

Pension Administration Report

Report of the Strategic Finance Director

Pension Administration Performance in 2016/17, 2017/18 and 2018/19

Table 1 – Summary Performance

Service Standards – Processing tasks within internal targets	Target Achievement %	2016/17 full year – Actual %	2017/18 full year – Actual %	2018/19 April to September – Actual %
Estimates to employees (15 days)	90%	66%	85%	94%
Retirements and lump sums (15 days)	90%	35%	75%	72%
Refunds Paid (15 days)	90%	70%	96%	98%
Death Grants Paid (8 days)	90%	54%	74%	83%
2015/16 Annual Benefits Statements issued within the statutory deadline	100%	100% see note 1	100% see note 1	100% see note 1
“Transfers Out” Paid (15 days)	90%	77%	92%	98%

Table 2 - 2018/19 Performance (April to August)

Service Standards – Processing tasks within internal targets	Target Achievement %	No. Processed	No. processed on time	Actual % achievement	Average days taken
Estimates to employees (15 days)	90%	264	248	94%	9
Retirements and lump sums (15 days)	90%	375	270	72%	13
Refunds Paid (15 days)	90%	267	261	98%	7
Death Grants Paid (8 days)	90%	47	39	83%	7
2017/18 Annual Benefits Statements issued within the statutory deadline	100%	32,817 see note 1	32,817 see note 1	100% see note 1	N/A
“Transfers Out” Paid (15 days)	90%	65	64	98	5

Table 3- 2017/18 Performance (full year)

Service Standards – Processing tasks within internal targets	Target Achievement %	No. Processed	No. processed on time	Actual % achievement	Average days taken
Estimates to employees (15 days)	90%	571	485	85%	10
Retirements and lump sums (15 days)	90%	768	575	75%	11
Refunds Paid (15 days)	90%	448	429	96%	6
Death Grants Paid (8 days)	90%	61	45	74%	7
2016/17 Annual Benefits Statements issued within the statutory deadline	100%	31,190 see note 1	31,190 see note 1	100% see note 1	N/A
“Transfers Out” Paid (15 days)	90%	132	122	92%	7

Table 4 - 2016/17 Performance (full year)

Service Standards – Processing tasks within internal targets	Target Achievement %	No. Processed	No. processed on time	Actual % achievement	Average days taken
Estimates to employees (15 days)	90%	669	441	66%	21
Retirements and lump sums (15 days)	90%	807	285	35%	17
Refunds Paid (15 days)	90%	290	203	70%	15
Death Grants Paid (8 days)	90%	59	32	54%	10
2015/16 Annual Benefits Statements issued within the statutory deadline	100%	30758 see note 1	30758 see note 1	100%	N/A
“Transfers Out” Paid (15 days)	90%	96	74	77%	12

Note 1

Regarding Annual Benefits Statements, all of the year end returns from all employers were received by the Administration Team within the statutory deadline. All returns were matched to the pensioner records held within the Administration team, and where a definitive match was made, 100% of the Annual Benefit Statements were distributed to active and deferred members by the statutory deadline.