



# Report to Pension Fund Board

**Date:** 27 March 2024

**Title:** Administration Performance Statistics

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**Recommendation:** The Board is asked to **NOTE** the content of this report.

## Executive summary

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

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 2024 & 29 February 2024.

Type of incoming communication	Rec'd Jan - Feb 24	Rec'd Oct – Dec 23
Post	902	1,606
Pensions Inbox	4,445	6,112
Employers Inbox	354	501
Monthly Returns Inbox	20	77
'My Pension Online' registration/query Inbox	1,770	3,175
Document uploads via 'My Pension Online'	411	742
Document uploads via i-Connect	298	507
Telephone calls	2,520	3,372
<b>Total Communications</b>	<b>10,720</b>	<b>16,092</b>
<i>Ave. Daily Communications</i>	<i>249</i>	<i>255</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 January & February of 2023/24, 98% of all calls received were answered with an average queue time of 35 seconds. The average queue time did not meet the target as a result of two lots of bulk communications being issued to scheme members in December 2023 relating to McCloud and the TME transition. As a result, the number of phone calls increased from on average 1000 calls a month to 1500 calls. This has now reduced, and queue times reduced to 29 seconds in February 2024 and it is expected that this will be back on target over March 2024.

## 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	<b>97.01%</b>
Quarter 2 2023/24	<b>95.00%</b>
Quarter 3 2023/24	<b>98.34%</b>
Quarter 4 2023/24 to date	<b>98.92%</b>

	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%	<b>98%</b>	99%	191	717	<b>751</b>
Deaths	95%	<b>99%</b>	97%	131	189	<b>192</b>
AVC's at Retirement	95%	<b>100%</b>	77%	13	8	<b>8</b>
Refunds	95%	<b>100%</b>	90%	76	1147	<b>981</b>

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 January 2024 & 29 February 2024.

## 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%	52	160	164
Additional Contributions	98%	100%	99%	23	102	68
Estimates	95%	94%	100%	28	158	141
General query	95%	98%	98%	22	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%	43	278	295
Interfund Transfers	90%	99%	99%	230	882	885
Aggregation	80%	100%	99%	48	1201	1195
Deferred Benefits	90%	100%	96%	168	1079	989
Change	98%	100%	99%	15	116	129
New starter creation	98%	96%	99%	35	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%	20	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 February 2024 & 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 December 2023 for comparison as well as the total number of open cases.

	Total open cases	As at 28/02/2024		As at 31/12/2023	
		Percentage of cases overdue	Overdue cases external	Percentage of cases overdue	Overdue cases external
Retirements	293	14%	93%	28%	98%
Deaths	132	43%	96%	48%	95%
AVC's at Retirement	15	27%	100%	200%	100%
Refunds	117	36%	93%	53%	100%
Opt outs	68	65%	98%	60%	100%
Additional Contributions	50	12%	83%	26%	100%
Estimates	25	4%	N/A	0%	N/A
General query	1	300%	100%	9%	100%
Financial Advisor query	12	0%	N/A	0%	N/A
Divorce	1	0%	N/A	14%	100%
Transfers	41	22%	78%	30%	92%
Interfund Transfers	267	4%	92%	20%	92%
Aggregation	60	0%	N/A	0%	N/A
Deferred Benefits	254	37%	98%	55%	98%
Change	10	60%	100%	75%	100%
New starter creation	60	52%	74%	86%	87%
Payroll set-ups	116	28%	97%	31%	100%
Annual Allowance	2	0%	N/A	0%	N/A

The team continually review the older overdue cases in order to try and resolve. The table below provides a breakdown of open cases which were due to be completed prior to 2024.

		Status of case		
	Overdue cases	Being worked on	Reply received	Awaiting info
End of September 2023	59	2	1	56
End of December 2023	174	7	5	162



## Employer submissions/data reconciliation

Employers are due to submit data via i-Connect by 19<sup>th</sup> 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	92%
Quarter 4 2023/24 to date	94%

The table below provides a breakdown of the overdue submissions, by length of days overdue. Overall, this is 21 employer submissions that were after the deadline.

< 5 days	52%
5 to 10 days	29%
11 to 20 days	4%
21 to 30 days	15%
>30 days	N/A

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 January & February 2024, 950 reconciliation reviews took place.

## 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
<b>October 2018</b>	91.00%	86.00%
<b>December 2019</b>	93.00%	95.10%
<b>September 2020</b>	95.10%	96.00%
<b>October 2021</b>	95.30%	97.86%
<b>February 2022</b>	96.00%	98.67%
<b>November 2022</b>	96.20%	98.98%
<b>March 2023</b>	96.80%	98.42%
<b>June 2023</b>	97.00%	98.91%
<b>October 2023</b>	97.10%	98.99%
<b>February 2024</b>	97.20%	98.99%

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 2023/24 to date.

These are the number of opt outs advised by the employer during the quarter, rather than dates of opt outs.

### Opt outs

<b>Quarter 1 2023/24</b>	251
<b>Quarter 2 2023/24</b>	508
<b>Quarter 3 2023/24</b>	225
<b>Quarter 4 2023/24</b>	165

### 50/50 Scheme

	Main scheme to 50/50	50/50 to main scheme
<b>Quarter 1 2023/24</b>	25	3
<b>Quarter 2 2023/24</b>	16	0
<b>Quarter 3 2023/24</b>	10	1
<b>Quarter 4 2023/24 so far</b>	2	0

### Frozen Refunds

In the December Benchmarking report, Board was interested in further information on the 5,000 frozen refunds (unpaid refunds) held within the fund. The table below provides a breakdown of the frozen refunds by the period member left the fund and the average net refund.

	Total number of refunds	Average net refund
<b>1980's &amp; earlier</b>	240	£84.14
<b>1990's</b>	582	£154.46
<b>2000's</b>	831	£156.04
<b>2010's</b>	1681	£356.06
<b>2020's</b>	2177	£599.56

## **Other options considered**

N/A

## **Legal and financial implications**

N/A

## **Consultation and communication**

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]

