

## Administration benchmarking



CEM work with over 400 funds worldwide



Comparison of cost and service across peer group schemes



HPS have participated for two years



Data and analysis are based on HPS service to all partners

## Peer group



Peer group for Hampshire County Council<sup>1</sup>

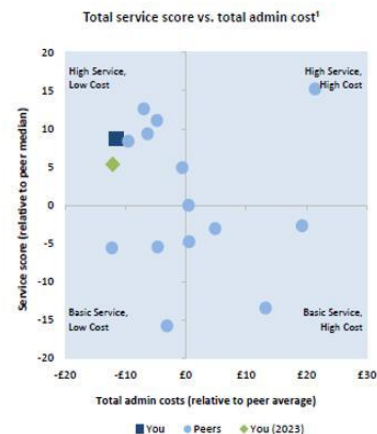
#	Scheme	# of members				% active	Administration model
		Active	Deferred	Pensioners	Total		
1	Greater Manchester Pension Fund	121,543	153,135	143,283	417,961	29%	In-house
2	Hampshire Pension Services	109,365	146,611	97,390	353,366	31%	In-house
3	Kent Pension Fund	53,192	65,925	48,411	167,528	32%	In-house
4	Lothian Pension Fund	36,838	20,647	36,559	94,044	39%	In-house
5	LPP (Local Pensions Partnership) <sup>2</sup>	202,210	244,843	213,484	660,537	31%	In-house
6	Merseyside Pension Fund	48,998	43,429	56,713	149,140	33%	In-house
7	Royal Mail Pension Plan	66,535	20,206	53,096	139,837	48%	In-house
8	RailPen (Railway Pension Scheme) <sup>2</sup>	102,592	113,469	150,499	366,560	28%	In-house
9	South Yorkshire Pension Fund	52,763	62,012	61,662	176,437	30%	In-house
10	SPPA (Scottish Public Pensions Agency)	305,315	84,595	194,037	583,947	52%	In-house
11	Surrey County Council	35,496	45,221	30,337	111,054	32%	In-house
12	Tyne and Wear Pension Fund	61,508	51,069	67,257	179,834	34%	In-house
13	USS (Universities Superannuation Scheme)	223,229	220,506	100,042	543,777	41%	In-house
14	West Midlands Pension Fund	113,854	115,662	115,725	345,241	33%	In-house
15	West Yorkshire Pension Fund	110,704	87,284	108,631	306,619	36%	In-house
Average		109,609	98,308	98,475	306,392	35%	15 out of 15 in-house
Median		102,592	84,595	97,390	306,619	33%	

- Compared with 14 other public sector or quasi public sector schemes
- 10 LGPS schemes
- Adjusted averages to allow for variations in membership

## Cost effectiveness



- Positioned in the High service, Low cost quadrant
- Total service score 66/100 (peer median 58)
- Total member cost £11.56 below the peer average



## Highlights



### Casework

#### Quick end to end transaction times

- 81% of pensions for actives set up within a month receiving their last salary payment
- 95% of pensions for deferreds set up within a month of request
- Payment of death grants within 8 weeks
- Set up of beneficiaries pensions within 5 weeks
- Estimates and transfers processed quicker than peers

### Calls

#### Low call abandonment rate

- 2.4% abandonment compared with 8.1% for peers
- 94% calls resolved on first contact
- Responses to calls reviewed twice as often as peers
- Improved waiting time despite reducing opening hours

### Online services

#### Greater use of Member Portal than peers

- More registered users
- Secure website accessed more often
- Good range of functionality