

APPENDIX 1

PENSION ADMINISTRATION PERFORMANCE 2016/17

In accordance with the Pension Administration Strategy, approved 3 September 2015, the following performance measures have been compared against the targets set within the said strategy document.

Employer Performance Measures

Service Standards

Standard – target completion 90%	Volume	%age Met
New starts notification – within 20 working days	530	100%
Changes notified – within 20 working days	571	100%
Retirement info – at least 20 working days before	206	100%
Early leaver notification – within 20 working days	544	100%
Death in service notification – within 10 working days	3	100%
Query responses – within 5 working days	1,050	
Year-end queries – within 20 working days	Included in above figure	

As well as the changes noted in the above table there was also the transfer of pension scheme members from Scottish Borders Council as an employer to Live Borders and CGI as employers that was carried out within the pension administration system. These changes were notified in accordance with the 20 working day target and have not been included in the figures to provide a like to like comparison between this and previous years.

Contribution Payments

The following tables compare the date contribution payments are received against the target date, of 19th of the month, for each of the Scheduled and Active Admitted Bodies.

Employer Body	By Target Date	Late	% On Time
Scottish Borders Council	12	-	100%
Visit Scotland	12	-	100%
Borders College	12	-	100%
Scottish Borders Housing Association	12	-	100%
Jedburgh Leisure Facilities Trust	10	2	83.33%
Borders Sport and Leisure Trust	6	6	50%
AMEY Community Limited	12	-	100%
SB Cares	12	-	100%
CGI	6	-	100%

There has been a reduction in the number of payments being received on time during 2016/17, with 8 payments being made after the target date, compared with 1 late payment in the previous year. As a result of this Live Borders have been written to reminding them of their responsibility to make payments by 19th of the month. The payments dates continue to be monitored on a monthly basis.

Administering Authority Performance Measures

Service Standards

Standard	Volume	Target	%age Met
Estimates – Transfer In	80	20 days	21.25%
Estimates – Transfer Out	59	20 days	25.42%
Estimate – All Other	875	10 days	90.40%

The Pensions Team and members of the HR Shared Services Helpdesk record when they have had contact in relation to Pension be this by email, in person or telephone and the headline reason of the enquiry. The following table summarises the queries received during 2016/17.

Type of Query	Volume	Target	%age Met
Admitted/Scheduled Bodies Employer Queries	20	5 days	100%
Advice on AVC applications	18	5 days	100%
Advice on Nominations and/or Death Grant	14	5 days	100%
Advice on Options at Retirement	90	5 days	100%
Annual Benefit Statement Queries	78	20 days	46.15%
Assistance with form completion e.g. retirement declaration	40	5 days	100%
Change of Address/Bank Details	190	5 days	100%
Divorce	7	5 days	100%
DWP requesting details of Pensioner Payments	5	5 days	100%
Enquiries in relation to Deceased Pensioners	174	5 days	100%
ER/VS general advice	36	5 days	100%
Flexible Retirement	48	5 days	100%
General advice	110	5 days	100%
Internal forms requesting details of Pensioner Payments	5	5 days	100%
Opting In to LGPS	14	5 days	100%
Opting Out of LGPS	29	5 days	100%
Pension Payment queries including tax issues	55	5 days	100%
Refunds Enquiry	14	5 days	100%
Retiral Enquiry	72	5 days	100%
Service Breaks	1	5 days	100%
Transfer In Enquiry	20	5 days	100%
Transfer Out Enquiry	10	5 days	100%
Total		5 days	

Other Measures

Area	Measure	Completed
Employer Liaison Meetings	1 per annum	1 meeting
Benefit Statements	by end of August	August 2016

The third liaison meeting with all Admitted and Scheduled Bodies was held during 2016/17 and covering the changes that had been made to the annual reporting for the 2016/17 year end and affording the employers the chance to asks questions to the Pensions Team. Going forward we will continue to hold the liaison meeting towards the end of the financial year where we will discuss up-coming legislative changes and requirements for the year end processing.

In addition to the annual liaison meeting for all Bodies a separate briefing session and presentation was held for 28 employees of Scottish Borders Housing Association who were considering Early Retirement/Voluntary Severance.

All 6,515 Benefit Statements were issued by the end of August 2016, the 2,272 deferred members statements on 22nd August 2016 and the 4,243 active members statements on 29th August 2016. This was the second annual statements issued under the new deadlines, which was challenging following the implementation of the CARE scheme and the increase in work required for the year end postings.

Key Administration Tasks

Task	Total received
New entrants	581
Changes	571
Early leavers	544
Retirements	206
Deaths in service	3
Deaths in deferment	1
Deaths in retirement	86
New Widows(ers), Child Pensions	43
Estimates	1,014
Pension credit members	2