

Administration Update June 2024

Claire Newbery

Pensions Operations Manager



Avon
Pension
Fund



Your pension, your future

Agenda



- Restructure update
- McCloud Remedy
- Workflow inc KPI's

Re-Structure



- 45-day consultation began on 30th May 2024, ends 14th July 2024
- New structure to create new teams – Digital Services, Member Contact Team & Payroll
- Structure will create capacity for the operational teams and support for business change and digital transformation
- Increasing from 83 to 94 FTE across APF, overall increase of 11 FTE, 8 within Operations
- No increase to overall budget of £31m (£2m saving on investment costs)
- 60 officers slotted in-to roles
- 28 officers ring-fenced (to migrate staff from 2 to 4 teams) increase of 20.7 to 22 FTE's
- 2 deleted posts

McCloud – Pensions in-to payment from 1st October 2023 to 31st May 2024

Type of Pension	Number of cases	Number underpin applied	Percentage	Total annual uplift	Total monthly uplift
Normal (from active or deferred)	925	18	2%	£6,735	£561
Dependant	204	0	0%	£0	£0

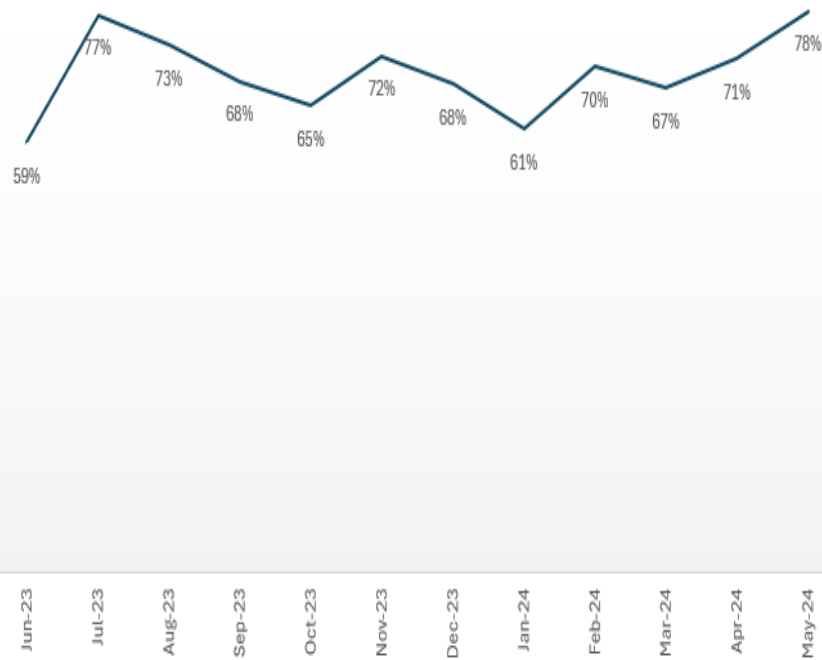
Highest under-pin	£1,127
Lowest under-pin	£11

Average under-pin	£374
Median under-pin	£168

Workflow & MI



SLA – Performance average June 23 to May 2024



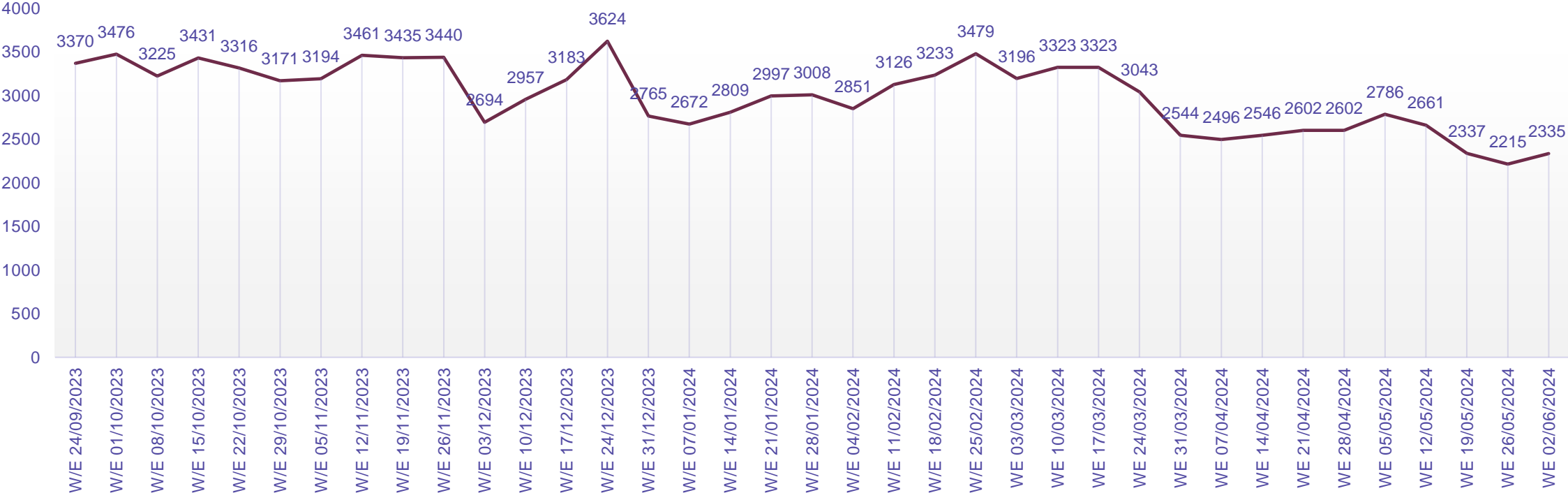
KPI Category	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Cases Created Jul-23 to May-24
Death Notification	25%	25%	59%	68%	74%	64%	92%	57%	20%	61%	46%	31%	554
Death - Act/Def/Pen - Payment	76%	67%	87%	47%	77%	79%	84%	76%	68%	77%	100%	69%	493
Retirement (Active) - Quote	58%	72%	37%	37%	30%	25%	39%	32%	37%	33%	31%	30%	1,601
Retirement (Active) - Actual	64%	86%	60%	91%	68%	73%	83%	77%	76%	75%	95%	77%	935
Retirement (Deferred) - Quote	83%	97%	62%	36%	34%	28%	38%	17%	30%	29%	36%	57%	1,915
Retirement (Deferred) - Actual	54%	78%	71%	50%	90%	83%	73%	52%	33%	66%	75%	66%	1,212
Divorce - Quote	N/A	82%	100%	92%	100%	67%	84%	39%	78%	73%	59%	66%	288
Divorce - Actual	N/A	0%	N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	N/A	N/A	8
Refund - Quotes	0%	24%	24%	25%	5%	26%	15%	31%	66%	29%	22%	77%	2,933
Refund - Actual	50%	19%	62%	89%	72%	93%	37%	12%	31%	49%	84%	85%	944
Deferred Benefits	50%	72%	64%	44%	34%	73%	35%	35%	50%	45%	62%	67%	2,790
Transfer In (Active) - Quote	0%	50%	6%	50%	0%	9%	19%	20%	17%	13%	3%	6%	398
Transfer In (Active) - Actual	N/A	50%	56%	67%	18%	54%	50%	0%	29%	30%	100%	33%	103
Transfer Out (Active/Deferred) - Quote	N/A	45%	41%	0%	22%	4%	29%	14%	17%	17%	16%	14%	957
Transfer Out (Active/Deferred) - Actual	N/A	44%	40%	0%	55%	94%	100%	100%	100%	90%	73%	100%	102
Employer Estimate - Quote	74%	67%	100%	79%	60%	54%	50%	93%	89%	69%	65%	100%	227
Member Estimate - Quote	78%	99%	98%	81%	83%	92%	88%	94%	99%	91%	66%	94%	625
Joiner	82%	98%	98%	98%	96%	99%	99%	93%	100%	97%	100%	100%	12,035

Weighted Average	59%	77%	73%	68%	65%	72%	68%	61%	70%	67%	71%	78%	
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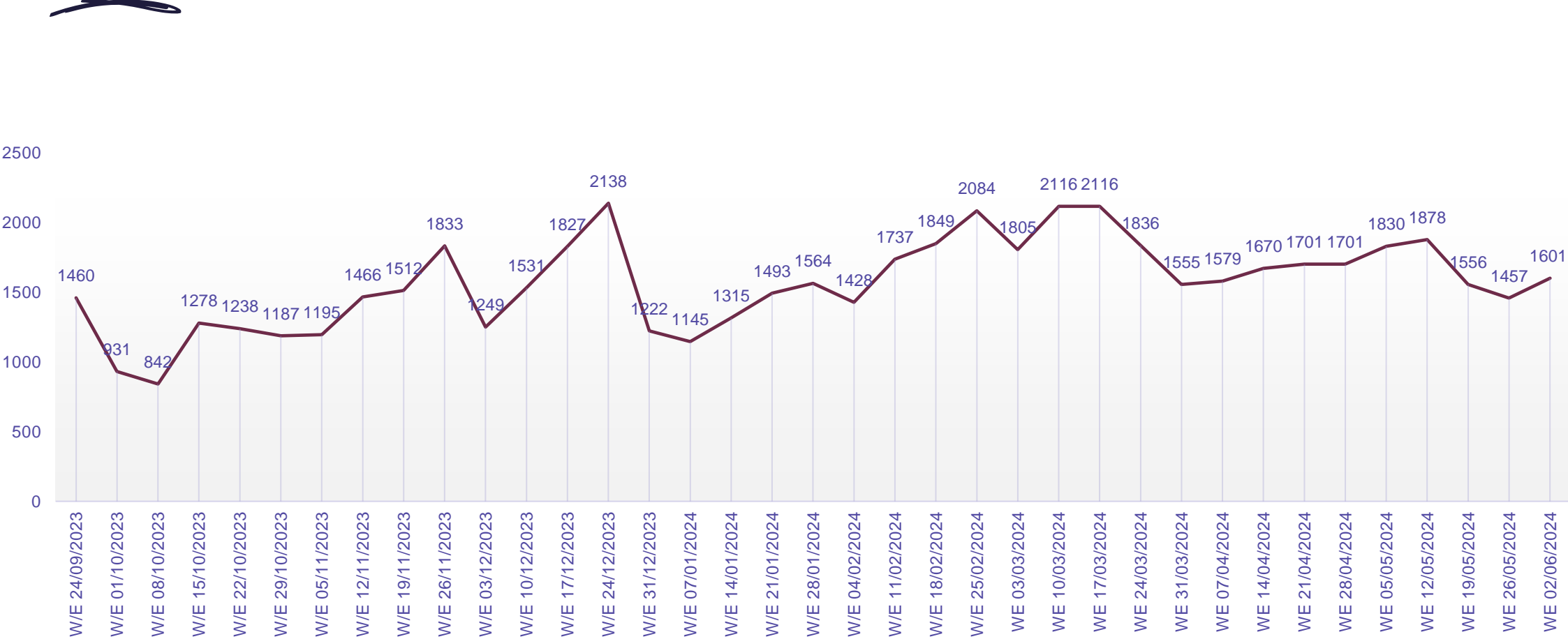
KPI completion by days as a percentage April & May 2024

		Tasks Current Quarter									
		Actual Days to Process									
		0 to 5	6 to 10	11 to 15	16 to 20	21 to 25	26 to 30	31 to 40	41 to 45	46 to 59	60+
Death Notification	5 Days	35%	95%	98%	100%						
Death - Act/Def/Pen - Payment	10 Days	67%	83%	88%	94%	97%	99%	100%			
Retirement (Active) - Quote	15 Days	13%	23%	30%	39%	48%	54%	71%	75%	83%	100%
Retirement (Active) - Actual	15 Days	51%	70%	80%	86%	93%	96%	97%	97%	98%	100%
Retirement (Deferred) - Quote	30 Days	3%	7%	11%	17%	30%	38%	60%	67%	84%	100%
Retirement (Deferred) - Actual	15 Days	37%	53%	63%	71%	81%	87%	98%	98%	100%	
Divorce - Quote	45 Days	18%	24%	28%	34%	36%	38%	52%	56%	70%	100%
Divorce - Actual	15 Days	-	0%	0%	0%	0%	0%	0%	0%	0%	100%
Refund - Quotes	10 Days	35%	45%	75%	85%	90%	91%	92%	93%	93%	100%
Refund - Actual	10 Days	54%	81%	85%	91%	92%	93%	95%	95%	98%	100%
Deferred Benefits	30 Days	13%	36%	54%	59%	63%	65%	68%	69%	72%	100%
Transfer In (Active) - Quote	10 Days	2%	4%	5%	5%	7%	9%	15%	17%	49%	100%
Transfer In (Active) - Actual	10 Days	60%	60%	60%	80%	100%					
Transfer Out (Active/Deferred) - Quote	10 Days	6%	9%	12%	13%	15%	17%	23%	26%	36%	100%
Transfer Out (Active/Deferred) - Actual	10 Days	81%	81%	100%	100%						
Employer Estimate - Quote	15 Days	41%	55%	68%	73%	91%	91%	91%	91%	100%	
Member Estimate - Quote	15 Days	37%	48%	63%	74%	80%	81%	90%	91%	93%	100%
Joiner	40 Days	17%	22%	25%	32%	77%	97%	100%			

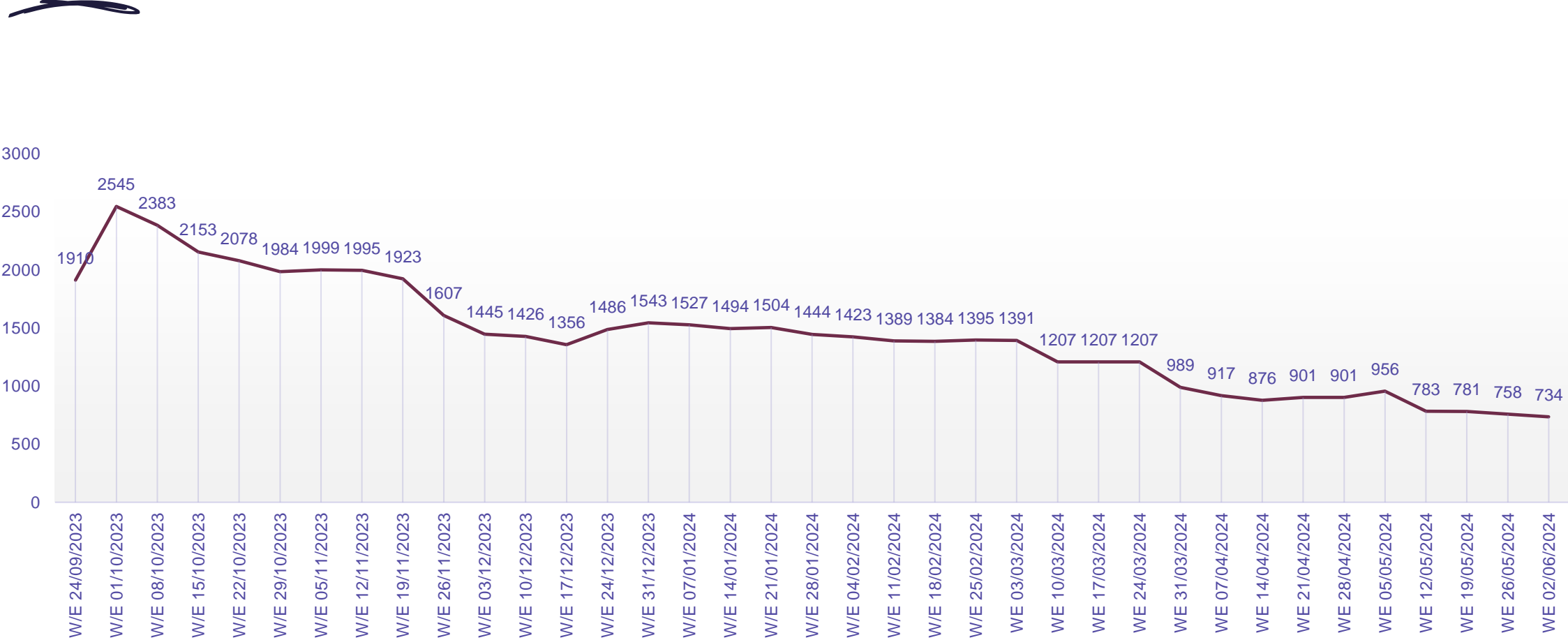
KPI's - Total outstanding cases



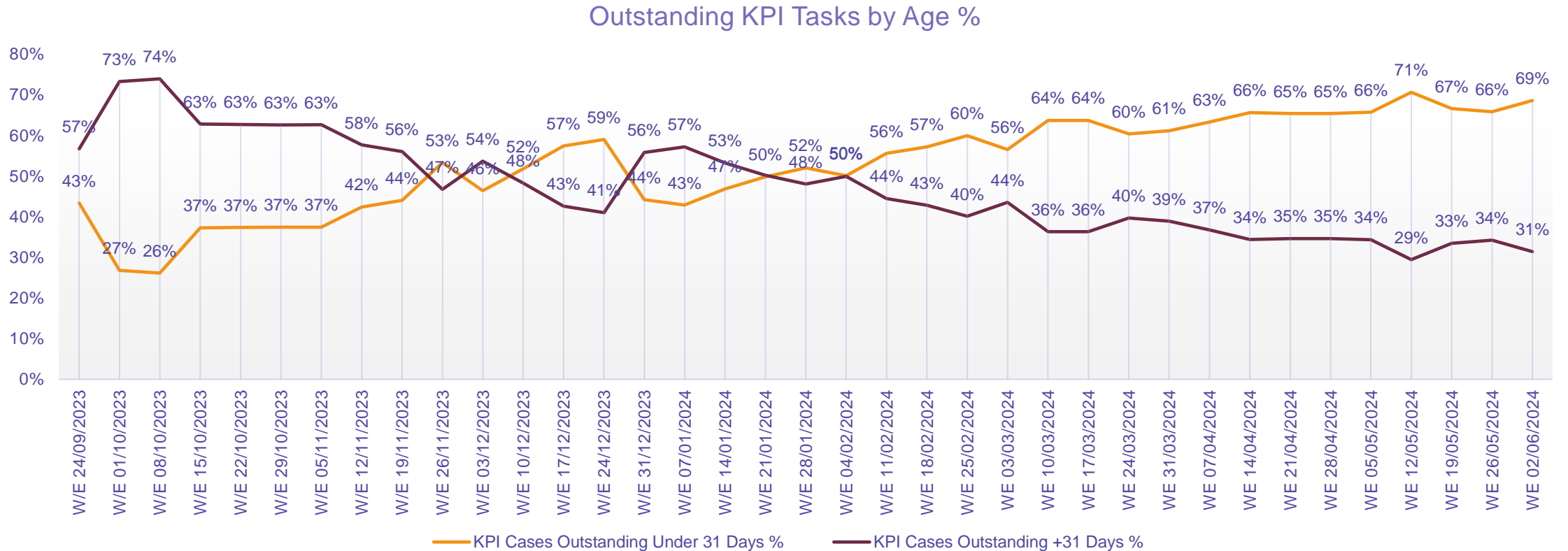
KPI's - cases outstanding under 31 days



KPI cases outstanding over 31 days

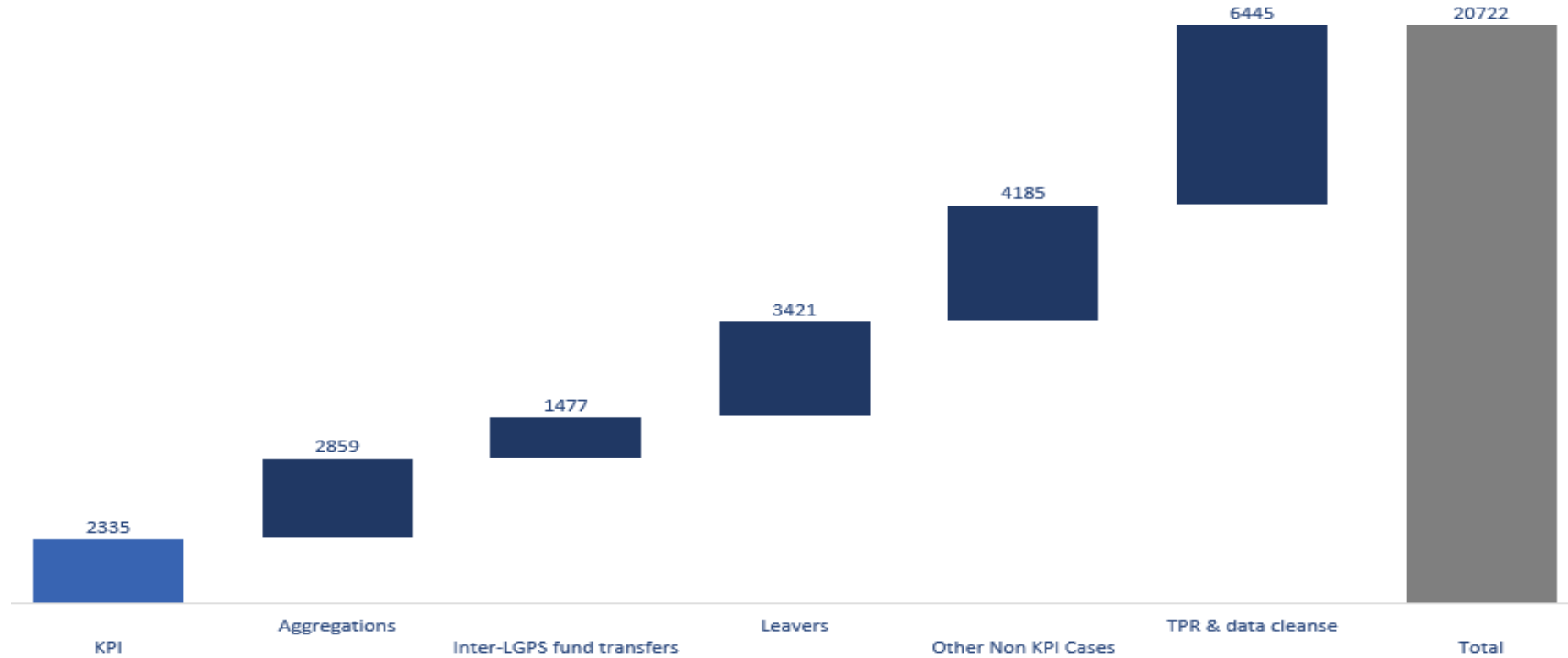


KPI's – Cases by age

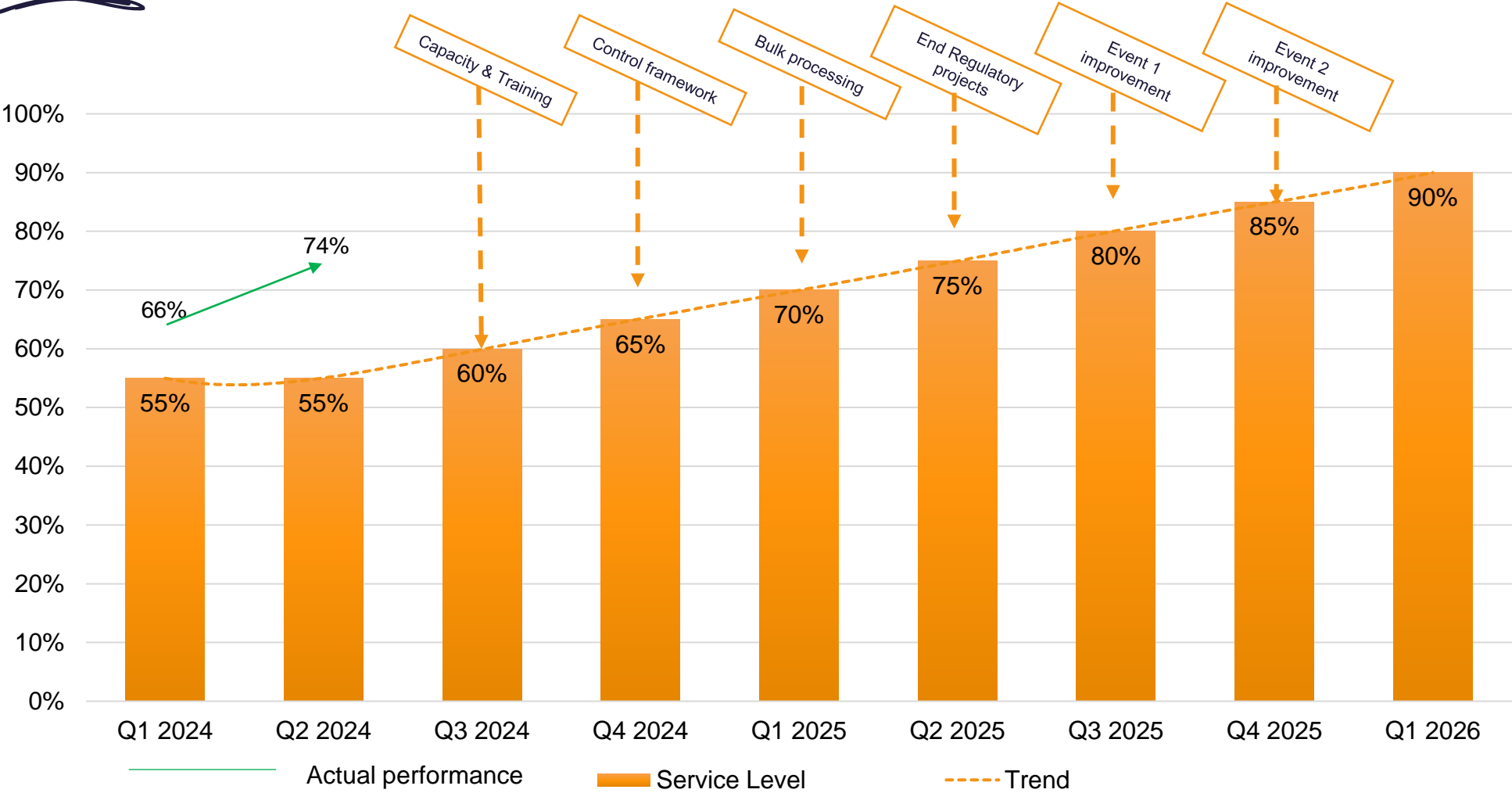


All cases KPI & Non-KPI

- Interfund tranfers to be included in KPI's wef June 2024



Service performance – plan v's actual



Thank you



If you have any questions please contact:

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