



Report to Pension Fund Board

Date: 13 December 2023

Title: Administration Performance Statistics

Author and/or contact officer: Sam Price, Assistant Pensions Administration Manager

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](#)

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 2023 & 30 November 2023.

Type of incoming communication	Rec'd Oct – Nov 23	Rec'd July – Sept 23
Post	1,108	1,504
Pensions Inbox	3,807	7,631
Employers Inbox	290	574
Monthly Returns Inbox	50	56
'My Pension Online' registration/query Inbox	1,534	2,405
Document uploads via 'My Pension Online'	340	436
Document uploads via i-Connect	370	733
Telephone calls	1,887	2,980
Total Communications	9,386	16,319
<i>Ave. Daily Communications</i>	<i>213</i>	<i>251</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 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 25 seconds. Over October & November of 2023/24, 98% of all calls received were answered with an average queue time of 17 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.

<i>Average over 2022/23</i>	<i>97.08%</i>
Quarter 1 2023/24	97.01%
Quarter 2 2023/24	95.00%
Quarter 3 2023/24 to date	98.76%
Quarter 4 2023/24	TBC

	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%	98%	99%	299	717	751
Deaths	95%	99%	97%	158	189	192
AVC's at Retirement	95%	100%	77%	16	8	8
Refunds	95%	100%	90%	83	1147	981

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 2023 & 30 November2023.

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%	100%	100%	50	160	164
Additional Contributions	98%	100%	99%	5	102	68
Estimates	95%	94%	100%	3	158	141
General query	95%	98%	98%	109	111	122
Financial Advisor query	98%	100%	98%	4	79	74
My Pension Online' query	98%	100%	100%	2	0	2
Divorce	98%	100%	95%	1	62	58
Transfers	95%	99%	98%	136	278	295
Interfund Transfers	90%	99%	99%	119	882	885
Aggregation	80%	100%	99%	115	1201	1195
Deferred Benefits	90%	100%	96%	196	1079	989
Change	98%	100%	99%	35	116	129
New starter creation	98%	96%	99%	49	220	204
Complaints	90%	100%	93%	2	8	8
Tax	95%	100%	100%	2	37	36

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%	97%	1	647	645
Payroll queries/adjustments	96%	97%	91%	44	575	423

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 November 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. The table also now shows the same breakdown as at the end of September 2023 for comparison as well as the total number of open cases.

	Total open cases	As at 30/11/2023		As at 30/09/2023	
		Percentage of cases overdue	Overdue cases external	Percentage of cases overdue	Overdue cases external
Retirements	188	27%	90%	27%	90%
Deaths	129	53%	96%	50%	95%
AVC's at Retirement	15	40%	100%	19%	100%
Refunds	121	27%	97%	30%	92%
Opt outs	38	61%	96%	48%	85%
Additional Contributions	42	10%	100%	55%	67%
Estimates	38	0%	N/A	0%	N/A
General query	14	7%	100%	54%	69%
Financial Advisor query	17	0%	N/A	20%	100%
Divorce	5	20%	N/A	0%	N/A
Transfers	54	33%	94%	28%	83%
Interfund Transfers	335	19%	95%	15%	89%
Aggregation	38	3%	100%	6%	10%
Deferred Benefits	233	31%	90%	53%	94%
Change	12	75%	89%	59%	94%
New starter creation	55	56%	87%	53%	88%
Payroll set-ups	97	25%	92%	35%	85%
Annual Allowance	1	0%	N/A	0%	N/A

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 4 December 2023 there are 68 cases that were due for completion before 30 September 2023. Of these 68 cases, 55 are waiting for information from a scheme employer/scheme member/next of kin, 7 where information has been received within the last 3 working days and 6 waiting to be checked and complete. The table below provides a breakdown of these 68 cases, further shown at earlier dates.

	Overdue cases	Status of case		
		Being worked on	Reply received	Awaiting info
End of March 2023	11	1	0	10
End of June 2023	23	3	1	19
End of September 2023	68	6	7	55

Of the 11 cases due to be complete before the end of March 2023, they relate as follows

- 1 AVC payment at retirement
- 1 Death case
- 2 ill health retirement cases
- 6 leavers
- 1 New starter



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	92%
Quarter 2 2023/24	93%
Quarter 3 2023/24 to date	93%
Quarter 4 2023/24	TBC

The table below provides a breakdown of the overdue submissions, by length of days overdue. Overall, this is 58 employer submissions that were after the deadline.

< 5 days	50%
5 to 10 days	22%
11 to 20 days	17%
21 to 30 days	2%
>30 days	9%

Following submission of data, reports are generated to identify any data suppressions or inconsistencies. 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 October & November of 2023/24, 1,350 reconciliation reviews took place.

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]

