

### PENSION ADMINISTRATION PERFORMANCE 2012/13

In accordance with the Pension Administration Strategy, approved 13 June 2012, the following performance measures have been compared against the targets set within the said strategy document.

#### Employer Performance Measures

##### Service Standards

<b>Standard – target completion 90%</b>	<b>Volume</b>	<b>%age Met</b>
New starts notification – within 20 working days	484	100%
Changes notified – within 20 working days	1,610	100%
Retirement info – at least 20 working days before	183	100%
Early leaver notification – within 20 working days	291	100%
Death in service notification – within 10 working days	6	100%
Query responses – within 10 working days	See below	
Year-end queries – within 20 working days	See below	

The way in which information has been recorded for queries has not been sufficient to allow for the collection and comparison against targets. Improved recording procedures have been developed to allow for this measure to be completed going forward, however, this will only be for a partial year within the 2013/14 final accounts.

#### Contribution Payments

The following tables compare the date contribution payments are received against the target date for each of the Scheduled and Active Admitted Bodies.

##### Scottish Borders Council

	<b>Target Date</b>	<b>Date received</b>	<b>Target Achieved</b>
April	30/04/2012	30/04/2012	On Time
May	31/05/2012	31/05/2012	On Time
June	29/06/2012	29/06/2012	On Time
July	31/07/2012	31/07/2012	On Time
August	31/08/2012	31/08/2012	On Time
September	28/09/2012	28/09/2012	On Time
October	31/10/2012	31/10/2012	On Time
November	30/11/2012	30/11/2012	On Time
December	21/12/2012	21/12/2012	On Time
January	25/01/2013	25/01/2013	On Time
February	27/02/2013	27/02/2013	On Time
March	28/03/2013	28/03/2013	On Time

## Visit Scotland

	<b>Target Date</b>	<b>Date received</b>	<b>Target Achieved</b>
April	19/05/2012	08/05/2012	On Time
May	19/06/2012	31/05/2012	On Time
June	19/07/2012	29/06/2012	On Time
July	19/08/2012	10/08/2012	On Time
August	19/09/2012	30/08/2012	On Time
September	19/10/2012	05/10/2012	On Time
October	19/11/2012	12/11/2012	On Time
November	19/12/2012	03/12/2012	On Time
December	19/01/2013	27/12/2012	On Time
January	19/02/2013	05/02/2013	On Time
February	19/03/2013	05/03/2013	On Time
March	19/04/2013	27/03/2013	On Time

## Borders College

	<b>Target Date</b>	<b>Date received</b>	<b>Target Achieved</b>
April	19/05/2012	02/05/2012	On Time
May	19/06/2012	02/06/2012	On Time
June	19/07/2012	02/07/2012	On Time
July	19/08/2012	02/08/2012	On Time
August	19/09/2012	03/09/2012	On Time
September	19/10/2012	03/10/2012	On Time
October	19/11/2012	05/11/2012	On Time
November	19/12/2012	04/12/2012	On Time
December	19/01/2013	04/01/2013	On Time
January	19/02/2013	04/02/2013	On Time
February	19/03/2013	04/03/2013	On Time
March	19/04/2013	03/04/2013	On Time

## Scottish Borders Housing Association

	<b>Target Date</b>	<b>Date received</b>	<b>Target Achieved</b>
April	19/05/2012	21/05/2012	Late Payment
May	19/06/2012	18/06/2012	On Time
June	19/07/2012	16/07/2012	On Time
July	19/08/2012	13/08/2012	On Time
August	19/09/2012	24/09/2012	On Time
September	19/10/2012	15/10/2012	Late Payment
October	19/11/2012	13/11/2012	On Time
November	19/12/2012	17/12/2012	On Time
December	19/01/2013	21/01/2013	Late Payment
January	19/02/2013	11/02/2013	On Time
February	19/03/2013	18/03/2013	On Time
March	19/04/2013	19/04/2013	On Time

### Jedburgh Leisure Facilities Trust

	<b>Target Date</b>	<b>Date received</b>	<b>Target Achieved</b>
April	19/05/2012	22/05/2012	Late Payment
May	19/06/2012	22/06/2012	Late Payment
June	19/07/2012	19/07/2012	On Time
July	19/08/2012	30/08/2012	Late Payment
August	19/09/2012	17/09/2012	On Time
September	19/10/2012	17/10/2012	On Time
October	19/11/2012	15/11/2012	On Time
November	19/12/2012	17/12/2012	On Time
December	19/01/2013	17/01/2013	On Time
January	19/02/2013	15/02/2013	On Time
February	19/03/2013	15/03/2013	On Time
March	19/04/2013	16/04/2013	On Time

### Borders Sport and Leisure Trust

	<b>Target Date</b>	<b>Date received</b>	<b>Target Achieved</b>
April	19/05/2012	22/05/2012	Late Payment
May	19/06/2012	26/06/2012	Late Payment
June	19/07/2012	20/07/2012	Late Payment
July	19/08/2012	21/08/2012	Late Payment
August	19/09/2012	18/09/2012	On Time
September	19/10/2012	18/10/2012	On Time
October	19/11/2012	16/11/2012	On Time
November	19/12/2012	18/12/2012	On Time
December	19/01/2013	18/01/2013	On Time
January	19/02/2013	18/02/2013	On Time
February	19/03/2013	18/03/2013	On Time
March	19/04/2013	18/04/2013	On Time

### AMEY Community Limited

	<b>Target Date</b>	<b>Date received</b>	<b>Target Achieved</b>
April	19/05/2012	18/05/2012	On Time
May	19/06/2012	18/06/2012	On Time
June	19/07/2012	18/07/2012	On Time
July	19/08/2012	17/08/2012	On Time
August	19/09/2012	19/09/2012	On Time
September	19/10/2012	18/10/2012	On Time
October	19/11/2012	16/11/2012 26/11/2012	On Time Partial Late
November	19/12/2012	19/12/2012	On Time
December	19/01/2013	18/01/2013	On Time
January	19/02/2013	18/02/2013	On Time
February	19/03/2013	18/03/2013	On Time
March	19/04/2013	18/04/2013	On Time

The Scheduled/Admitted Bodies who were not complying with the remittance schedules were contacted during the year and remind of their requirement to adhere to the payment schedules. This resulted in an increase in the number of remittances being received timeously. This continues to be monitored on a monthly basis.

## Administering Authority Performance Measures

### Service Standards

Standard	Volume	Target	%age Met
Query responses – within 10 working days		See below	
Estimates – Transfer In	124	10 days	41.13%
Estimates – Transfer Out	73	10 days	12.33%
Estimate – All Other	704	10 days	88.20%

The way in which information has been recorded for queries has not been sufficient to allow for the collection and comparison against targets. Improved recording procedures have been developed to allow for this measure to be completed going forward, however, this will only be for a partial year within the 2013/14 final accounts.

### Other Measures

Area	Measure	Completed
Employer Liaison Meetings	2 per annum	None
Benefit Statements	by end of October	1 <sup>st</sup> week of November

Liaison meetings were not held during 2012/13. A schedule of meetings for the coming years will be developed to cover topics such as Pensions Auto Enrolment and the LGPS (Scotland) legislative changes scheduled for implementation from 1 April 2015.

All Benefit Statements were prepared during October 2012. Statements for all Scheduled and Admitted Bodies, with the exception of active Scottish Borders Council members, were issued during October 2012. The statements for active Scottish Borders Council members were issued during the first week of November 2012.

### Key Administration Tasks

Task	Total received
New entrants	484
Changes	1,610
Early leavers	291
Retirements	183
Deaths in service	6
Deaths in deferment	3
Deaths in retirement	68
New Widows(ers), Child Pensions	40
Estimates	901
Pension credit members	3