

Division(s): N/A
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## **PENSION FUND COMMITTEE – 7 September 2012**

### **Pension Administration – Service Performance**

#### **Report by Assistant Chief Executive and Chief Financial Officer**

### **Introduction**

1. This report is to update members on the current service performance of the administration team during the year to March 2012.

### **Team Structure & Staffing**

2. Two members of the team left during the year, but were not replaced since the impact of being more up to date with the workload and other changes started to be felt.
3. Workload allocation has been reviewed with staged changes being introduced to ensure that skill levels are maintained and / or increased. This will facilitate the eventual move back to organising the team's workload so that administrators are able to carry out all functions under a full alpha split of the membership (from the current arrangement of dealing with specific tasks). This will give more flexibility to respond to peaks of work.
4. The recent CIPFA benchmarking survey shows that staff experience in the 1 – 5 year category is 47% in the Oxfordshire County Council Pension Fund (OCCPF) against the average of 22% overall, and in the over 15 years' experience OCCPF scores just 8% against an average funds 33%.
5. The figures above along with the team's commitment to continuous improvement mean that training remains a high priority.

### **Continuous Improvement**

6. Many of the administration processes have been reviewed as part of our cycle of continuous improvement. After review the process is loaded to our task management system; this enables all incoming work to be scanned to the member record and allocated to the specific task. Each task holds the stages of work and associated time scales have been set in line with the agreed administration process. This enables managers and administrators

to allocate and carry out the work to meet required deadlines and to monitor and address any variations.

## Performance Data

7. The better use of task management means that there is now much improved management data at team and individual level. This allows managers to give more specific individual feedback and pick up any training or organisation issues.
8. Key performance indicators, set in our service level agreements, are monitored and reported monthly, with any variations from specification being investigated. A recent example of this highlighted an issue with a process not working properly.
9. The latest monthly figures show work as being 96.67% in specification. This achievement, which is being maintained, means that the administration function compares well with industry standard performance indicators, as shown below:

<b>Industry Standard PI's</b>	<b>Target</b>	<b>Achieved</b>	<b>Average</b>
Letter detailing transfer in quote	10 days	90.0%	86.3%
Letter detailing transfer out quote	10 days	92.0%	86.6%
Process refund & issue payment voucher	5 days	49.0%	88.4%
Note: These low figures come from an in year project chasing old cases – these are now cleared and statistics will more consistent with the industry standard.			
Letter notifying estimate of retirement benefit	10 days	96.0%	92.6%
Letter notifying actual retirement benefit	5 days	92.0%	92.4%
Letter acknowledging death of member	5 days	92.0%	94.3%
Letter notifying amount of dependent's benefit	5 days	83.0%	89.4%
Calculate & notify deferred benefits	10 days	22.0%	79.3%
Note: The OCCPF has a high number of part time members with multiple pension records. An exercise, last year, to meet these turnaround times revealed that this created more work because many staff were then reemployed thereby increasing the level of re-do work.			

10. In addition to the benchmarking the administration team have been looking at partnership working with other Local Authorities and have, as a result, identified further areas of good practice which could be adopted to feed into the continuous improvement.

## **RECOMMENDATION**

**11. The Committee is RECOMMENDED to note the report.**

Sue Scane  
Assistant Chief Executive and Chief Finance Officer

Background papers:  
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