

19 April 2012**Agenda Item: 4****REPORT OF THE SERVICE DIRECTOR (HUMAN RESOURCES &
CUSTOMER SERVICE)****PENSION OFFICE PERFORMANCE MONITORING****1. Purpose of the Report**

- 1.1 The purpose of this report is to provide quarterly updates to the Sub-Committee on the customer service standards applied within the Pensions Office for the periods 5 September 2011 to 2 December 2011 and 3 December 2011 to 28 March 2012.

2. Information and Advice

- 2.1 An analysis has been undertaken of the performance for the periods 5 September 2011 to 2 December 2011 and 3 December 2011 to 28 March 2012 in regard to 'Pension Procedures'. The performance is as noted in Appendix A and B.
- 2.2 The average performance for quarter September 2011 – December 2011 was 70% and for the quarter December 2011 – March 2012 was 63%.
- 2.3 The Pensions Office was successful in meeting targets on all areas of performance in both quarters except for Refunds and Deferred Benefits between December and March.
- 2.4 The Pensions Office achieved 100% success against the target for Interfund Out (Actual) during the period 3 December 2011 to 28 March 2012.
- 2.5 Refunds – on sampling a cross-section of cases from both periods; in all areas there were delays by members in returning completed forms or they were not returned at all. Further work is being undertaken to review processes and put in place steps to encourage members to respond and to review the performance measure to better reflect this issue.
- 2.6 Deferred Benefits - A large number of deferred benefits were completed during both periods. Failure to reach the performance target was broadly due to delays or lack of response from members in some cases or employers in others. The high volume of cases also impacted on the ability of the Pensions Team to meet targets compounded by the delay in them receiving the correct information.

- 2.7 Work is in hand with employers to ensure information is returned in the correct format in a timely manner. Awareness raising with members and improved dialogue between them and the Pensions Office will encourage timely responses wherever possible.
- 2.8 In addition to the pension procedures detailed within the appendices, staff within the Pensions Office also continue to work on the following areas of pensions administration work: 2 police pension schemes; 2 fire-fighters pension schemes; additional voluntary contributions; guaranteed minimum pension adjustments; employee pensions estimate requests; fund employer pensions estimate requests and pension arrears adjustments.

3. Pensions Improvement Project

- 3.1 An improvement project has been setup within the Pensions Office. The project is at present reviewing and re-engineering key processes in order to provide a more efficient and effective service to schools, members and employers.
- 3.2 To support the project a core team has been established from within the office. They have completed an extensive review of how services are currently provided. To gather this information the team have undertaken a number of activities including
- Members phone survey
 - Employers Focus Group
 - Assessment of the AXISe Computer system
 - Assessment of the customer service journey members go through from starting to leaving the pension scheme to plot key points in the process
 - Call monitoring to assess nature, number and duration of calls
- 3.3 The next phase of the project is underway to provide the Pensions Office with
- Re-engineered end to end efficient processes to meet customer needs
 - Procedures designed to meet the service and customer requirements
 - Re-designed forms and templates

4. Statutory and Policy Implications

- 4.1 This report has been compiled after consideration of implications in respect of finance, equal opportunities, personnel, crime and disorder and those using the service and where such implications are material they are described in the text of report.

RECOMMENDATION

- 1) The Pensions Administration Sub-Committee is recommended to note the contents of the report.

Marjorie Toward
Service Director (Human Resources & Customer Services)

For any enquiries about this report please contact:

Constitutional Comments ([initials and date xx/xx/xx])

1.

Financial Comments ([initials and date xx/xx/xx])

2.

Background Papers

Report to Pensions Administration Sub-Committee on 8 July 2010: Pensions Office Customer Service Standards and Performance Monitoring

Report to Pensions Administration Sub-Committee on 3 February 2011: Pensions Office Performance Monitoring

Report to Pensions Administration Sub-Committee on 14 July 2011: Pensions Office Performance Monitoring

Report to Pensions Administration Sub-Committee on 29 September 2011: Pensions Office Performance Monitoring

Electoral Division(s) and Member(s) Affected

All