



<u>Committee and Date</u>
Pensions Committee
10 February 2010

<u>Item</u>
<b>8</b>
Public

## PENSIONS ADMINISTRATION MONITORING

**Responsible Officer** Debbie Sharp

Email: [debbie.sharp@shropshire.gov.uk](mailto:debbie.sharp@shropshire.gov.uk)

Telephone: (01743) 252192

### Summary

The report provides Members with monitoring information on the performance of the Pensions Administration Team

### Recommendations

- A. Members are asked to note the report.

## Report

### Performance

1. The performance chart showing the team's performance to the end of December 2009 is attached at **Appendix A**.
2. There is an ongoing programme for reviewing statistics taking place. As a result the performance chart has been adjusted to show when we terminate tasks and revised to show performance from August 2008.
3. Particular attention is being made to ensure the timescales and target dates set within the workflow procedures are accurate and practical.

### Communication

4. Prudential held their Retirement Seminar on 15 December 2009 at the Guildhall in Shrewsbury. This was an opportunity for representatives from scheme employers to see the presentation prior to it being rolled out to their scheme members.

5. Excellent feedback has been received and a number of employers have already made the decision to offer it to their employees. These include Shropshire Council and the Borough of Telford & Wrekin.
6. There have been 224,056 hits to the Pension Scheme website for the quarter to 31 December 2009. This is an increase of approximately 100,000 hits since the website was launched in April 2009. Interestingly 58.77% of these hits went further than the Home Page and the most commonly viewed pages were Pension Contributions and Contact Us.
7. The average daily post received into the office for the quarter was 192 pieces per day. The biggest single day was 19 November 2009 when 697 pieces of post were received.
8. On average 12 e-mails are received to the general Pensions e-mail box on a daily basis. These are cleared and responded to immediately as the e-mail box is checked regularly throughout the day.
9. The team have noticed an increase in people "dropping in" to speak about various pension issues. On average 5-10 people visit on a daily basis. These people are met by members of the team who are prepared to help them with any query.

### **Annual Meeting**

10. The Annual Meeting for 2010 will be held on Tuesday 2 November 2010. As previously there will be 3 meetings, one at 10am at the Civic Offices, Telford and two at the Lord Hill Hotel, the first at 2pm and the final one at 5pm.
11. Details of which Investment Manager will be presenting on the day will be provided nearer the time.

### **Valuation 2010**

12. A timetable and action plan is being put in place to complete the workload and requirements for the Actuarial Valuation 2010.
13. Preliminary data reports are being run and an extensive data cleanse is taking place. This is looking at pensionable pay on individual records over the last 3 years and ensuring contributions are recorded for each year where relevant.
14. Letters will go to employers towards the end of February 2010 regarding year end data returns for 2009/10.

## Pensions Increase 2010

15. At the last Committee it was reported that confirmation was still awaited from the Treasury on April's Pension Increase as RPI was negative in September. Confirmation has now been received which supports Ministers Statements on the BBC website, that only the Basic State Pension will increase by 2.5%. Additions on top of the basic State Pension will not receive any increases. This means there will be no increases due on any elements for our Pensioners.
16. Although RPI was negative, the pensions will not decrease in April 2010 so overall the real terms effect is beneficial.
17. This will be communicated to Pensioners in the Spring edition of the InTouch magazine which will be sent with their April payslips.

<p><b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b></p>
--

<p>Pensions Committee, 25<sup>th</sup> November 2009, Paper 9</p>
---

<p><b>Human Rights Act Appraisal</b></p>
--

<p>The recommendations contained in this report are compatible with the Human Rights Act 1998</p>
---

<p><b>Environmental Appraisal</b></p>
---------------------------------------

<p>Impossible to quantify</p>
-------------------------------

<p><b>Risk Management Appraisal</b></p>
---

<p>Performance is monitored to ensure regulatory timescales are adhered to.</p>
---

<p><b>Community / Consultations Appraisal</b></p>
---

<p>NA</p>
-----------

<p><b>Cabinet Member</b></p>
------------------------------

<p>NA</p>
-----------

<p><b>Local Member</b></p>
----------------------------

<p>NA</p>
-----------

<p><b>Appendices</b></p>
--------------------------

<p>Appendix A – Performance Monitoring</p>
--