

## PENSIONS ADMINISTRATION PERFORMANCE

Contact Officers

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Papers with this report

nil

### SUMMARY

This report summarises the key work areas of the pensions administration section. The targets shown are within the nationally agreed targets for England and Wales. Full year performance data is included in the Annual Report for the fund. All data shown is extracted from the Pensions Administration System and monitored on a monthly basis.

### RECOMMENDATIONS

**That the contents of the report be noted.**

### KEY PERFORMANCE INDICATORS – Quarter 2 - 2010/2011

Area of Work	Target (Days)	Number processed within target	Percentage within Target	Total Cases
Transfer in quote	5	25	89.29	28
Transfer in Actual	5	29	87.88	33
Transfer Out Actual	9	17	100.00	17
Transfer Out Quote	5	2	100.00	2
Refund	5	3	60.00	5
Estimate of Retirement Benefits	10	229	91.60	250
Actual Retirement Benefits	5	67	94.37	71
Condolence Letter	2	29	96.67	30
Letter Notifying Dependants Benefits	5	9	100	9
Deferred Benefits	10	138	99.28	139
Answer General Enquiry Letter	7	184	100	184
Benefit Statement Enquiry	10	0	0	0
Admit new entrant	20	127	99.22	128
Additional Service Purchase	10			0
Total (2 <sup>nd</sup> Quarter)		830	96.17	863
Total (1 <sup>st</sup> Quarter)		870	94.67	919

### FINANCIAL IMPLICATIONS

The costs to the pension fund of all early retirements are monitored. Early retirements at the Council's discretion are reported to Committee on a quarterly

basis. As part of the valuation, all employers within the fund have a notional budget built in to their employer's contribution rate to fund ill health retirements.

## **LEGAL IMPLICATIONS**

There are no legal implications arising directly from this report.