Report to Pension Fund Board

Date: 19 July 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 April 2023 & 30 June 2023.

Type of incoming communication	Rec'd Apr – June 23	Rec'd Jan – Mar 23
Post	1,593	1,769
Pensions Inbox	5,801	7,448
Employers Inbox	541	369
Monthly Returns Inbox	76	57
'My Pension Online' registration/query Inbox	2,318	2,268
Document uploads via 'My Pension Online'	417	425
Document uploads via i-Connect	428	316
Telephone calls	3,224	3,162
Total Communications	**14,398**	**15,814**
Ave. Daily Communications	*240*	*247*

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. Over the first quarter of 2023/24, 99.42% of all calls received were answered with an average queue time of 16 seconds.

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 23/24 so far along with a breakdown for the last quarter showing volumes of work and individual areas of performance.

Average over 2022/23	*97.08%*
Quarter 1 2023/24	**97.01%**
Quarter 2 2023/24	**TBC**
Quarter 3 2023/24	**TBC**
Quarter 4 2023/24	**TBC**

	Target	Percentage achieved	*Previous percentage achieved*	Case Completion Statistics		
				Cases open at the beginning of the period	Total new cases created during the	Total cases completed during the
Retirements	95%	**98%**	*97%*	302	1025	**1053**
Deaths	95%	**97%**	*96%*	153	299	**268**
AVC's at Retirement	95%	**64%**	*71%*	14	14	**15**
Refunds	95%	**99%**	*98%*	90	856	**858**

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 April 2023 & 30 June 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%	99%	67	251	245
Additional Contributions	98%	98%	99%	30	244	268
Estimates	95%	100%	99%	19	252	270
General query	95%	100%	98%	108	322	312
Financial Advisor query	98%	99%	95%	13	120	127
My Pension Online' query	98%	100%	100%	0	2	2
Divorce	98%	96%	98%	8	131	128
Transfers	95%	97%	98%	130	352	356
Interfund Transfers	90%	99%	98%	194	1093	1218
Aggregation	80%	98%	91%	180	684	768
Complaints	95%	100%	100%	1	8	7
Deferred Benefits	90%	98%	90%	255	998	963
Change	98%	99%	99%	17	244	236
New starter creation	98%	94%	100%	85	1647	1728
Complaints	90%	100%	100%	0	8	7
Tax	95%	100%	N/A	1	61	62

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%	94%	99%	0	814	806
Payroll queries/adjustments	96%	93%	98%	36	732	683

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 the percentage of cases that are overdue for each work area as at the end of June 2023 & also 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.

	Percentage of cases overdue	Overdue cases external
Retirements	31%	97%
Deaths	35%	98%
AVC's at Retirement	85%	55%
Refunds	39%	97%
Opt outs	52%	100%
Additional Contributions	30%	83%
Estimates	11%	100%
General query	39%	86%
Financial Advisor query	18%	50%
Divorce	0%	N/A
Transfers	33%	79%
Interfund Transfers	12%	90%
Aggregation	12%	100%
Deferred Benefits	39%	92%
Change	60%	100%
New starter creation	92%	87%
Payroll set-ups	14%	57%
Annual Allowance	0%	N/A

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.

The team continually review the older overdue cases in order to try and resolve. In terms of length of time these cases have been overdue, as at 6 July 2023 there are 186 cases that were due for completion before 31 March 2023. Of these 186 cases, 172 are waiting for information from a scheme employer/scheme member/next of kin, 7 where information has been received within the last 2 days and 7 waiting to be checked and complete.

The bulk of these cases are split between leavers & refunds, retirements, deaths & new starters.

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 however whilst i-Connect is still relatively new for some employers, the target is 95% with the intention of this increasing to 100%.   The data below provides the current submission rates by the deadline.

Period submission received	By deadline
Quarter 1 2023/24	95%
Quarter 2 2023/24	TBC
Quarter 3 2023/24	TBC
Quarter 4 2023/24	TBC

The table below provides a breakdown of the overdue submissions, by length of days overdue. Overall, this is 24 employer submissions that were after the deadline.

< 5 days	21%
5 to 10 days	17%
11 to 20 days	38%
21 to 30 days	17%
>30 days	8%

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. Over quarter 1 of 2023/24, 2673 reconciliation reviews took place. Additional annual checks take place in April, but the average monthly checks sit at around 500 cases.

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%
June 2023	97.00%	98.91%

The main area of data errors relates to deferred scheme member addresses. Bulk tracing takes place on an annual basis and a recent list of over 1000 deferred members has been sent to a tracing company.

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 2023/24 to date.

Opt outs

Quarter 1 2023/24	45
Quarter 2 2023/24	TBC
Quarter 3 2023/24	TBC
Quarter 4 2023/24	TBC

50/50 Scheme

	Main scheme to 50/50	50/50 to main scheme
Quarter 1 2023/24	25	3
Quarter 2 2023/24	TBC	TBC
Quarter 3 2023/24	TBC	TBC
Quarter 4 2023/24	TBC	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 email [democracy@buckinghamshire.gov.uk]