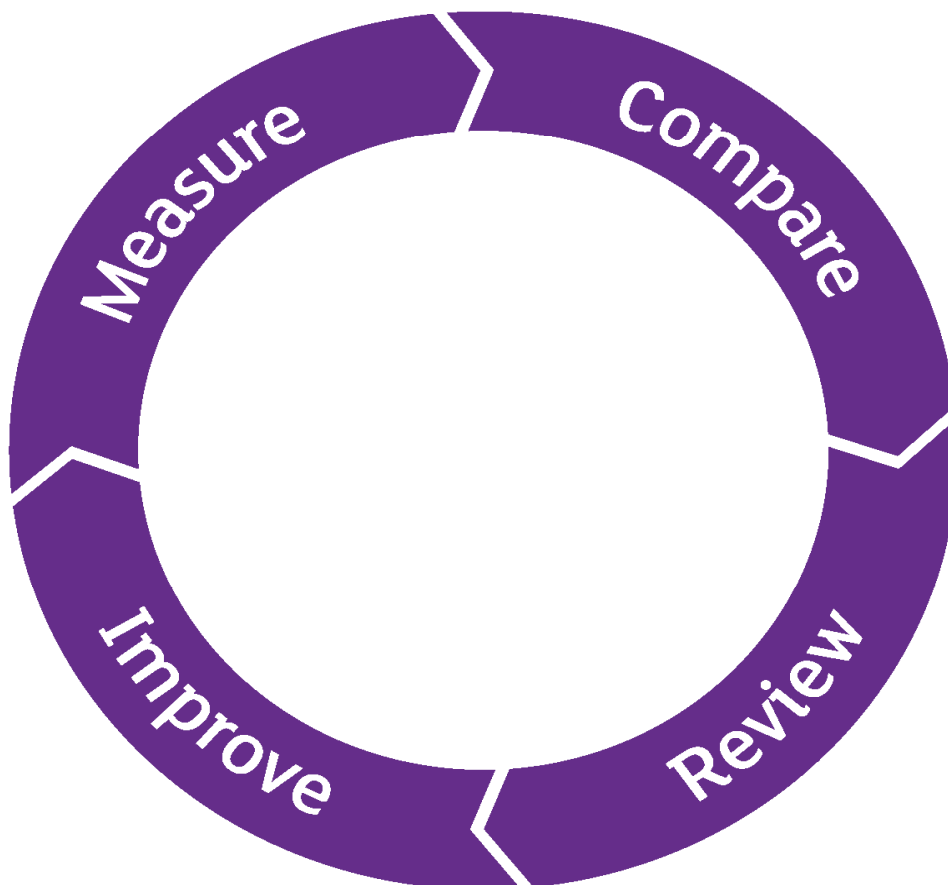


Information Services

# pensions administration benchmarking club

2015 - Bath Final Report



## PREFACE

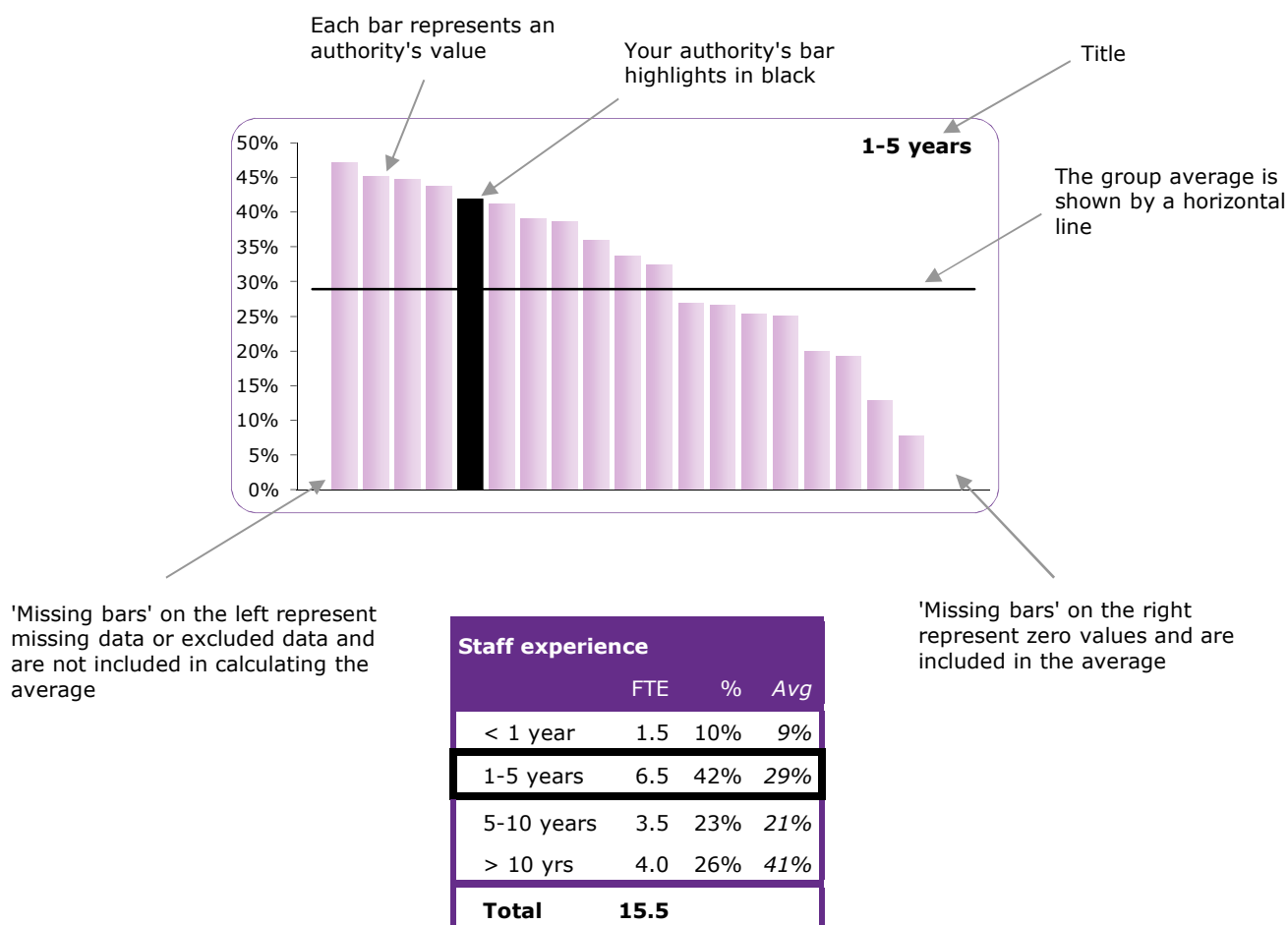
This report compares your data with the group of authorities specified on the title page.

Throughout the report your figures are shown in tables and in graphical form. If you are not familiar with our reports we hope this page will help you to better understand the way we present this data.

**Averages:** Almost all of our tables and charts compare your figure with a group average. The average is the unweighted mean value for the group. This average value ignores missing data, or data that we have excluded and for this reason sets of averages sometimes do not reconcile precisely.

**Charts:** We display a large amount of data on charts as this allows us to show the data for the entire group efficiently and gives far more information than a simple average (i.e. range of data, individual authority values etc.). Below we have annotated an example chart to help explain what they are showing.

**Bar Charts:** These are our standard method of displaying a full set of data



# INTRODUCTION

This report compares your performance with the group of authorities specified on the title page. It is divided into the following sections.

	Page
1 Summary 2015	4
2 Cost Measures	5
3 Workload Measures	11
4 Staff Related Measures	20
5 Industry Standard Performance Indicators	24
6 Comparison by method of service delivery } <i>final reports</i>	25
7 Timeseries } <i>final reports only</i>	26

## Section 1 - Summary 2015

This page provides a brief summary of the most salient aspects of the report.

## Section 2 - Cost Measures

This section concentrates on cost/member ratios starting with total cost/member which is then broken down by staff costs, payroll costs, direct costs, overheads and income. Further analysis of direct costs and overheads is also provided in this section.

## Section 3 - Workload Measures

The first measure of workload is the number of members in the scheme, which is shown along with a breakdown by class of membership. This is followed by an analysis of the number and type of LGPS employers.

Other workload measures include:

- Joiners and leavers with a full analysis of the various types of retirements
- Number of quotations provided and actual events processed
- AVCs, ARCs and Added years
- Appeals

## Section 4 - Staff Related Measures

The measures included here are an analysis of staff numbers by pay band, sickness absence, pensions work experience, staff qualifications and staff turnover.

## Section 5 - Industry Standard Performance Indicators

In this section we show how authorities perform against each of the LGPC performance indicators.

## Section 6 - Comparison by Method of Service Delivery (final report only)

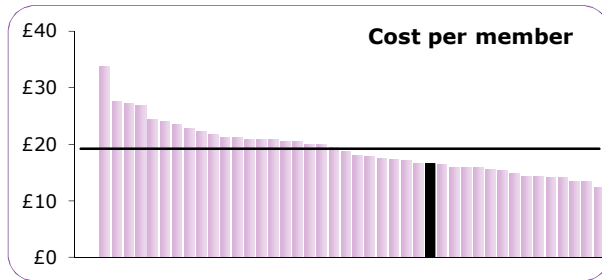
This shows members' costs and averages compared for in-house and externally managed pension schemes.

## Section 7 -Timeseries (final report only)

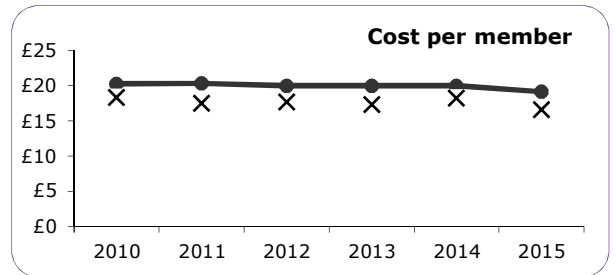
This shows the individual members' performance over time compared to the club average for cost per member, which is analysed over staff cost and other costs.

## SECTION 1 - SUMMARY 2014/15

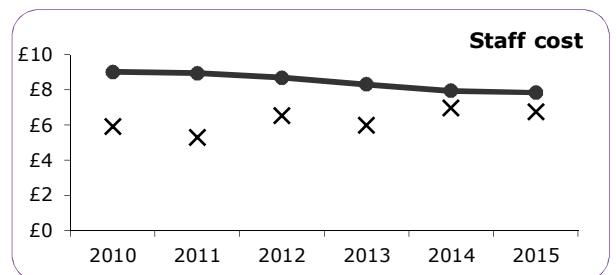
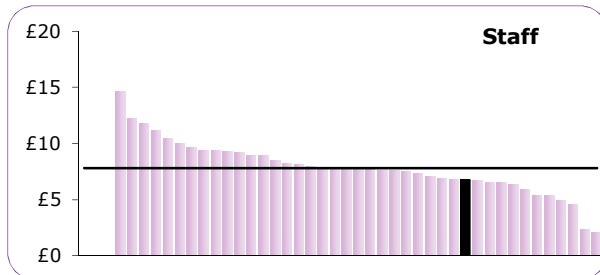
### NET COST / MEMBER 2014/15



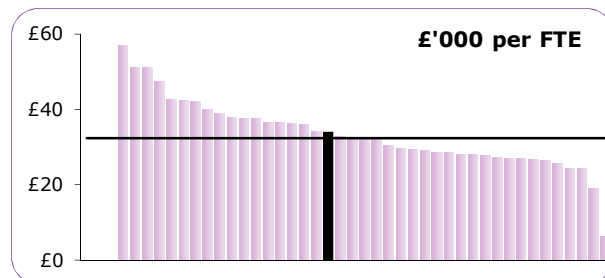
● Club average  
X Bath



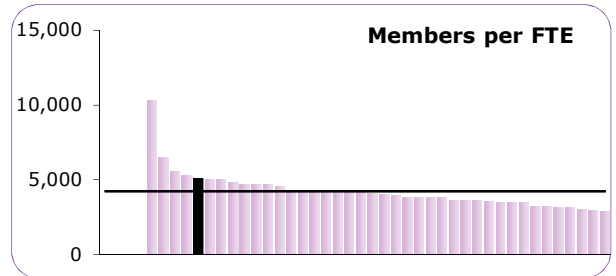
### STAFF COST / MEMBER 2014/15



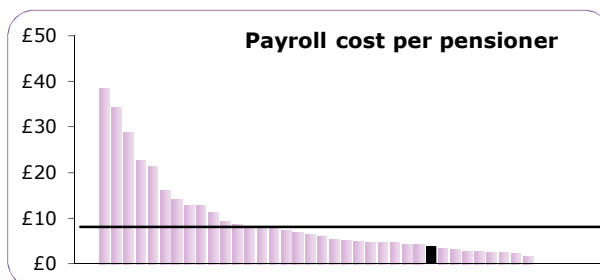
### COST £'000 / FTE



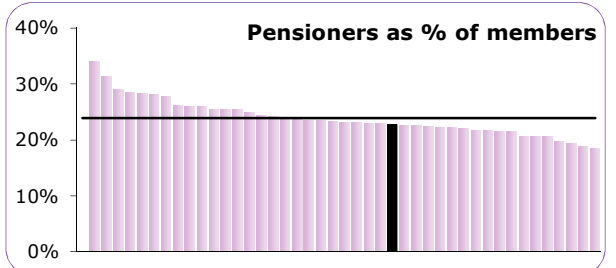
### MEMBERS LGPS / ADMIN FTE



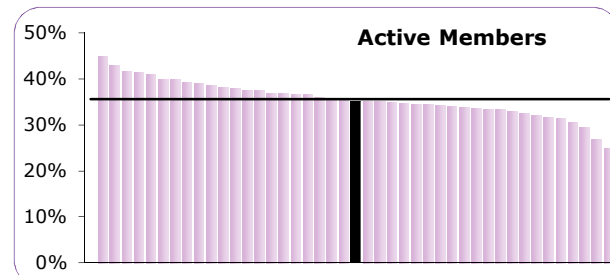
### PAYROLL COST / PENSIONER



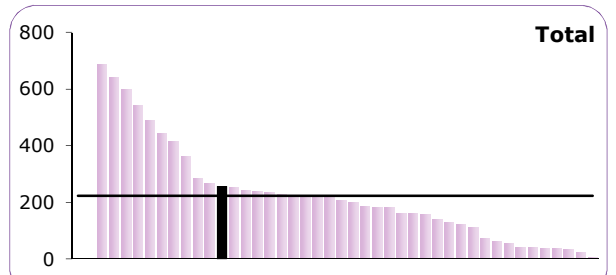
### PENSIONERS AS A % MEMBERS



### ACTIVES AS A % MEMBERS



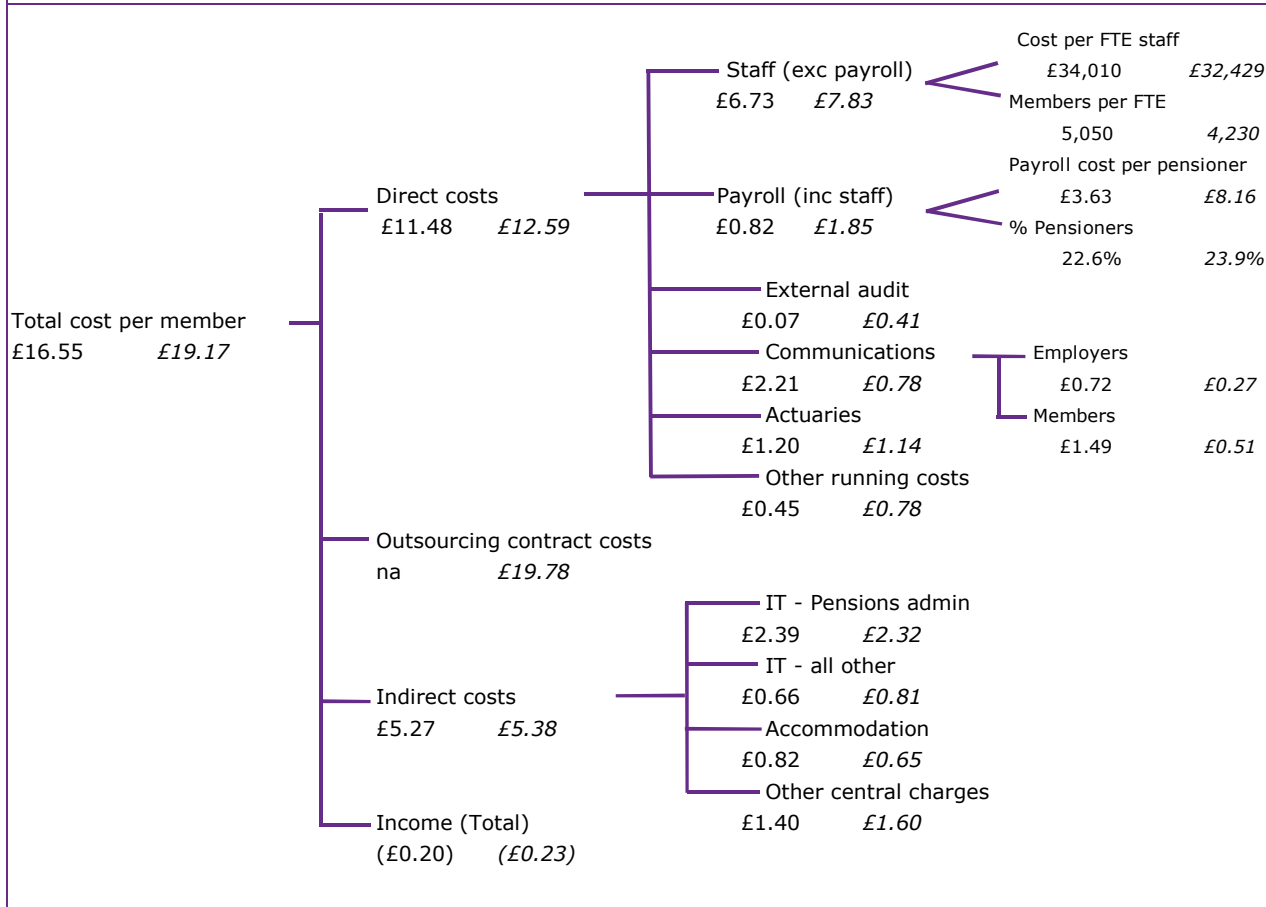
### NUMBER OF LGPS EMPLOYERS



## SECTION 2 - COST MEASURES

### COST/MEMBER TREE 2014/15

This tree diagram analyses the cost per member. For each benchmark two figures are given the first being the authority's cost and the second (in italics) is the group average.



FTE staff	
Pension Section total	38.4
less	
IT staff	2.0
Payroll staff	3.0
Communications staff	2.0
Employing authority work	-
Work for other schemes	1.5
Other work	9.2
<b>Admin of LGPS</b>	<b>20.7</b>

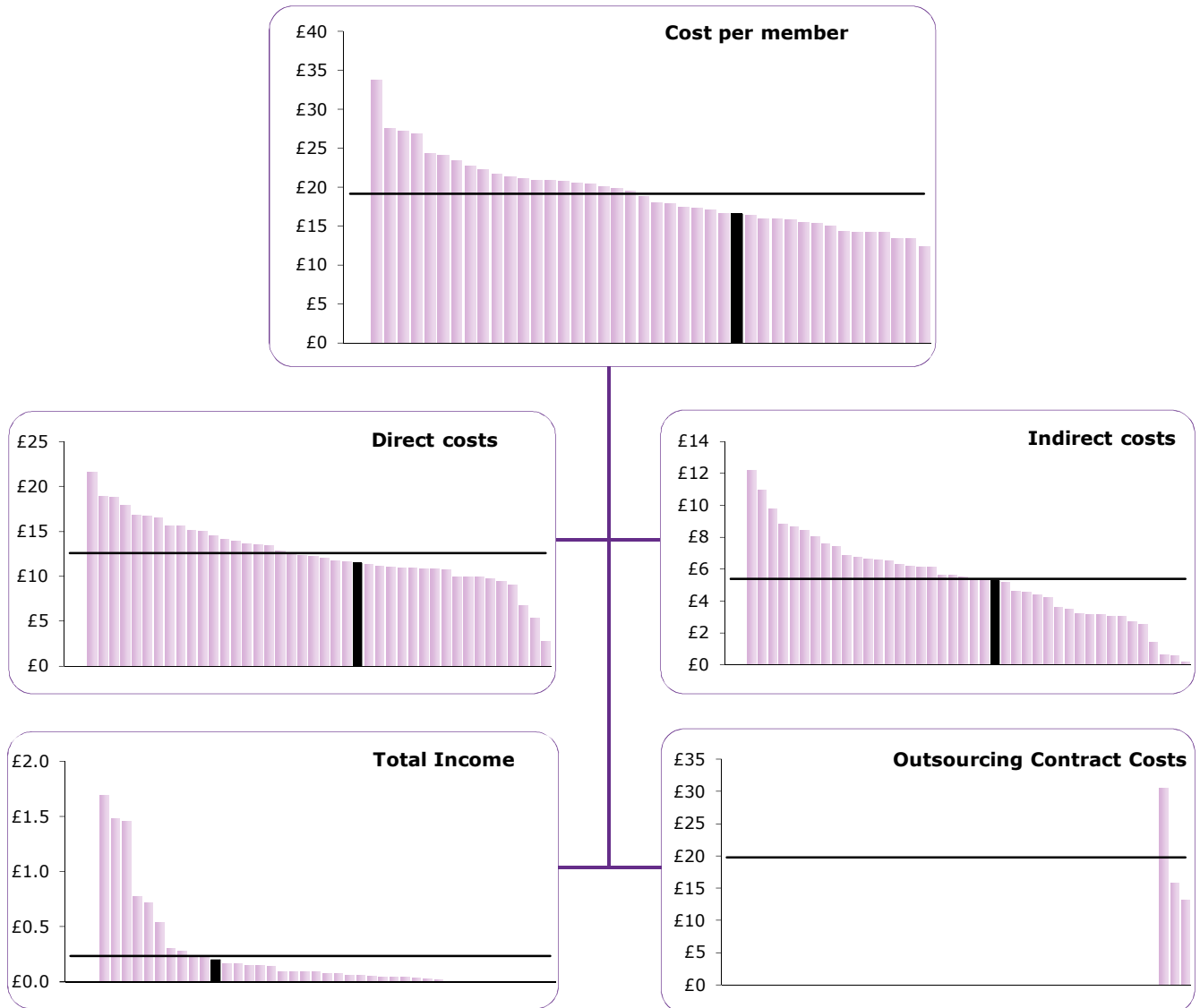
Net Costs £'000	
	£'000
Pension Section total	19,909
less	
Work for other schemes	-
Employing authority work	-
Other work	18,179
<b>Admin of LGPS</b>	<b>1,730</b>

Admin of LGPS costs	£'000	£ per member	Avg
Staff - administration	704	6.73	7.83
Staff - payroll	44	0.42	0.36
Payroll	42	0.40	1.49
Communications (Total)	231	2.21	0.78
Actuaries	125	1.20	1.14
External audit	7	0.07	0.41
Other running costs	47	0.45	0.78
<b>Total Direct Costs</b>	<b>1,200</b>	<b>11.48</b>	<b>12.59</b>
<b>Outsourcing costs</b>	<b>-</b>	<b>na</b>	<b>19.78</b>
IT - Pensions admin	250	2.39	2.32
IT - All other	69	0.66	0.81
Accommodation	86	0.82	0.65
Other central charges	146	1.40	1.60
<b>Total Indirect Costs</b>	<b>551</b>	<b>5.27</b>	<b>5.38</b>
<b>Gross Cost</b>	<b>1,751</b>	<b>16.75</b>	<b>19.39</b>
Income - Members	(11)	(0.11)	(0.06)
Income - Employers	(10)	(0.10)	(0.11)
Income - Other	-	-	(0.06)
<b>Total Income</b>	<b>(21)</b>	<b>(0.20)</b>	<b>(0.23)</b>
<b>Net Cost</b>	<b>1,730</b>	<b>16.55</b>	<b>19.17</b>

**Total Scheme Membership 104,532**

\*Outsourcing Contract Costs average only includes those members who have outsourcing costs.

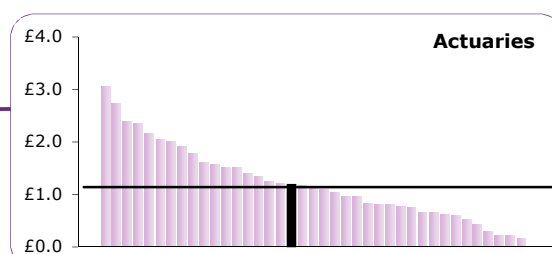
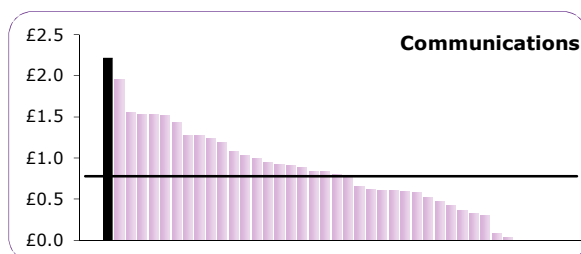
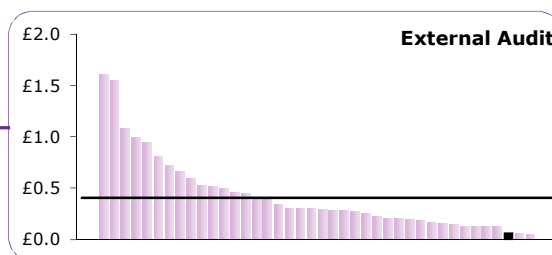
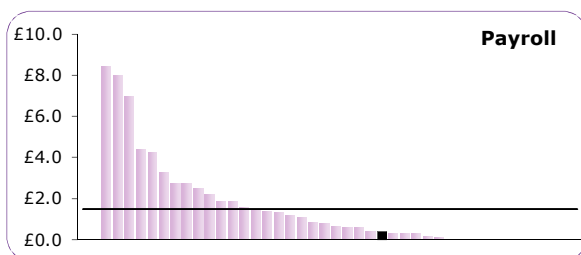
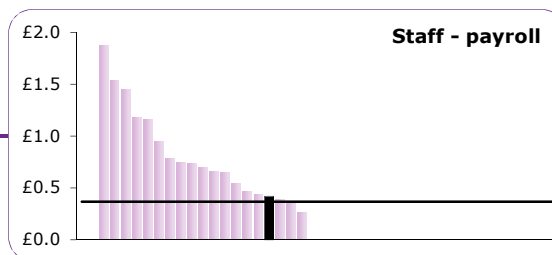
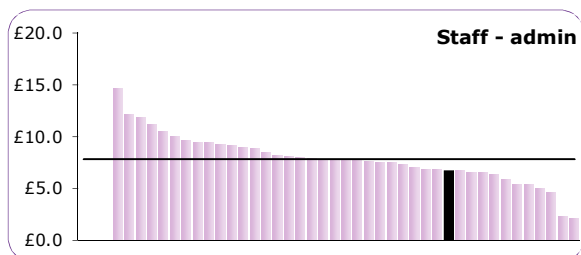
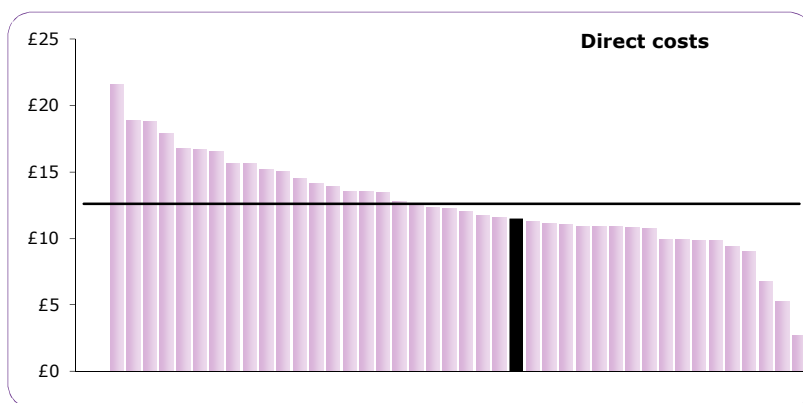
## COST PER MEMBER 2014-15



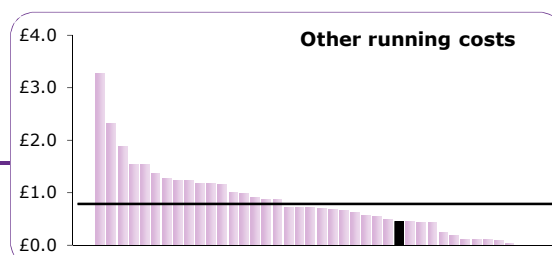
Admin of LGPS costs		£ per member	
	£'000		Avg
Total Direct Costs	1,200	11.48	12.59
Outsourcing costs	-	na	19.78
Total Indirect Costs	551	5.27	5.38
Total Income	(21)	(0.20)	(0.23)
<b>Net Cost</b>	<b>1,730</b>	<b>16.55</b>	<b>19.17</b>

**Total Scheme Membership 104,532**

## COSTS PER MEMBER - Direct costs 2014/15

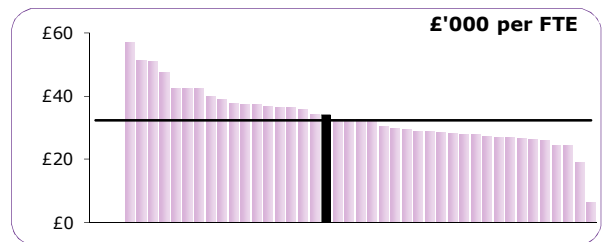
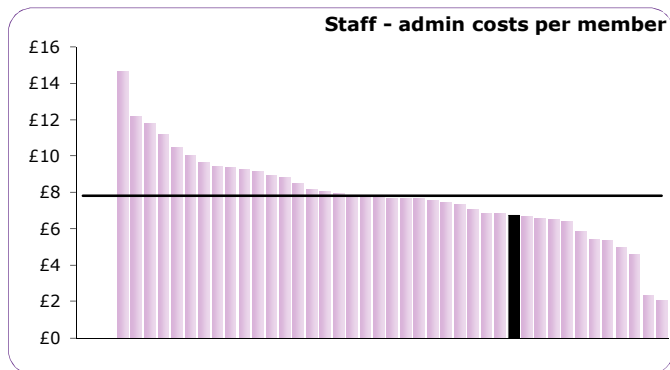


Direct costs	£'000	£ per member	Avg
Staff - admin	704	6.73	7.83
Staff - payroll	44	0.42	0.36
Payroll	42	0.40	1.49
External audit	7	0.07	0.41
Communications	231	2.21	0.78
Actuaries	125	1.20	1.14
Other running costs	47	0.45	0.78
<b>Total</b>	<b>1,200</b>	<b>11.48</b>	<b>12.59</b>

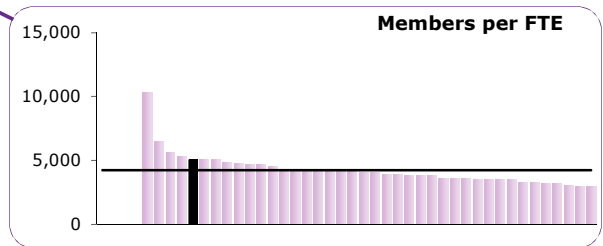


## DIRECT COSTS PER MEMBER - Staff and Payroll costs 2014/15

	£'000	£ per member	Avg
Staff - admin	704	6.73	7.83

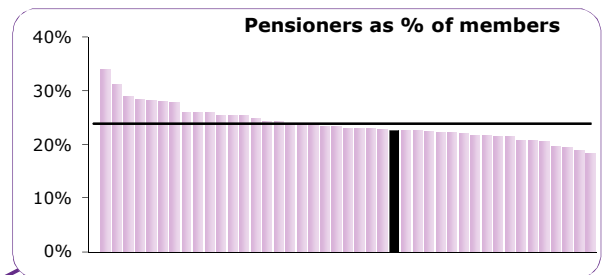
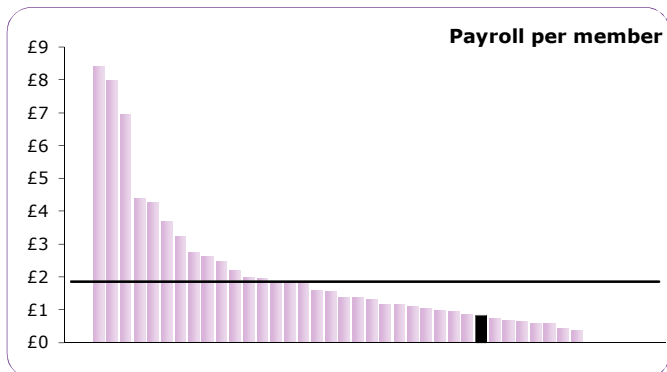


Bath 34.0 Avg 32.4

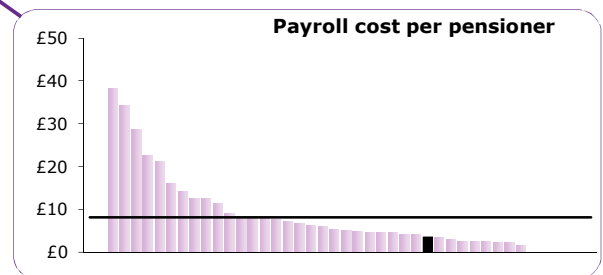


Bath 5,050 Avg 4,230

	£'000	£ per member	Avg
Payroll (combined)	86	0.82	1.85



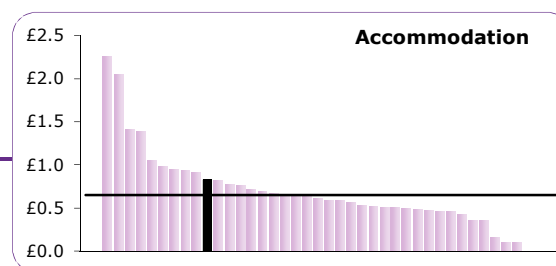
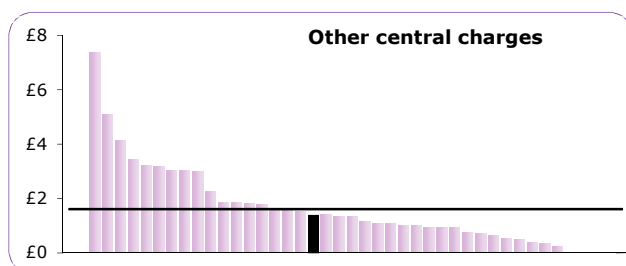
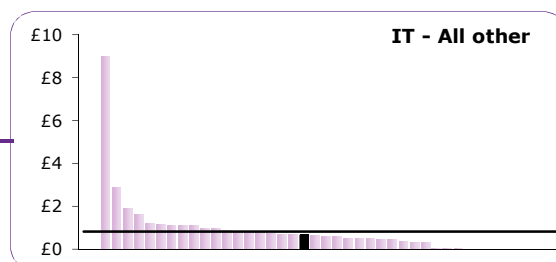
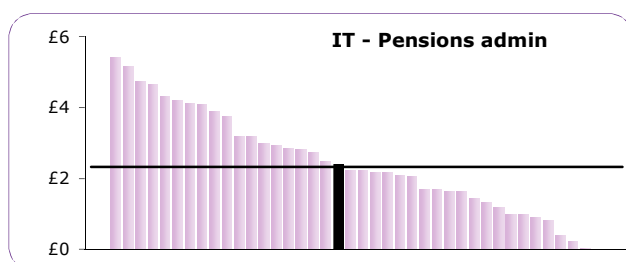
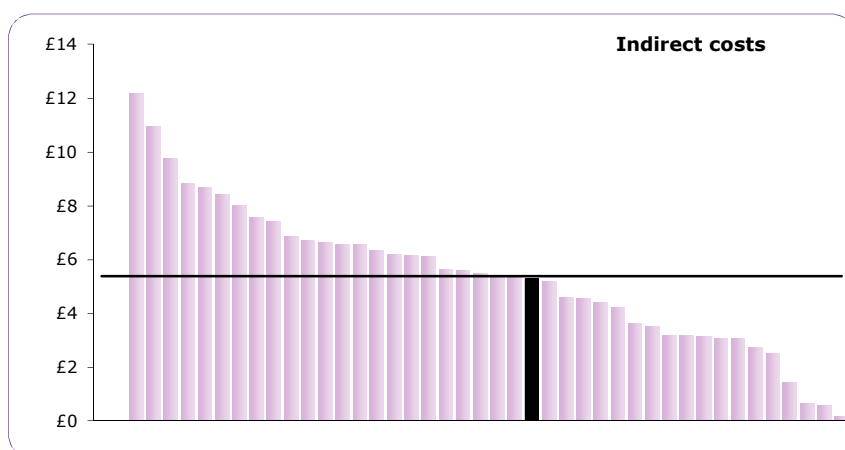
Bath 23% Avg 24%



Bath 3.6 Avg 8.2

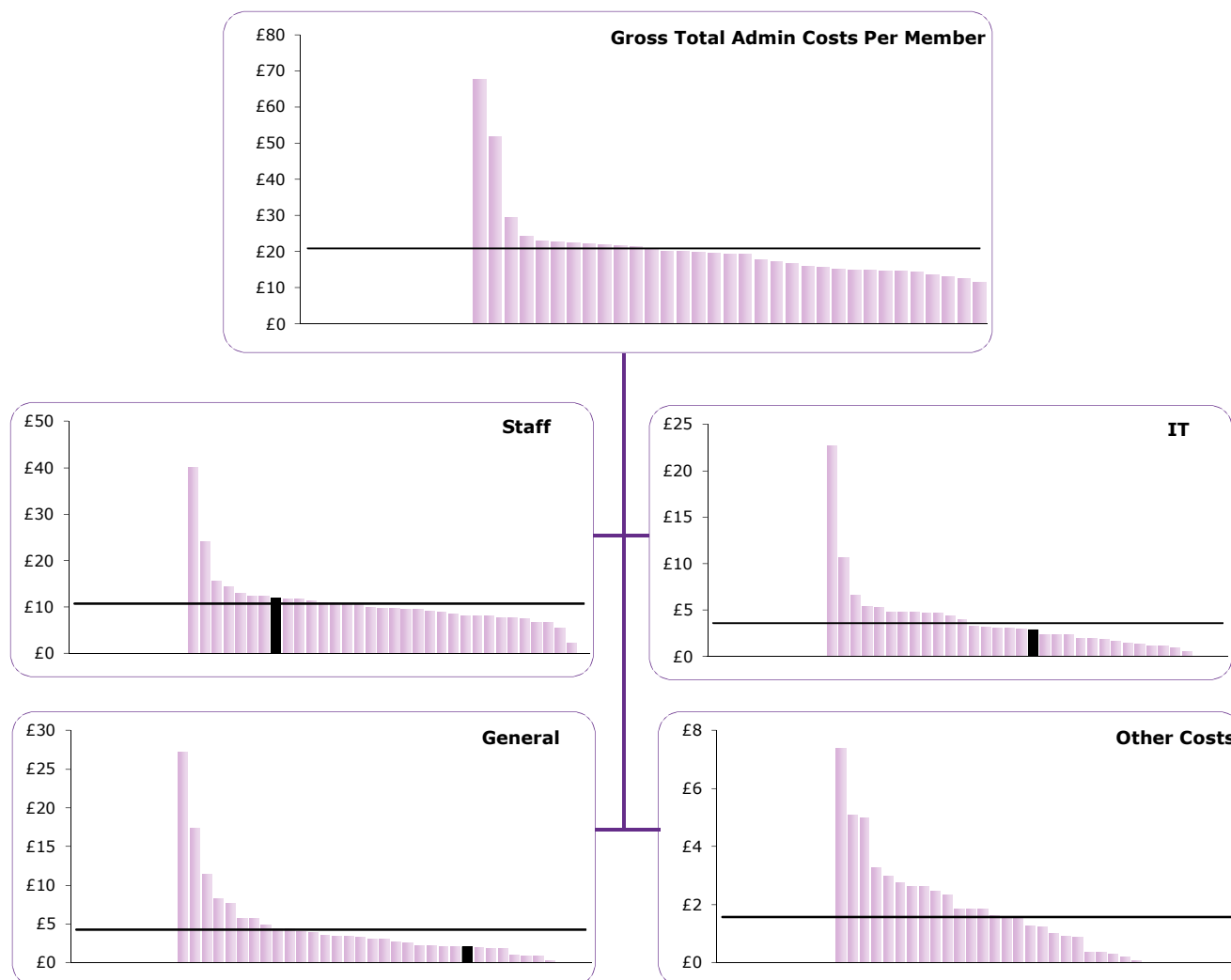


## COSTS PER MEMBER - Indirect costs 2014/15



Indirect costs	£'000	£ per member	Avg
IT - Pensions admin	250	2.39	2.32
IT - All other	69	0.66	0.81
Accommodation	86	0.82	0.65
Other central charges	146	1.40	1.60
<b>Total</b>	<b>551</b>	<b>5.27</b>	<b>5.38</b>

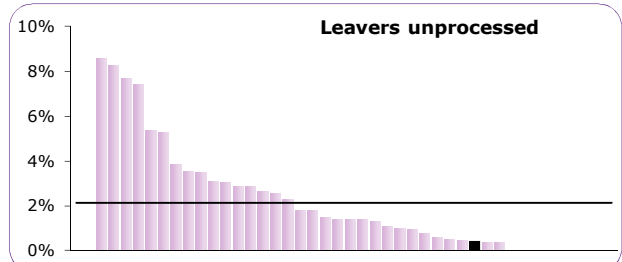
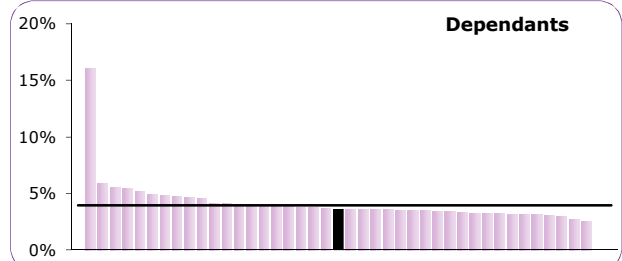
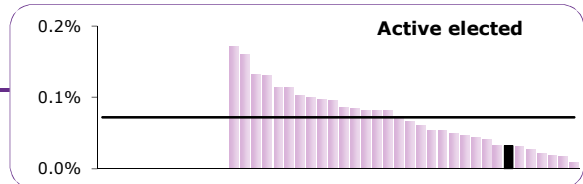
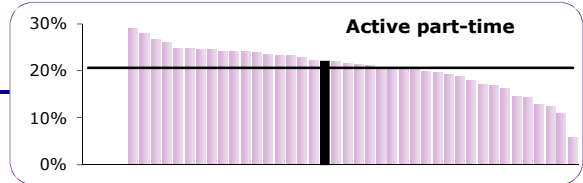
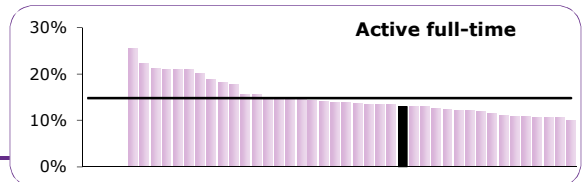
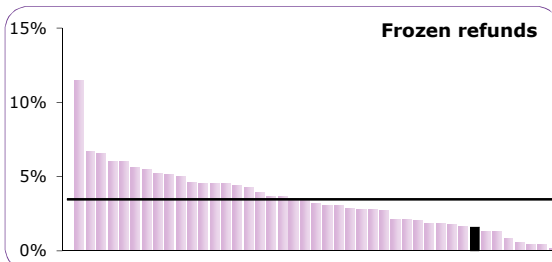
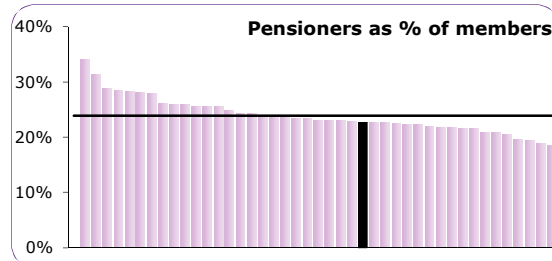
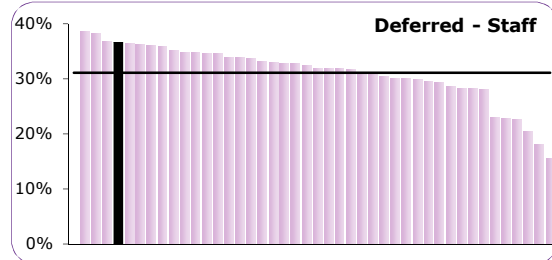
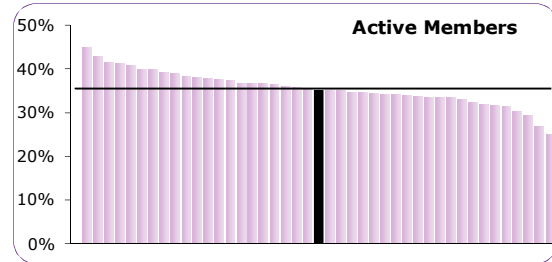
## COSTS PER MEMBER - LGPS Administration Expenses Analysis 2014/15



LGPS Administration Expenses		£ per member	Avg
	£'000		
Staff Costs	1,259	12.04	10.71
IT Costs	302	2.89	3.59
General Costs	212	2.03	4.25
Other Costs	17,598	>max	1.57
<b>Gross LGPS Admin Exp.</b>	<b>19,371</b>	<b>&gt;max</b>	<b>20.84</b>
<b>Gross LGPS Income</b>	<b>245</b>	<b>2.34</b>	<b>0.44</b>
<b>Net LGPS Admin Exp.</b>	<b>19,126</b>	<b>182.97</b>	<b>23.87</b>

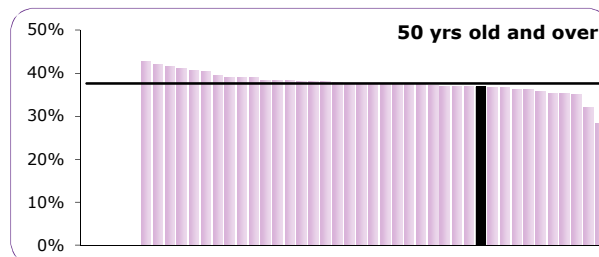
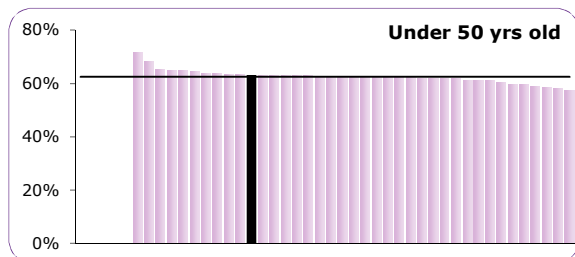
## SECTION 3 - WORKLOAD MEASURES

### COMPOSITION OF MEMBERS AS AT 31/3/2015



Composition of members				
	No.	%	Avg	Avg %
<b>Active:</b>				
- full-time	13,530	13%	15,569	14.8%
- part-time	23,107	22%	17,862	20.7%
- no. of elected Members	34	0.03%	52	0.07%
- sub-total	<b>36,671</b>	<b>35%</b>	<b>33,067</b>	<b>35.5%</b>
<b>Deferred:</b>				
- Staff	38,267	37%	27,618	31.1%
- Elected Members	81	0.1%	21	0.0%
Pensioners	23,660	23%	22,128	23.9%
Dependants	3,751	3.6%	3,629	3.9%
Frozen refunds	1,673	1.6%	2,848	3.4%
Leavers unprocessed	429	0.4%	1,805	2.1%
<b>Total</b>	<b>104,532</b>		<b>91,115</b>	

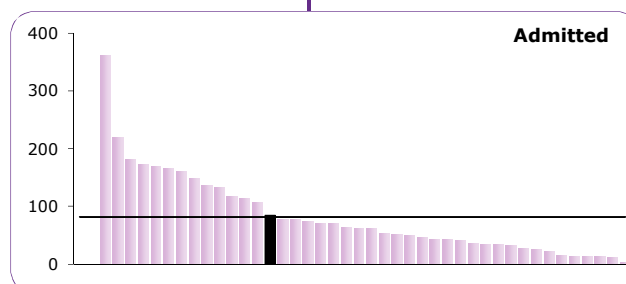
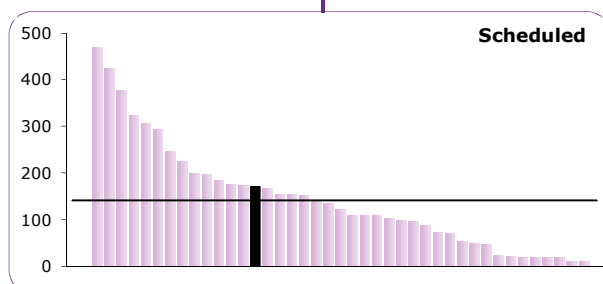
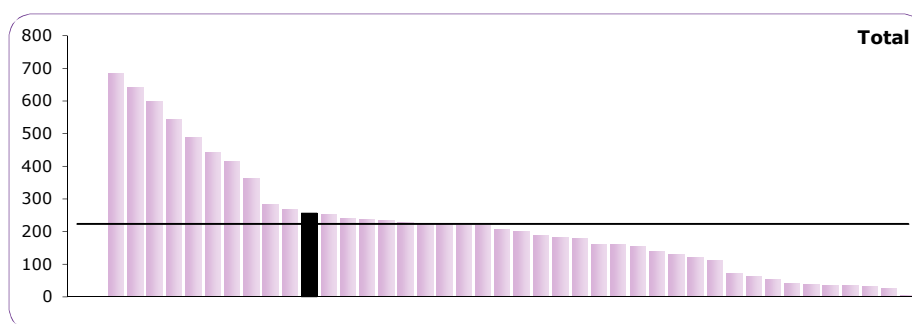
## COMPOSITION OF MEMBERS AS AT 31/03/2015



Composition of active members

	No.	%	Avg
Under 50 yrs old	23,147	63%	62%
50 yrs old and over	13,524	37%	38%

## NUMBER OF LGPS EMPLOYERS AS AT 31/03/2015



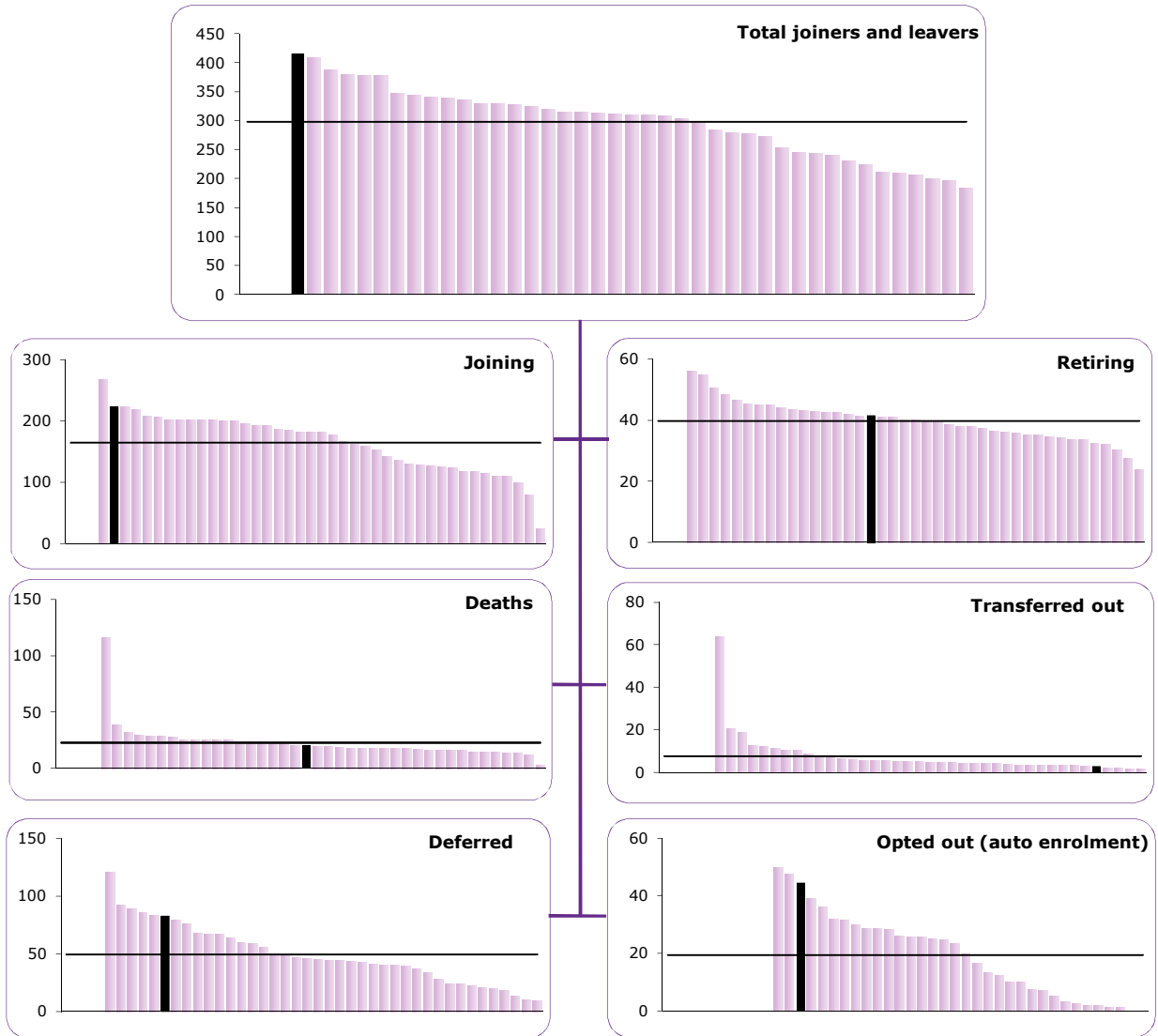
LGPS employers (31/3/15)

	No.	Avg	of which:	No.	%	Avg
Scheduled	171	141	Local Authorities	4	2%	9%
Admitted	85	82	Transferee	41	48%	46%
<b>Total</b>	<b>256</b>	<b>223</b>				

Employer changes 2014/15

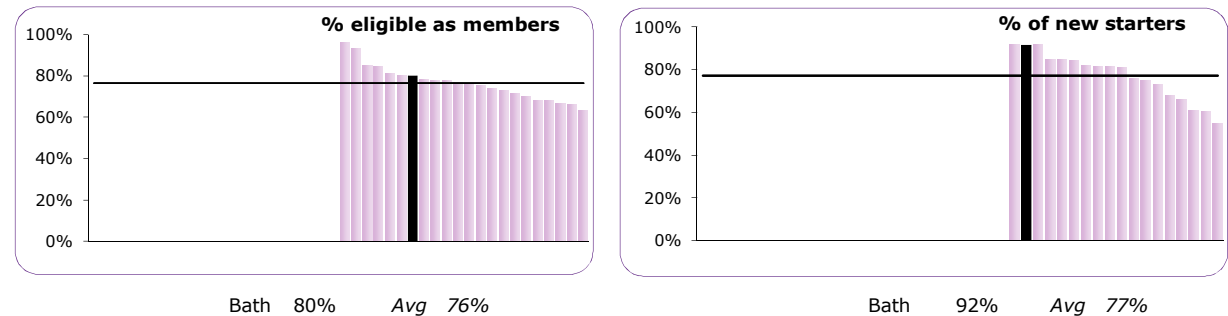
	Applied		Admitted		Leaving	
	No.	Avg	No.	Avg	No.	Avg
Scheduled	18	17	16	20	-	3
Admitted	6	9	3	9	8	4

## JOINERS & LEAVERS (per '000 active members)

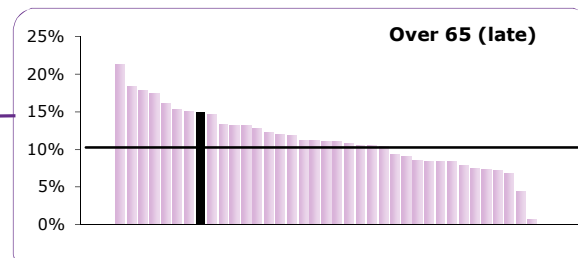
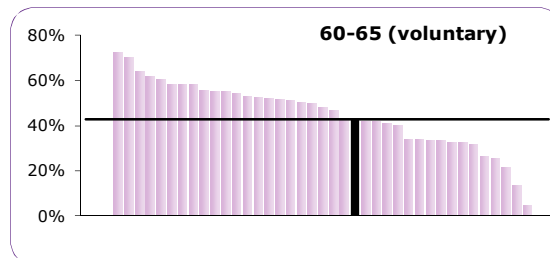
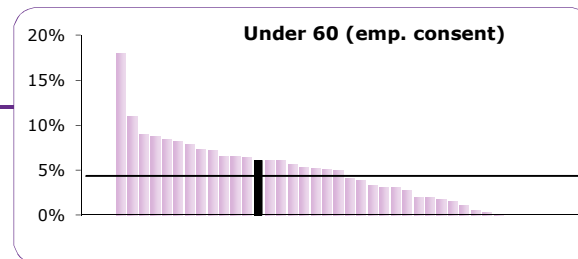
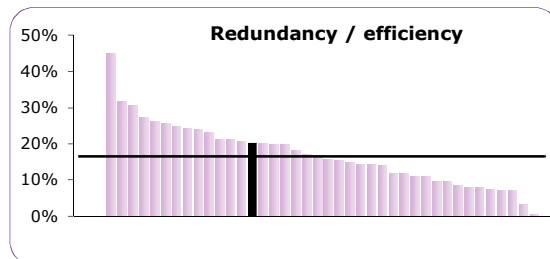
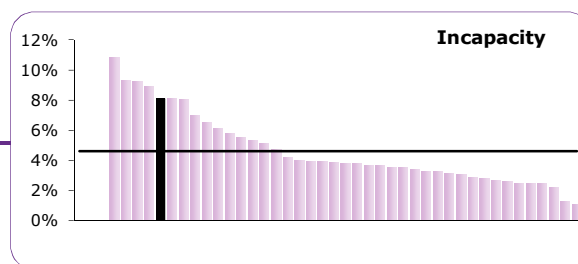
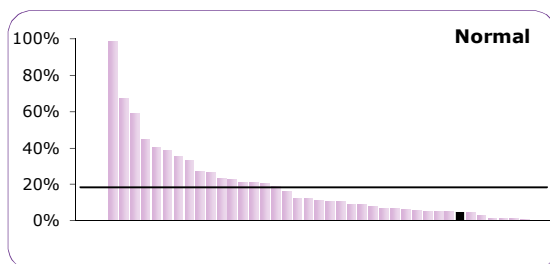
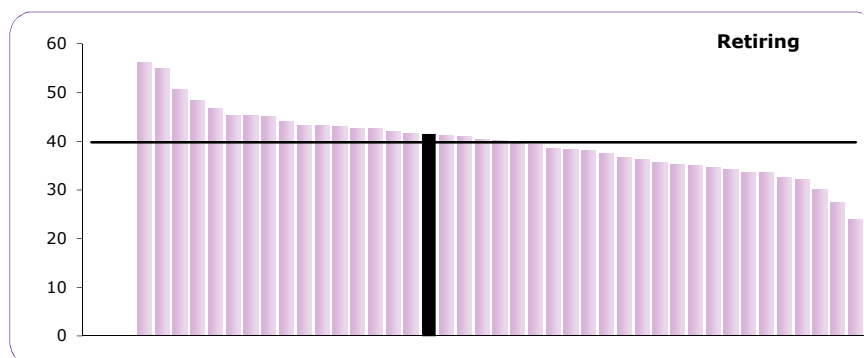


Joiners & leavers (per '000 active members)			
	No.	'000	Avg
Joining	8,177	223	164
Retiring	1,520	41	40
Deaths	741	20	23
Transferred out	97	3	8
Deferred	3,029	83	50
Opted out	1,635	45	19
<b>Total</b>	<b>15,199</b>	<b>414</b>	<b>298</b>

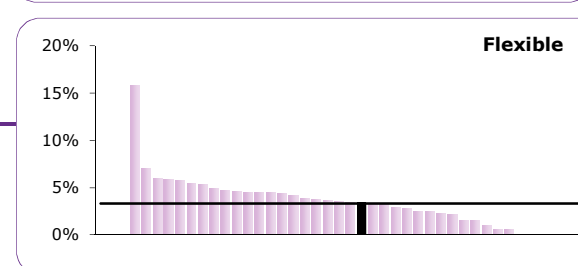
## LGPS members as % eligible employees



## RETIRING (per '000 active members)



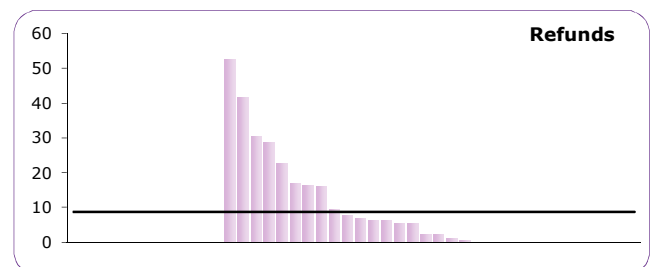
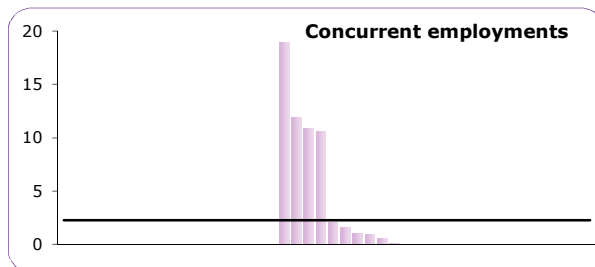
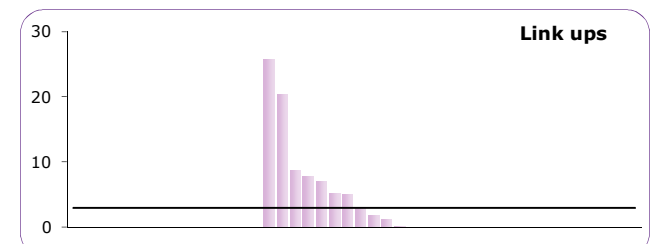
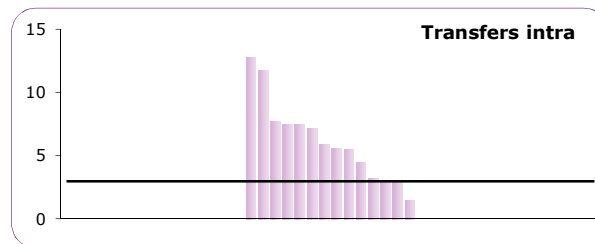
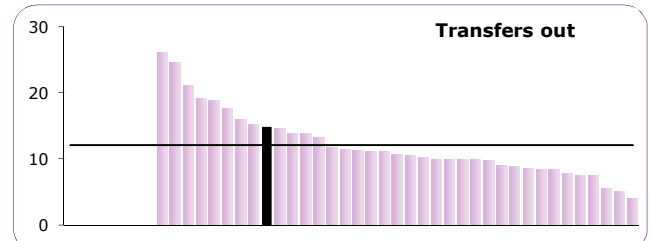
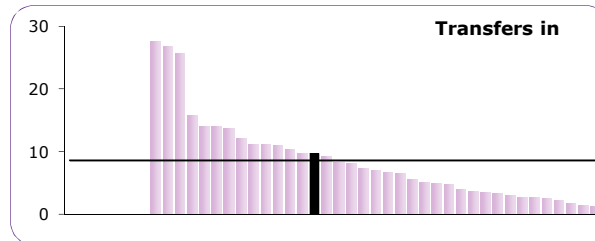
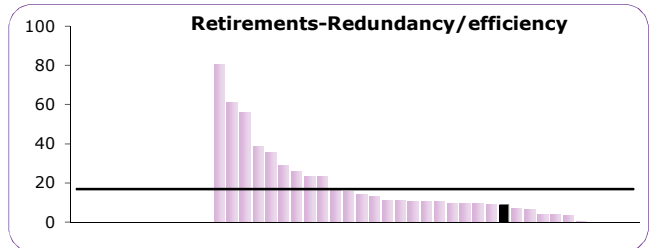
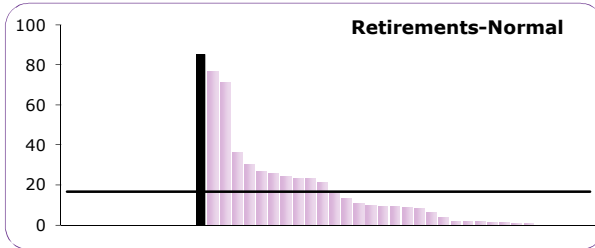
Retirements	No.	%	Avg
Normal	70	5%	18%
Incapacity/ill-health	123	8%	5%
Redundancy/efficiency	306	20%	17%
Under 60 (emp. consent)	93	6%	4.4%
60-65 (voluntary)	650	43%	43%
Over 65 (late)	227	15%	10%
Flexible	51	3.4%	3.3%
<b>Total</b>	<b>1,520</b>		



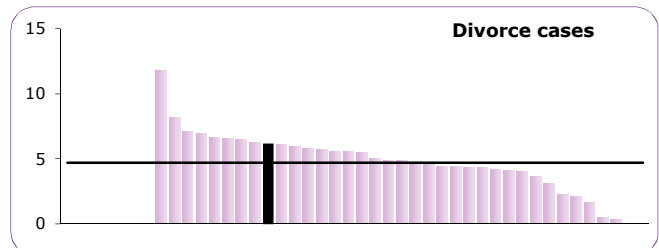
Retiring (per '000 active members)			
	No.	'000	Avg
Retiring	1,520	41	40

Active members	
	36,671

## NUMBER OF QUOTATIONS PROVIDED (per '000 active members)

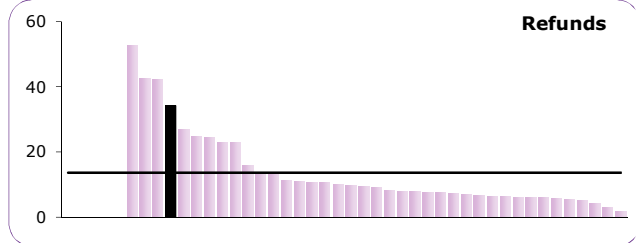
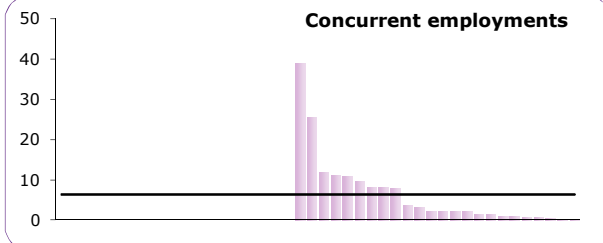
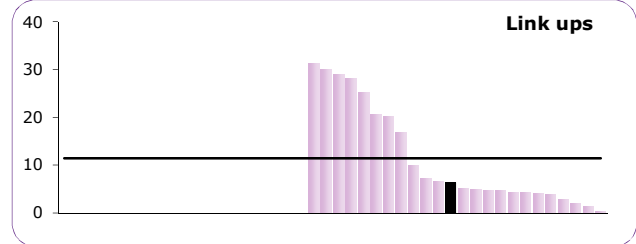
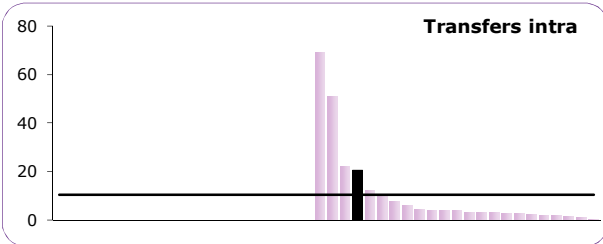
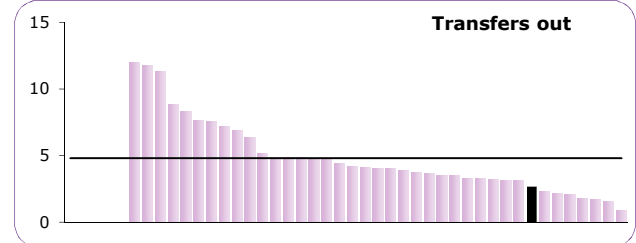
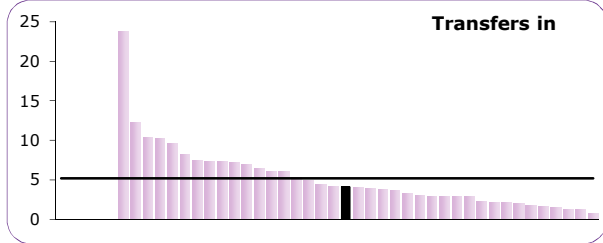
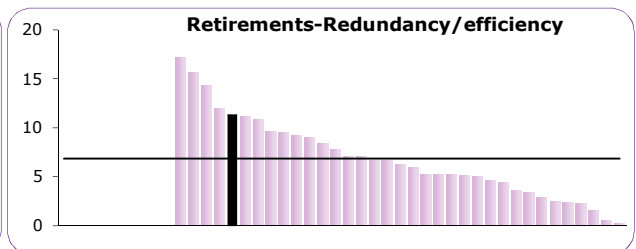
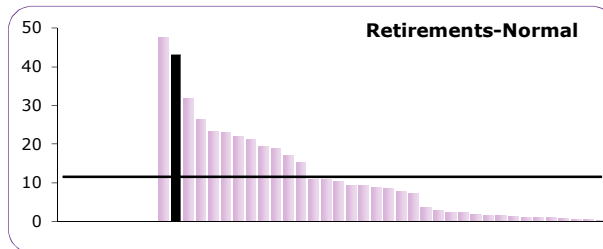


<b>Active members: 36,671</b>			
Quotations provided	No.	'000	Avg
TUPE -in	-	-	0
TUPE -out	-	-	0
Retirements:			
- Normal	3,123	85	17
- Incapacity/ill-health	108	3	2
- Redundancy/efficiency	328	9	17
- Flexible	-	-	1
- All other	-	-	22
Transfers in	357	10	9
Transfers out	541	15	12
Transfers intra	-	-	3
Link ups	-	-	3
Concurrent employments	-	-	2
Refunds	-	-	9
Divorce cases	225	6	5
Deaths in service	-	-	0
Deaths of pensioners	-	-	4

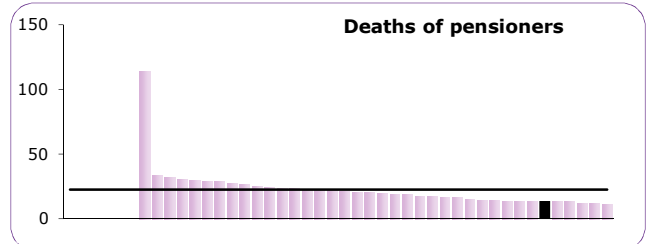
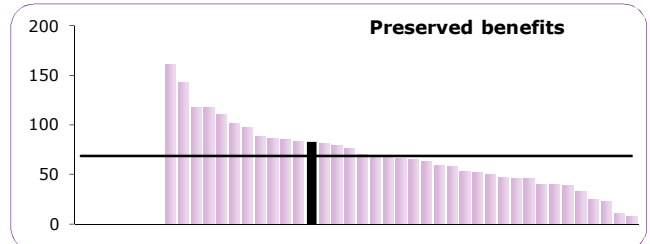
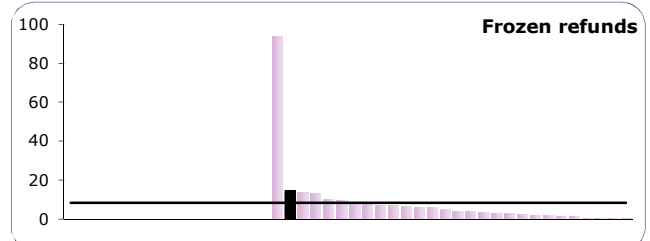


No of bulk transfers	No.	'000	Avg
TUPE -in	..	na	5
TUPE -out	..	na	4

## NUMBER OF ACTUAL EVENTS (per '000 active members)

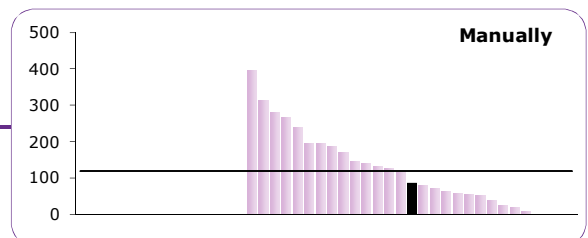
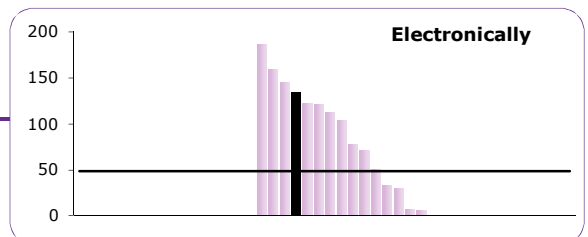
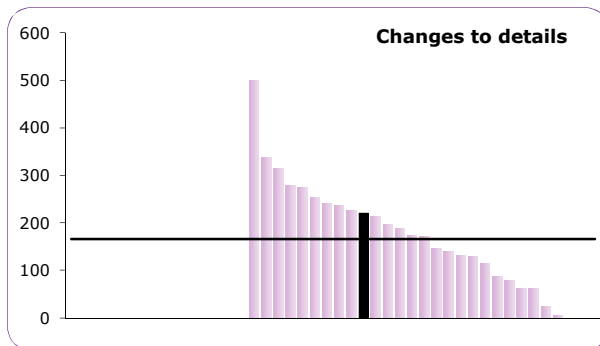
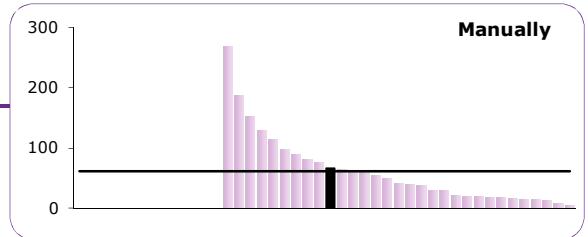
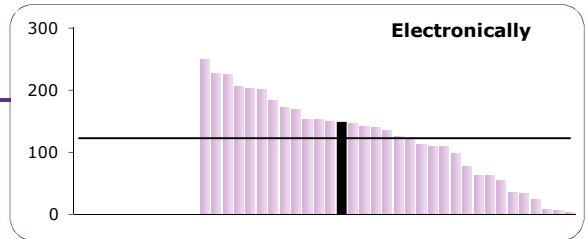
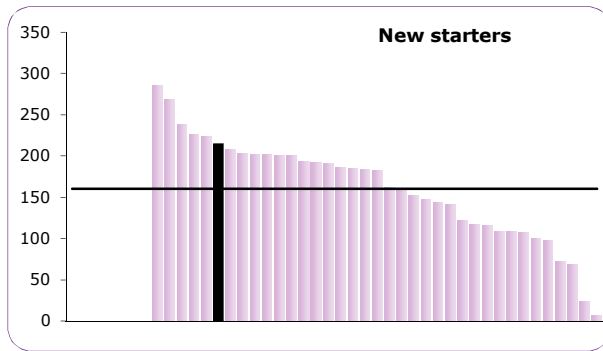


<b>Active members:</b>		<b>36,671</b>		
Actual events	No.	'000	Avg	
TUPE -in	-	na	19	
TUPE -out	-	na	17	
Retirements:				
- Normal	1,578	43	12	
- Incapacity/ill-health	136	4	2	
- Redundancy/efficiency	416	11	7	
- Flexible	-	na	1	
- All other	-	na	18	
Transfers in	151	4	5	
Transfers out	97	3	5	
Transfers intra	751	20	10	
Link ups	232	6	11	
Concurrent employments	-	na	6	
Refunds	1,253	34	14	
Frozen refunds	532	##	8	
Preserved benefits	3,029	83	69	
Divorce cases	30	1	1	
Deaths in service	25	0.7	1	
Death of pensioners	498	14	23	
Single Status / Job Evaluation	-	na	na	





## ACTUAL CALCULATIONS (per '000 active members)

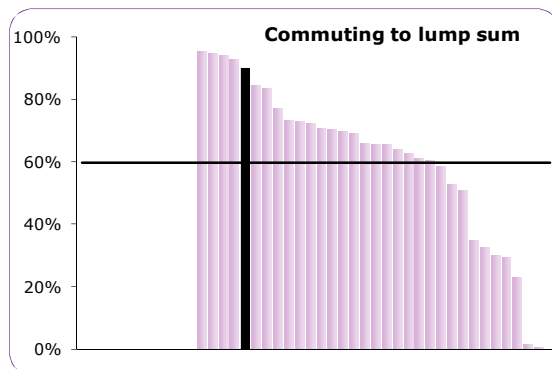


## RETIREMENTS

Active members

36,671

### Retirements commuting to lump sum



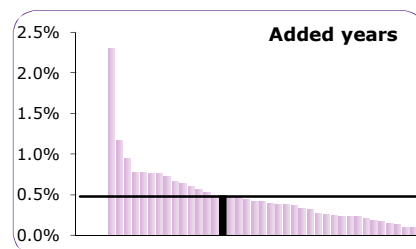
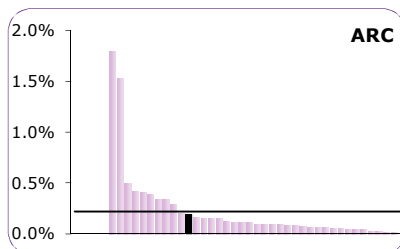
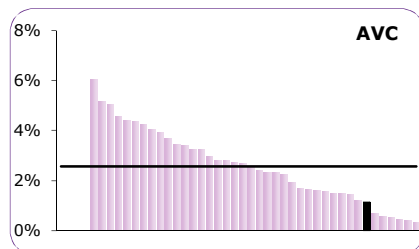
Retirements commuting lump sum			
Number	% total	Avg	
1,368	90%	60%	

### Actual calculations

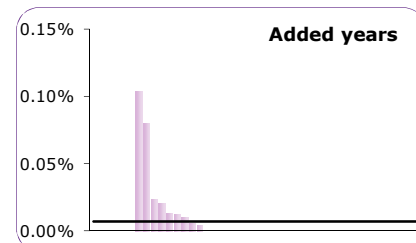
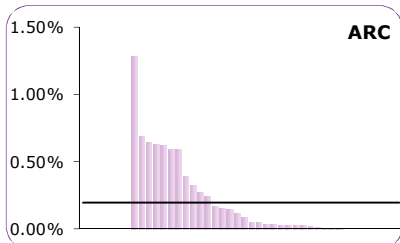
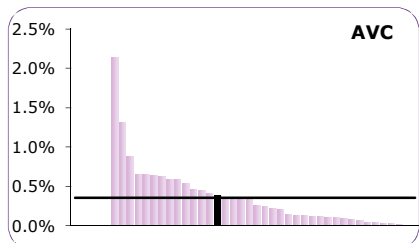
	No.	'000	Avg
<b>New starters</b>	<b>7,866</b>	<b>215</b>	<b>160</b>
- electronically	5,418	148	122
- manually	2,448	67	61
<b>Changes to details</b>	<b>8,084</b>	<b>220</b>	<b>166</b>
- electronically	4,910	134	48
- manually	3,174	87	119

## AVCs, ARCs and Added years

### % Currently contributing



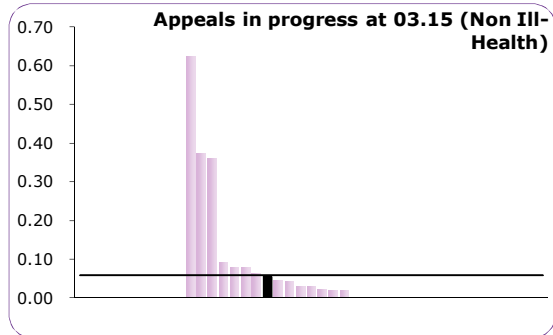
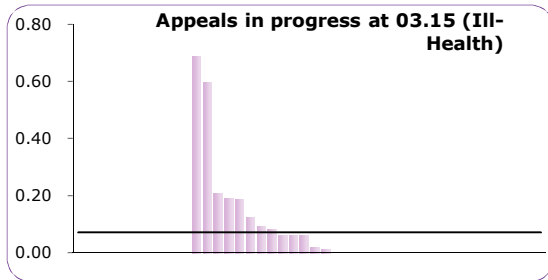
### % New contributors this year



Contributors to AVCs and ARCS			
	No.	%	Avg
<b>Currently contributing</b>			
- AVC	422	1.15%	2.57%
- ARC	70	0.19%	0.22%
- Added years	179	0.49%	0.48%
Total	671	1.83%	2.97%
<b>New contributors this year</b>			
- AVC	141	0.38%	0.36%
- ARC	-	0.00%	0.20%
- Added years	-	0.00%	0.01%
Total	141	0.38%	0.49%

Active members
36,671

## APPEALS

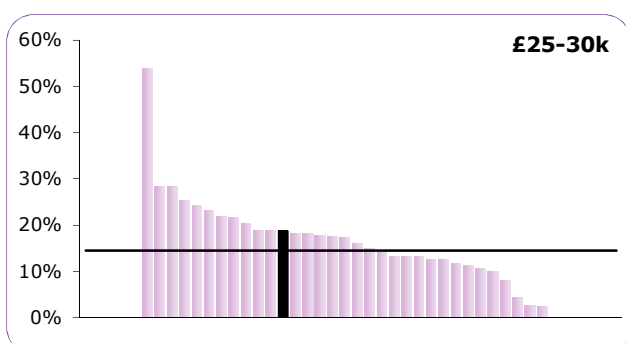
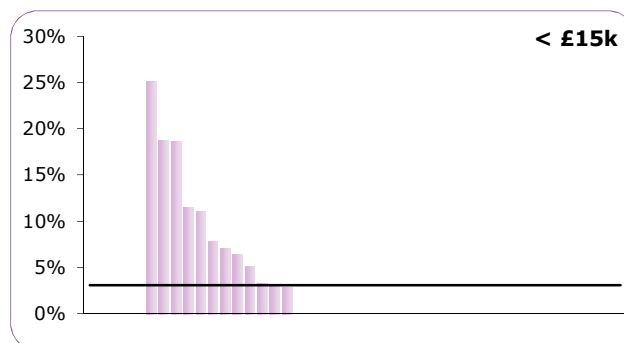
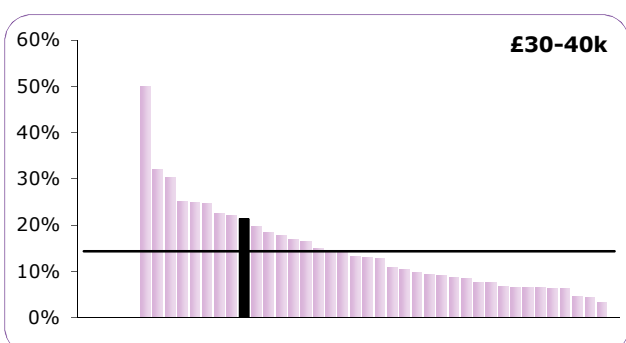
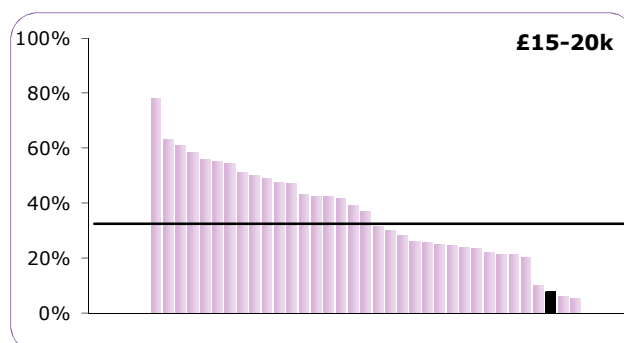
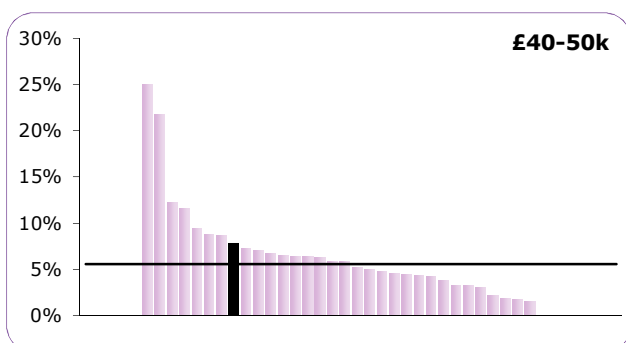
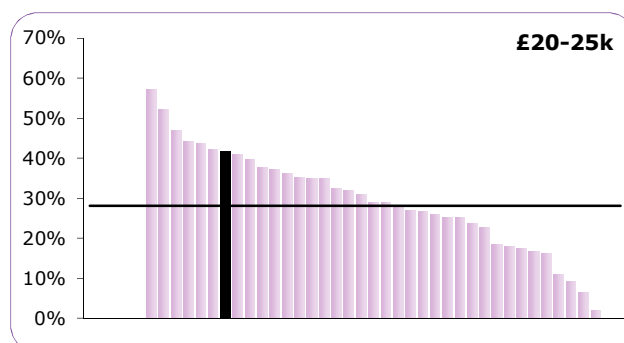
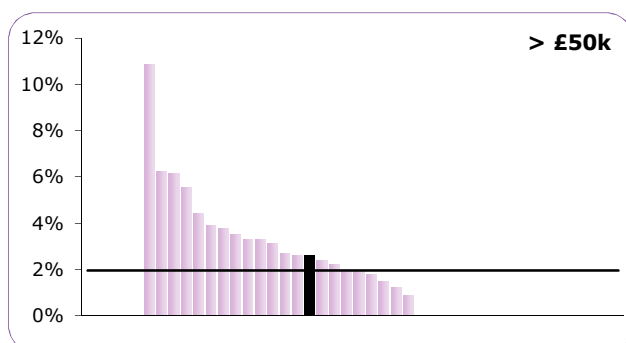


\*Club total: This shows the total for all the Benchmarking Club members 2015

Number of appeals	No.	Per '000 members	Avg	Club* total
<b>Ill-Health</b>				
In progress at start of year	0	0.00	0.04	22
In progress at end of year	0	0.00	0.07	30
<b>Non Ill-Health</b>				
In progress at start of year	3	0.08	0.03	29
In progress at end of year	2	0.05	0.06	37
<b>1st Stage</b>				
Appeals in Progress - 03.14	2	0.05	0.04	25
New Appeals in Year	2	0.05	0.12	104
Appeals Withdrawn	0	0.00	0.00	3
Appeals Upheld	0	0.00	0.04	26
Appeals Not Upheld	4	0.11	0.06	68
Appeals in Progress - 03.15	0	0.00	0.05	33
<b>2nd Stage</b>				
Appeals in Progress - 03.14	0	0.00	0.01	14
New Appeals in Year	2	0.05	0.05	30
Appeals Withdrawn	0	0.00	0.00	-
Appeals Upheld	0	0.00	0.01	8
Appeals Not Upheld	2	0.05	0.02	34
Appeals in Progress - 03.15	0	0.00	0.01	(1)
<b>Ombudsman Referrals</b>				
Appeals in Progress - 03.14	1	0.03	0.01	8
New Appeals in Year	2	0.05	0.01	10
Appeals Withdrawn	0	0.00	0.00	-
Appeals Upheld	0	0.00	0.00	1
Appeals Not Upheld	1	0.03	0.01	10
Appeals in Progress - 03.15	2	0.05	0.00	6

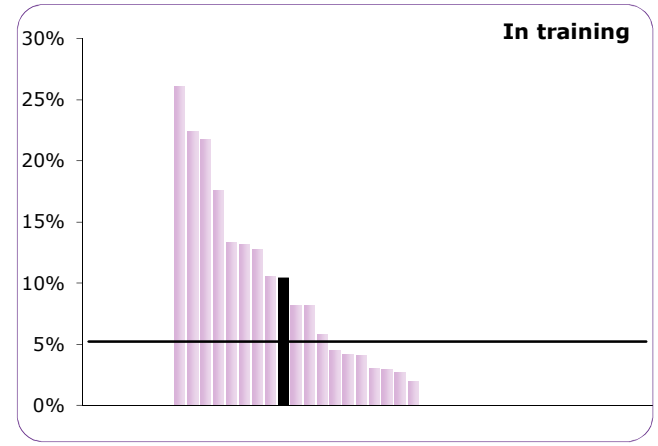
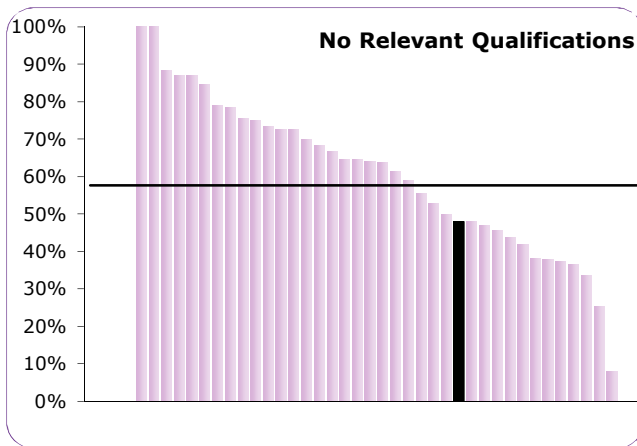
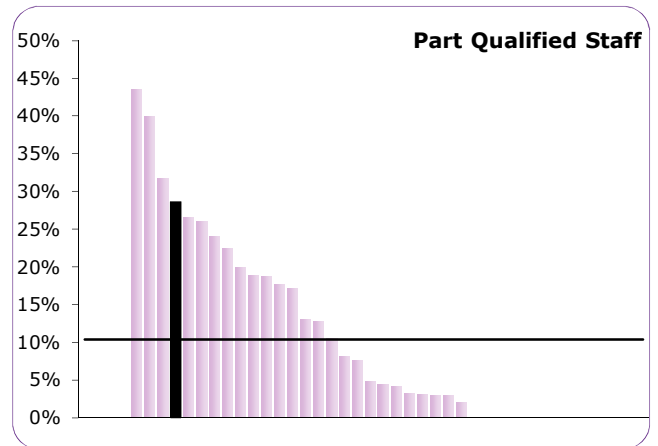
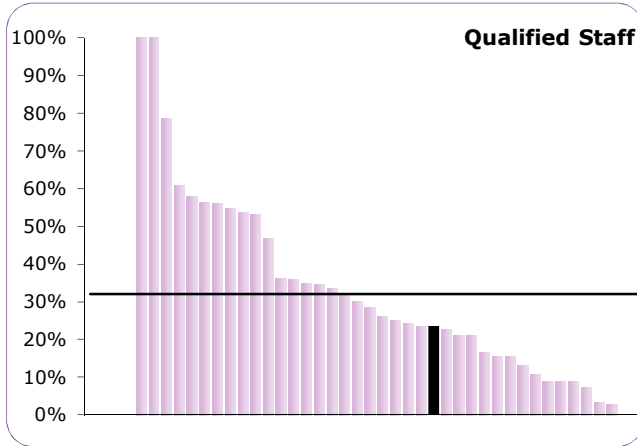
## SECTION 4 - STAFF RELATED MEASURES

### STAFF PAY



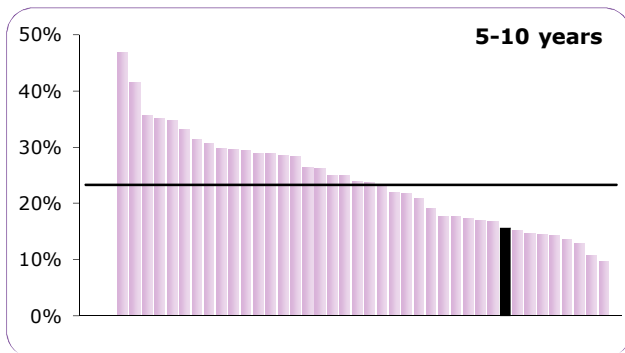
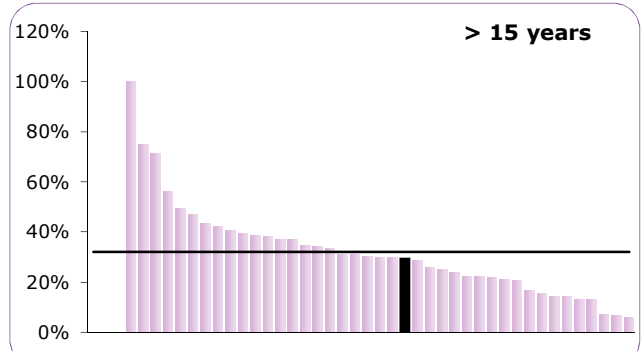
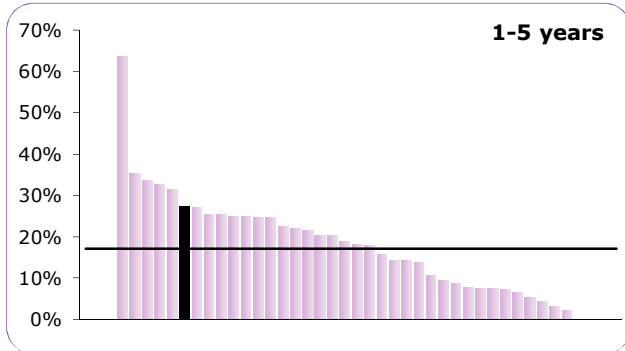
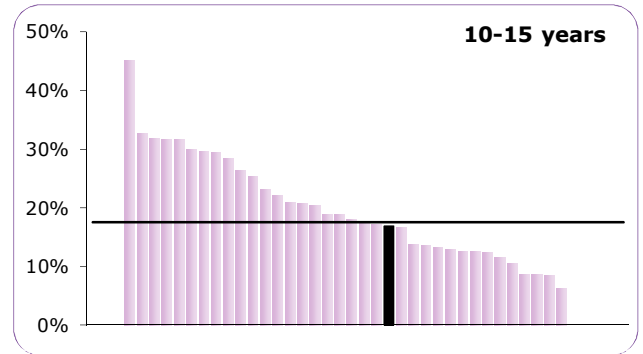
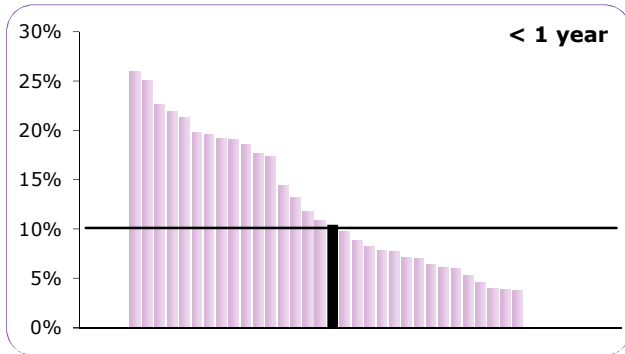
Staff pay			
	FTE	%	Avg
> £50k	1.0	3%	2%
£40-50k	3.0	8%	6%
£30-40k	8.2	21%	14%
£25-30k	7.2	19%	14%
£20-25k	16.0	42%	28%
£15-20k	3.0	8%	33%
< £15k	0.0	0%	3%
<b>Total</b>	<b>38.4</b>		

## STAFF QUALIFICATIONS



Staff qualifications			
	FTE	%	Avg
Qualified Staff	9.0	23%	32%
Part Qualified Staff	11.0	29%	10%
No Relevant Qualifications	18.4	48%	58%
<b>Total</b>	<b>38.4</b>		
Number in Training	4.0	10%	5%

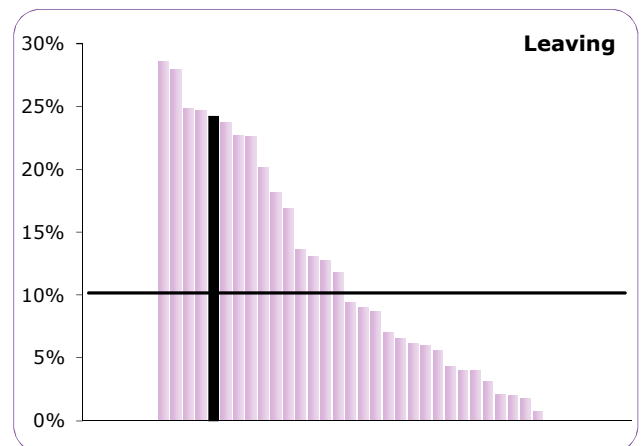
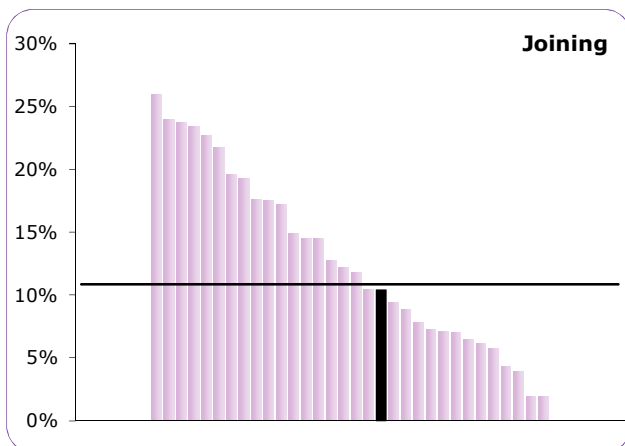
## STAFF PENSIONS EXPERIENCE



### Staff experience

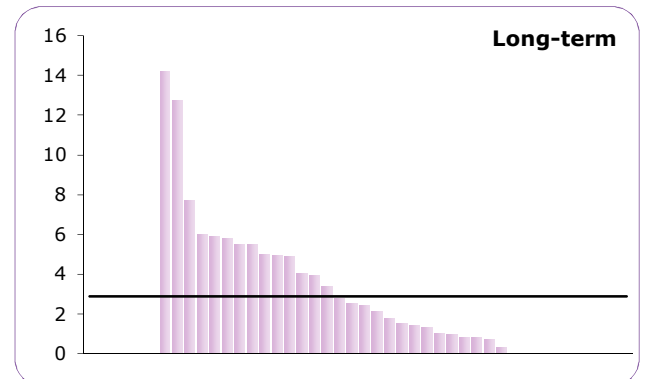
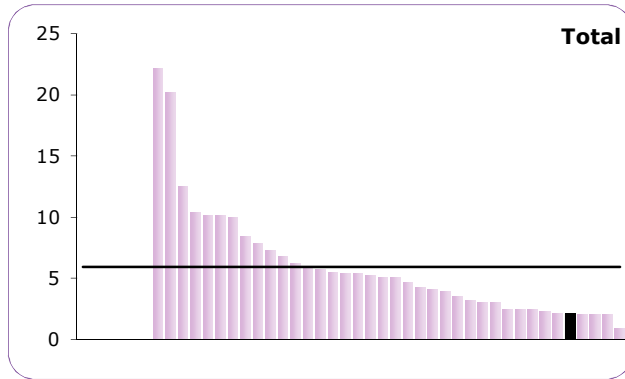
	FTE	%	Avg
< 1 year	4.0	10%	10%
1-5 years	10.5	27%	17%
5-10 years	6.0	16%	23%
10-15 years	6.5	17%	18%
> 15 years	11.4	30%	32%
<b>Total</b>	<b>38.4</b>		

## STAFF TURNOVER



Staff Turnover	FTE	% change	Avg
Staff at 1/4/2013	43.7		
+ Staff joining Pension section	4.0	10.4%	10.8%
- Staff leaving Pension section	9.3	24.2%	10.2%
Staff at 31/3/2014	38.4	-12.1%	0.9%

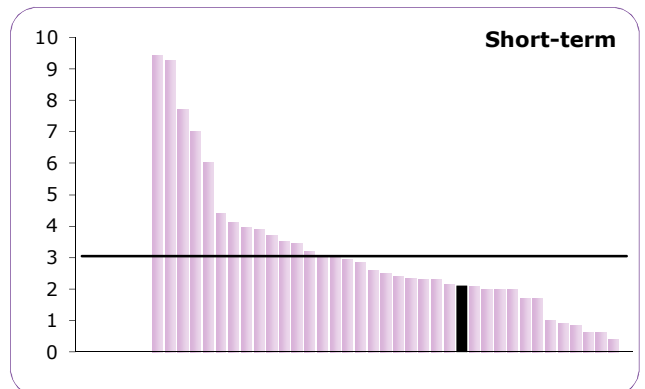
## SICKNESS ABSENCE



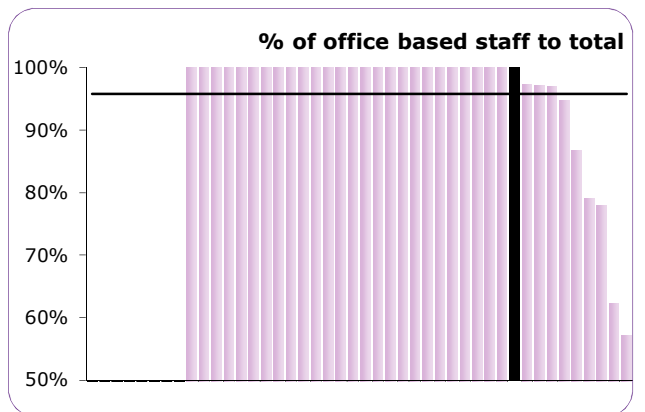
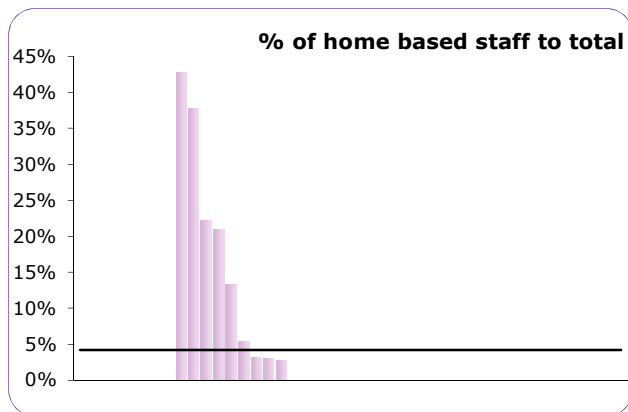
Sickness absence	Days/FTE	Avg
Long-term sickness	0.0	2.9
Short-term sickness	2.1	3.1
<b>Total</b>	<b>2.1</b>	<b>5.9</b>

Long-term sick (periods of sickness over 20 working days)

Short-term sick (periods of sickness of 20 days or less)



## STAFF LOCATION

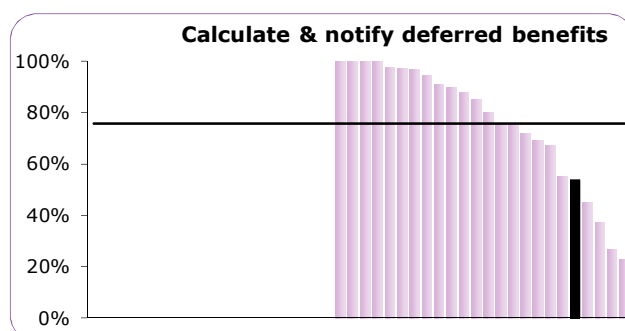
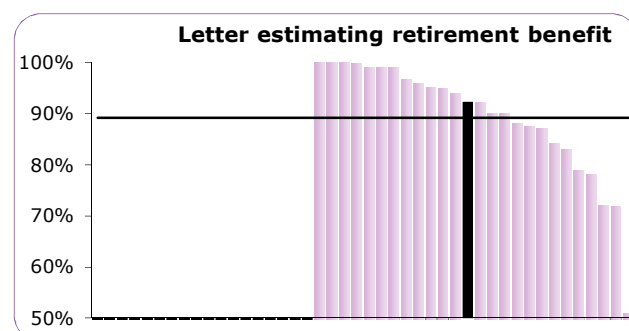
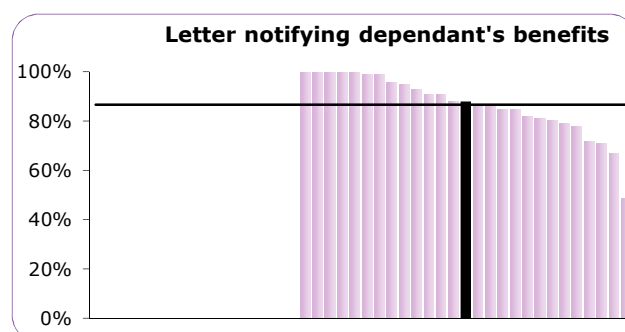
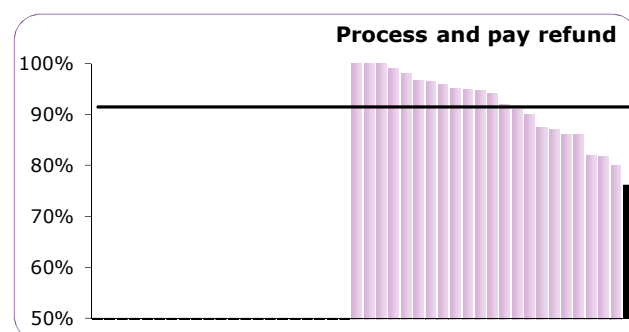
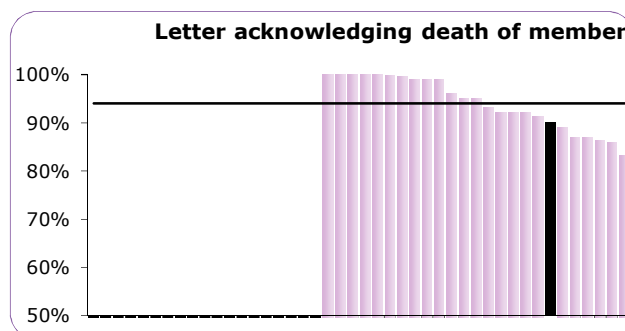
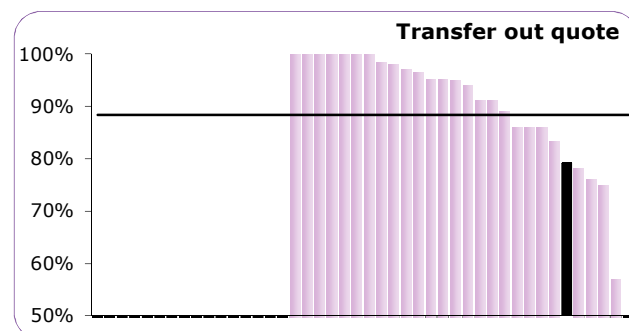
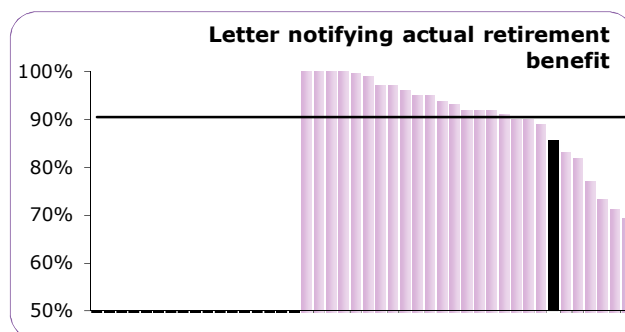
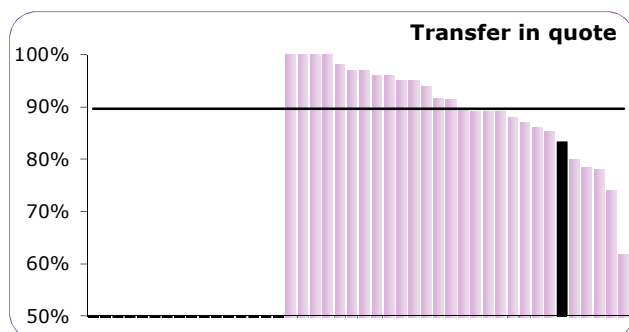


Staff location	FTE	Avg	% to total FTE	Avg
Home based	0.0	0.9	0%	4%
Office based	38.4	32.5	100%	96%
<b>Total</b>	<b>38.4</b>			

Office Based: Staff members who spend >50% of their contracted time working in the office

Home Based: Staff members who spend 50% of their contracted time working from home.

## SECTION 5 - INDUSTRY STANDARD PI's



Industry Standard PI's	Target	Achieved	Avg
Letter detailing transfer in quote	10 days	83.3%	89.6%
Letter detailing transfer out quote	10 days	79.2%	88.3%
Process and pay refund	5 days	76.1%	91.5%
Letter notifying <b>estimate</b> of retirement benefit	10 days	92.2%	89.2%
Letter notifying <b>actual</b> retirement benefit	5 days	85.5%	90.5%
Process and pay lump sum retirement grant	5 days	83.0%	92.2%
Letter acknowledging death of member	5 days	90.0%	94.1%
Letter notifying amount of dependant's benefits	5 days	87.9%	86.7%
Calculate and notify deferred benefits	10 days	53.8%	75.8%

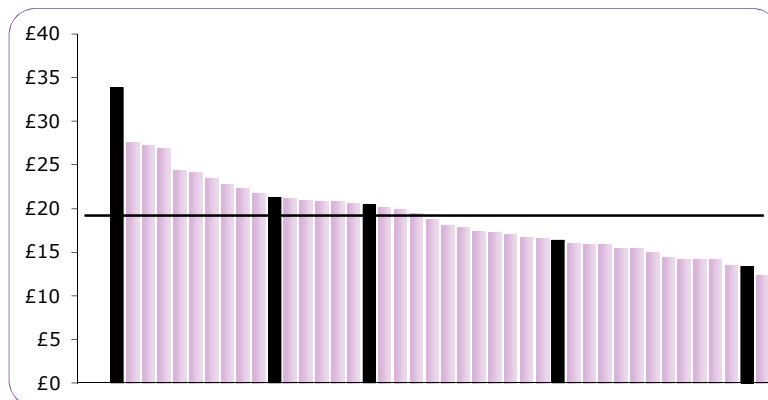


## SECTION 6 - COMPARISON BY METHOD OF SERVICE DELIVERY

### COMPARISON OF OUTSOURCED/IN-HOUSE MEMBERS

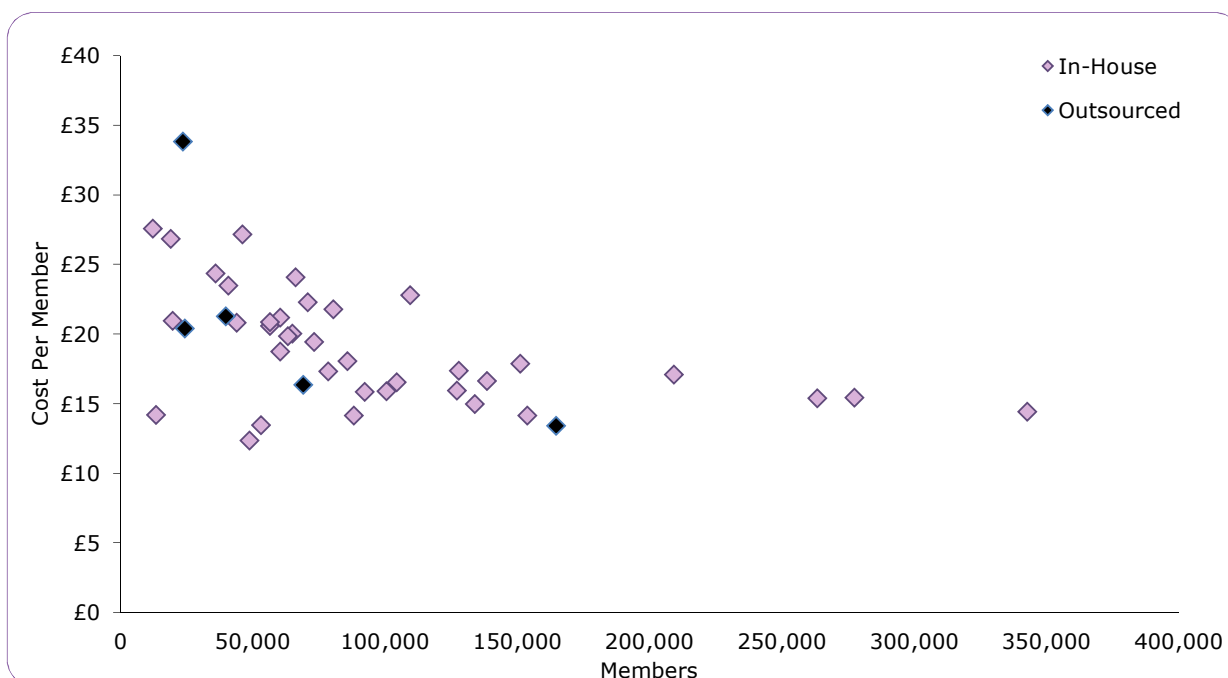
Total members with data:	45
Outsourced members:	5

### LGPS ADMIN COST PER MEMBER (INCLUDING PAYROLL)



	Cost	Members	Cost per Member
Bath	£1,730	104,532	£16.55
Club average	£1,592	91,074	£19.17
Outsourced average	£1,098	64,384	£21.06
In-house average	£1,657	94,586	£18.91

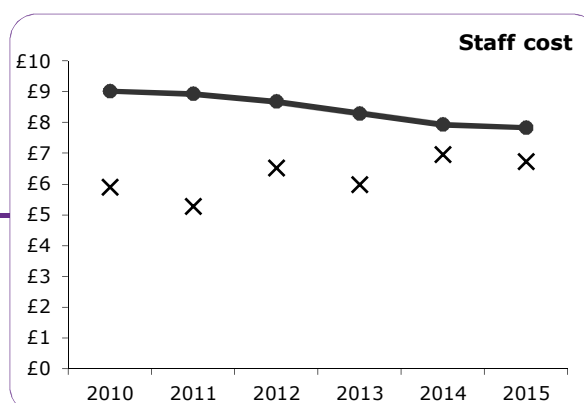
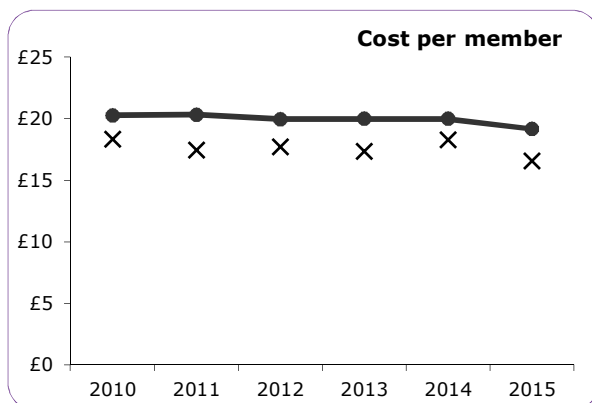
### COST PER MEMBER COMPARED WITH NUMBER OF MEMBERS



## SECTION 7 - TIMESERIES

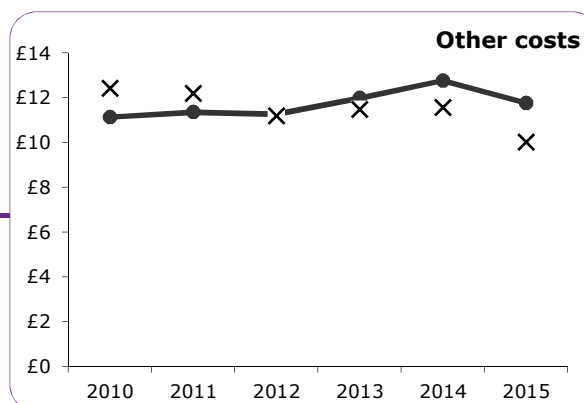
The 2014 averages are the actual club averages.

For previous years, the averages shown here are scaled up or down from the 2014 figure based on the average rate of change in each year. This is calculated using data from members who supplied figures in consecutive years, otherwise the simple average in each year would be distorted by changes in the composition of the club from year to year.



### KEY:

● Club average  
X Bath



Time series analysis						
	2010	2011	2012	2013	2014	2015
Members	82,832	85,417	88,182	91,851	99,209	104,532
Net cost (£'000)	1,518k	1,492k	1,562k	1,593k	1,813k	1,730k
Cost per member	£18.33	£17.47	£17.71	£17.34	£18.27	£16.55
Average	£20.26	£20.33	£19.96	£19.97	£19.98	£19.17
Staff cost	£5.90	£5.28	£6.52	£5.99	£6.97	£6.73
Average	£9.02	£8.94	£8.68	£8.30	£7.93	£7.83
Other costs	£12.42	£12.19	£11.19	£11.48	£11.57	£10.02
Average	£11.14	£11.36	£11.25	£11.98	£12.76	£11.75



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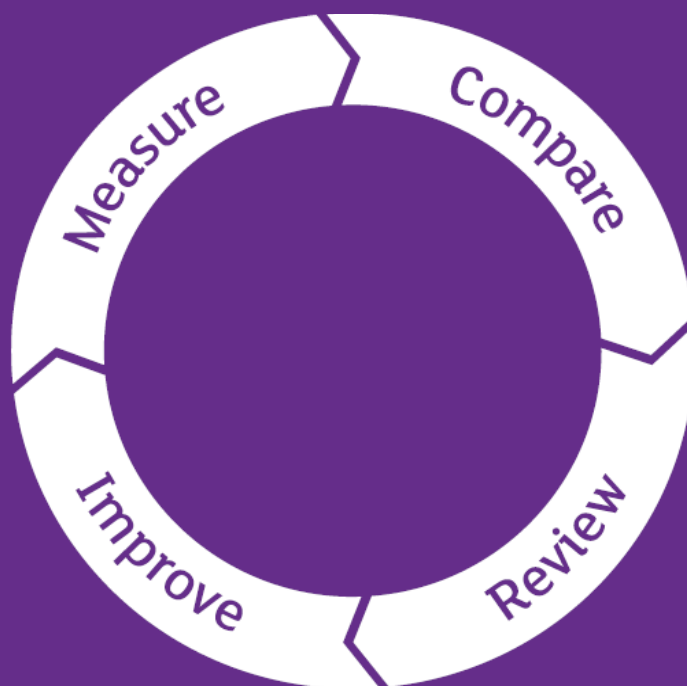
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**CIPFA** | The Chartered Institute of  
Public Finance & Accountancy

Registered office:

CIPFA Business Limited, 77 Mansell Street, London E1 8AN

T: 020 7543 5600 F: 020 7543 5700

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