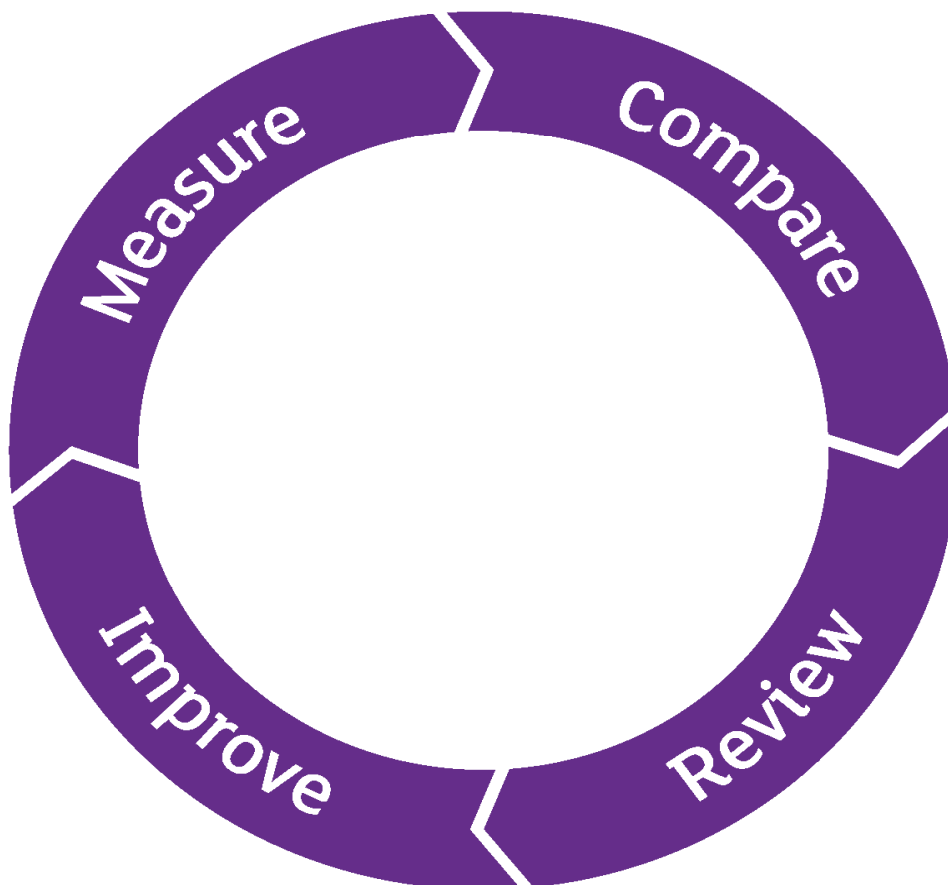


Analytics & Research

# pensions administration benchmarking club

2018 - South Yorkshire Pensions Authority Final Report



## Useful Information

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

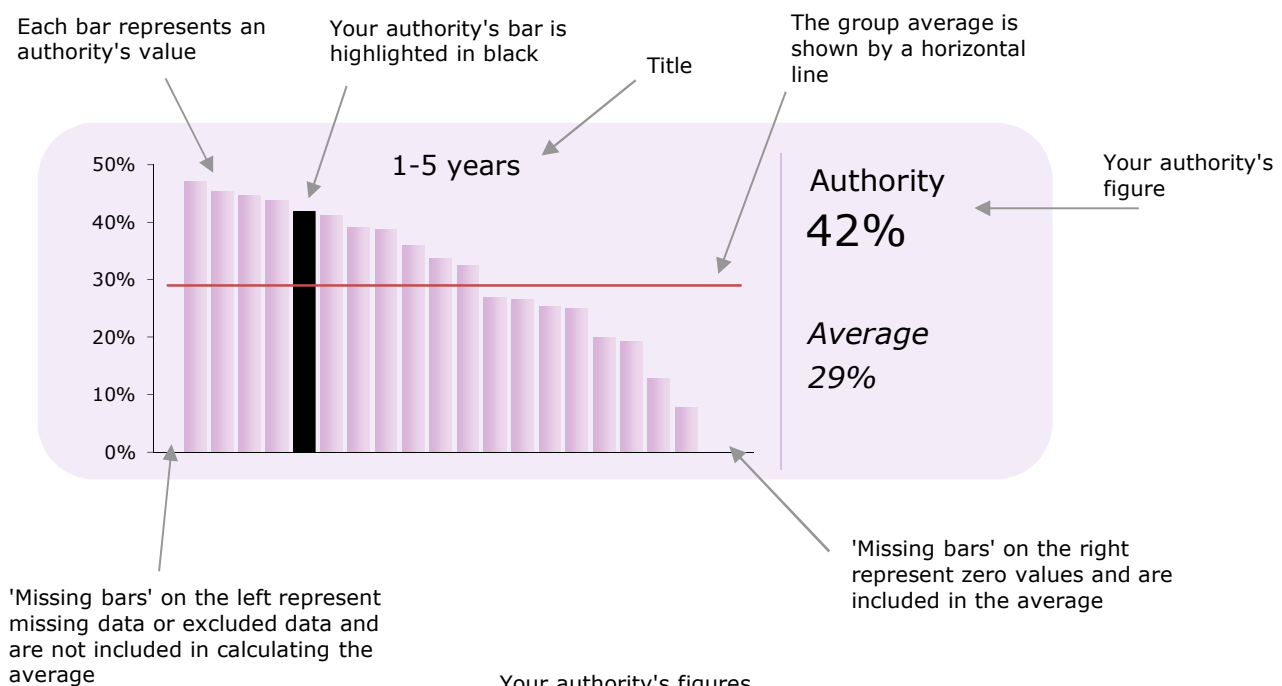
Almost all of our tables and charts compare your figure with a group average. The average is the unweighted mean value for the group. This average value ignores missing data, or data that we have excluded and for this reason sets of averages sometimes do not reconcile precisely.

### 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***



Your authority's figures			
Staff experience	FTE	%	Avg
< 1 year	1.5	10%	9%
1-5 years	6.5	42%	29%
5-10 years	3.5	23%	21%
> 10 yrs	4.0	26%	41%
Total	15.5		

# Introduction

This report compares your performance with other local authorities who have taken part in the Pensions Administration Benchmarking Club for 2018 and is divided into the following sections.

At the end of the Benchmarking process, your authority will also receive supplemental materials which will provide further depth to this report:

- **Interactive Report:** an Excel spreadsheet containing all the bar charts found in this report.  
The user can change the charts to show custom comparator groups.
- **Database:** an Excel spreadsheet containing all the data submitted by club members this year.  
The user can also populate a copy of the questionnaire with the data for any member.
- **Scrapbook:** a report containing an analysis of the responses to the text based parts of the questionnaire.

## Contents

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1 Summary	4
2 Cost Measures	5
3 Workload Measures	11
4 Staff Related Measures	21
5 Industry Standard Performance Indicators	23
6 Comparison by method of service delivery } <i>final report only</i>	24

### Section 1 - Summary

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.

### 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
- Additional Voluntary Contributions (AVCs), Additional Regular Contributions/Additional Pension Contributions (ARCs/APCs) and Added years

### Section 4 - Staff Related Measures

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

### 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)

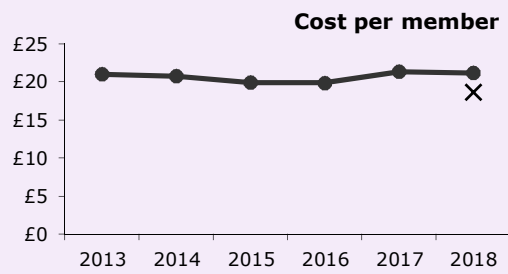
This shows members' costs and averages compared for in-house and externally managed pension schemes.

## SECTION 1 - SUMMARY

### 5 Year Trend for Net Cost per Member

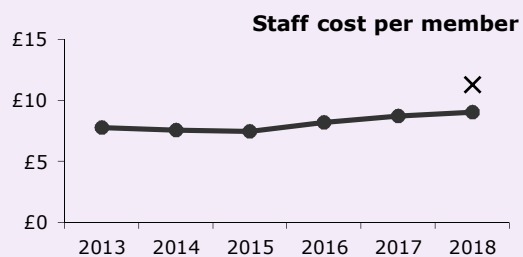
—●— Club average

X South Yorkshire Pens



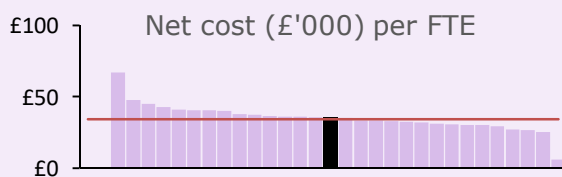
In 2017/18, South Yorkshire Pensions Authority had a net cost of £18.67 per member. The average cost per member for all authorities was £21.16. Left is the graph showing the 5 year trend for net cost per member for South Yorkshire Pensions Authority and the club average.

### 5 Year Trend for Staff Cost per Member



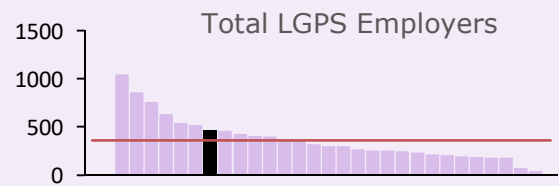
In 2017/18, South Yorkshire Pensions Authority had a net staff cost of £11.87 per member. The average staff cost per member for all authorities was £9.04. Left is the graph showing the 5 year trend for staff cost per member for South Yorkshire Pensions Authority and the club average.

### Other Key Findings:



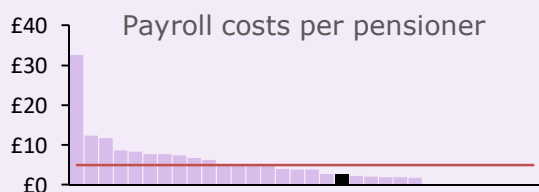
South Yorkshire  
£35.50

Average  
£34.03



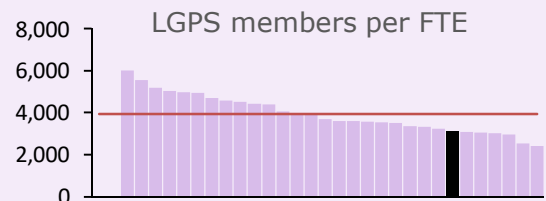
South Yorkshire  
467

Average  
357



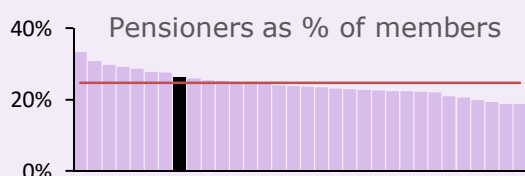
South Yorkshire  
£2.53

Average  
£4.89



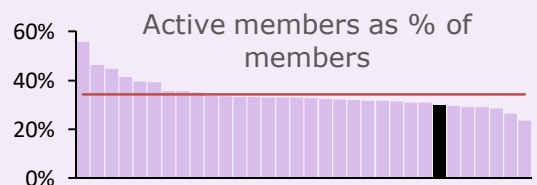
South Yorkshire  
3,145

Average  
3,925



South Yorkshire  
26.3%

Average  
24.8%



South Yorkshire  
29.8%

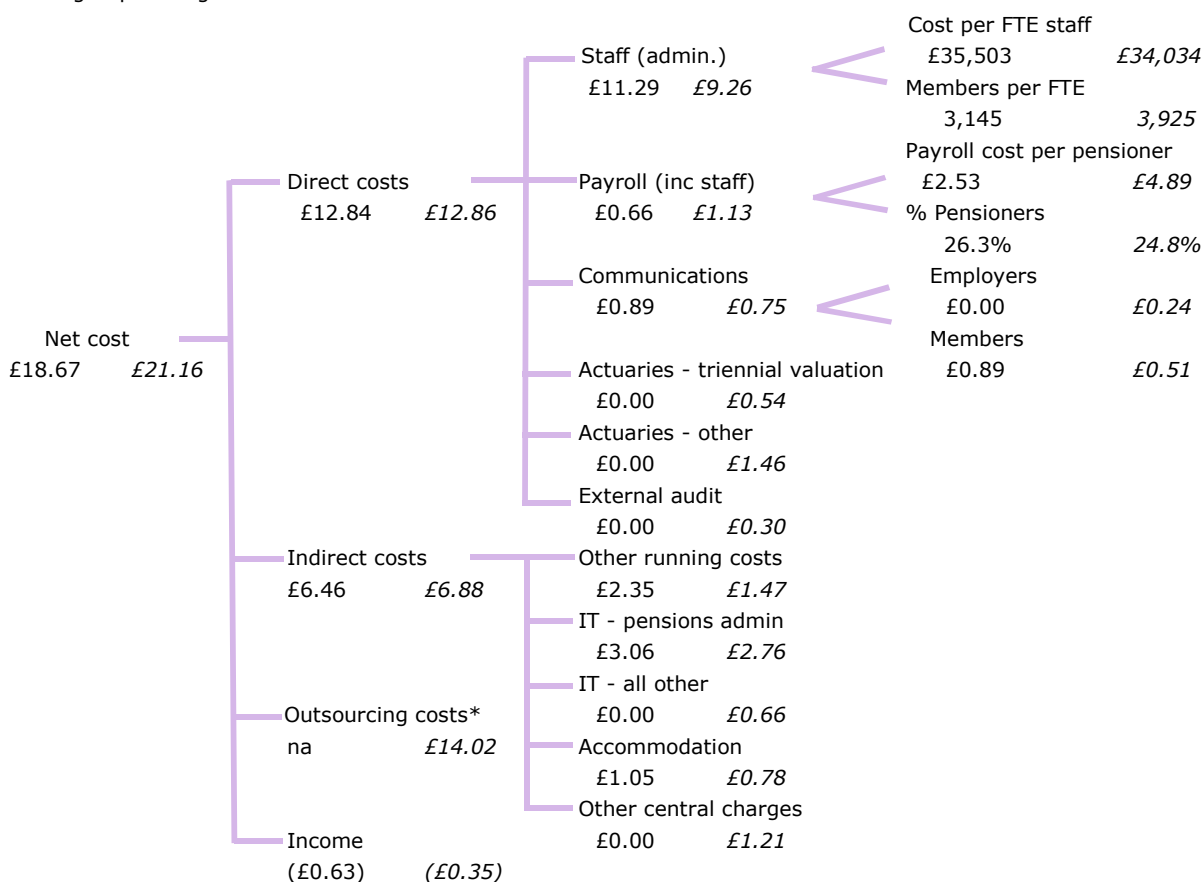
Average  
34.4%

## SECTION 2 - COST MEASURES

### COST PER MEMBERS 2017/18

This tree diagram analyses the cost per member.

For each benchmark two figures are given, the first being South Yorkshire Pensions Authority's cost and the second (in italics) is the group average.



FTE Staff		LGPS admin section costs	£'000	£ per member	Avg.
Pension Section total	71.5	Staff - administration	1,871	11.29	9.26
less		Staff - payroll	96	0.58	0.35
IT staff	10.4	Payroll	14	0.08	0.78
Payroll staff	3.6	Communications - employers	-	-	0.24
Communications staff	2.0	Communications - members	148	0.89	0.51
Employing authority work	-	Actuaries - triennial valuation	-	-	0.54
Work for other schemes	-	Actuaries - other	-	-	1.46
Other work	2.8	External audit	-	-	0.30
		<b>Total Direct Costs</b>	<b>2,129</b>	<b>12.84</b>	<b>12.86</b>
<b>Admin of LGPS</b>	<b>52.7</b>	Other running costs	390	2.35	1.47
		IT - pensions admin.	507	3.06	2.76
		IT - all other	-	-	0.66
		Accommodation	174	1.05	0.78
		Other central charges	-	-	1.21
		<b>Total Indirect Costs</b>	<b>1,071</b>	<b>6.46</b>	<b>6.88</b>
		<b>Outsourcing Costs*</b>	<b>-</b>	<b>na</b>	<b>14.02</b>
<b>Net Costs £'000</b>		<b>Gross Cost</b>	<b>3,200</b>	<b>19.30</b>	<b>21.48</b>
Pension Section total	4,404	Income - members	(8)	(0.05)	(0.05)
less		Income - employers	(60)	(0.36)	(0.23)
Work for other schemes	-	Income - other	(37)	(0.22)	(0.06)
Employing authority work	1,240	<b>Total Income</b>	<b>(105)</b>	<b>(0.63)</b>	<b>(0.35)</b>
Other work	69	<b>Net Cost</b>	<b>3,095</b>	<b>18.67</b>	<b>21.16</b>
<b>Admin of LGPS</b>	<b>3,095</b>				

#### Total Scheme Membership

165,764

#### Pensioners

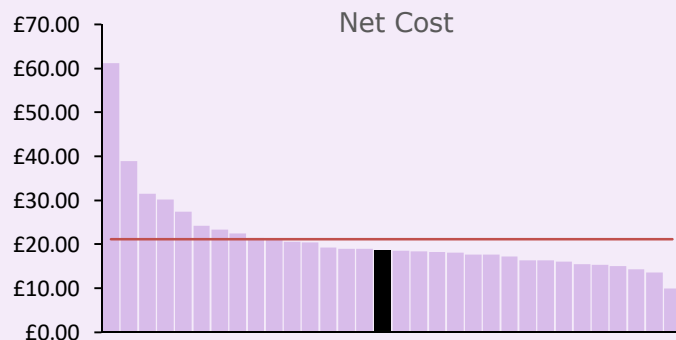
43,518

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

Source: Sections 2 & 3a, 2018 Questionnaire

## COST PER MEMBER 2017/18 (continued)

Net Cost



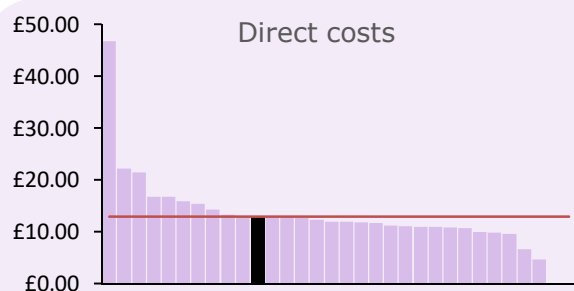
South Yorkshire  
Pensions Authority

**£18.67**

*Average*

**£21.16**

Direct costs



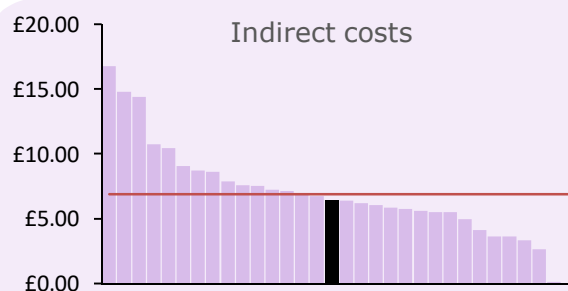
South Yorkshire

**£12.84**

*Average*

**£12.86**

Indirect costs



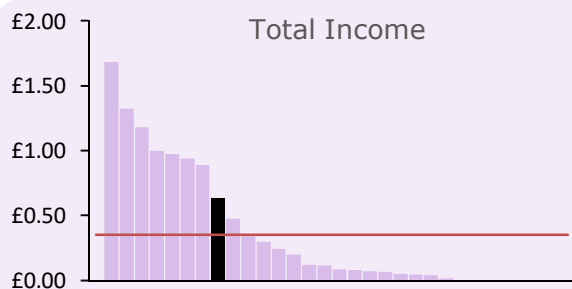
South Yorkshire

**£6.46**

*Average*

**£6.88**

Total Income



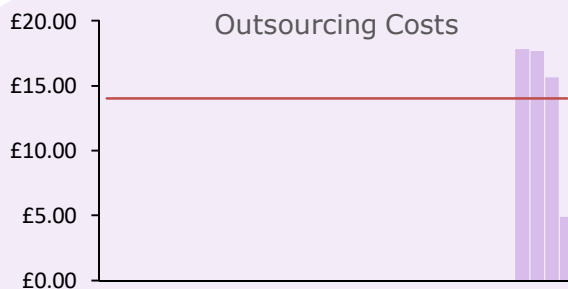
South Yorkshire

**£0.63**

*Average*

**£0.35**

Outsourcing Costs



South Yorkshire

**na**

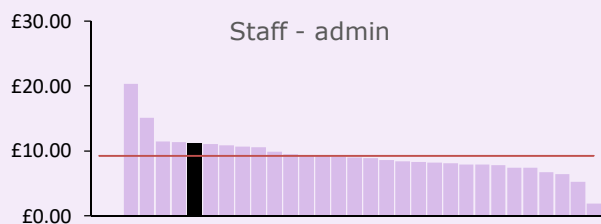
*Average*

**£14.02**

Source: Section 3a, 2018 Questionnaire

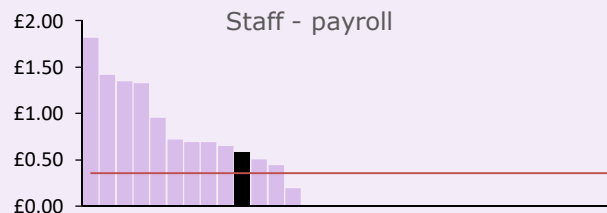
## COSTS PER MEMBER - Direct Costs 2017/18

The following graphs are the costs that make up the direct costs that South Yorkshire Pensions Authority had during the financial year 2017/18.



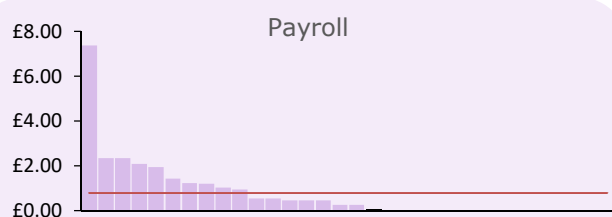
South Yorkshire  
**£11.29**

Average  
**£9.26**



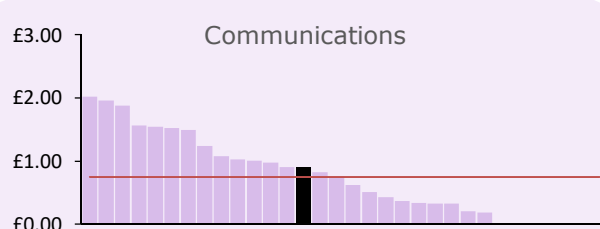
South Yorkshire  
**£0.58**

Average  
**£0.35**



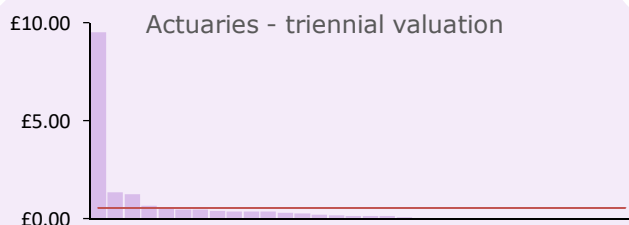
South Yorkshire  
**£0.08**

Average  
**£0.78**



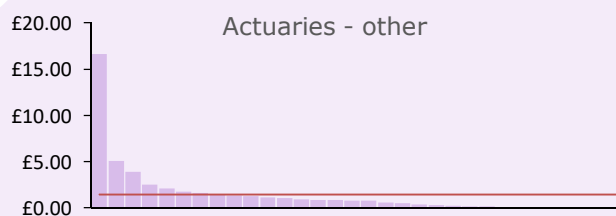
South Yorkshire  
**£0.89**

Average  
**£0.75**



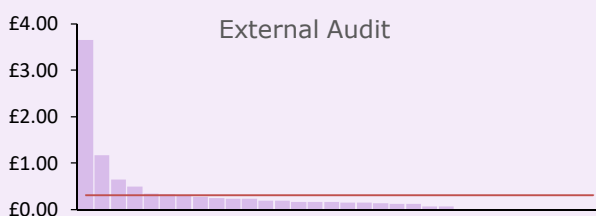
South Yorkshire  
**£0.00**

Average  
**£0.54**



South Yorkshire  
**£0.00**

Average  
**£1.46**



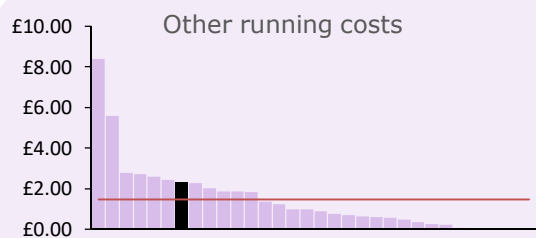
South Yorkshire  
**£0.00**

Average  
**£0.30**

Source: Section 3a, Questionnaire 2018

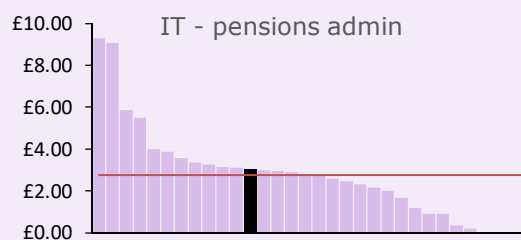
## COSTS PER MEMBER - Indirect Costs 2017/18

The following graphs are the costs that make up the indirect costs that South Yorkshire Pensions Authority had during the financial year 2017/18.



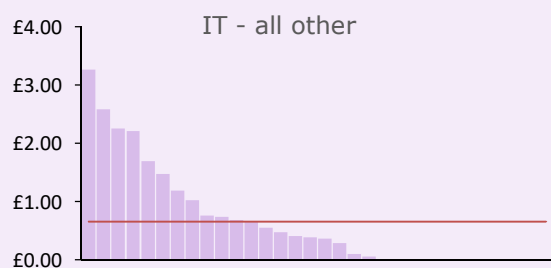
South Yorkshire  
**£2.35**

Average  
**£1.47**



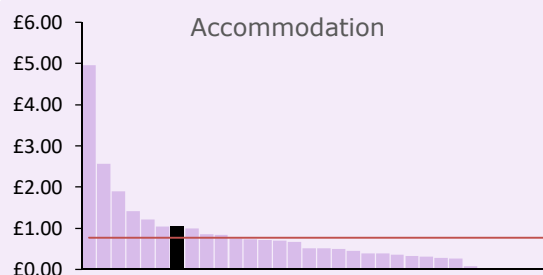
South Yorkshire  
**£3.06**

Average  
**£2.76**



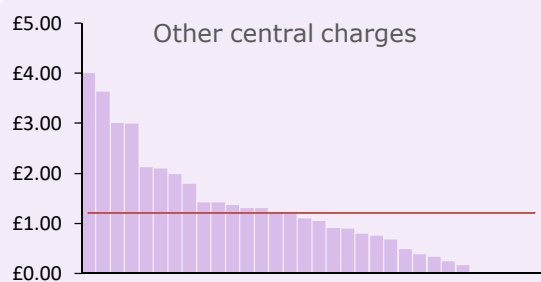
South Yorkshire  
**£0.00**

Average  
**£0.66**



South Yorkshire  
**£1.05**

Average  
**£0.78**



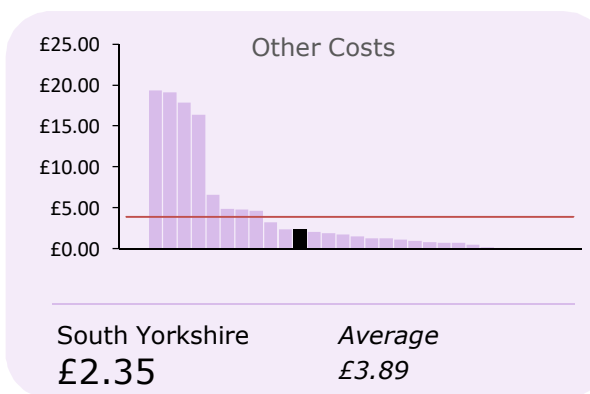
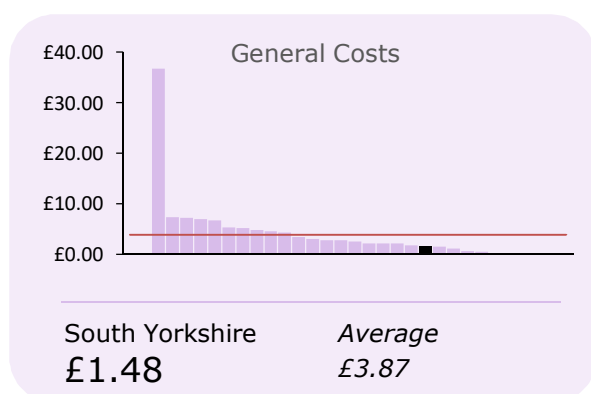
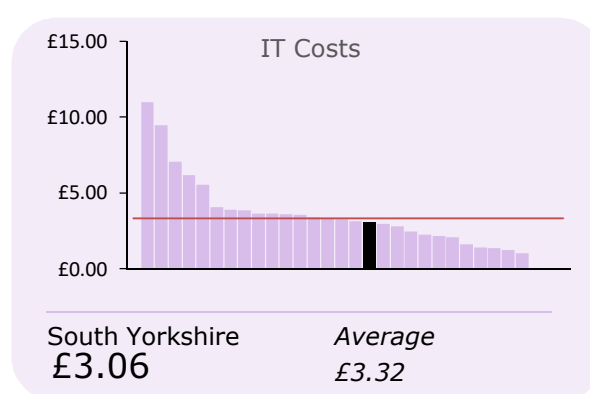
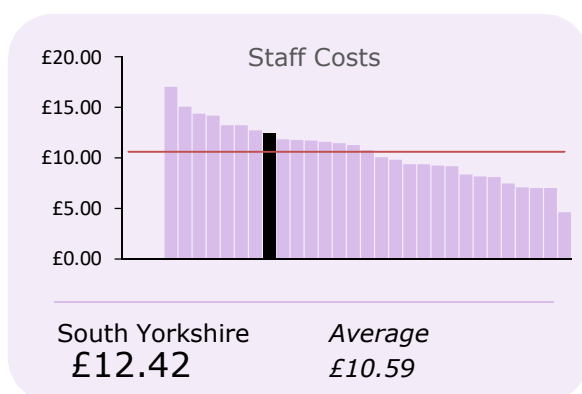
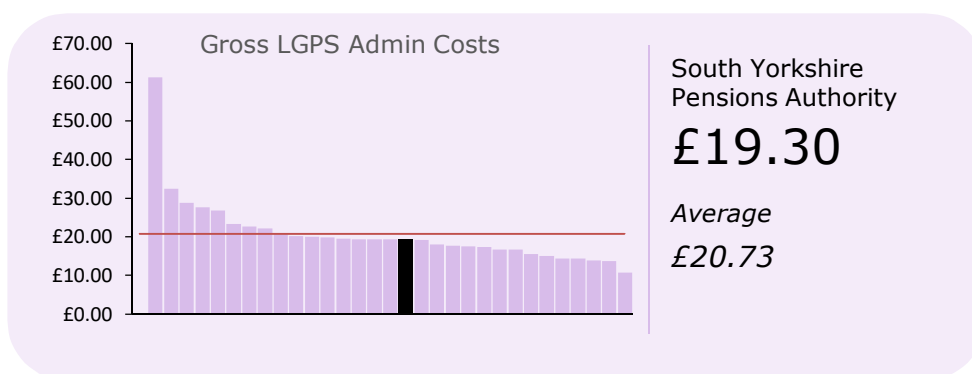
South Yorkshire  
**£0.00**

Average  
**£1.21**

Source: Section 3a, Questionnaire 2018



## LGPS Management Expenses Analysis - Administration Costs 2017/18

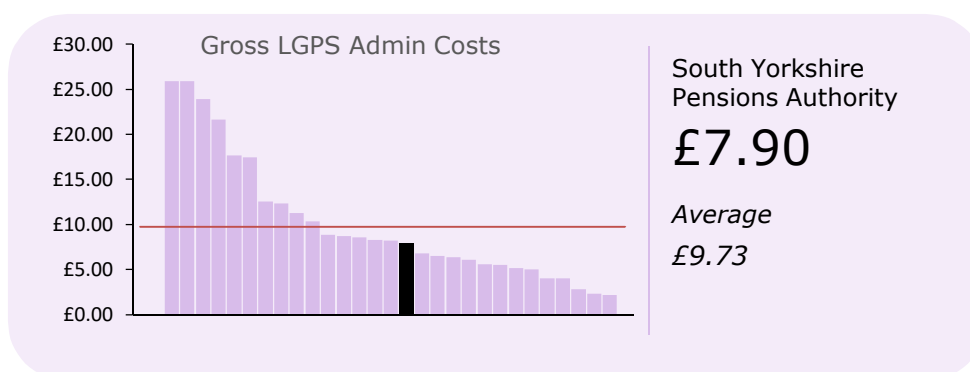


LGPS Administration Expenses	£'000	£ per member	Avg.
Staff Costs	2,058	12.42	10.59
IT Costs	507	3.06	3.32
General Costs	245	1.48	3.87
Other Costs	390	2.35	3.89
<b>Gross LGPS Admin Costs</b>	<b>3,200</b>	<b>19.30</b>	<b>20.73</b>
<b>Gross LGPS Income</b>	<b>105</b>	<b>0.63</b>	<b>0.80</b>
<b>Net LGPS Admin Costs</b>	<b>3,095</b>	<b>18.67</b>	<b>19.34</b>

Source: Section 4b, Questionnaire 2018

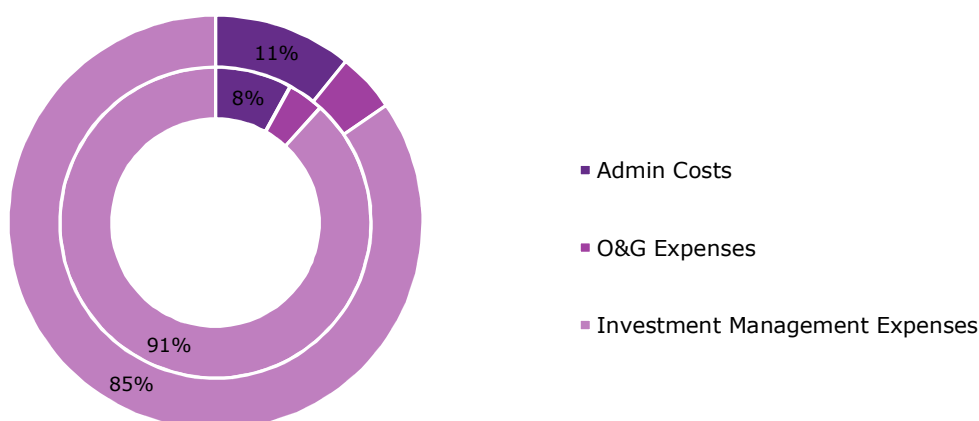
## LGPS Management Expenses Analysis - Oversight & Governance Expenses 2017/18

LGPS O&G Expenses	£'000	£ per member	Avg.
Staffing costs	-	-	1.23
External costs	27	0.16	0.91
Investment advisory services costs	-	-	1.19
Independent advisors to the pension fund costs	52	0.31	0.69
Operation and support of the pensions committee costs	199	1.20	0.61
Governance and voting services costs	33	0.20	0.51
Statutory/non-statutory reporting staff and/or external costs	531	3.20	1.26
Legal services connected with investment management costs	-	-	0.66
Actuarial services costs	350	2.11	1.20
Tax advisory services costs	-	-	0.05
Internal audit costs	66	0.40	0.13
External audit costs	42	0.25	0.48
Accountancy services costs	-	-	0.48
Banking services (non-custody) costs	9	0.05	0.04
Transition management services costs	-	-	0.27
<b>Total LGPS O&amp;G Expenses</b>	<b>1,309</b>	<b>7.90</b>	<b>9.73</b>



## LGPS Management Expenses Summary 2017/18

LGPS Management Expenses	£'000	£ per member	Avg.
LGPS Administration Costs	3,095	18.67	19.34
LGPS Oversight and Governance Expenses	1,309	7.90	9.12
LGPS Investment Management Expenses	24,140	145.63	213.06
<b>Total LGPS Management Expenses</b>	<b>28,544</b>	<b>172.20</b>	<b>235.12</b>



The outer ring of the graph above is the figures for South Yorkshire Pensions Authority and the inner ring is the average figures. For local authorities with percentages less than 5%, these will not be shown.

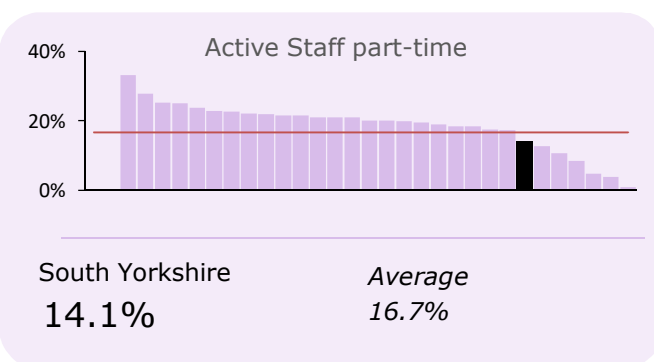
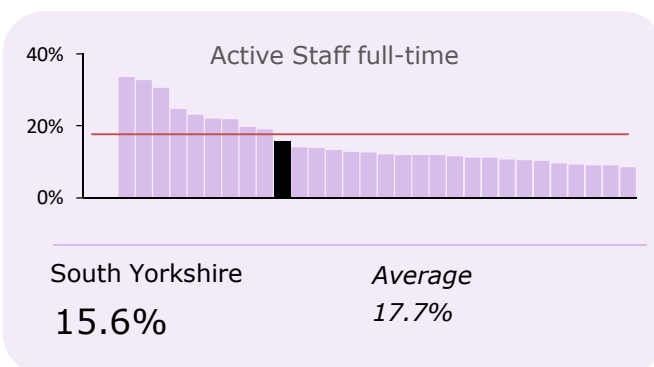
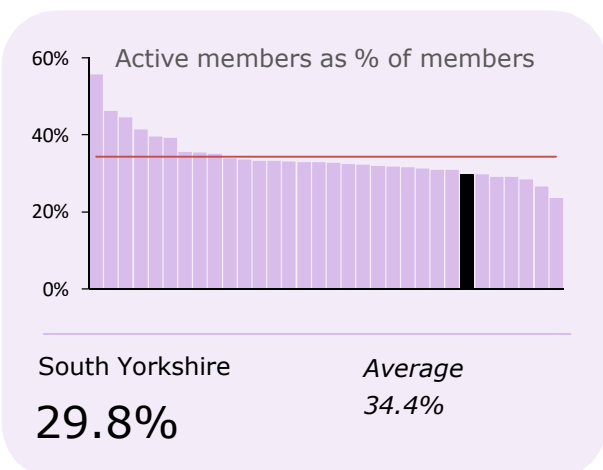
Source: Section 4c, 2018 Questionnaire

## SECTION 3 - WORKLOAD MEASURES

### COMPOSITION OF MEMBERS AS AT 31/03/2018

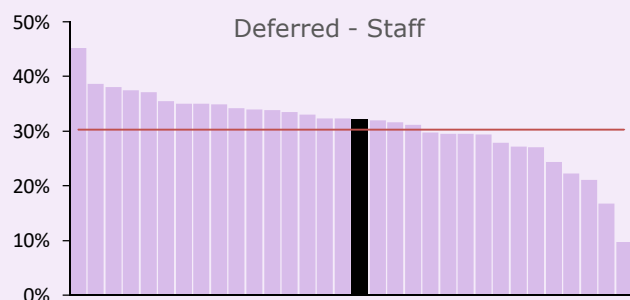
Composition of members	Number	%	Avg.	Avg. %
<b>Active:</b>				
Full-time	25,940	15.6%	22,065	17.7%
Part-time	23,404	14.1%	20,760	16.6%
<b>Sub-total</b>	<b>49,344</b>	<b>29.8%</b>	<b>42,824</b>	<b>34.3%</b>
Deferred - Staff	53,427	32.2%	37,672	30.2%
Pensioners	43,518	26.3%	30,849	24.7%
Dependants	6,464	3.9%	4,813	3.9%
Frozen refunds	8,884	5.4%	4,574	3.7%
Leavers unprocessed/in progress	4,127	2.5%	4,042	3.2%
<b>Total</b>	<b>165,764</b>		<b>124,773</b>	

### Active Members



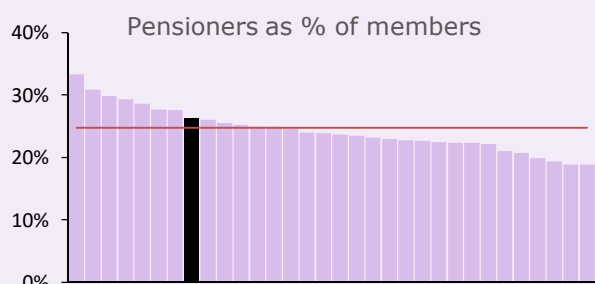
Source: Section 5b, Questionnaire 2018

## Non-Active Members



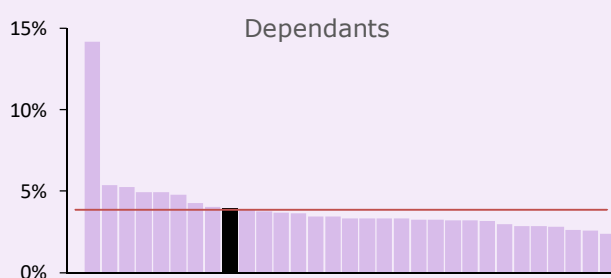
South Yorkshire  
Pensions Authority  
**32.2%**

*Average*  
30.3%



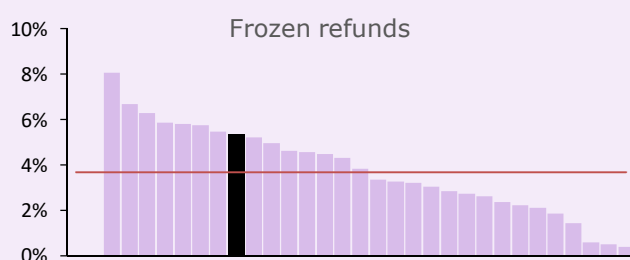
South Yorkshire  
Pensions Authority  
**26.3%**

*Average*  
24.8%



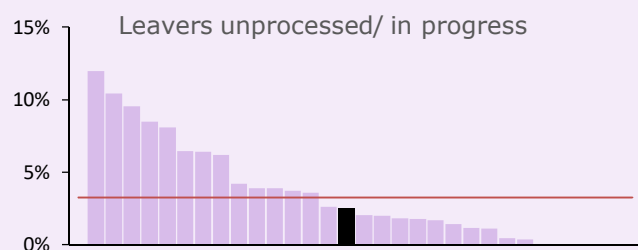
South Yorkshire  
Pensions Authority  
**3.9%**

*Average*  
3.9%



South Yorkshire  
**5.4%**

*Average*  
3.7%



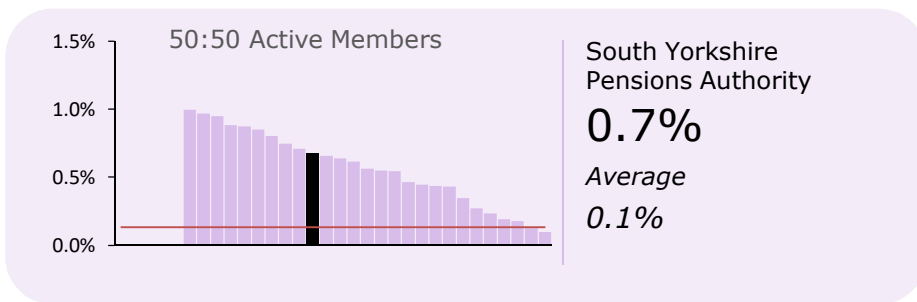
South Yorkshire  
**2.5%**

*Average*  
3.2%

Source: Section 5b, Questionnaire 2018

## COMPOSITION OF MEMBERS AS AT 31/03/2018

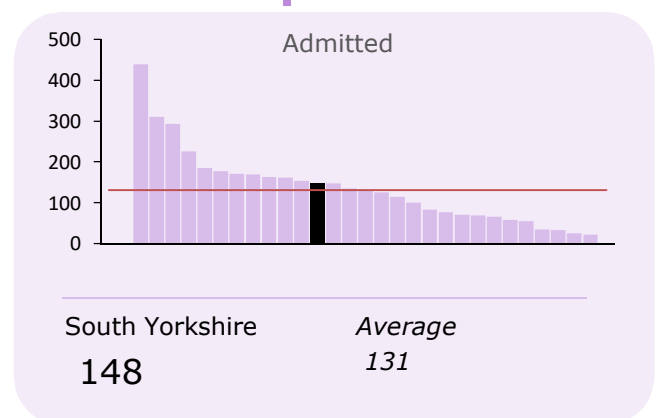
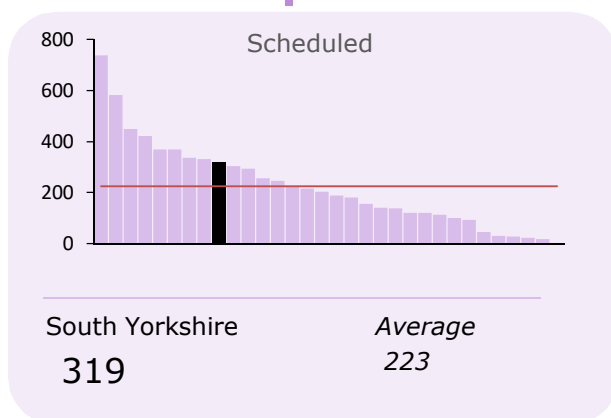
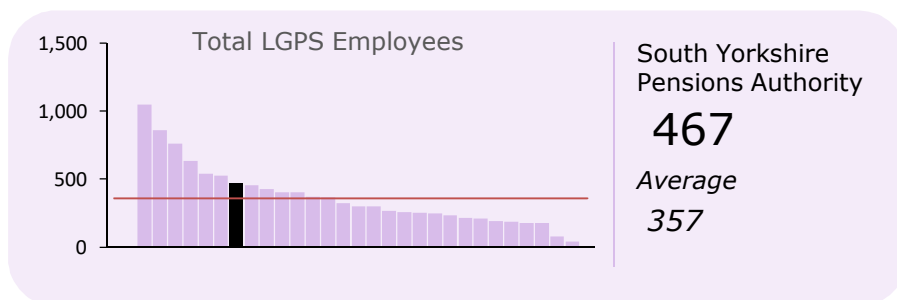
Composition of active members	Number	%	Avg.
50:50	336	0.7%	0.1%



## NUMBER OF LGPS EMPLOYERS AS AT 31/03/2018

LGPS employers (31/03/2018)	Number	Avg.
Scheduled	319	223
Admitted	148	131
<b>Total</b>	<b>467</b>	<b>357</b>

Employer changes 2017/18	+/- Changes		Admitted		Leaving	
	Number	Avg.	Number	Avg.	Number	Avg.
Scheduled	0	1	36	20	0	2
Admitted	-5	2	32	11	16	6

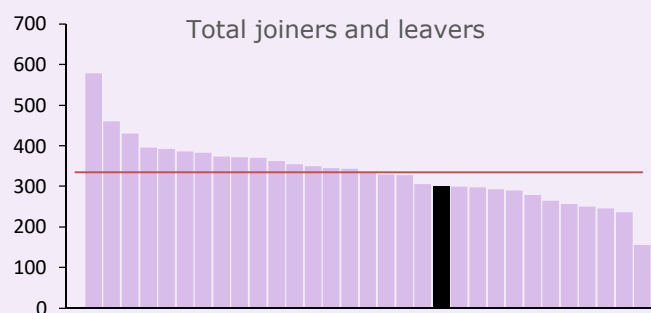


Source: Section 5a & b, Questionnaire 2018

## JOINERS & LEAVERS (per '000 active members) 2017/18

Joiners & Leavers	Number	'000	Avg.
Joining	8,326	169	190
Retiring	2,722	55	45
Deaths	1,438	29	25
Transferred out	443	9	11
Deferred	1,899	38	52
Opted out	NA	na	19
<b>Total</b>	<b>14,828</b>	<b>301</b>	<b>334</b>

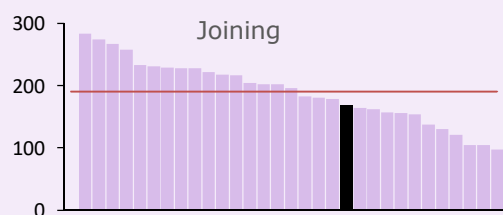
**Active members** 49,344



South Yorkshire  
Pensions Authority

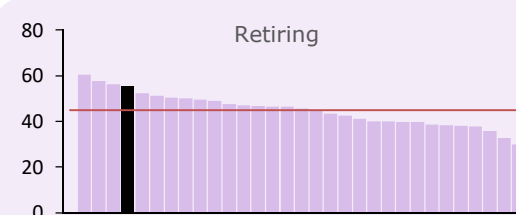
**301**

Average  
**334**



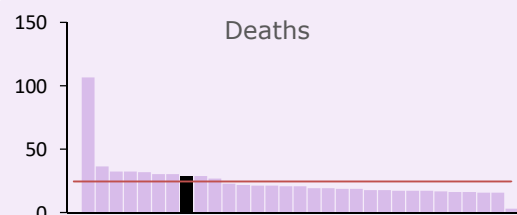
South Yorkshire  
**169**

Average  
**190**



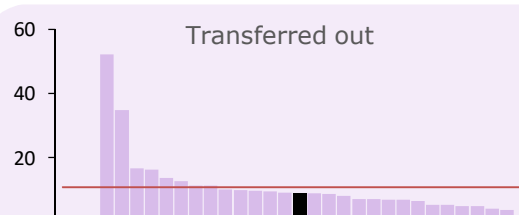
South Yorkshire  
**55**

Average  
**45**



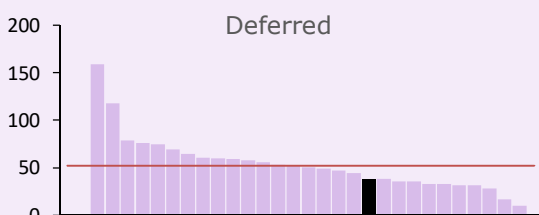
South Yorkshire  
**29**

Average  
**25**



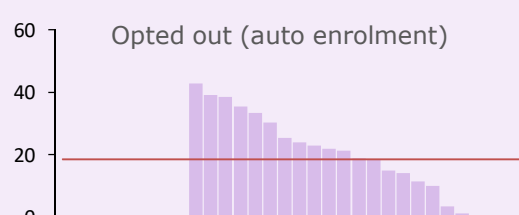
South Yorkshire  
**9**

Average  
**11**



South Yorkshire  
**38**

Average  
**52**



South Yorkshire  
**na**

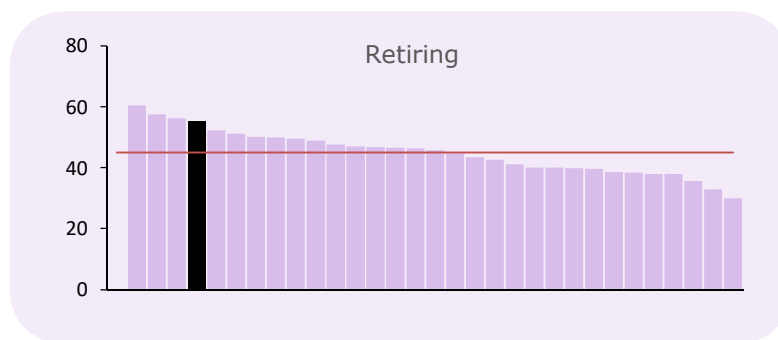
Average  
**19**

Source: Section 5c, Questionnaire 2018

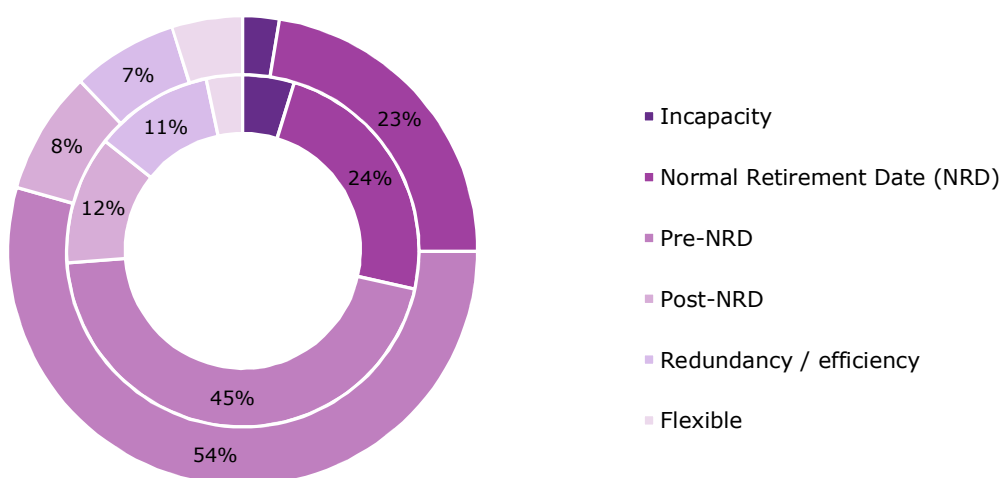
## RETIRING 2017/18 (per '000 active members)

	Total number	per active members	Average (per '000)
Total LGPS members retiring	2,722	55	45

**Active members** 49,344



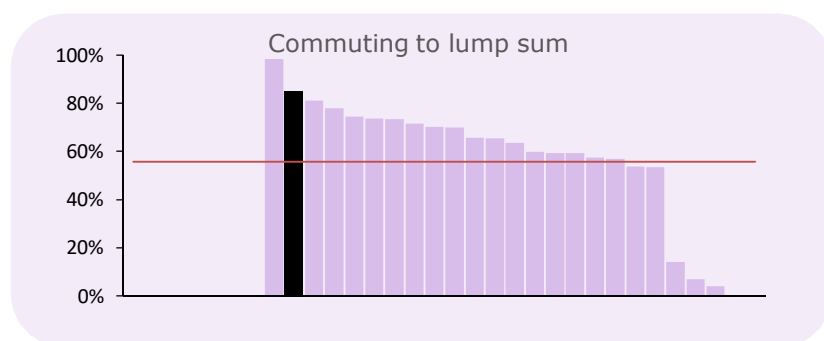
### Retirements



The outer ring of the graph above is the figures for South Yorkshire Pensions Authority and the inner ring is the average figures. For local authorities with percentages less than 5%, these will not be shown.

### Retirements commuting to lump sum

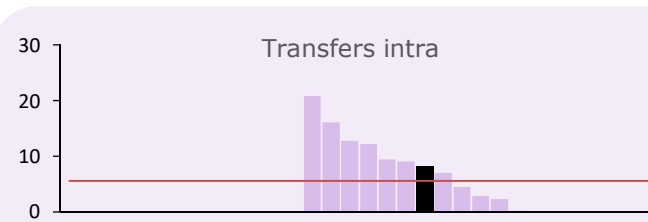
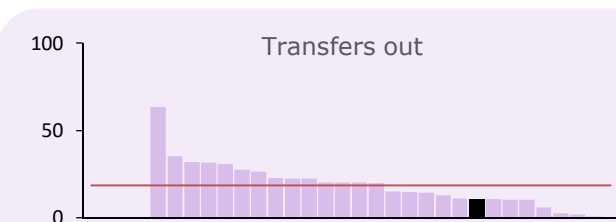
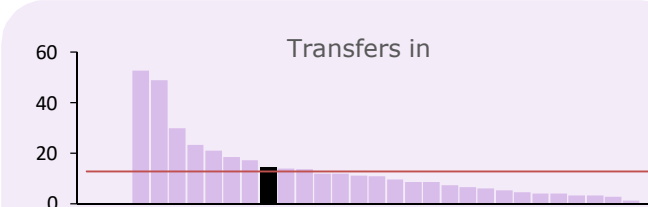
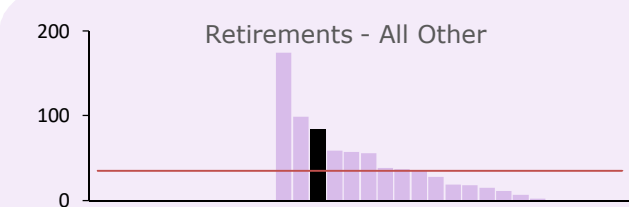
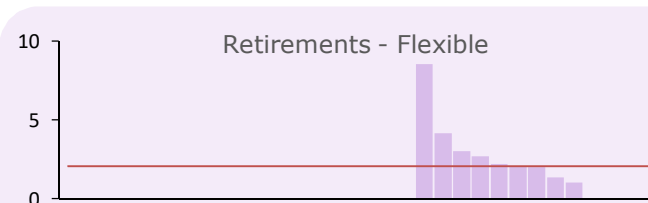
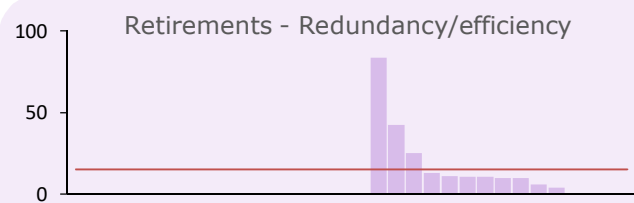
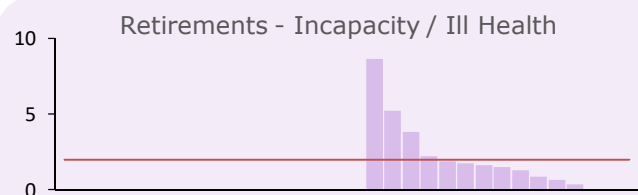
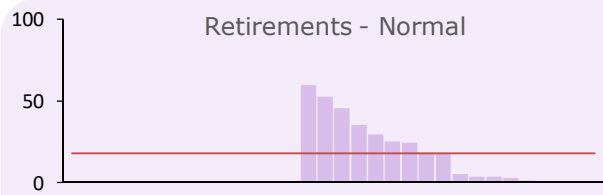
Number	% total	Avg.
2,313	85%	56%



## NUMBER OF QUOTATIONS PROVIDED IN 2017/18 (per '000 active members)

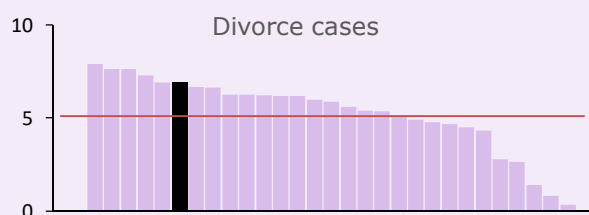
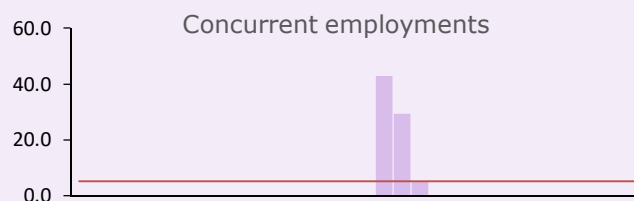
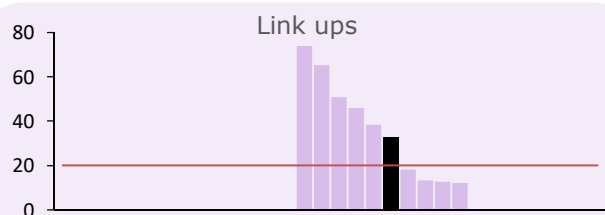
Number of bulk transfers	Number	'000	'000 Avg.
TUPE - in	na	na	0.6
TUPE - out	na	na	0.5
Academies	58	1.2	5.9

Quotations provided	Number	'000	Avg.	Active members
TUPE - in	na	na	-	49,344
TUPE - out	na	na	0.0	
Academies	na	na	-	
Transfers in	709	14.4	12.9	
Transfers out	525	10.6	18.3	
Transfers intra	400	8.1	5.6	
Retirements:				
- Normal	na	na	18.1	
- Incapacity/ill-health	na	na	2.0	
- Redundancy/efficiency	na	na	15.2	
- Flexible	na	na	2.1	
- All other	4,181	84.7	35.2	
Link ups	1,617	32.8	20.2	
Concurrent employments	-	-	5.2	
Divorce cases	340	6.9	5.1	
Deaths in service	-	-	0.2	
Deaths of pensioners	-	-	3.7	



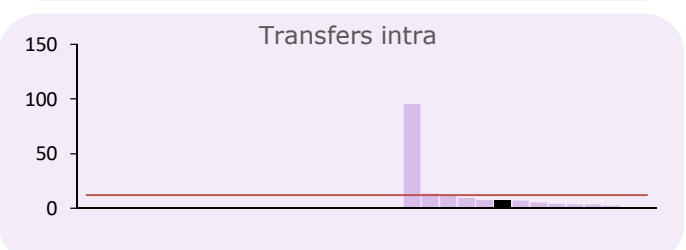
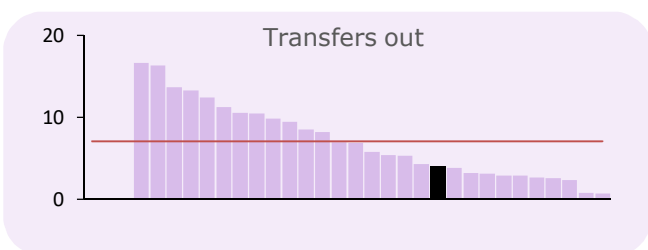
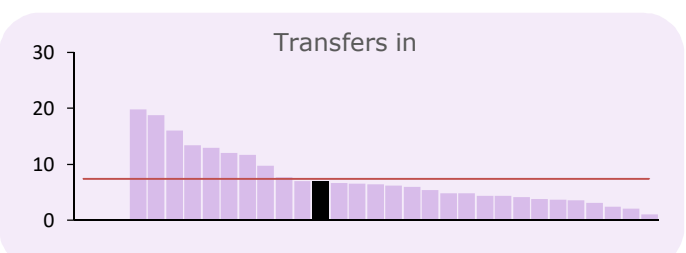
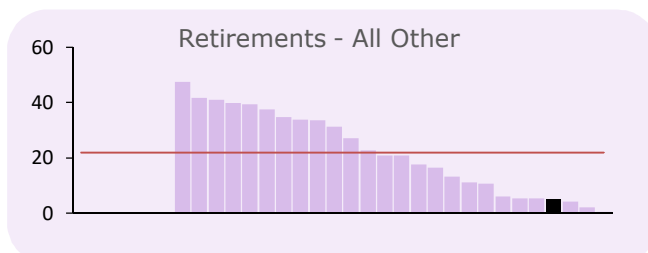
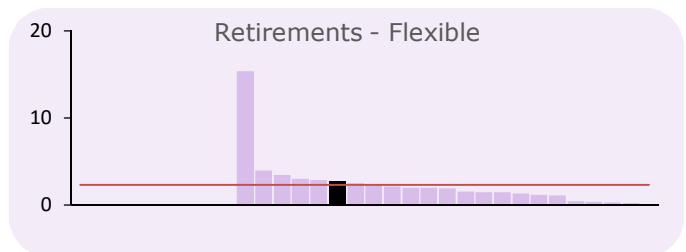
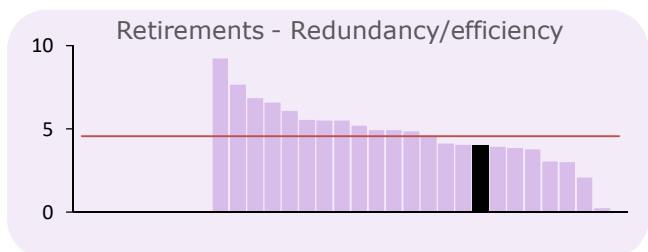
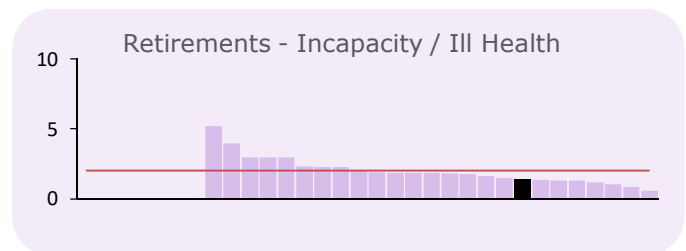
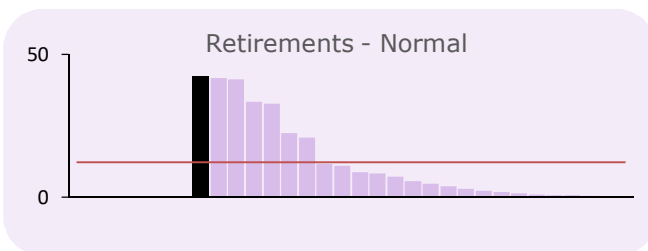


## NUMBER OF QUOTATIONS PROVIDED IN 2017/18 (continued)

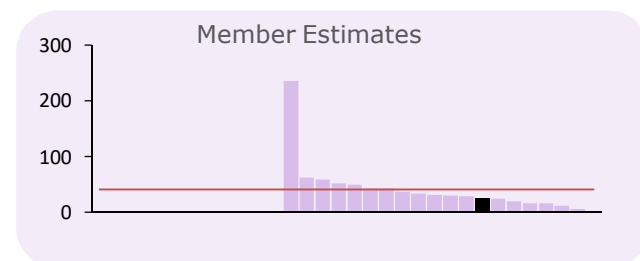
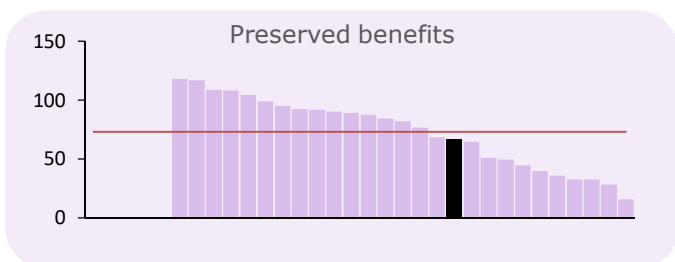
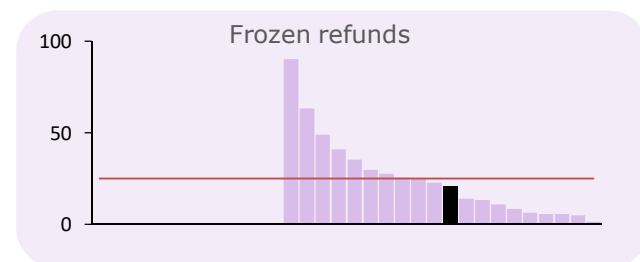
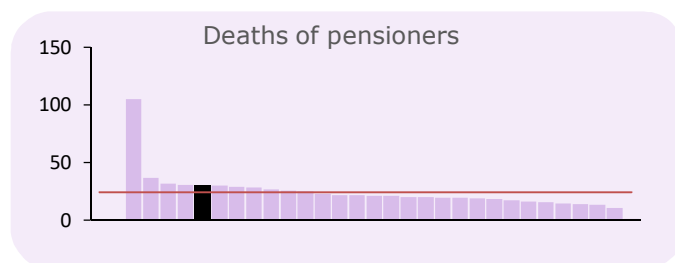
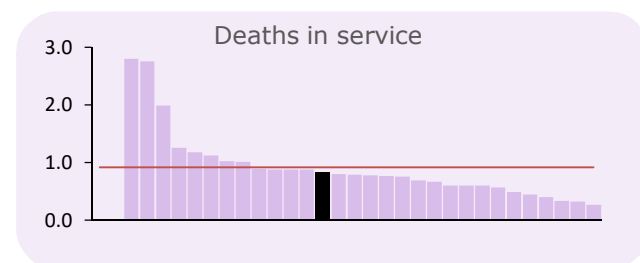
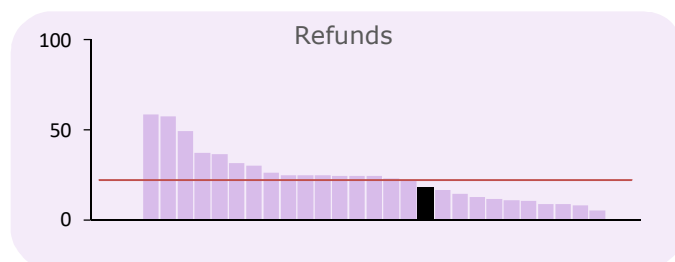
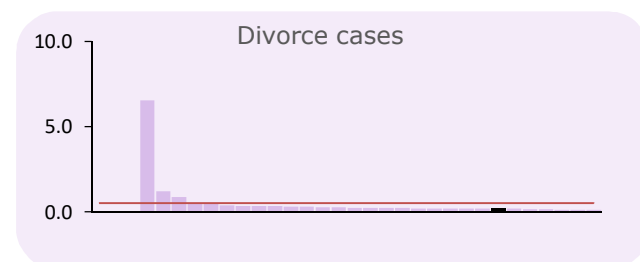
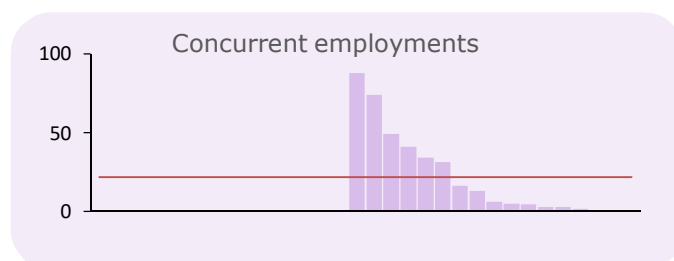
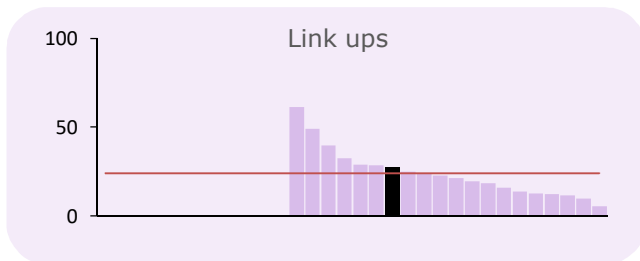


## NUMBER OF ACTUAL EVENTS PROCESSED IN 2017/18 (per '000 active members)

Actual events	Number	'000	'000 Avg.	Active members
TUPE - in	na	na	na	49,344
TUPE - out	na	na	41.7	
Academies	58	1.2	14.9	
Transfers in	338	6.8	7.4	
Transfers out	194	3.9	7.0	
Transfers intra	380	7.7	12.5	
Retirements:				
- Normal	2,092	42.4	12.2	
- Incapacity/ill-health	68	1.4	2.0	
- Redundancy/efficiency	198	4.0	4.6	
- Flexible	133	2.7	2.3	
- All other	231	4.7	21.9	
Link ups	1,352	27.4	24.0	
Concurrent employments	58	1.2	22.1	
Divorce cases	9	0.2	0.5	
Refunds	888	18.0	22.3	
Deaths in service	41	0.8	0.9	
Death of pensioners	1,481	30.0	24.0	
Frozen refunds	1,017	20.6	24.9	
Preserved benefits	3,268	66.2	73.0	
Single Status / Job Evaluation	-	na	na	
Members Estimates	1,177	23.9	41.1	

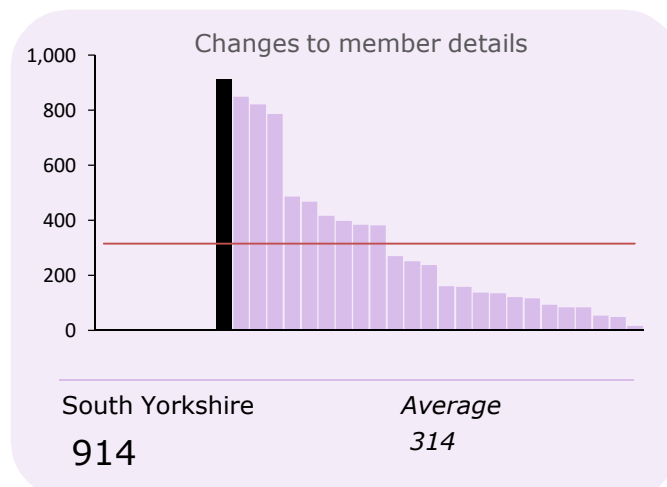
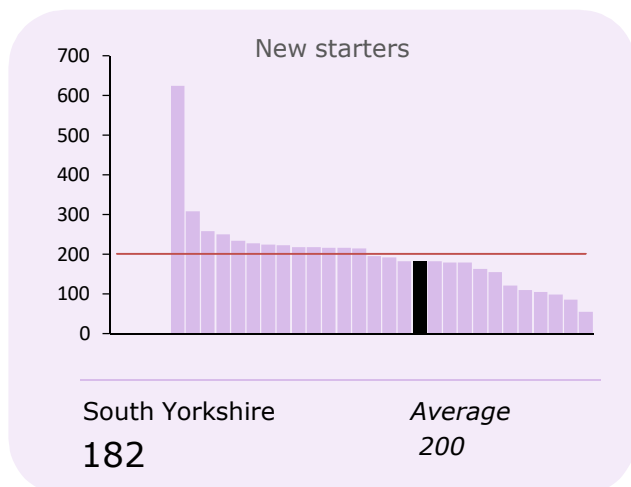


## NUMBER OF ACTUAL EVENTS (continued)



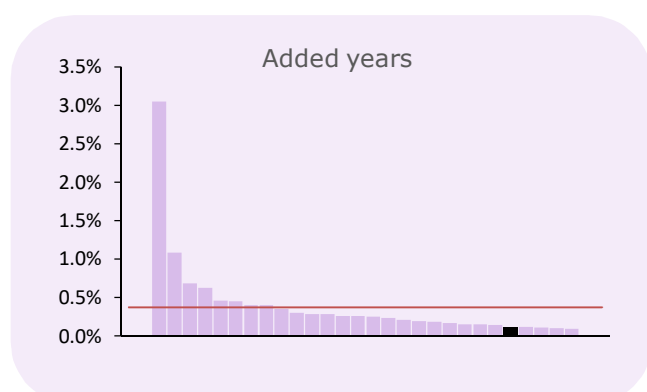
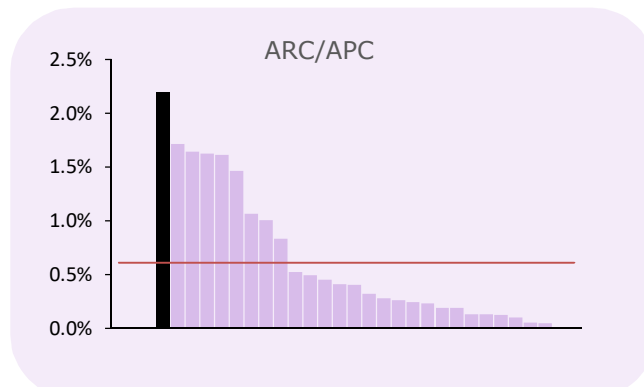
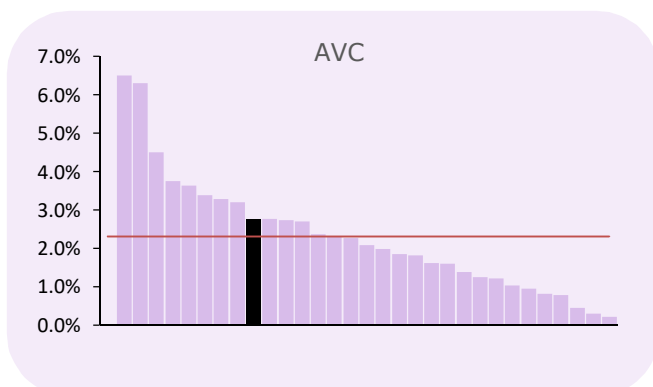
## ACTUAL CALCULATIONS 2017/18 (per '000 active members)

Actual calculations	Number	per '000	Avg.	Active members
New starters	8,997	182	200	49,344
Changes to member details	45,079	914	314	



## AVCs, ARCs and added years 2017/18 (as a % of active members)

Contributors to AVCs and ARCs	Number	%	Avg.	Active members
<b>Currently contributing</b>				49,344
- AVC	1,362	2.8%	2.3%	
- ARC/APC	1,082	2.2%	0.6%	
- Added years	58	0.1%	0.4%	
<b>Total</b>	<b>2,502</b>	<b>5.1%</b>	<b>3.1%</b>	



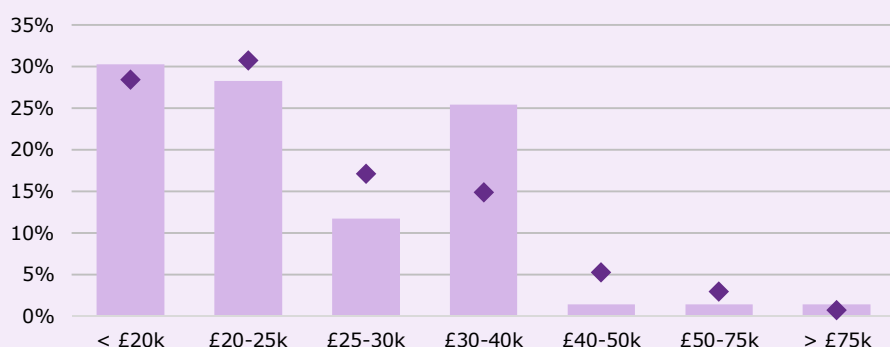
## SECTION 4 - STAFF RELATED MEASURES

as at 31 March 2018

Staff Pay	FTE	%	Avg.
> £75k	1.0	1.4%	0.7%
£50-75k	1.0	1.4%	2.9%
£40-50k	1.0	1.4%	5.2%
£30-40k	18.2	25.5%	14.8%
£25-30k	8.4	11.7%	17.1%
£20-25k	20.2	28.3%	30.8%
< £20k	21.7	30.3%	28.5%
<b>Total</b>	<b>71.5</b>		

Staff Experience	FTE	%	Avg.
< 1 year	12.2	17%	10%
1-5 years	10.6	15%	27%
5-10 years	7.5	10%	18%
10-15 years	13.7	19%	15%
> 15 years	27.5	38%	30%
<b>Total</b>	<b>71.5</b>		

Staff Pay



Staff Experience



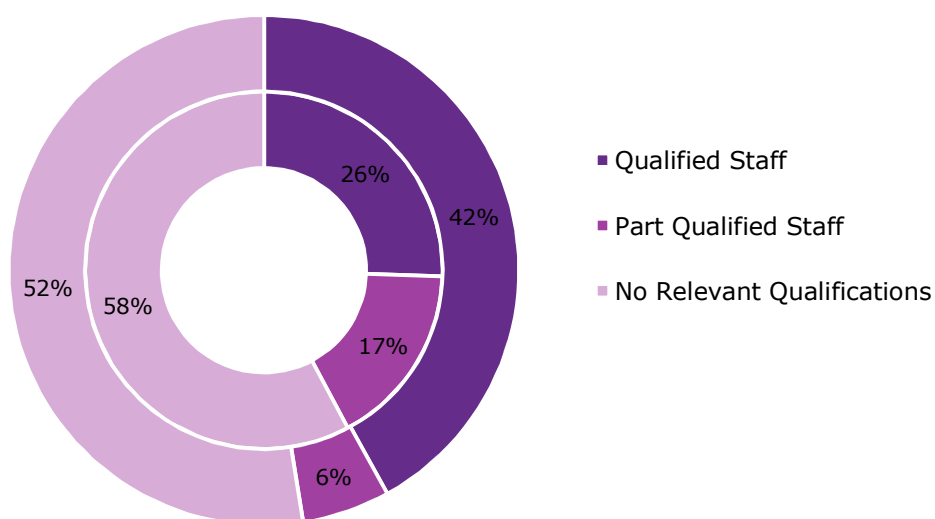
The dark purple markers in the graphs above show the average of all respondents achieving each performance indicator.

Source: Section 6a & b, Questionnaire 2018

## STAFF QUALIFICATIONS

as at 31 March 2018

Staff Qualifications	FTE	%	Avg.
Qualified Staff	30.0	42%	26%
Part Qualified Staff	4.0	6%	17%
No Relevant Qualifications	37.5	52%	58%
<b>Total</b>	<b>71.5</b>		
Number in Training	4.0	6%	6%

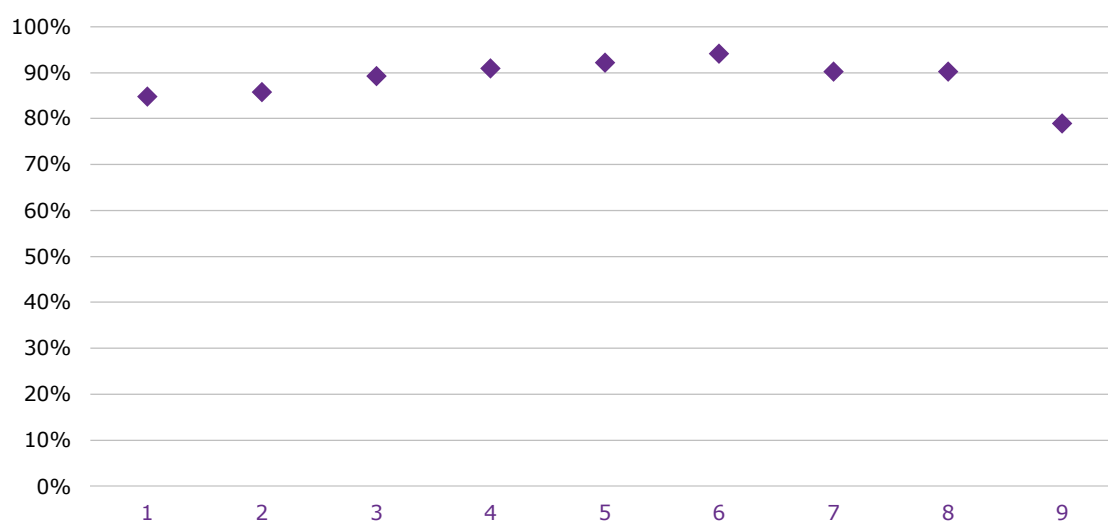


The outer ring of the graph above is the figures for South Yorkshire Pensions Authority and the inner ring is the average figures. For local authorities with percentages less than 5%, these will not be shown.

## SECTION 5 - INDUSTRY STANDARD PI'S

Industry Standard PI's	Target	Achieved	Avg.
1 Letter detailing transfer in quote	10 days	na	84.9%
2 Letter detailing transfer out quote	10 days	na	85.9%
3 Process and pay refund	5 days	na	89.3%
4 Letter notifying <b>estimate</b> of retirement benefit	10 days	na	91.0%
5 Letter notifying <b>actual</b> retirement benefit	5 days	na	92.4%
6 Process and pay lump sum retirement grant	5 days	na	94.2%
7 Letter acknowledging death of member	5 days	na	90.4%
8 Letter notifying amount of dependant's benefits	5 days	na	90.4%
9 Calculate and notify deferred benefits	10 days	na	79.1%

**Achieved industry standard PI's**



The dark purple markers in the graph above show the average of all respondents achieving each performance indicator.

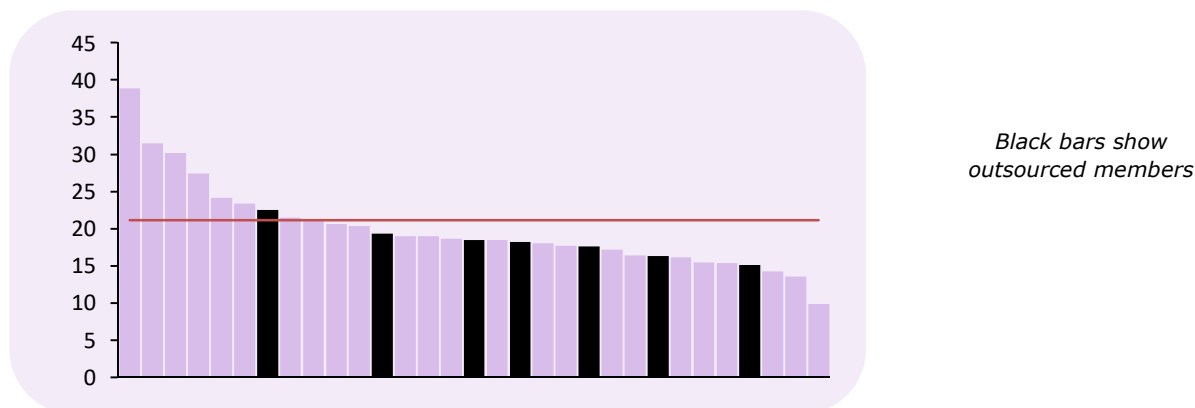
Source: Section 9, Questionnaire 2018

## SECTION 6 - COMPARISON BY METHOD OF SERVICE DELIVERY

### COMPARISON OF OUTSOURCED/IN-HOUSE MEMBERS

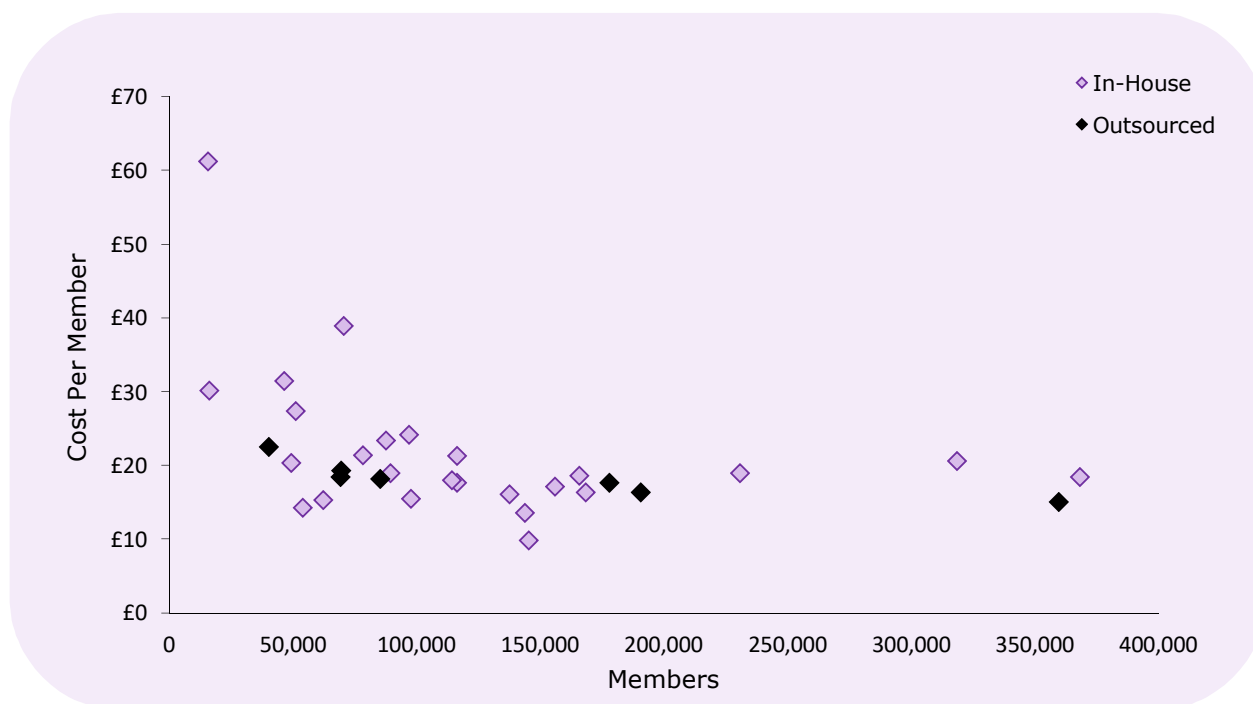
Total members with data:	33
Outsourced members:	7

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



	Cost	Members	Cost per Member
South Yorkshire Pensions A	£3,095	165,764	£18.67
Club average	£2,319	124,497	£21.16
Outsourced average	£2,393	141,645	£18.23
In-house average	£2,298	119,695	£21.98

### COST PER MEMBER COMPARED WITH NUMBER OF MEMBERS



Source: Section 1, Questionnaire 2018



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To learn more about other benchmarking clubs in areas such as Adult Social Care and Children's Services, or to see our Value for Money indicator stream, please see our website:

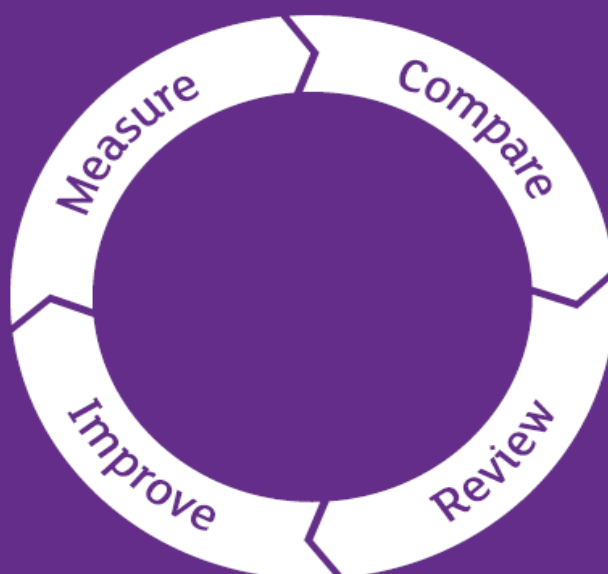
[www.cipfa.org/services/benchmarking](http://www.cipfa.org/services/benchmarking)

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