	95%	100%	100%	1	3	3
Deferred Benefits	90%	90%	90%	466	598	839
Change	98%	99%	99%	6	184	173
New starter creation	98%	100%	98%	57	1182	1166

Payroll

	Target	Percentage achieved	Previous percentage achieved	Case Completion Statistics		
				Cases open at the beginning of the period	Total new cases created during the period	Total cases completed during the period
Payroll set-ups	98%	99%	100%	4	652	656
Payroll queries/adjustments	96%	98%	96%	20	361	345

Open and overdue cases

In addition to reporting & reviewing turnaround statistics, we are also now reviewing the total open cases monthly to identify overdue cases and look at how these can be reduced. The table below provides details of all open cases as at the end of each month in 2022/23 so far along with the percentage of these cases that are overdue. The third column provides a percentage of the overdue cases that are 'external' meaning the team are not in a position to process as they are waiting on information from an employer/scheme member.

	Open cases	Overdue	Overdue external
April	2296	37%	88%
May	2564	33%	90%
June	3007	31%	84%
July	2402	35%	88%
August	2277	30%	78%
September	2299	44%	80%
October	2253	45%	72%
November	2250	33%	92%
December	2192	39%	96%
January	2522	35%	89%
February	1856	41%	91%

Of the 764 currently overdue cases, 16% are overdue by 3 months or more.

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

Employer submissions/data reconciliation

Employers are due to submit data via i-Connect by 19th of each month. Monitoring takes place monthly by the Employer Liaison Team to ensure submission. The aim is for 100% submission by the deadline.   The data below provides the current submission rates by the deadline.

Submissions Status	
COMPLETE	OVERDUE
90.75%	9.25%

The table below provides a breakdown of the overdue submissions, by length of days overdue.

< 5 days	29%
5 to 10 days	23%
11 to 20 days	17%
21 to 30 days	12%
>30 days	19%

Following submission of data, reports are generated to identify any data suppressions or inconsistences. Each of these are then reviewed and queried with the scheme employer where relevant. This is a newly introduced monthly reconciliation procedure that has been live since May 2022. So far 9866 queries have been generated with 9661 resolved. 92.72% of these queries were resolved within the target turnaround time of 30 working days. Reports now take place monthly & will be reporting to Board.

Data Improvement

The administration team continues to review data errors & inconsistencies within the pensions software system to improve data quality. This has been ongoing since 2018 and data quality continues to improve. The table below provides the scores since 2018 for both common & scheme specific data.

Common data is member specific so relates to data like national insurance numbers, addresses and dates of birth. Scheme specific data relates to member benefits such as transfers and payroll data.

	Common data score	Scheme specific data score
October 2018	91.00%	86.00%
December 2019	93.00%	95.10%
September 2020	95.10%	96.00%
October 2021	95.30%	97.86%
February 2022	96.00%	98.67%
November 2022	96.20%	98.98%
March 2023	96.80%	98.42%

The main area of data errors relates to deferred scheme member addresses. Bulk tracing takes place on an annual basis.

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	58
Quarter 4 2022/23 to date	24

50/50 Scheme

	Main scheme to 50/50	50/50 to main scheme
Quarter 1 2022/23	53	3
Quarter 2 2022/23	11	12
Quarter 3 2022/23	16	33
Quarter 4 2022/23 to date	1	1

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]