

Our Business

A performance communication from Devon Pension Services

This year, for the third year running, we have collected together some details on how we are doing compared with other Local Government Pension Scheme administrations, along with details of how we are performing against our own standards. We hope you find it informative.

Our aims are:

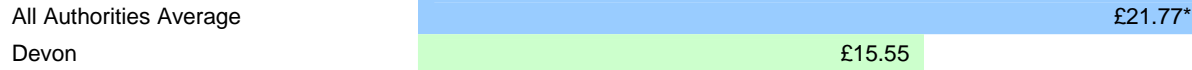
- To supply a high quality pensions administration service.
- To provide value for money
- To meet the highest professional standards in our dealings with all our customers

We are proud of our performance when compared with other administrations; and generally, with a broadly comparable workload, we meet our service aims with lower costs and higher quality. However, we will strive to better them each year and you can help us. So please visit our website www.devon.gov.uk/pensions where you can post your observations and comments via "Have Your Say"

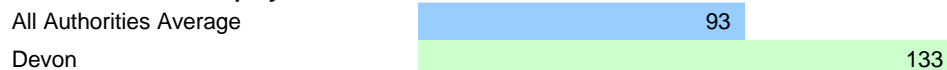
CIPFA

Each year the Chartered Institute of Public Finance and Accountancy (CIPFA) collates data from local authority pension administrations across the country and publishes the outcome in comparative format. Here are some key results:

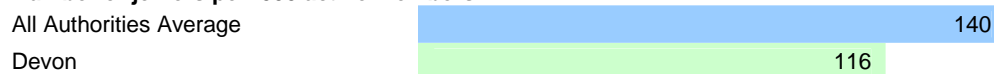
Cost per scheme member throughout the year



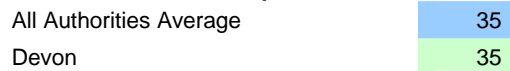
Number of LGPS Employers within the scheme



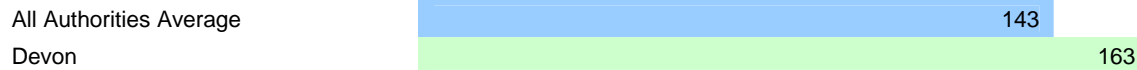
Number of joiners per '000 active members



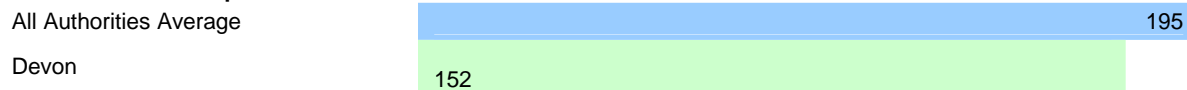
Number of retirements per '000 active members



Provision of estimates per '000 active members



Actual calculations per '000 active members

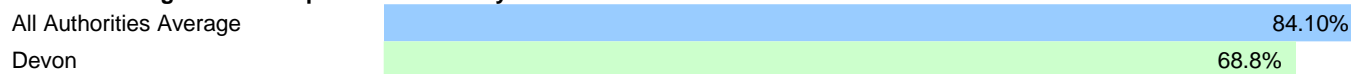


* excludes London & Metropolitan authorities which have substantially higher costs

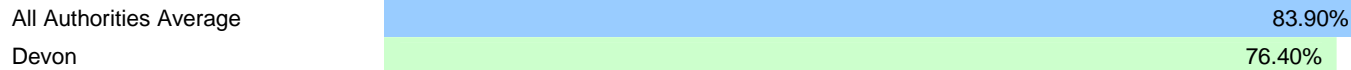
INDUSTRY STANDARD PERFORMANCE INDICATORS

CIPFA also contrasts process measures for each local authority pension administration against the average for all authorities:

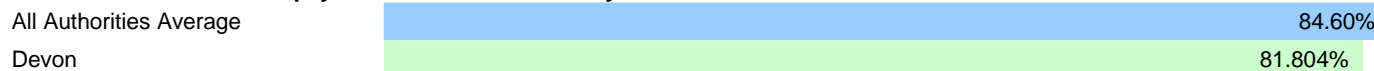
Letter detailing transfer in quote within 10 days



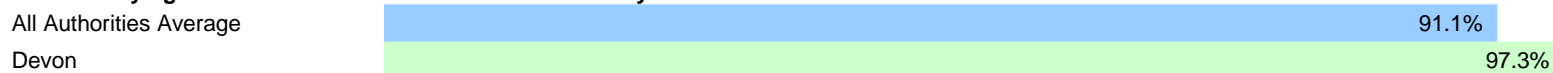
Letter detailing transfer out quote within 10 days



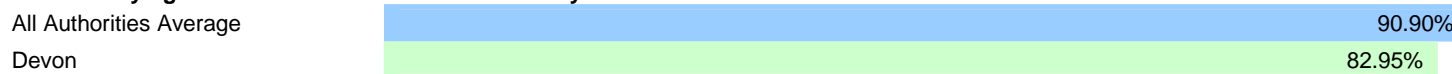
Process refund and issue payment voucher within 5 days



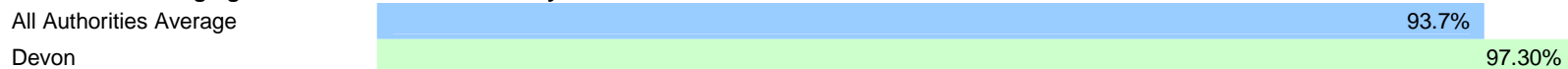
Letter notifying estimate of retirement benefit within 10 days



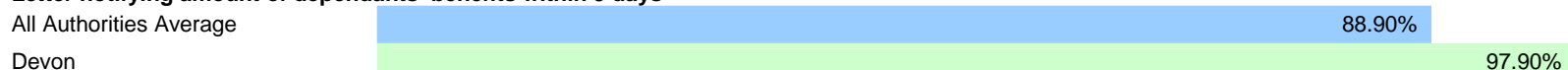
Letter notifying actual retirement benefit within 5 days



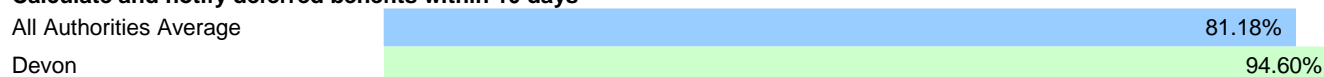
Letter acknowledging death of member within 5 days



Letter notifying amount of dependants' benefits within 5 days



Calculate and notify deferred benefits within 10 days



Action: Each year we aim to deliver the highest standards of service to all our customers. And this year we are targeting performance management more than ever by introducing new analysis practices to spotlight where we may be falling short in order to take corrective action. As a result our achievement for **Letter notifying actual retirement benefit within 5 days** (the one measure where we were behind the average for all authorities) is currently 92%

OVERALL CUSTOMER SATISFACTION

Each year we send out a survey form to a random sample of customers. From the responses we are able to derive an overall satisfaction score:

Current Score: 93.40% Previous Score: 84% Trend: Improving

Action: This year, in response to feedback we have re-designed our website, providing our customers with a more user friendly website providing them with a more informative picture of the range of services we provide.. We have a Customer Charter which communicates what customers can expect from us in terms of service aims and standards. The Charter is currently available for viewing on our website www.devon.gov.uk/pensions. Should you wish to receive a copy for yourself, please contact Charlotte Thompson, Deputy Pensions Manager, Devon Pension Services, Devon County Council, Estuary House, Peninsula Park, Rydon Lane, EXETER, EX2 7XB. Telephone: 01392 688228. Email: charlotte.thompson@devon.gov.uk

