

ITEM No ...4.....

REPORT TO: PENSION SUB-COMMITTEE OF THE POLICY & RESOURCES COMMITTEE & PENSION BOARD– 5 DECEMBER 2016

REPORT ON: PENSION ADMINISTRATION PERFORMANCE – QUARTERLY UPDATE

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 400-2016

1 PURPOSE OF REPORT

This report provides information on the recent quarters operational performance in relation to Pension Administration.

2 RECOMMENDATIONS

The Sub-Committee are asked to note the contents of the report.

3 FINANCIAL IMPLICATIONS 400

There are no financial implications.

4 BACKGROUND

Following the report in June 2016 (217-2016 Pension Administration Performance) detailing the review undertaken by AON Hewitt following the retirement of the Pensions & Payroll Manager, the Sub-Committee and Board members requested a quarterly update report to inform of key issues identified and achievements in the previous quarter and to maintain an operational understanding of service levels, demands and constraints.

5 SERVICE SUMMARY APRIL – JUNE 2016

Pensions Estimates & Actuals

Actual Pensions Brought into Payment in Quarter	
Efficiency / Redundancy	124
Ill Health	22
Flexible	29
Preserved into Payment	110
Voluntary (inc employers consent)	60
Voluntary Age 65	41
Total Pensions Brought into Payment	386

Estimates - VER Exercises & Operational since last report	
VER DCC	38
VER P&K	188
VER Other	25
Total Estimates Received	251
Total Estimates Outstanding as at 21/11	55

Queries & Complaints

- Approximately 20-25 e mail queries were received daily during the period (outwith the month following the issue of Annual Benefit Statements).
- Over the month following the issue of the Annual Benefit Statements (September) and Annual Allowance statements (Early October), query volumes doubled.
- Approximately 90% are dealt with within 20 working days, with the remaining 10% referred to other agencies or employers for further information.
- No formal complaints were received during the quarter.
- All counter visits were accommodated within 10 minutes of arrival.

Recruitment & Outsourcing

- 2 staff members have left and recruitment is ongoing for replacements as well as for temporary administrative support to undertake service improvement exercises.
- Tender exercise with AON Hewitt underway to outsource backlog of preserved benefit (leavers) and concurrent employment (active) calculations.
- Tender exercise for outsource of GMP reconciliation is at first draft. The cost of tender specification is being shared with another LGPS.
- Both exercises will be undertaken through the Norfolk LGPS Administration Framework

6 CONCLUSION

The increased VER workload continues to stretch the existing resources available. This coupled with the loss of experienced staff members has led to the need to consider outsourcing the backlog workload as well as the one-off GMP Reconciliation.

7 POLICY IMPLICATIONS

This Report has been screened for any policy implications in respect of sustainability, strategic environment assessment, anti poverty, equality impact assessment, privacy impact assessment and risk management.

There are no major policy issues

8 CONSULTATIONS

The Chief Executive and Head of Democratic and Legal Services were consulted in the preparation of this report.

9 BACKGROUND PAPERS

None

MARJORY M STEWART
EXECUTIVE DIRECTOR OF CORPORATE SERVICES

25 NOVEMBER 2016