

Pension Fund Committee

15

Dorset County Council



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| Date of Meeting | 26 November 2015 |
| Officer | Pension Fund Administrator |
| Subject of Report | Pensions Administration |
| Executive Summary | <p>This report is the quarterly update for the Pension Fund Committee on all operational and administration matters relating to the Fund. It contains updates on the following:</p> <ul style="list-style-type: none"> • Public Sector Pension Reform • Procurement of Administration Software • Address Tracing and Mortality Screening Service • End of Year Process • Workflow and Key Performance Indicators • LGPS National Insurance Database • Backlog • Guaranteed Minimum Pension (GMP) Reconciliation • Communications • Tell Us Once |
| Impact Assessment: <i>Please refer to the protocol for writing reports.</i> | Equalities Impact Assessment: N/A |
| | Use of Evidence:N/A |
| | Budget: N/A |
| | Risk Assessment:N/A |

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|-------------------------------|---|
| | Other Implications: N/A |
| Recommendation | It is recommended that the Committee note and comment on the contents of the report. |
| Reason for Recommendation | To update the Committee on aspects of Pensions Administration |
| Appendices | <ul style="list-style-type: none"> • Appendix 1 – letter from the Pensions Regulator • Appendix 2 – Barnett Waddingham response to consultation on the Exit Payment Cap • Appendix 3 - Screening results summary April 2015 • Appendix 4 - Key Performance Indicators |
| Background Papers | <ul style="list-style-type: none"> • The Public Service Pension Scheme (Amendment) (Governance) Regulations 2015 • The Pensions Regulator’s Code of Practice 14: Governance and Administration of public service pension schemes • The Enterprise Bill |
| Report Originator and Contact | <p>Name: Anne Cheffey Tel: 01305 224025 Email: a.m.cheffey@dorsetcc.gov.uk</p> |

1. Background

- 1.1 This report is the third of the quarterly update for the Pension Fund Committee on all operational and administration matters relating to the Fund.

2. Public Sector Pension Reform

LGPS 2014

- 2.1 The production of Annual Benefit Illustrations for the Dorset Fund is almost complete with a very small group of members yet to receive them. As previously reported meeting this year's deadline has proven difficult for all LGPS funds, and as a result a letter was written to the Pensions regulator explaining the issues on behalf of the Local Government Association.
- 2.2 The Pensions Regulator has responded to representations from Jeff Houston, Head of Pensions, Local Government Association, and the time limit for issuing the Illustrations has been extended to 30 November 2015 (Appendix 1).

National Scheme Advisory Board

- 2.3 The Local Government Pension Scheme Advisory Board is a body required by Section 7 of the Public Service Pensions Act 2013. It is established to advise Government in respect of the LGPS, as well as to encourage best practice, increase transparency and coordinate technical and standards issues.
- 2.4 Currently an Interim Board is in place, pending the Ministers' appointment of a Chair for the new Board.
- 2.5 The Interim Board has written to all Chairs of LGPS Section 101 Pension Committees, along with Chief Executives, Chief Financial Officers and Councils to raise concerns about the pressures currently faced by scheme managers in delivering their existing and increasing regulatory responsibilities. The letter reminds Funds, and the administering authorities on their obligations to ensure that sufficient resources are maintained to deliver the function (as these costs are met by the Fund there should be no impact on the Administering Authority); and the requirement for increasing transparency and accuracy in Pension Fund accounting (including recharges).
- 2.6 The Scheme Advisory Board have appointed KPMG to assist in developing and evaluating options for the greater separation between LGPS Funds and their host authorities for consideration, prior to potentially making recommendations to the Secretary of State.

Pooling of Investments

- 2.7 In his summer budget the Chancellor announced that the LGPS would be invited to bring forward proposals to invest collectively and deliver savings. The invitation will include the evaluation criteria that will be used to assess proposals, including the scale and size of pooled investments and the role of passive management in an investment strategy.

- 2.8 Members will be aware of these proposals, and there is a separate report on today's agenda addressing this issue, and the work underway in the South West region to respond to Central Government.

HM Treasury consultation on a Public Sector Exit Cap

- 2.9 On 31 July HM Treasury published a Consultation on a Public Sector Exit Payment Cap. The proposal is for the introduction of a £95,000 limit on the total value of payments made in connection with the termination of a public sector worker's employment. It is proposed that this will include the early retirement strain cost arising in the LGPS if the member is taking early payment of benefits unreduced.
- 2.10 Compensation payments in respect of death or injury, serious ill health and ill health retirements would be excluded from any cap. The consultation closed on 27 August 2015, and the full document can be viewed here:
<https://www.gov.uk/government/consultations/consultation-on-a-public-sector-exit-payment-cap/consultation-on-a-public-sector-exit-payment-cap>
- 2.11 The changes, if implemented as proposed, would have a significant impact on employees and employers, and also necessitate changes to the LGPS Regulations. For example, staff who would not normally be considered "high earners" could trigger the cap by being made redundant, and this may have knock-on effects on how a Council implements broader cost reduction strategies.
- 2.12 Barnett Waddingham responded to the Consultation and this can be seen in Appendix 2. As can be seen from the table in Appendix 2 the costs of unreduced early retirement pensions alone could exceed £95,000 in some cases.
- 2.13 The Government's response to the consultation can be viewed here:
<https://www.gov.uk/government/consultations/consultation-on-a-public-sector-exit-payment-cap>. The response is short on detail but confirms that the Government plan to proceed with the introduction of the cap. The cap will be implemented via the Enterprise Bill currently making its way through the House of Lords (now at the committee stage).

3. Procurement of Administration Software

- 3.1 After completing our pre-procurement research, we are seeking clarification around the Terms and Conditions and pricing of services under alternative procurement options before finalising the best approach to the market.
- 3.2 We are working together with the Norfolk and Suffolk Pension Funds, and are being supported by Norfolk procurement and NPLaw for this exercise.

4. Address Tracing and Mortality Screening Service

- 4.1 During the period 1 August 2015 to 31 October 2015, 83 pensioner deaths were identified with a 99.99% high confidence this is our member (validated against the name, date of birth and address). Plus another 30 which matched our member data to a lower degree, so required further verification by Payroll. The detailed data is shown in Appendix 3.

5. Workflow and Key Performance Indicator's

- 5.1 In July 2014, in collaboration with the London Pension's Fund Authority, a new electronic workflow system was introduced in the benefits area called CMS. We continue to work with the LPFA to improve the reporting capability to more accurately reflect the Fund's timescales and processes.
- 5.3 Appendix 4 shows the top ten KPI's for Septemberto October 2015. A full 3 months could not be reported due to the Committee meeting prior to the end of November.
- 5.4 Overall the performance has increased by approximately 13%, however performance on estimates and deaths has dropped in the last 2 months by around 1%. This is being discussed with Team Leaders with a view to identifying and addressing any issues, and improving performance.
- 5.5 Once the new structure is in place the appointed Team Managers will be charged with reviewing all processes and procedures to drive performance and efficiency.

6. LGPS National Insurance database

- 6.1 As reported to Committee previously work is currently being undertaken by the Local Government Association to set up a National Insurance database for the LGPS. The Information Sharing Agreement has now been signed and returned to the LGA. The launch date for the database is the week beginning 9 November 2015, and we are still awaiting confirmation of the cost of participation.

7. Backlog

- 7.1 A total of 225 cases have been cleared in September and October.
- 7.2 There are now a total of 1321 outstanding cases, compared to the 1546 reported at the last meeting.

8. Guaranteed Minimum Pension (GMP) Reconciliation

- 8.1 The LPFA have now commenced the work on the initial stage of the data matching for the Dorset Fund. The Dorset Fund is still waiting for national advice concerning the tolerances we can accept when comparing HMRC records to our own.
- 8.3 There is also the possibility that GMPs will not be taken into account when indexing pensions in the future.

9. Changes to taxation of pensions savings and contracting out

- 9.1 The Lifetime Allowance (LTA) is the value of lifetime pension savings that can be paid before a further tax charge is levied. In his 2015 Budget, the Chancellor announced that from April 2016 the LTA will be reduced to £1 million from £1.25 million, with transitional protection available.
- 9.2 From April 2018 the LTA will be indexed annually in line with the Consumer Prices Index (CPI). The Chancellor's speech also confirmed that no changes would be made to the Annual Allowance, although Pension Input Periods are being aligned with tax years from 8 July 2015.
- 9.3 Contracting out of the secondary state pension ceases in April 2016. This will impact both scheme employers and scheme members as both employers and employees National Insurance Contributions will be payable at the (higher) contracted in rates.

10. Extension of the ‘Tell us once’ service to the LGPS

- 10.1 ‘Tell Us Once’ is a service that lets people report a death to most government organisations in one go. Until now the service has not extended to occupational pension schemes (including the LGPS).
- 10.2 On behalf of LGPS Funds, the LGA sent the Department of Work and Pensions a letter of intent confirming that the LGPS in England, Wales and Scotland would like to be part of the service when this is extended to public service pension schemes. This service has now become available and the Dorset Fund will be participating.
- 10.3 A Data Sharing Agreement has been signed and returned to the DWP. We expect to start using this service in the next few months. This service coupled with the Mortality Screening should ensure even greater data capture and correct payment of pensions.

Richard Bates
Pension Fund Administrator
November 2015

The Pensions Regulator

9 October 2015

Dear Jeff,

Thank you for outlining the issues faced by Local Government Pension Scheme (LGPS) funds for England and Wales in meeting the legislative deadline for providing annual benefit information statements to members.

The Pensions Regulator recognises the significance of the public service pension reforms, including the requirement to redesign benefits and new requirements about governance and administration.

We are aware that LGPS Funds, like all public service schemes, face a significant task in implementing the major reform of their benefit design, establishing new governance arrangements and putting in place systems to deal with the administration of the new and transitional arrangements while maintaining and integrating their legacy systems.

However, as you are aware, all public service schemes must be governed and administered in accordance with the requirements of the law. We therefore expect those involved in the governance and administration of public service schemes to comply with the law and strive to deliver good outcomes for members. It is vital that members are provided with information on their pension benefits so that they have a clear understanding of their financial position and can make informed decisions.

Where a legal duty relevant to the administration of the scheme has not been, or is not being complied with, certain people (including scheme managers, pension board members and those involved with administering the Funds) are under a duty to report breaches of the law to us if they consider that the breach is likely to be of material significance to us.

Some LGPS Funds have already contacted us to report a breach of the requirement to issue benefit information statements in accordance with the deadline stipulated in the Public Service Pensions Act 2013 (31 August 2015). Where the cause of the breach is explained as being due to significant data and IT system issues faced by Funds and Fund employers, we are minded to advise those Funds that we expect them to issue the statements as soon as possible and by the 30 November 2015 at the latest. As a matter of best practice, we also expect LGPS funds to take steps to inform affected members of the delay and when they can expect to receive their benefit statement.

Where these Funds are unable to meet this timeframe, they will need to provide us with further information, including their plan of action for remedying the breach. Plans will be considered on a case by case basis and we will consider what action to take if satisfactory plans are not in place.

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Trafalgar Place
Brighton
BN1 4DW

Customer support: 0845 600 0707
Email: customersupport@tpr.gov.uk
Website: www.thepensionsregulator.gov.uk

The Pensions Regulator

However, where the breach arises for other reasons, or in conjunction with other issues, we will consider whether a different response is appropriate in accordance with our Compliance and Enforcement Policy.

Where other Funds are in breach of the requirement and have not yet considered whether or not the breach must be reported to us, scheme managers, pension board members and those involved with administering the Funds will need to consider whether they must do so, whether or not they anticipate that benefit information statements will be issued by 30 November 2015.

Our Public Service Code of practice provides guidance on judging whether a breach needs to be reported, and if so, how to report a breach of law, and our compliance and enforcement strategy outlines our approach in response to any breach that is reported to us or of which we otherwise become aware.

If LGPS Funds decide that they need to report to us, they should explain the reasons for the breach occurring and their plan to remedy it, including the timeframe, which we will take into account in determining our response.

We would welcome the opportunity to engage with you further in relation to public service pensions schemes and to better understand how LGPS funds are addressing issues they face in complying with the legal requirements. Please do not hesitate to contact me if you wish to arrange.

Yours Sincerely
Joey

Joey Patel
Policy Lead
Public Service Pensions Regulation Team

Appendix 2

Response to Exit Payment Cap Consultation by Barnett Waddingham

Barnett Waddingham is an independent partnership of consulting actuaries with 7 offices across the UK. We have 63 partners and over 700 staff. We advise over 600 pension schemes including 23 Local Government Pension Scheme Funds (“LGPS Funds”) which is around 25% of all LGPS Funds. We also advise a number of organisations that participate in the LGPS or other public service schemes.

Our response is primarily on the proposal to include early retirement pension costs into the cap.

Question 1: What other forms of exit costs do you think are relevant in this context?

We are not aware of any others.

Question 2: Do you agree that the government should introduce a cap on the value of public sector exit payments on the basis set out above?

Question 3: Do you agree that the payments listed above should be subject to a cap on exit payments under the terms set out above? If you believe certain payment types should be excluded please provide a rationale and examples.

We shall answer Q2 and Q3 as one.

We know the Government is looking to reduce costs further across the public sector which will inevitably mean a further reduction in headcount. The imposition of a cap including early retirement pension costs will make this more difficult to achieve for public sector employers as the useful early retirement tool for over 55s may no longer be available in all cases, particularly for the higher paid who will help make the biggest savings. This could lead to a change in the workforce profile with a much larger proportion of older expensive staff who make not always be the best “value for money”.

The legislation governing many public sector funds would need to be amended as at the moment those being made redundant or retired on efficiency grounds, usually over the age of 55, may be entitled to these unreduced early retirement benefits. Alternatively the rules could be changed so that if these employees on exit did exceed the cap then their benefits could be reduced (but perhaps not a full reduction) so employers could still manage down the workforce as part of the required cost reduction.

Alternatively we would perhaps suggest a modified approach which had maybe a “cash cap” and a “pensions cap” where in aggregate this may be more than £95k but had a lower cash element – say £50k. The rationale for this is that the early retirement pension costs are only the present day value of the costs that would arise if the employee concerned lives to their assumed life expectancy as well as some other assumptions being borne out in practice. If they die before then (50% chance assuming the life expectancy assumptions prove to be correct) they will not have cost as much as the cost calculation. Equally of course they may live beyond their life expectancy (another 50% chance). Given the uncertainty as to whether the strain costs will in fact be the actual costs it may be more acceptable to only include a proportion of the calculated strain costs or have a higher pensions cap. This would still of course require changes to the legislation governing public service pension schemes.

Alternatively exclude early retirement pension costs from the cap altogether and have a lower cash only cap.

Question 4: Are there further payments that the government should include?

None that we are aware of.

Question 5: Do you agree that a cap on exit payments should be set at £95,000? If you think an alternative level would be more appropriate, please provide evidence and analysis to support your proposal.

As already indicated this could have unintended consequences if early retirement pension costs are included. Below we have set out an example of the sorts of costs or numbers that would be included in the cap, that would arise in the Local Government Pension Scheme for a 55 year old receiving unreduced benefits.

| Service Yrs | Pay | | | | | | | | | |
|-------------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|
| | £10,000 | £15,000 | £20,000 | £25,000 | £30,000 | £40,000 | £50,000 | £75,000 | £100,000 | £150,000 |
| 2 | £2,864 | £4,295 | £5,727 | £7,159 | £8,591 | £11,454 | £14,318 | £21,477 | £28,636 | £42,954 |
| 5 | £6,334 | £9,501 | £12,668 | £15,835 | £19,002 | £25,336 | £31,670 | £47,505 | £63,340 | £95,010 |
| 10 | £11,235 | £16,852 | £22,470 | £28,087 | £33,704 | £44,939 | £56,174 | £84,261 | £112,348 | £168,521 |
| 15 | £14,561 | £21,841 | £29,122 | £36,402 | £43,682 | £58,243 | £72,804 | £109,206 | £145,608 | £218,412 |

| | | | | | | | | | | |
|----|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|
| 20 | £15,563 | £23,344 | £31,126 | £38,907 | £46,688 | £62,251 | £77,814 | £116,721 | £155,628 | £233,442 |
| 25 | £17,904 | £26,857 | £35,809 | £44,761 | £53,713 | £71,618 | £89,522 | £134,283 | £179,044 | £268,566 |
| 30 | £20,246 | £30,369 | £40,492 | £50,615 | £60,738 | £80,984 | £101,230 | £151,845 | £202,460 | £303,690 |
| 35 | £22,588 | £33,881 | £45,175 | £56,469 | £67,763 | £90,350 | £112,938 | £169,407 | £225,876 | £338,814 |

As they will also be entitled to cash redundancy payments then there will of course be less than £95k left to absorb any early retirement pension costs. So in practice there could be the potential for a basic rate tax payer (albeit at the top end) with a long career in public service to have a cash cost and pension cost in aggregate in excess of the £95k cap – is this the intention?

Question 6: Are there other ways to ensure such arrangements are consistent with the cap on lump sum payments?

See response to Q2/3.

Question 7: Do you agree with the proposed approach of limiting early retirement benefits with reference to the cost for the employer? What alternative approaches would you suggest and why?

Our response to Q3 also refers. In addition, the calculation of the early retirement pension cost is an issue that would need to be resolved as there are different ways of calculating this for different purposes – in the LGPS, Funds already recognise these costs but on bases consistent with assumptions underlying the calculation of employer contribution rates and so will reflect different investment and funding strategies, longevity etc. So it will vary amongst Funds. As far as we are aware no such calculations are completed in the unfunded schemes so a question would be should the calculation basis reflect “local” issues or should it be the same basis for all public service schemes?

Question 8: Do you agree that the government has established the correct scope for the implementation of this policy?

Excluding quasi-public sector employers who may still ultimately be funded in the main by tax payers is likely to provoke some accusations of whether the policy is “fair”.

Question 9: How do you think the government should approach the question of employees who are subject to different capping and recovery provisions under TUPE rules following a transfer to (or from) the private sector and whether there should be consistency with public sector employees in general?

Again the lack of a level playing field is likely to question the fairness of what is being proposed. Those private sector employers who have inherited these potential liabilities however may welcome such a level playing field.

Question 10: Do you agree with the proposed approach for waivers to the cap on exit payments?

Our response to Q2/3 refers – this proposal does seem to be at odds with the expectation that public sector employers will have to re-organise to meet cost reduction targets and so some form of waiver in these circumstances does seem appropriate.

Question 11: Are there other impacts not covered above which you would highlight in relation to the proposals in this consultation document?

None that we can think of.

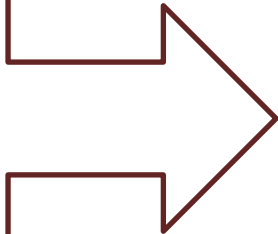
Question 12: Are you able to provide information and data in relation to the impacts set out above?

No but see the table included in our response to Q5.

On the supplied spread sheet, the data from the column 'A' to the column entitled 'Post Code' represent the original details provided.

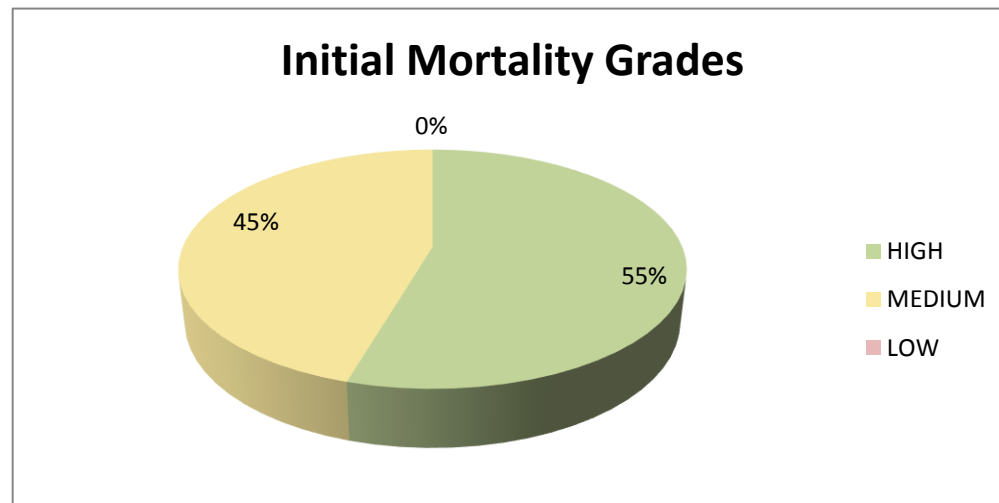
All data after this column has been provided by Target.

The column headings in the Target data have the following meanings:



| Title | Explanation |
|-----------------------------------|--|
| Matched forename / Surname | Names matched against Date of Birth (where date of birth is supplied). |
| Matched DoB | DOB matched against names & death details |
| Initial Mortality Grade | Grading of deaths found (see below) |
| GRO Reference | Records office reference number. This is important if a death certificate required. |
| Date of Death | Registered Date of Death |
| Matched address lines | Address registered at death |
| Final Mortality Grade | All reported deaths given medium or low grades are manually verified by the Target trace team and either upgraded or downgraded accordingly. |

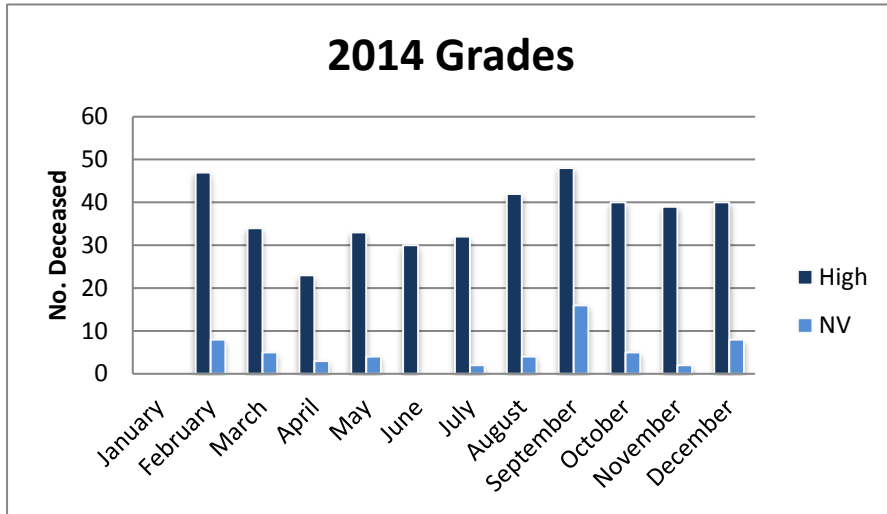
| GRADING | Initial matches | Comments |
|--------------|-----------------|---|
| HIGH | 24 | There is a 99.99% high confidence this is the member, validated against the name, date of birth and address - all match; |
| MEDIUM | 20 | There is a good chance this is the member e.g. the name and date of birth match but the address does not. The member may have moved from the provided address and since died; |
| LOW | 0 | Only some of these will be your member e.g. there are differences in the date of birth and address. Regularly these are where the data contains typo's and needs further investigation. |
| TOTAL | 44 | |



To reduce volume of false matches, Target manually investigate all initial **Low** or **Medium** grade matches. This involves evidentiary searches for member existence, links between member and location or death addresses, and dismissal of unconnected persons sharing member name and date of birth. Verified matches are graded as **High**. Matches not confirmed as your member are graded **Negative** and removed from final spread sheet report. Investigated data that suggests, but cannot confirm high match possibility will result in a **Needs Verification** grade. To further improve our service the investigated data that suggests, but cannot exclude the match as your member will result in a **Low Match** grade. This LM grade is particularly useful when key data has not been made available for screening.

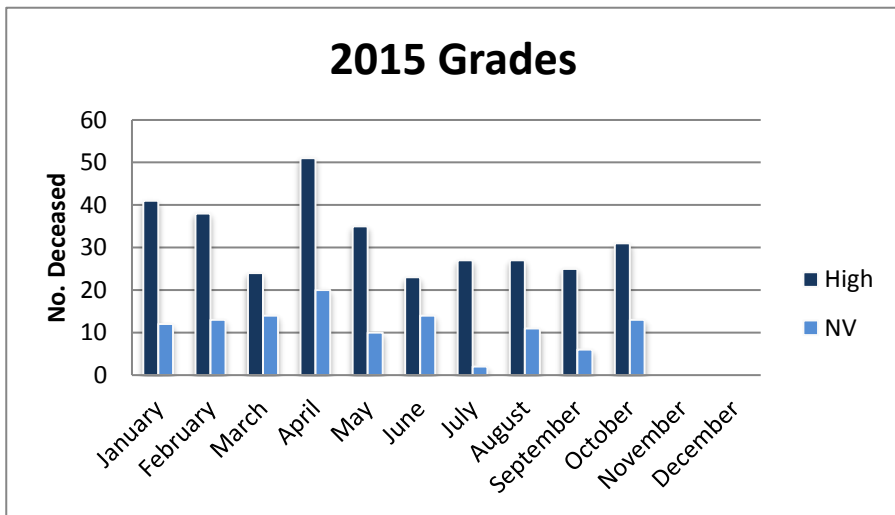
This is the most accurate mortality screening available.

Grades and statistics following Target manual investigation of Medium & Low Grades



| FINAL RESULTS | | | | | MANUAL RESULTS | | | | | | | | | |
|---------------|------------|-----------|----------|------------|----------------|-----------|-----------|----------|-----------|------------|----------|----------|----------|------------|
| 2014 | High | NV | LM | Total | M Total | M High | M NV | M LM | *M Neg | L Total | L High | L NV | L LM | *L Neg |
| January | | | | | | | | | | | | | | |
| February | 47 | 8 | | 55 | 26 | 9 | 7 | | 10 | 177 | 1 | 1 | | 175 |
| March | 34 | 5 | | 39 | 8 | 3 | 5 | | 0 | 3 | 0 | 0 | | 3 |
| April | 23 | 3 | | 26 | 8 | 3 | 3 | | 0 | 1 | 1 | 0 | | 0 |
| May | 33 | 4 | | 37 | 10 | 6 | 4 | | 0 | 0 | 0 | 0 | | 0 |
| June | 30 | 0 | | 30 | 3 | 3 | 0 | | 0 | 0 | 0 | 0 | | 0 |
| July | 32 | 2 | | 34 | 5 | 3 | 2 | | 0 | 0 | 0 | 0 | | 0 |
| August | 42 | 4 | | 46 | 12 | 8 | 4 | | 0 | 1 | 1 | 0 | | 0 |
| September | 48 | 16 | | 64 | 20 | 3 | 17 | | 0 | 4 | 4 | 0 | | 0 |
| October | 40 | 5 | | 45 | 13 | 9 | 4 | | 0 | 1 | 0 | 1 | | 0 |
| November | 39 | 2 | | 41 | 7 | 5 | 2 | | 0 | 3 | 0 | 0 | | 3 |
| December | 40 | 8 | | 48 | 12 | 4 | 8 | | 0 | 1 | 1 | 0 | | 0 |
| TOTAL | 408 | 57 | 0 | 465 | 124 | 56 | 56 | 0 | 10 | 191 | 8 | 2 | 0 | 181 |

Identifies changes to results following manual investigation
*Negative results proven to not be your member



| FINAL RESULTS | | | | | MANUAL RESULTS | | | | | | | | | |
|---------------|------------|------------|----------|------------|----------------|-----------|-----------|----------|----------|-----------|----------|----------|----------|-----------|
| 2015 | High | NV | LM | Total | M Total | M High | M NV | M LM | *M Neg | L Total | L High | L NV | L LM | *L Neg |
| January | 41 | 12 | 1 | 54 | 15 | 2 | 12 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 38 | 13 | 0 | 51 | 18 | 5 | 13 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| March | 24 | 14 | 0 | 38 | 16 | 3 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| April | 51 | 20 | 0 | 71 | 16 | 5 | 11 | 0 | 0 | 76 | 0 | 0 | 0 | 76 |
| May | 35 | 10 | 1 | 46 | 7 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| June | 23 | 14 | 0 | 37 | 17 | 3 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| July | 27 | 2 | 0 | 29 | 6 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| August | 27 | 11 | 0 | 38 | 12 | 2 | 10 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| September | 25 | 6 | 0 | 31 | 11 | 5 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| October | 31 | 13 | 0 | 44 | 20 | 7 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| November | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | |
| TOTAL | 322 | 115 | 2 | 439 | 138 | 39 | 97 | 2 | 0 | 78 | 0 | 1 | 0 | 77 |

Identifies changes to results following manual investigation
*Negative results proven to not be your member

Dorset Council KPI Report - CMS stats

| | |
|--|---------------------------|
| Performance 2015/16 - report for period : | 1/9/2015 to 31/10/2015 |
|--|---------------------------|



your pension our world

| | |
|--------------------------------------|----------------|
| Number of complaints received | #VALUE! |
|--------------------------------------|----------------|

| Top 10 detail - cases completed on time | Completed in period | Sept-Oct Performance | Last quarter Performance | KPI (days) | Cases completed on time or early |
|---|---------------------|----------------------|--------------------------|------------|----------------------------------|
| | | | | | |
| Admissions (DR01 & DR01W) | 981 | 93.07% | 75.93% | 30 | 913 |
| Transfers In Quote (DR02E, DR02R, DR03E & DR03R) | 107 | 75.70% | 71.29% | 15 | 81 |
| Transfers In Actual (DR02A & DR03A) | 24 | 0.00% | 0.00% | 20 | 0 |
| Transfers Out (DR09E & DR10E) | 66 | 45.45% | 56.34% | 10 | 30 |
| Transfers Out actual (DR09A & DR10A) | 26 | 38.46% | 40.00% | 10 | 10 |
| Estimates Employee (DR08) | 137 | 58.39% | 59.65% | 15 | 80 |
| Estimates Employer (DR22R & DR22W) | 214 | 82.24% | 51.63% | 15 | 176 |
| Retirements (DR14, DR14W & DR12 & DR12I & DR14I) | 410 | 74.88% | 66.54% | 5 | 307 |
| Deferred Benefits (DR11 & DR11W) | 336 | 51.49% | 48.95% | 40 | 173 |
| Refunds (DR16 & DR16W) | 237 | 80.17% | 65.82% | 15 | 190 |
| Deaths (DR20, DR13 & DR13W) | 93 | 64.52% | 65.49% | 5 | 60 |
| Correspondence (DR24) | 430 | 84.19% | 65.64% | 30 | 362 |
| Total | 3061 | 77.82% | 64.39% | | 2382 |

| Top 10 detail - Average elapsed time for cases completed within 6 months of receipt | 2014-15 | | | |
|---|-------------|------------------------------------|-------------------------------------|--------|
| | Total cases | May - October Average elapsed time | March - August Average elapsed time | Target |
| Admissions (DR01 & DR01W) | 788 | 17 | 18 | 10 |

| | | | | |
|---|-----|----|----|----|
| Transfers In Quote (DR02E, DR02R, DR03E & DR03R) | 107 | 49 | 75 | 64 |
| Transfers In Actual (DR02A & DR03A) | 24 | 80 | 61 | 64 |
| Transfers Out (DR09E & DR10E) | 66 | 54 | 44 | 23 |
| Transfers Out actual (DR09A & DR10A) | 26 | 36 | 50 | 23 |
| Estimates Employee (DR08) | 137 | 27 | 30 | 10 |
| Estimates Employer (DR22R & DR22W) | 214 | 16 | 19 | 9 |
| Retirements (DR14, DR14W & DR12 & DR14I & DR12I) | 410 | 51 | 49 | 53 |
| Retirements only (DR14 & DR14W & DR14I) | 281 | 40 | 39 | 53 |
| Deferred into payment only (DR12 & DR12I) | 129 | 77 | 66 | 53 |
| Deferred Benefits (DR11 & DR11W) | 336 | 74 | 70 | 23 |
| Refunds (DR16 & DR16W) | 237 | 57 | 70 | 28 |
| Deaths (DR20) | 87 | 17 | 26 | 44 |
| Correspondence (DR24 & DR24A) | 875 | 6 | 9 | 2 |