

meeting

PENSIONS ADMINISTRATION SUB COMMITTEE

date

8 JULY 2010

agenda item number

REPORT OF THE SERVICE DIRECTOR (HR)

PENSION OFFICE CUSTOMER SERVICE STANDARDS AND PERFORMANCE MONITORING

1. Purpose of the Report

- 1.1. The purpose of this report is to advise the Pensions Administration Sub Committee of the customer service standards and performance monitoring regime which is being introduced within the Pensions Office.

2. Background

- 2.1 The Pensions Office was re-structured in December 2007. Since this time the workload of the office has increased. The change in the regulations in 2008 and the increased complexity due to having to take into account before pre and post 2008 regulations has impacted on workload. Work was also undertaken on developing and implementing a new early retirement policy for the County Council during 2009/10 which required staff to learn a new scheme and a change in existing systems. The redundancy and staff reduction process for the County Council for 2010/11 and also other employers has resulted in an increase in the number of estimates provided and number of early retirements dealt with.

3. Implementation of customer service standards and performance monitoring

- 3.1 Work is currently being undertaken to review systems, processes and procedures to ensure that they are lean and efficient; more customer focused and generate service improvements. This includes ensuring that all correspondence is dealt with within the revised corporate timescale of 5 days. A set of service standards have been developed which relate to various aspects of the work of the Pensions Office. These standards are based on timescales for the provision of information relating to UK Pension Schemes from Barnett and Waddingham; which ensure legal

compliance whilst improving services to customers overall. Customers will be made aware of the performance standards and timescales within which the Pensions Office will respond regarding particular aspects of the Local Government Pension Scheme. Please see Appendix A - Pensions Office customer service standards. It is proposed to implement these standards on a phased basis with full implementation with effect from 1 November 2010 when current work on reviewing processes, systems and procedures is complete.

- 3.2 Weekly and monthly monitoring of performance against the standards will be undertaken within the Pensions Office and by the Service Head HR(ESC). This will ensure that any issues can be identified and rectified at an early stage. It is proposed to report on the performance of the Pensions Office against the customer service standards on a quarterly basis to the Pensions Administration Sub Committee.
- 3.3 It is intended to review the application of the service standards on an ongoing basis to generate further performance and service improvements going forward. This will also need to take account of further improvements to processes and systems following the implementation of the County Council's new Business Management System.

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 have been described in the text of the report.

5. Recommendation

- 5.1 That the Pensions Administration Sub Committee note the contents of the report and support the introduction of customer service standards as set out in Appendix A .

MARJORIE TOWARD
SERVICE DIRECTOR (HR)

Financial implications.

There are none arising directly as a result of the recommendations.

Background Papers Available for Inspection

None

Electoral Divisions Affected

All.