

meeting **PENSIONS ADMINISTRATION SUB - COMMITTEE**

date **29 SEPTEMBER 2011** agenda item number **6**

REPORT OF THE SERVICE DIRECTOR (HR AND CUSTOMER SERVICE)

PENSION OFFICE PERFORMANCE MONITORING

1. Purpose of the Report

- 1.1 The purpose of this report is to provide a quarterly update to the Sub-Committee on the customer service standards applied within the Pensions Office for the period 27 June to 2 September 2011.

2. Information and Advice

- 2.1 An analysis has been undertaken of the performance for the period 27 June to 2 September 2011 in regard to 'Pension Procedures', and the performance is as noted in the Appendix A.
- 2.2 The Pensions Office was successful in meeting the target of 100% in the specified time for actual inter-fund transfers in and out.
- 2.3 Where the Pensions Office was not able to meet the target of 100%, the procedure with the reason (s) is noted as follows:

Deaths - It was found in all cases that there was a delay in payment as the dependants had returned completed forms after the period of completion for this procedure.

Deferred Benefits - The reasons for the delay were found to be mainly due to incomplete information from employers.

Divorce (provide Cash Equivalent Transfer Value - CETV) – There were 13 cases overdue, and it was found that there was a delay in 8 cases being processed within the Pensions Office, and 5 cases where all the required information was received after the date due for completion.

Refund – Of the cases overdue, 2 were found to be where there were delays in members returning completed forms, and 1 case where a member's appeal was being considered through the LGPS Internal Dispute Resolution Procedure.

Retirements – The main reasons for the delay in processing retirements is where all relevant information required to process the benefits are received on or after the retirement date, and where there is a delay in the employer notifying the Pensions Office of a member's retirement.

Transfer Value In (Quote) - It was found in all cases that the required information was received on or after the date due for completion.

Transfer Value Out (Quote) - Of the 1 case, there was found to be a delay in the Pensions Office in terms of processing the quote.

Transfer Value Out (Actual) – Of the 2 cases, 1 was where the information required was received after the date due for completion and 1 where the member no longer wished for the transfer to go ahead.

- 2.4 In addition to the pension procedures detailed on the Appendix 1, staff within the pensions office also continue to work on the following areas of pensions administration work: 2 police pension schemes; 2 fire-fighter pension schemes; additional voluntary contributions; guaranteed minimum pension adjustments; employee pensions estimate requests; fund employer pensions estimate requests and pension arrears adjustments.
- 2.5 It can be noted that in terms of processing all retirements, and all redundancies on behalf of Nottinghamshire County Council, the workload has increased substantially between 2010 and 2011. An analysis of this activity indicates that there has been a 58% increase in the number of retirements processed, and a 342% increase in the number of County Council redundancy (non-teaching) calculations undertaken and subsequently processed for payment. Overall, there has been a 123% increase in the total number of retirements and redundancies processed. It should however be noted that a number of the County Council and other employer redundancies would result in the member having the opportunity to access their pension from age 55, and hence the number of retirements have thus increased.
- 2.6 During August 2011, the Pensions Office was required to process redundancy estimates for the Adult Social Care, Health and Public Protection department with regard to the sale of Residential Homes. It should be noted that the task of processing the estimates was originally set for the period 6 to 31 August, however, the deadline was brought forward to 23 August. A total of 504 estimates were processed by the new deadline.

3. Statutory and Policy Implications

- 3.1 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.

4. Recommendation

- 4.1 It is recommended that the Pensions Administration Sub - Committee note the contents of the report.

M TOWARD

SERVICE DIRECTOR (HUMAN RESOURCES & CUSTOMER SERVICE)

Background Papers Available for Inspection

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

Electoral Division(s) and Member(s) Affected

All