Croydon Pensions Admin Team

Performance Report

May 2019

Key Performance Indicators

Process	Team target	Total Number Completed	% achieved in deadline	Average days to process	Total Number Completed	% achieved in deadline	Average days to process
		April 2019			May 2019		
Calculate and notify dependant(s) of amount of death benefits	100% - 5 working days from receipt of all information	34	47.06%	9	37	59.46%	10
Notify retiring employees of benefits	100% - 10 working days from receipt of all information	46	97.83%	4	43	100%	2

Case levels

	Apr	May
■ Cases added	858	1260
■ Cases Completed	744	880
□ Cases Outstanding	6538	6889
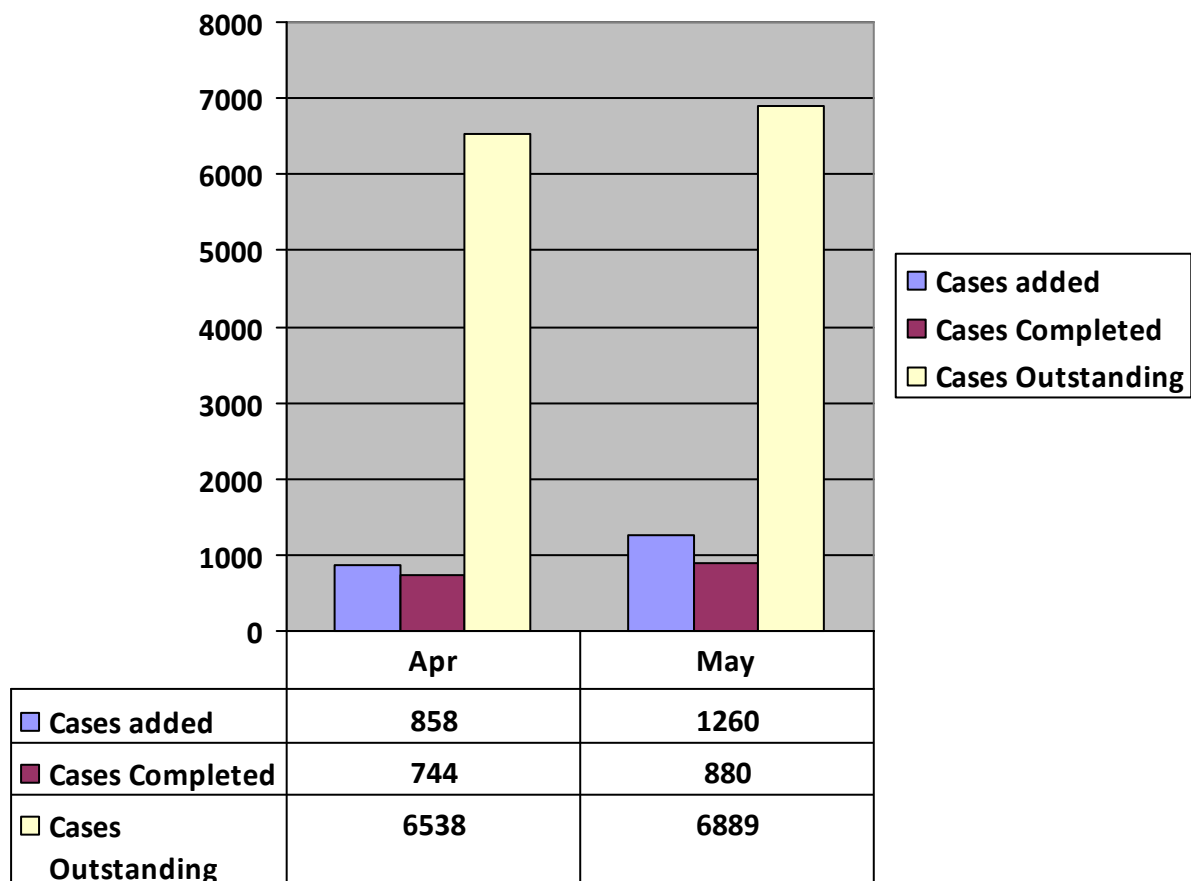
Commentary

A high number of tasks are created in April and May due to year end scheme membership information being provided by employers which needs to be processed.

The team are currently giving priority to tasks related to scheme membership which will impact the tri-annual valuation to ensure that the actuary has accurate data. This has meant that there has been less resource available to process other case types.

At end May there were 6889 workflow tasks outstanding. 56% of these outstanding tasks relate to a historical backlog of deferred benefit cases. Options for undertaking a backlog clearance project are currently being investigated.

The team is currently running with 1 vacancy for a pension's administrator which has now been filled and the new recruit is expected to start in July 2019, along with a new Senior Technical Officer who will be joining us on 8th July.

There is some work that needs to be undertaken to redefine the use of the workflow tasks within the Altair Pensions Administration system. At present each case needs to be reviewed manually to determine accurate performance against service standards. Therefore we are focusing on reporting performance for the highest priority tasks relating to retirement and death of scheme members. The review of workflow will be allocated as a project to the new Senior Technical Officer and this report will be further developed as this project is rolled out to report performance against a wider range of case types e.g. starters, transfers, deferred benefit calculations.