

## Pensions Administration Performance

Contact Officers

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Papers with this report

nil

### SUMMARY

This report summarises the key work areas of the pension's 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 3 - 2010/2011

Area of Work	Target (Days)	Number processed within target	Percentage within Target	Total Cases
Transfer in Quote	5	36	70.59	51
Transfer Out Actual	9	14	93.33	15
Transfer Out Quote	5	6	75.00	8
Refund	5	2	100.00	2
Estimate of Retirement Benefits	10	193	89.77	215
Actual Retirement Benefits	5	60	92.31	65
Condolence Letter	2	50	98.03	51
Letter Notifying Dependants Benefits	5	9	90.00	10
Deferred Benefits	10	36	52.18	69
Answer General Enquiry Letter	7	176	100.00	176
Benefit Statement Enquiry	10	0	100	0
Admit new entrant	20	286	97.61	293
Additional Service Purchase	10	1	100.00	1
Total (3 <sup>rd</sup> Quarter)		880	90.53	972
Total (2 <sup>nd</sup> Quarter)		830	96.17	863
Total (1 <sup>st</sup> Quarter)		870	94.67	919

The reduction in the overall performance during the year is largely due to the team carrying two full time vacancies for several months. These posts were filled during

this quarter and the staff are now undergoing training. As a result performance should start to improve. The largest area of underperformance was in the calculation of deferred benefits and it was a conscious choice by the Payroll and Pensions Manager to delay work in this area and focus on priority calculations.

### **FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report.

### **LEGAL IMPLICATIONS**

There are no legal implications arising directly from this report.