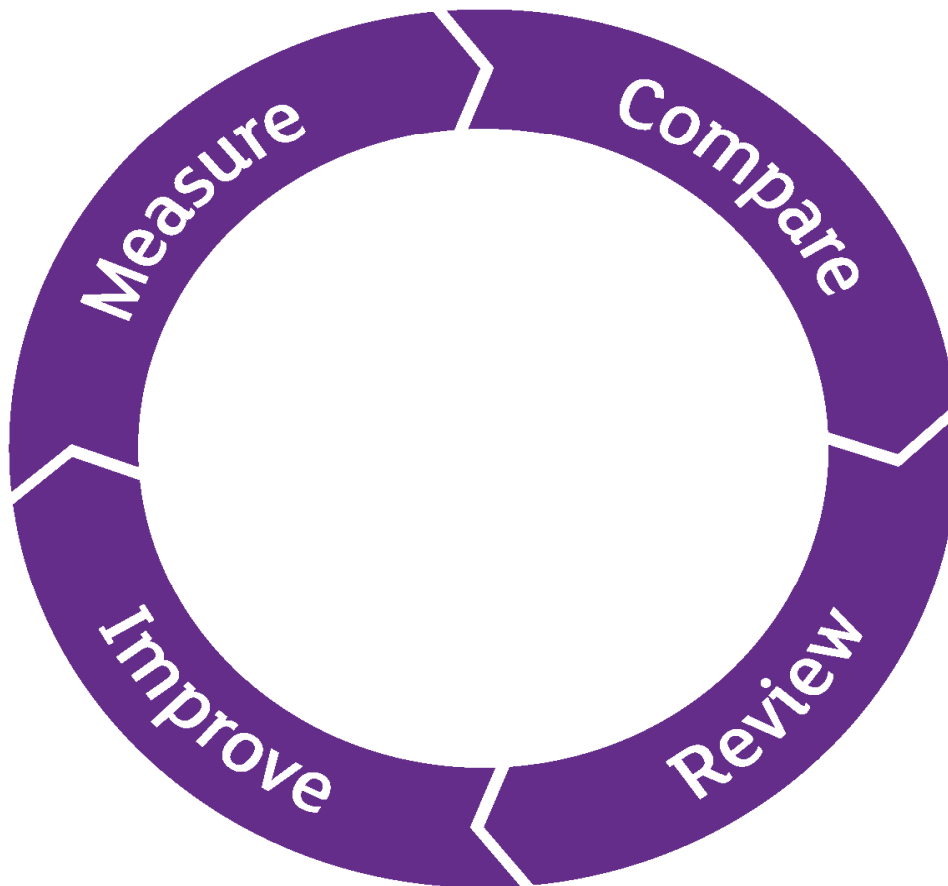


Analytics & Research

pensions administration benchmarking club

2019 - South Yorkshire Pensions Authority Comparator 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

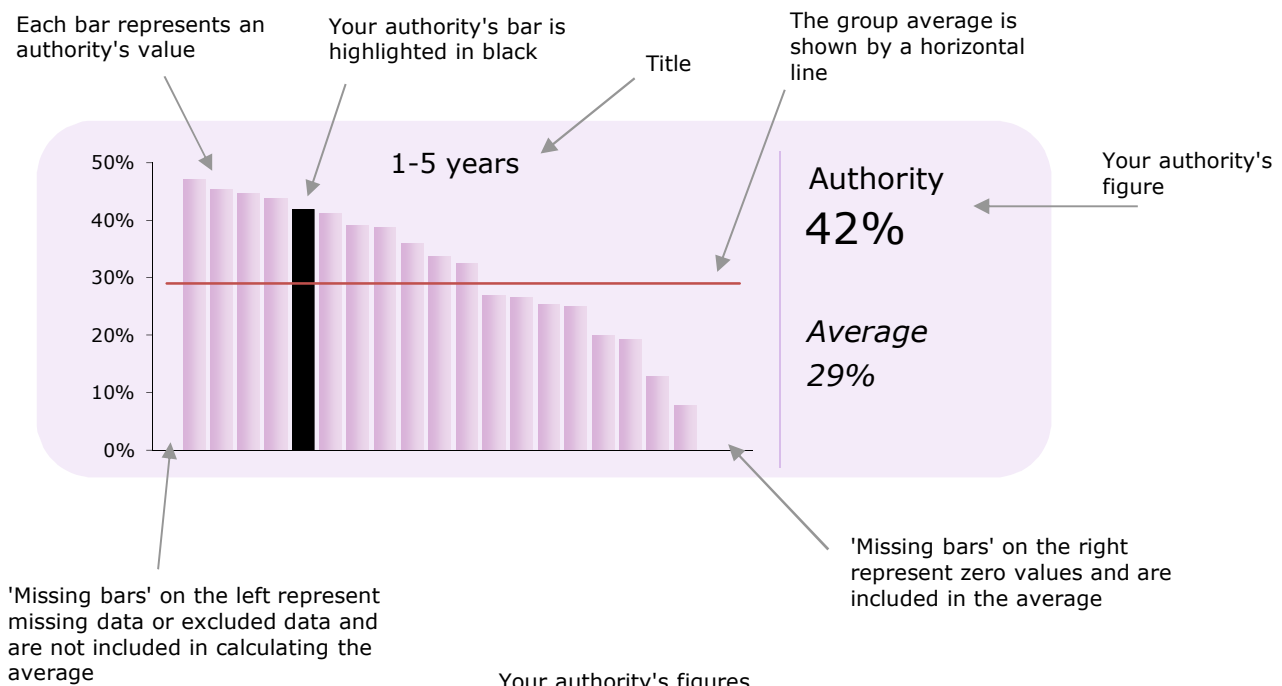
Almost all of our tables and charts compare your figure with a group average. The average is the unweighted mean value for the group. This average value ignores missing data, or data that we have excluded and for this reason sets of averages sometimes do not reconcile precisely.

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



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 2019 and is divided into the sections listed below.

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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4 Industry Standard Performance Indicators	18
5 Staff Related Measures	19
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7 IT and Data Quality	22
8 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 direct costs, indirect costs 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 as well as numbers contributing to Additional Voluntary Contributions (AVCs), Additional Regular Contributions/Additional Pension Contributions (ARCs/APCs) and added years.

Other workload measures shows the cases outstanding from last year brought forward and those commenced and completed in the year. These include:

- Various letters regarding death, retirement, transfers and divorce
- Process and pay lump sum retirement grant
- Deferment and refund
- Member estimates, joiners, aggregation and link ups

Section 4 - Industry Standard Performance Indicators

This section looks at how authorities perform against each of the LGPC performance indicators.

Section 5 - Staff Related Measures

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

Section 6 - Communications

This section shows the various forms of communications for members, pensioners and employers.

Section 7 - IT and Data Quality

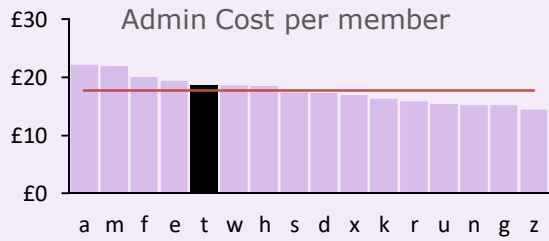
This section shows the IT Arrangements for the pensions administration and measurements of data quality.

Section 8 - Comparison by Method of Service Delivery (final report only)

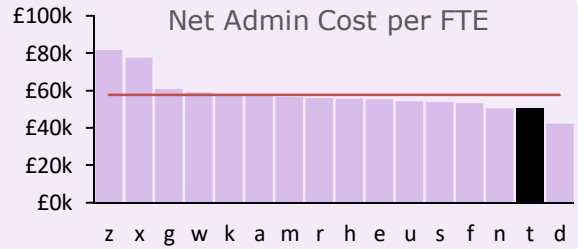
This shows members' costs and averages compared for in-house and externally managed pension schemes.

SECTION 1 - SUMMARY

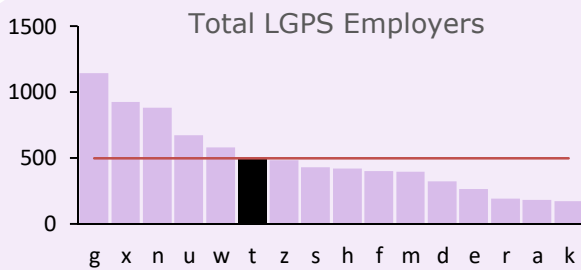
Key Findings:



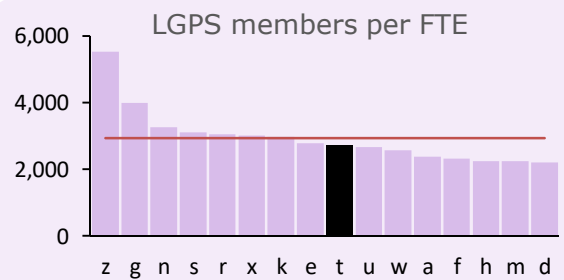
South Yorkshire Pensions Authority *Average*
£18.71 *£17.69*



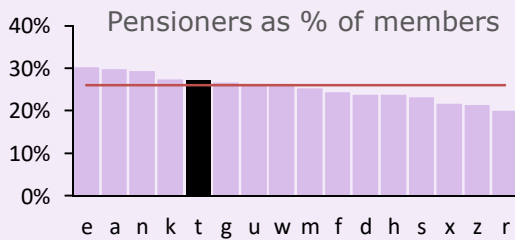
South Yorkshire Pensions Authority *Average*
£50.5k *£57.6k*



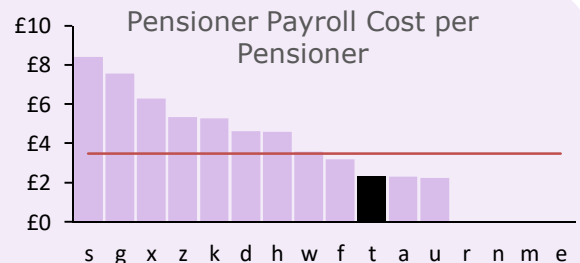
South Yorkshire Pensions Authority *Average*
494 *498*



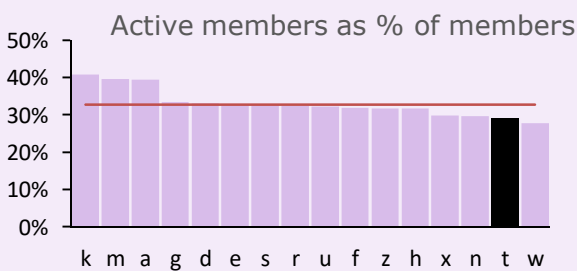
South Yorkshire Pensions Authority *Average*
2,701 *2,937*



South Yorkshire Pensions Authority *Average*
27.2% *26.0%*



South Yorkshire Pensions Authority *Average*
£2.33 *£3.48*



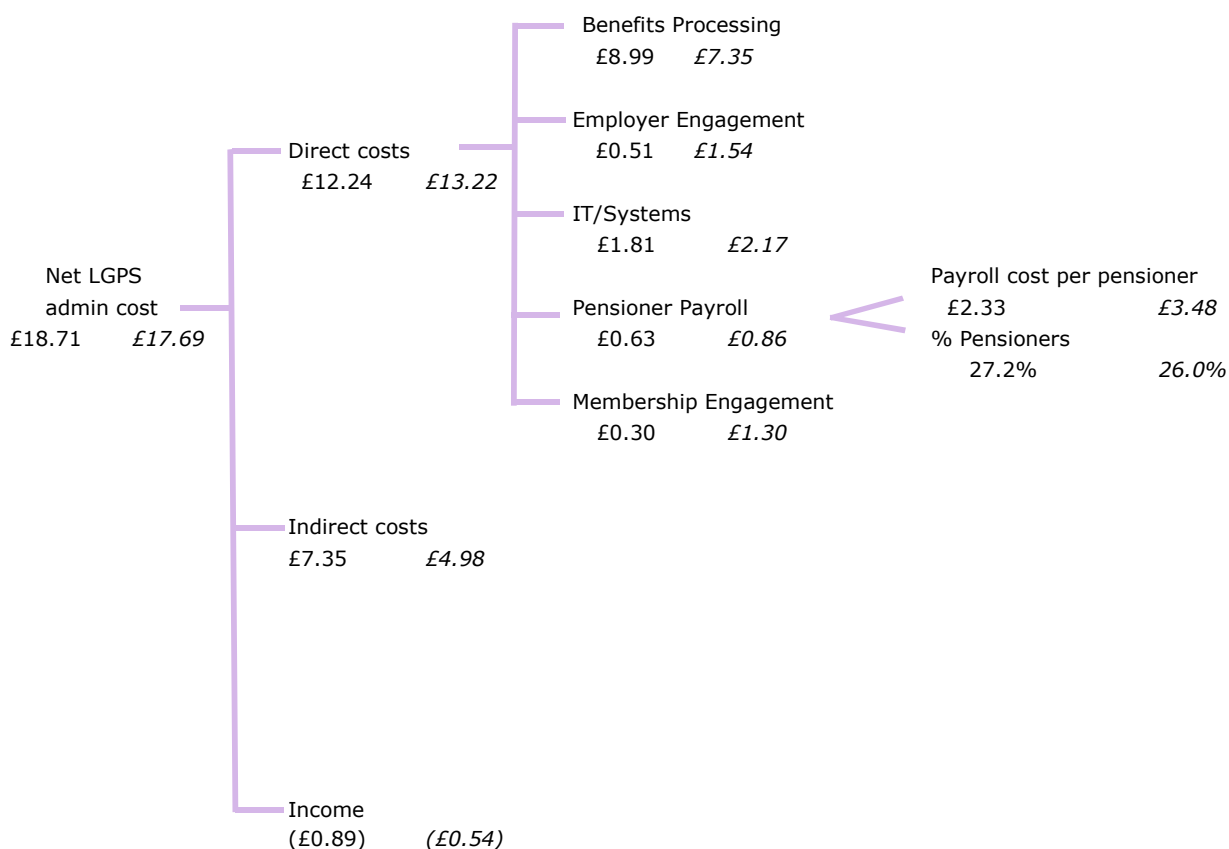
South Yorkshire Pensions Authority *Average*
29.1% *32.7%*

SECTION 2 - ADMIN COST MEASURES

ADMIN COST PER MEMBERS 2018/19

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.

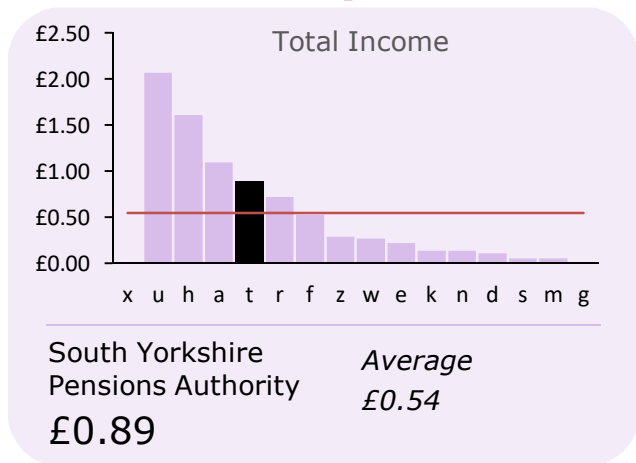
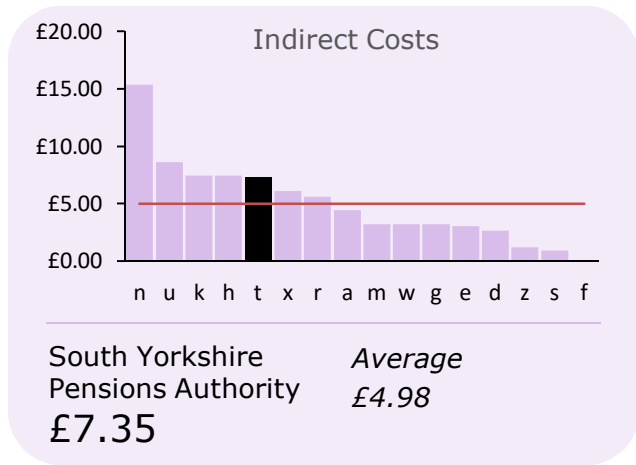
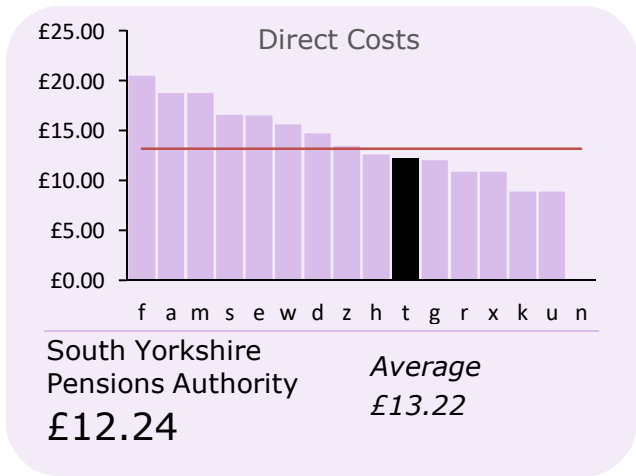
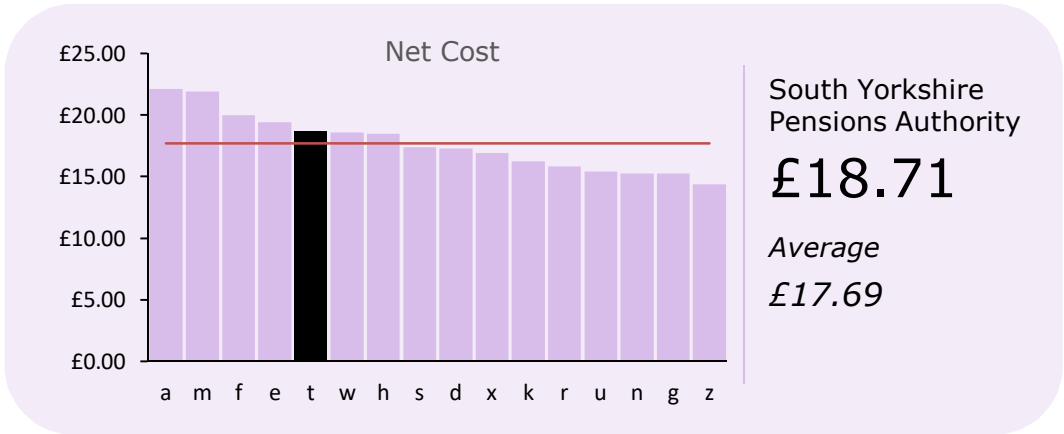


FTE Staff		LGPS admin costs	£'000	£ per member	Avg.
Pension Section total	82.8	Benefits Processing	1,518	8.99	7.35
less		Employer Engagement	86	0.51	1.54
Governance	1.0	IT / Systems	306	1.81	2.17
Investment	3.0	Pensioner Payroll	107	0.63	0.86
Financial Management	8.5	Membership Engagement	50	0.30	1.30
Other	7.8				
		Total Direct Costs	2,067	12.24	13.22
Admin of LGPS	62.5	Total Indirect Costs	1,241	7.35	4.98
		Gross Cost	3,308	19.59	18.20
		Total Income	(150)	(0.89)	(0.54)
		Net Cost	3,158	18.71	17.69

Total Scheme Membership	168,823
Pensioners	45,915

Source: Sections 2 & 3, 2019 Questionnaire

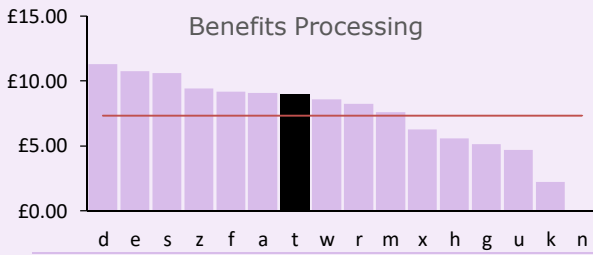
ADMIN COST PER MEMBER 2018/19



Source: Section 3, 2019 Questionnaire

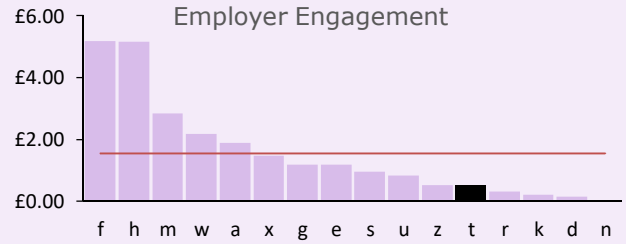
COSTS PER MEMBER - Direct Costs 2018/19

The following graphs are the costs that make up the direct costs that South Yorkshire Pensions Authority had during the financial year 2018/19.



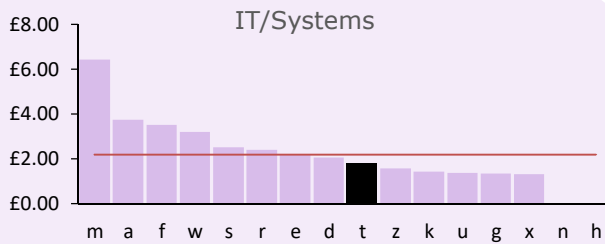
South Yorkshire Pensions Authority
£8.99

Average
£7.35



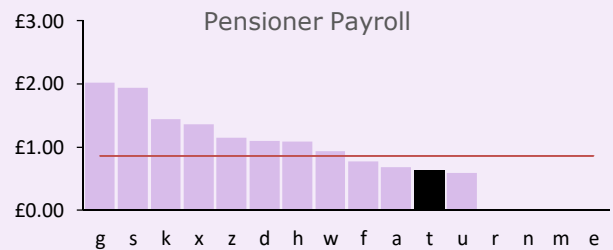
South Yorkshire Pensions Authority
£0.51

Average
£1.54



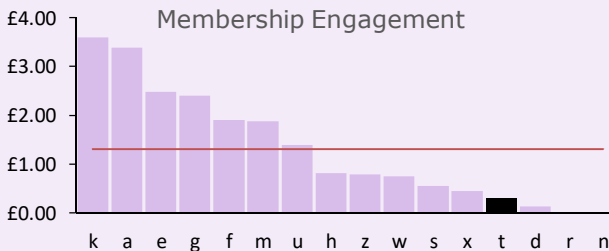
South Yorkshire Pensions Authority
£1.81

Average
£2.17



South Yorkshire Pensions Authority
£0.63

Average
£0.86

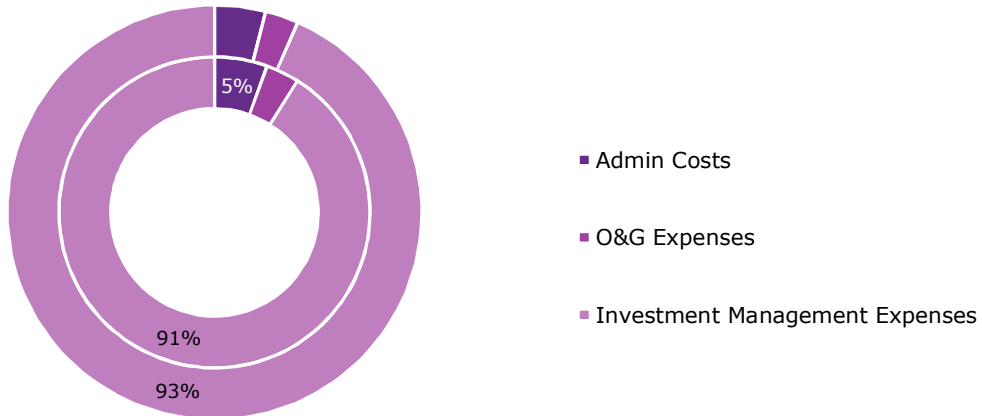


South Yorkshire Pensions Authority
£0.30

Average
£1.30

LGPS Management Expenses Summary 2018/19

LGPS Management Expenses	£'000	£ per member	Avg.
LGPS Administration Costs	2,067	12.24	12.96
LGPS Oversight and Governance Expenses	1,367	8.10	8.30
LGPS Investment Management Expenses	48,712	288.54	215.41
Total LGPS Management Expenses	52,146	308.88	222.69



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.

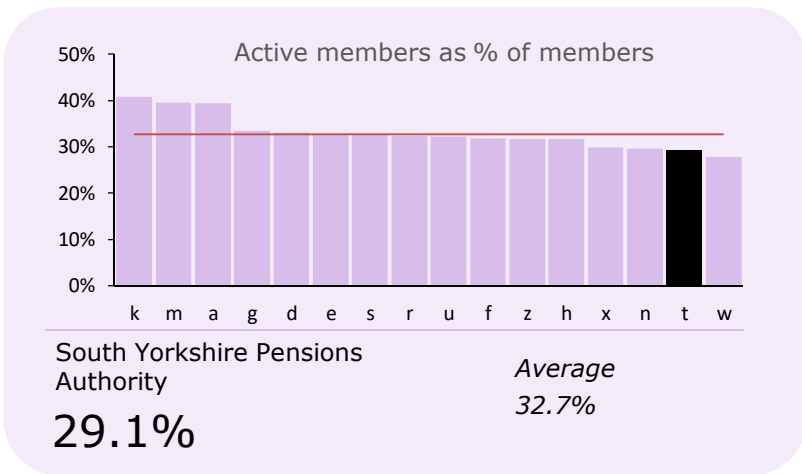
Source: Section 3, 2019 Questionnaire

SECTION 3 - WORKLOAD MEASURES

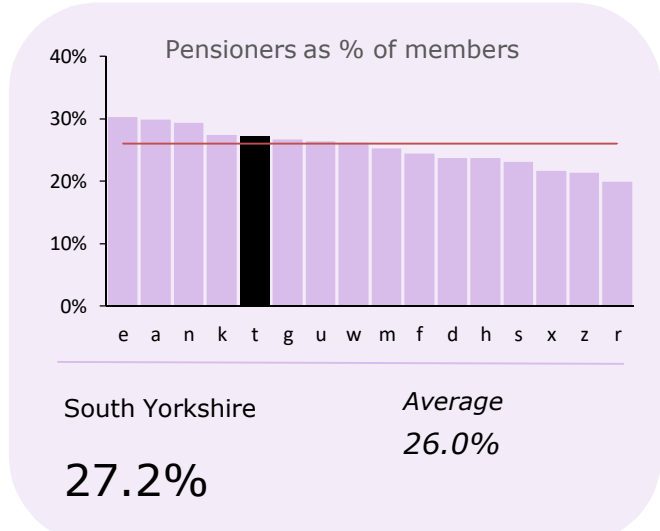
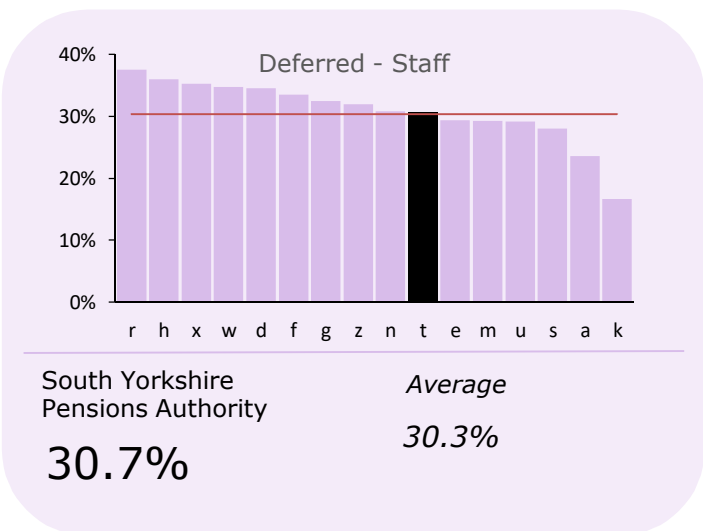
COMPOSITION OF MEMBERS AS AT 31/03/2019

Composition of members	Number	%	Avg.	Avg. %
Active Staff	49,145	29.1%	58,256	32.7%
Deferred Staff	51,877	30.7%	53,930	30.2%
Pensioners	45,915	27.2%	46,223	25.9%
Dependants	6,667	3.9%	7,177	4.0%
Frozen refunds	9,044	5.4%	6,683	3.7%
Leavers unprocessed/in progress	6,175	3.7%	6,070	3.4%
Total	168,823		178,339	

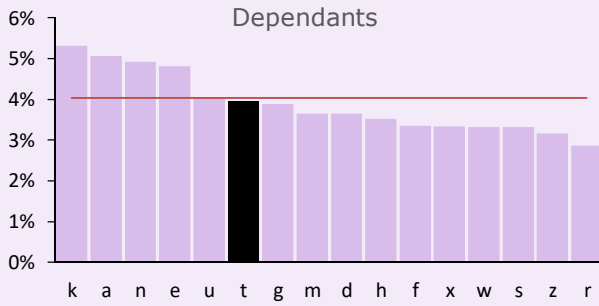
Active Members



Non-Active Members

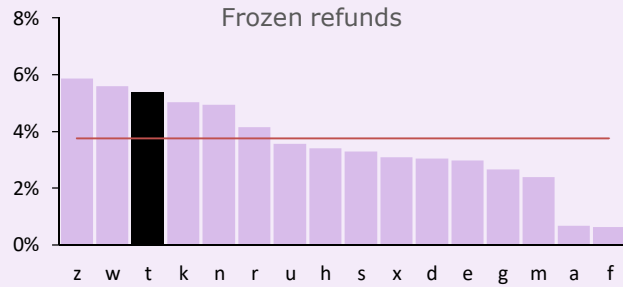


Source: Section 4b, Questionnaire 2019



South Yorkshire
Pensions Authority
3.9%

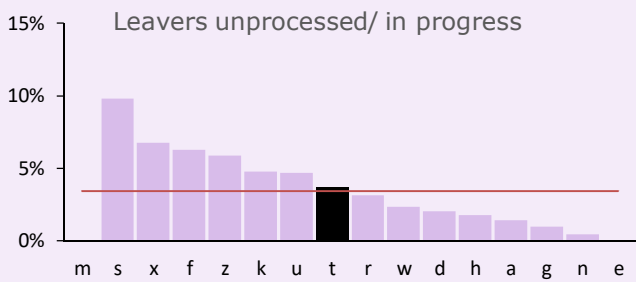
Average
4.0%



South Yorkshire
Pensions Authority

5.4%

Average
3.8%



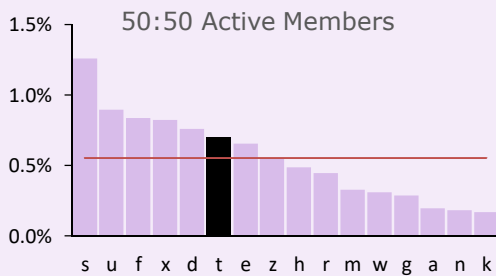
South Yorkshire
Pensions Authority

3.7%

Average
3.4%

COMPOSITION OF MEMBERS AS AT 31/03/2019

Composition of active members	Number	%	Avg.
50:50	344	0.7%	0.6%



South Yorkshire
Pensions Authority

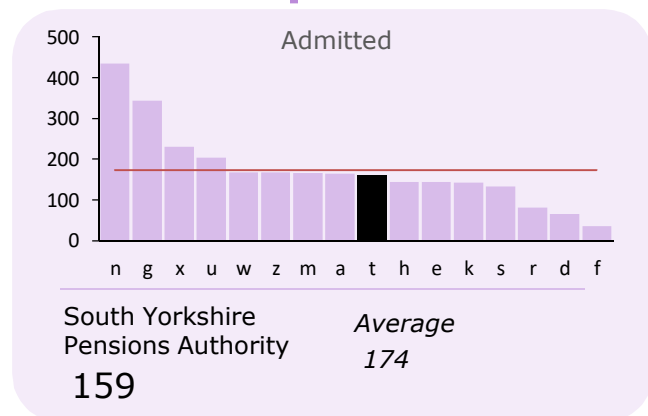
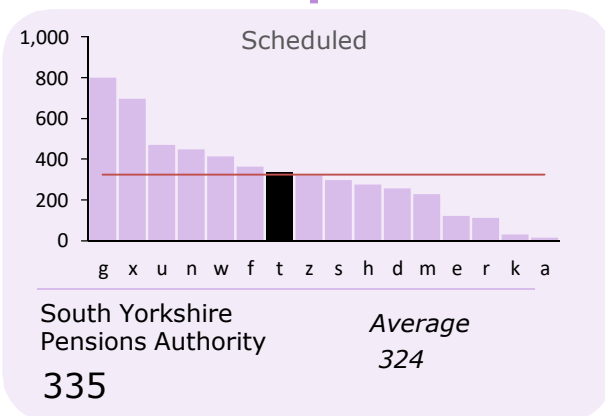
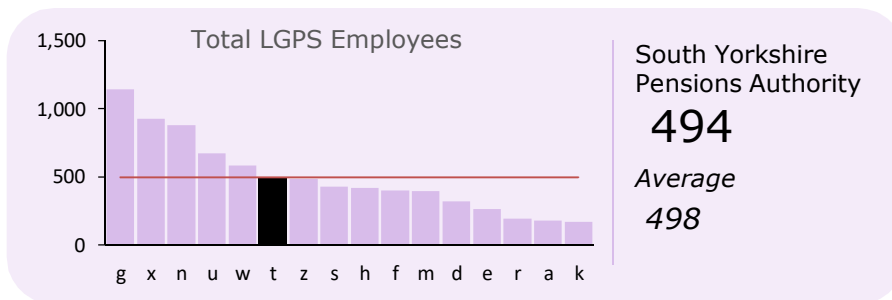
0.7%

Average
0.6%

NUMBER OF LGPS EMPLOYERS AS AT 31/03/2019

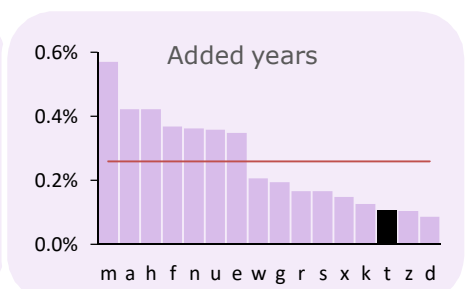
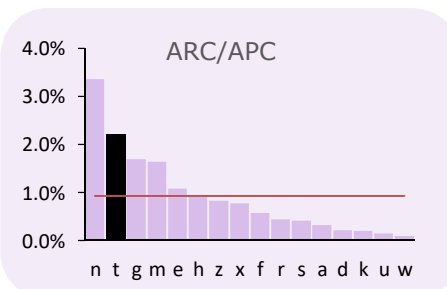
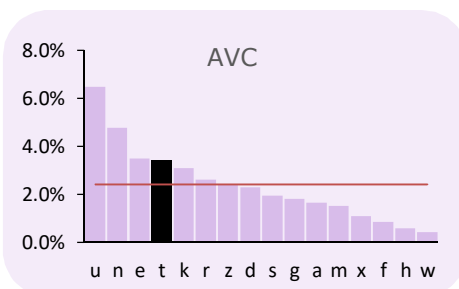
LGPS employers (31/03/2019)	Number	Avg.
Scheduled	335	324
Admitted	159	174
Total	494	498

Employer changes 2018/19	Joined		Leaving	
	Number	Avg.	Number	Avg.
Scheduled	20	26	0	6
Admitted	16	15	3	10



AVCs, ARCs and added years 2018/19 (as a % of active members)

Contributors to AVCs and ARCs	Number	%	Avg.	Active members
Currently contributing				49,145
- AVC	1,680	3.4%	2.4%	
- ARC/APC	1,090	2.2%	0.9%	
- Added years	53	0.1%	0.3%	
Total	2,823	5.7%	3.6%	

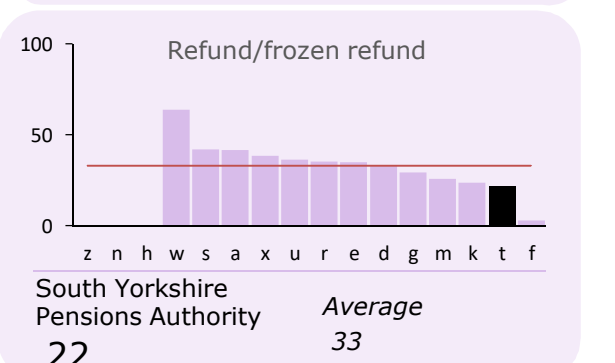
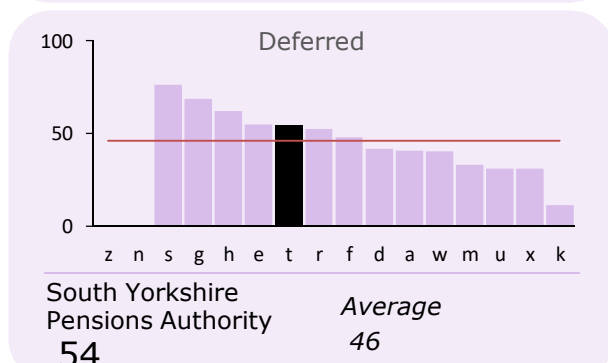
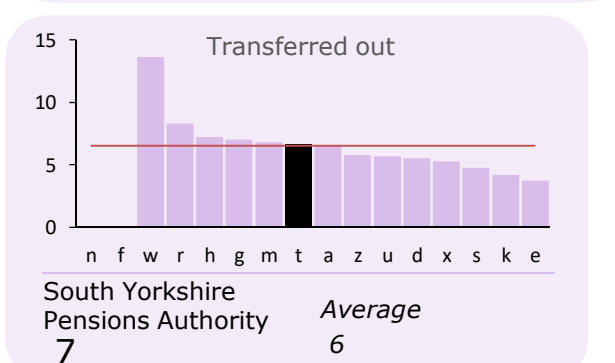
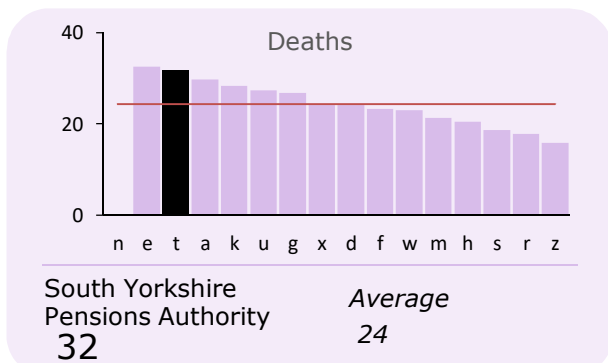
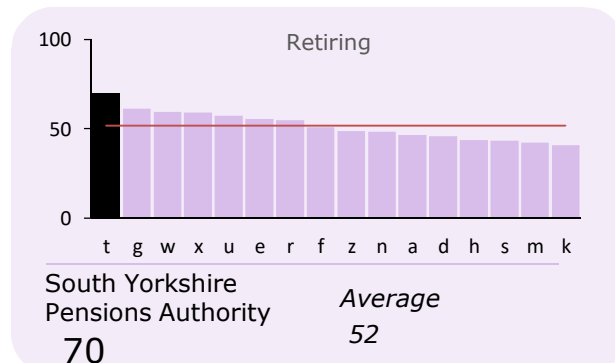
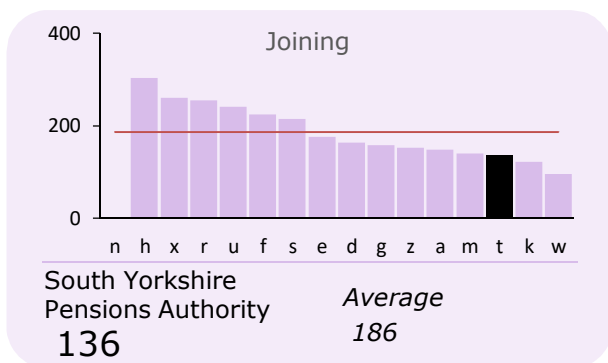
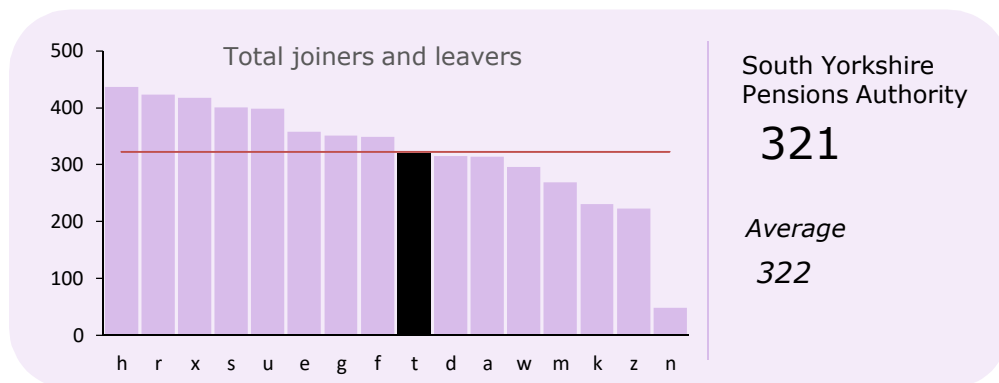


Source: Section 4a & e, Questionnaire 2019

JOINERS & LEAVERS (per '000 active members) 2018/19

Joiners & Leavers	Number	'000	Avg.
Joining	6,705	136	186
Retiring	3,432	70	52
Deaths	1,564	32	24
Transferred out	326	7	6
Deferred	2,669	54	46
Refund/Frozen refund	1,072	22	33
Total	15,768	321	322

Active members 49,145

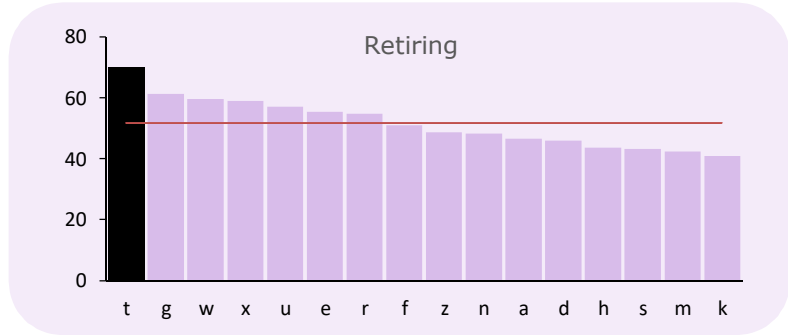


Source: Section 4c, Questionnaire 2019

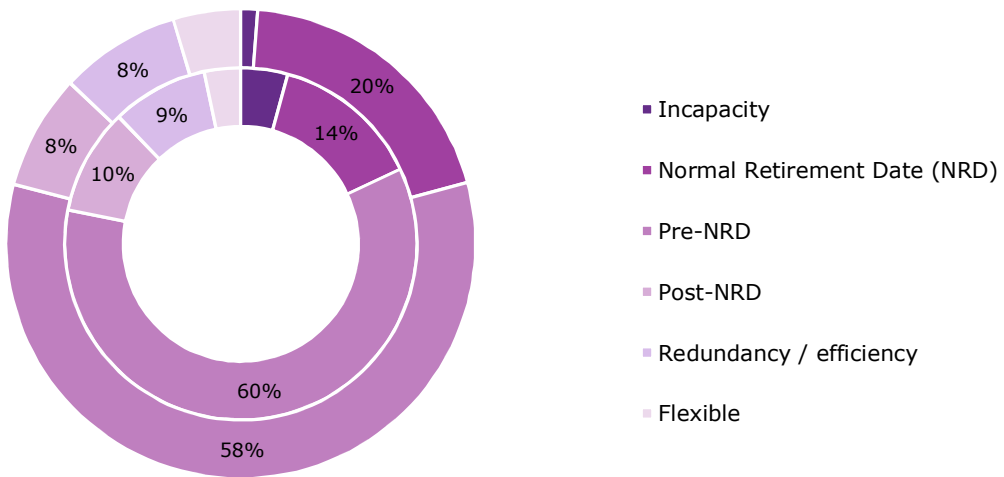
RETIRING 2018/19 (per '000 active members)

	Total number	per active members	Average (per '000)
Total LGPS members retiring	3,432	70	52

Active members 49,145



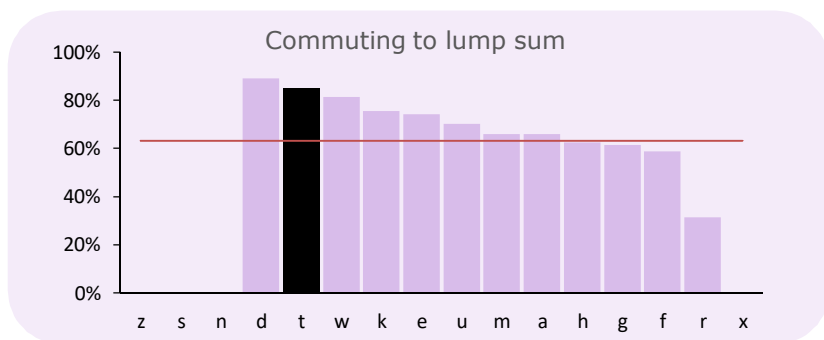
Retirements



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.
2,917	85%	63%

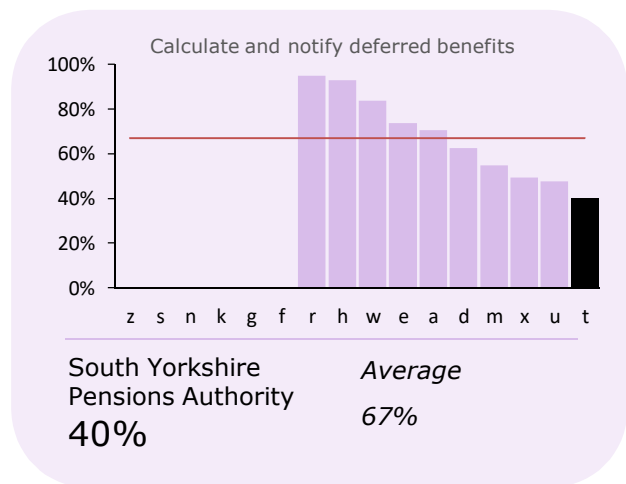
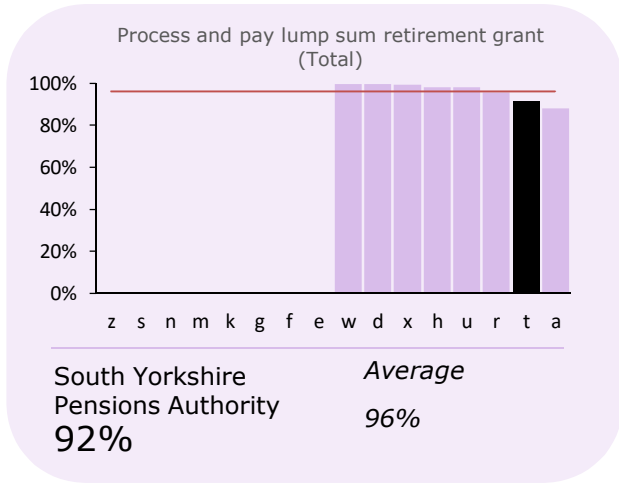
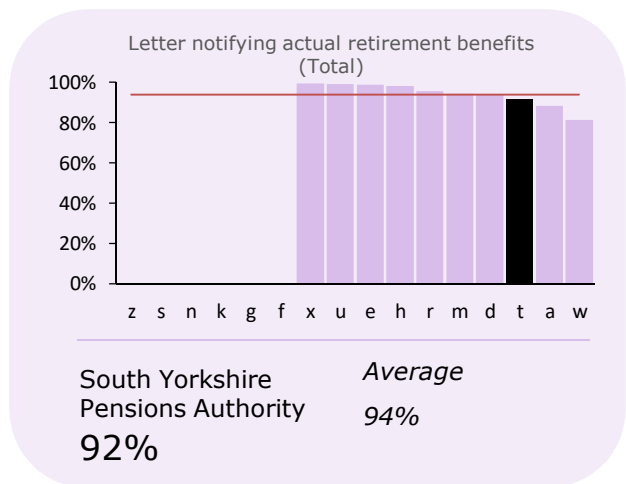
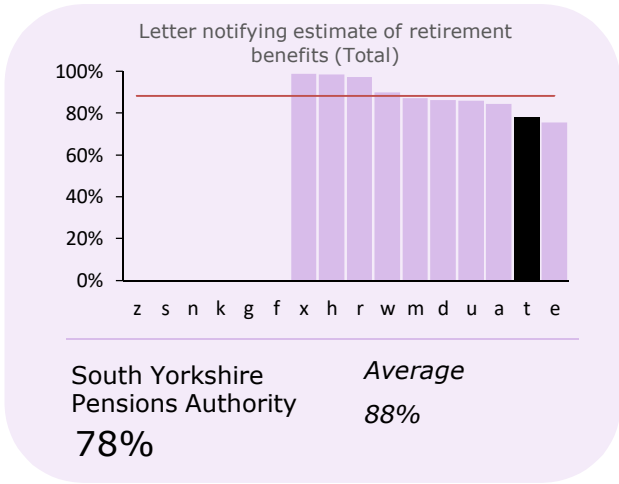
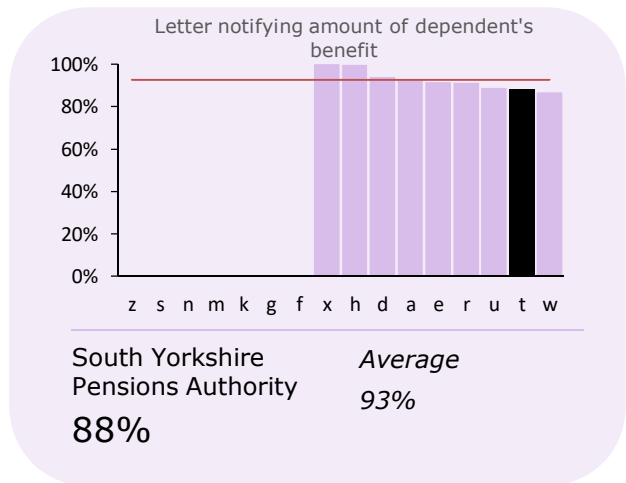
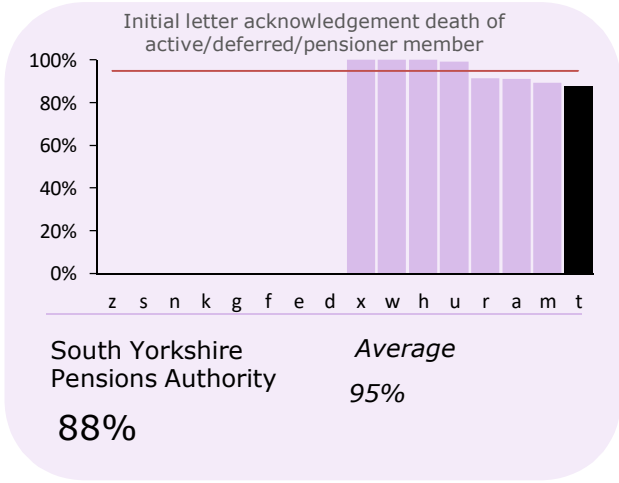


OTHER WORKLOAD MEASURES

Cases in 2018/19	Total cases in the year*		Number of cases completed in	
	South Yorkshire Pensions Authority	Average	South Yorkshire Pensions Authority	Average
Deaths - Initial letter acknowledgement death of active/deferred/pensioner member	1,744	1,280	1,534	1,670
Deaths - Letter notifying amount of dependent's benefit	1,744	1,196	1,534	1,244
Retirements - Letter notifying estimate of retirement benefits (Active)	931	1,609	749	2,069
Retirements - Letter notifying estimate of retirement benefits (Deferred)	3,501	2,573	2,708	2,505
Retirements - Letter notifying estimate of retirement benefits (Total)	4,432	4,163	3,457	4,304
Retirements - Letter notifying actual retirement benefits (Active)	1,423	1,363	1,249	1,660
Retirements - Letter notifying actual retirement benefits (Deferred)	2,266	1,638	2,128	1,828
Retirements - Letter notifying actual retirement benefits (Total)	3,689	2,887	3,377	3,247
Retirements - process and pay lump sum retirement grant (Active)	1,423	1,307	1,249	1,606
Retirements - process and pay lump sum retirement grant (Deferred)	2,266	1,415	2,128	1,655
Retirements - process and pay lump sum retirement grant (Total)	3,689	2,754	3,377	3,179
Deferment - calculate and notify deferred benefits	6,644	6,513	2,669	4,931
Transfers In - Letter detailing transfer in quote	752	425	506	759
Transfers In - Letter detailing transfer in	279	312	192	281
Transfers Out - Letter detailing transfer out quote	436	857	344	1,011
Transfers Out - Letter detailing transfer out	133	354	120	346
Refund - Process and pay a refund	665	1,900	620	1,892
Divorce Quote - Letter detailing cash equivalent value and other benefits	363	300	321	326
Divorce Settlement - Letter detailing cash equivalent value and application of Pension Sharing Order	24	14	9	18
Member Estimates	1,190	1,472	1,146	1,869
Joiners - Send notification of joining the LGPS to scheme member	7,010	7,975	6,962	8,724
Aggregation - send notification of aggregation options	2,563	2,932	2,546	2,651
Link ups	3,459	1,906	3,442	2,145

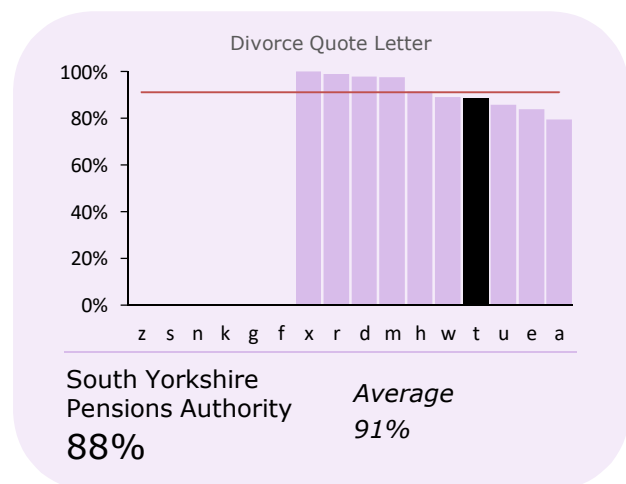
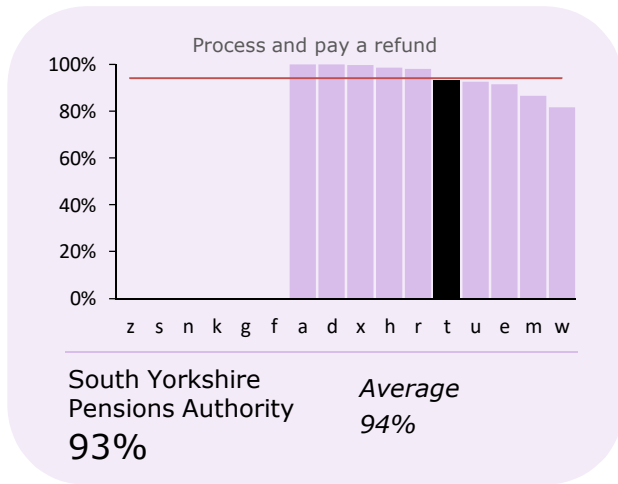
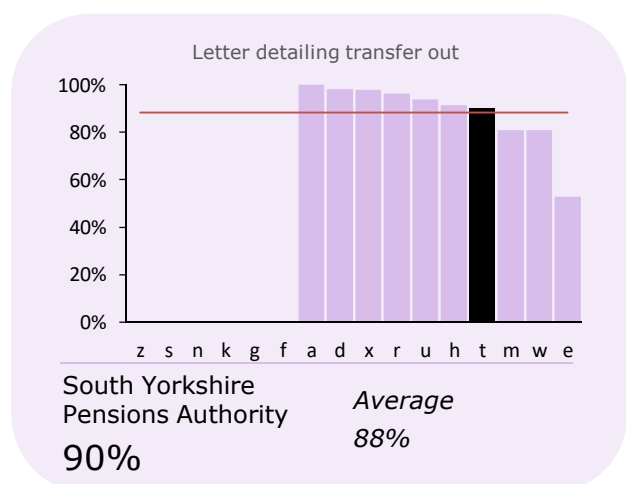
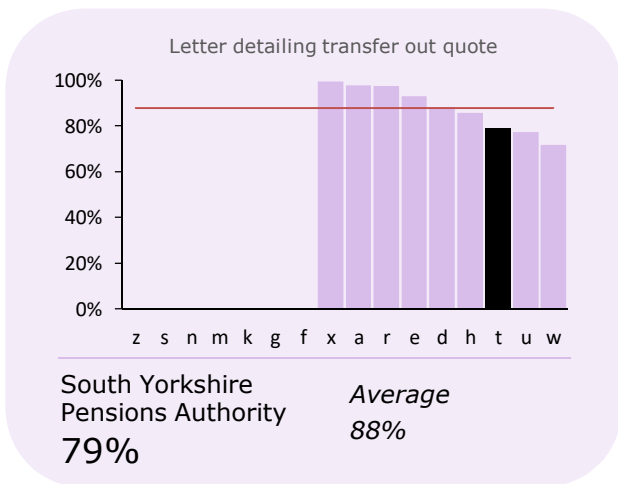
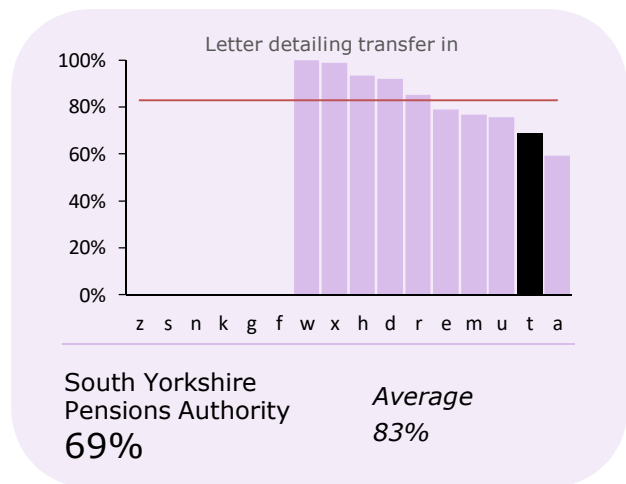
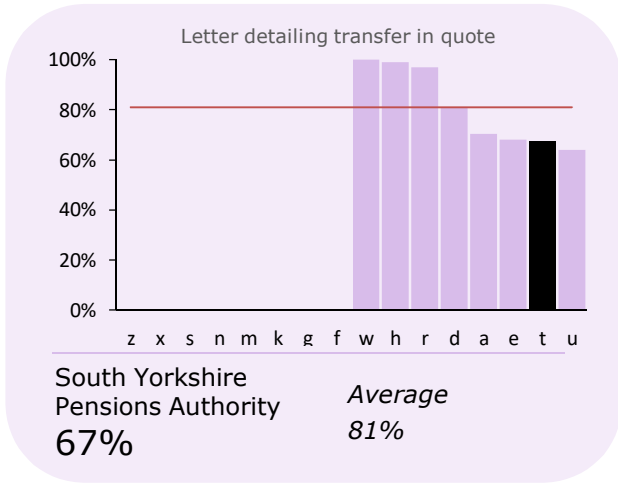
* total cases in the year is the cases outstanding as at 01/04/18 and the number of cases commenced in the year added together.

OTHER WORKLOAD MEASURES - Percentage of cases completed in the year (2018/19)



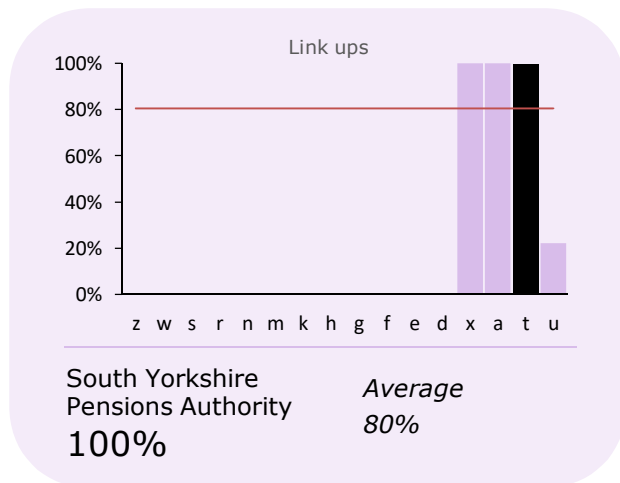
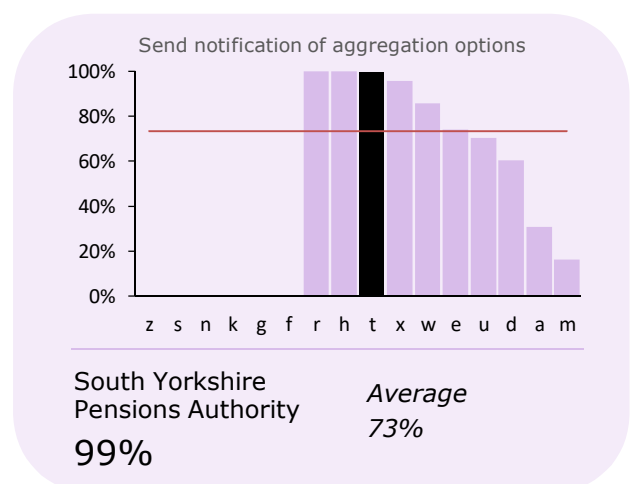
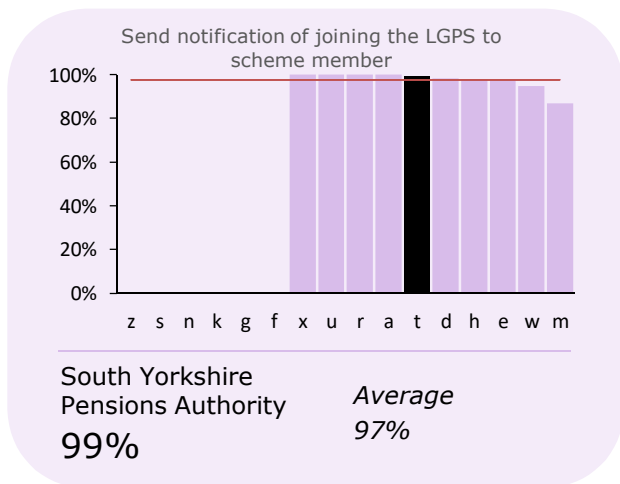
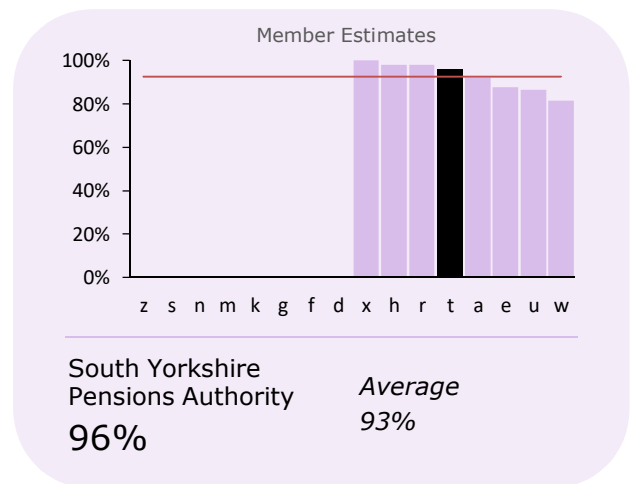
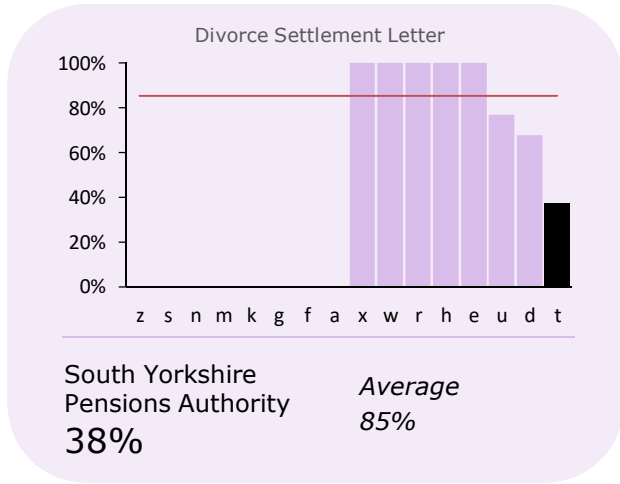
Source: Section 4f, Questionnaire 2019

OTHER WORKLOAD MEASURES - Percentage of cases completed in the year (2018/19)



Source: Section 4f, Questionnaire 2019

OTHER WORKLOAD MEASURES - Percentage of cases completed in the year (2018/19)

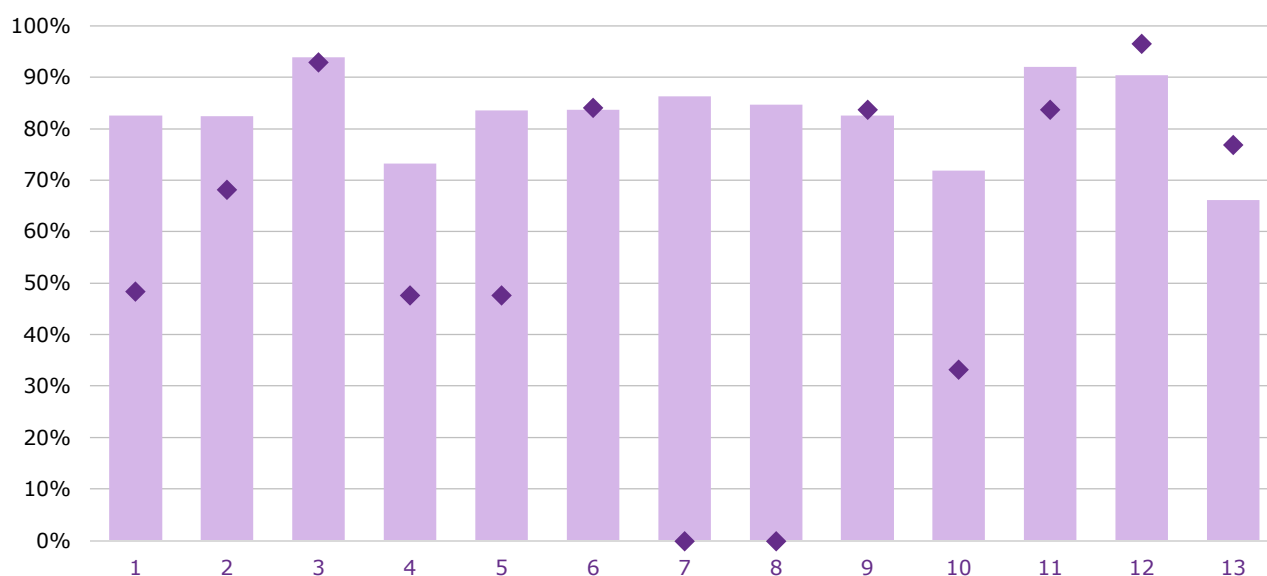


Source: Section 4f, Questionnaire 2019

SECTION 4 - INDUSTRY STANDARD PI'S

Industry Standard PI's	Local Target (Legal Target)	Achieved	Avg.
1 Letter detailing transfer in quote	5 days (2 months)	48.4%	82.6%
2 Letter detailing transfer out quote	10 days (2 months)	68.3%	82.5%
3 Process and pay a refund	5 days (2 months)	93.1%	93.9%
4 Letter notifying estimate of retirement benefits (Active)	4 days (2 months)	47.7%	73.3%
5 Letter notifying actual retirement benefits (Active)	4 days (2 months)	47.7%	83.5%
6 Process and pay lump sum retirement grant (Active)	5 days (2 months)	84.2%	83.7%
7 Initial letter acknowledgement death of member	na (2 months)	na	86.2%
8 Letter notifying amount of dependent's benefit	na (2 months)	na	84.7%
9 Divorce quote letter	5 days (3 months)	83.8%	82.6%
10 Divorce settlement letter	5 days (3 months)	33.3%	71.9%
11 Send notification of joining LGPS to scheme member	5 days (2 months)	83.7%	92.1%
12 Deferred into pay	5 days (2 months)	96.6%	90.4%
13 Calculate and notify deferred benefits	20 days (2 months)	77.0%	66.2%

Achieved industry standard PI's



The light purple bars in the graph above show the average of all respondents achieving each performance indicator whilst the dark purple markers show the responses for South Yorkshire Pensions Authority.

Source: Section 5, Questionnaire 2019

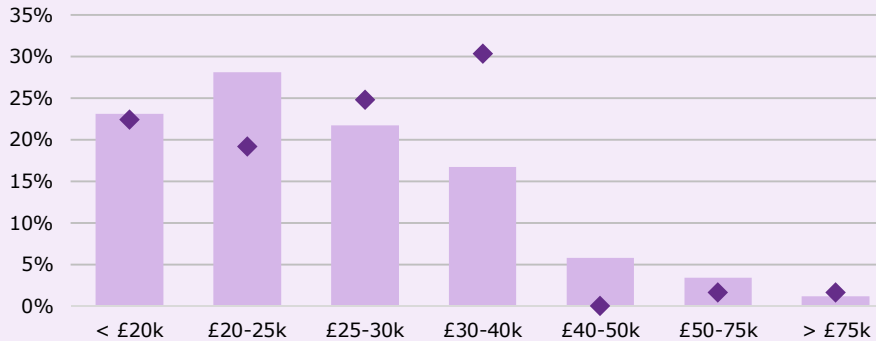
SECTION 5 - STAFF RELATED MEASURES

as at 31 March 2019

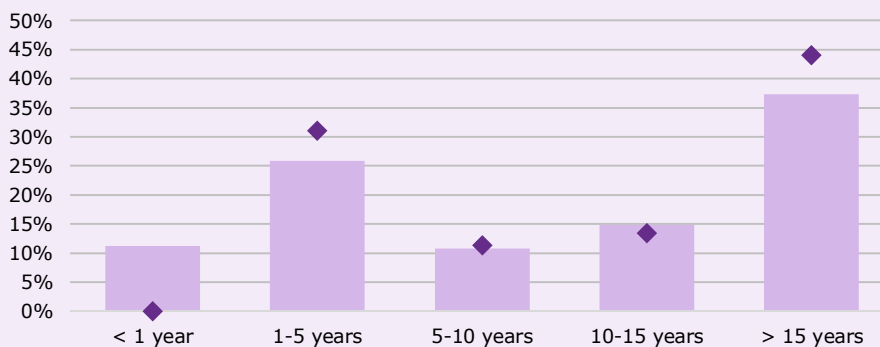
Staff Pay	FTE	%	Avg.
> £75k	1.0	1.6%	1.1%
£50-75k	1.0	1.6%	3.4%
£40-50k	0.0	0.0%	5.8%
£30-40k	19.0	30.4%	16.7%
£25-30k	15.5	24.8%	21.7%
£20-25k	12.0	19.2%	28.1%
< £20k	14.0	22.4%	23.1%
Total	62.5		

Staff Experience	FTE	%	Avg.
< 1 year	0.0	0.0%	11.2%
1-5 years	19.4	31.1%	25.9%
5-10 years	7.1	11.4%	10.8%
10-15 years	8.4	13.5%	14.9%
> 15 years	27.5	44.1%	37.3%
Total	62.4		

Staff Pay



Staff Experience



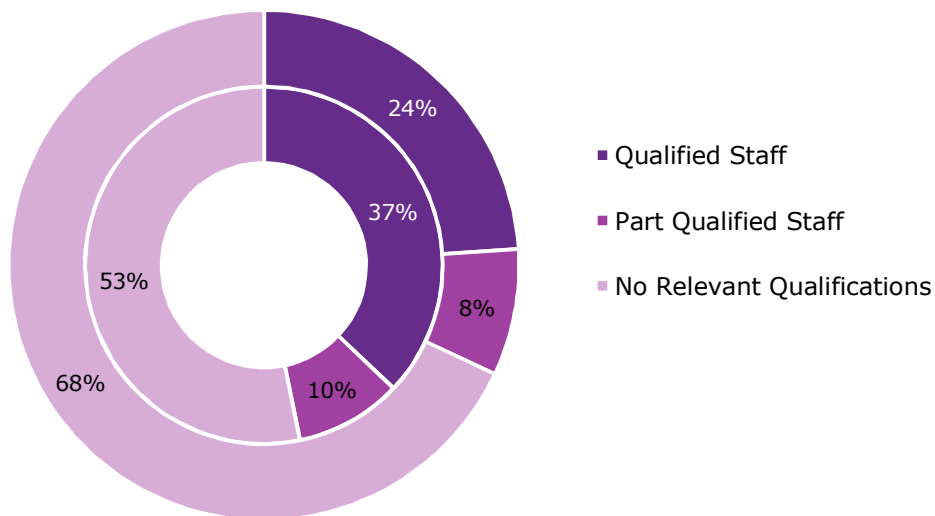
The light purple bars in the graphs above show the average of all respondents staff pay/experience while the dark purple markers are the responses for South Yorkshire Pensions Authority.

Source: Section 6a & b, Questionnaire 2019

STAFF QUALIFICATIONS

as at 31 March 2019

Staff Qualifications	FTE	%	Avg.
Qualified Staff	15.0	24.0%	37.1%
Part Qualified Staff	5.0	8.0%	9.7%
No Relevant Qualifications	42.5	68.0%	53.3%
Total	62.5		
Number in Training	5.0	8.0%	5.3%



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.

CIPFA listed the following qualifications for the sections above:

Fully Qualified: Associate Membership of the Pensions Management Institute (APMI) and Fellowship of the PMI (FPMI), Full Membership of Chartered Institute of Payroll Professionals (MCIPP), CIPP Foundation Degree in Pensions Administration and Management, CIPP Certificate in Pension Administration and Consultative Committee of Accountancy Bodies (CCAB) Accounts.

For Part Qualified: CIPP Certificate in Pension Administration and CIPP Foundation Degree in Pensions Administration and Management (part completion).

Other professional and relevant qualifications that members have provided are listed below:

- Investment Management Certificate (for investment management staff in the Fund)
- Integrated Program Performance Management (IPPM) Foundation/Diploma
- National Vocational Qualification (NVQ) in administration
- Chartered Institute of Personnel & Development (CIPD)
- Association of Payroll and Superannuation Administrators (APSA)
- Qualification in Public Sector Pensions Administration (QPSPA)
- Fellow of Institute for Securities & Development (FCSI)
- Chartered Institute of Public Finance and Accountancy (CIPFA)
- Association of Accounting Technicians (AAT)
- Association of Chartered Certified Accountants (ACCA)
- PProjects IN Controlled Environments (PRINCE2)
- Financial Planning Certificate
- Internal Career Progression scheme
- Institute and Faculty of Actuaries (IFOA)
- Chartered Management Institute (CMI)
- Retirement Provision Certificate (RPC)
- CIPP Certificate in Payroll

Source: Section 6c, Questionnaire 2019

SECTION 6 - COMMUNICATIONS

In brackets, italicised, is the average of percentage of authorities that **are** providing this service and the average number that's provided.

Please note, the sections on this page are not comparable due to differences in how the numbers were provided. E.g. Newsletters are sent out twice (2) a year and a total 12,000 newsletters are sent out in a year.

Active Members

	Provided?	Number	How notified -		Self-service?
			Workplace?	Home?	
Newsletters	Yes (81%)	1 (12,538)	na	Both	Yes
Presentations/Road-shows	Yes (69%)	31 (29)	na	na	na
Clinics	Yes (50%)	1,871 (193)	na	na	na
Pensions Saving Statements	Yes (94%)	319 (2,675)	na	Both	Yes
Annual Benefit Statements*	Yes (100%)	39,789 (47,486)	na	Both	Yes

South Yorkshire Pensions Authority doesn't provide a dedicated helpline, they do provide an AGM, there is a dedicated website area and there is a social media presence.

98% of the Annual Benefit Statements for 31/03/18 was sent by the deadline and the statements for 31/03/19 will be sent by the statutory deadline, 31/08/19.

Deferred Members

	Provided?	Number	How notified?	Self-service?
Newsletters	Yes (75%)	1 (7,346)	Both	Yes
Presentations/Road-shows	No (13%)	na (9)	na	No
Clinics	Yes (25%)	na (4)	na	No
Pensions Saving Statements	No (56%)	na (7)	Both	Yes
Annual Benefit Statements*	Yes (100%)	46,893 (46,575)	Both	Yes

South Yorkshire Pensions Authority doesn't provide a dedicated helpline, they do provide an AGM, there is a dedicated website area and there is a social media presence.

After March '18 was when the Annual Benefit Statements for 31/03/18 were produced and After March '19 is when the statements for 31/03/19 will be produced.

Pensioners

	Provided?	Number	How notified?	Self-service?
Payslips/year-end statements	Yes (100%)	47,922 (68,357)	Both	Yes
Newsletters	Yes (94%)	2 (23,584)	Both	Yes
Presentations/Road-shows	No (6%)	0 (8)	na	na
Clinics	Yes (19%)	0 (0.8)	Both	Yes

South Yorkshire Pensions Authority doesn't provide a dedicated helpline, they do provide an AGM, there is a dedicated website area and there is a social media presence.

Employers

	Provided?	Number
Newsletters	Yes (94%)	4 (11)
Presentations/Conferences	Yes (94%)	1 (5)
User-groups	No (50%)	0 (3)
Training	Yes (100%)	31 (15)

South Yorkshire Pensions Authority doesn't provide a dedicated helpline, they do provide an AGM and there is a dedicated website area.

Source: Section 7a - d, Questionnaire 2019

Self- Service

In brackets, *italised*, is the average percentage of authorities that **are** providing this service and the average percentage taken up/being used.

Members	Provided?	Number of take up	% of take up	All members
All members				168,823
Contact details	Yes (81%)	13,878	8% (17%)	
Dependants details	Yes (50%)	13,878	8% (17%)	Pensioners
Pensioners				45,915
Bank details	Yes (56%)	3,301	7% (16%)	
Payslips	Yes (69%)	3,301	7% (20%)	Active & Deferred Members
Year-end statements	Yes (69%)	3,301	7% (19%)	101,022
Active/deferred members				
Annual Benefit Statements	na (50%)	9,880	10% (22%)	
Generate own estimates	na (50%)	9,880	10% (27%)	

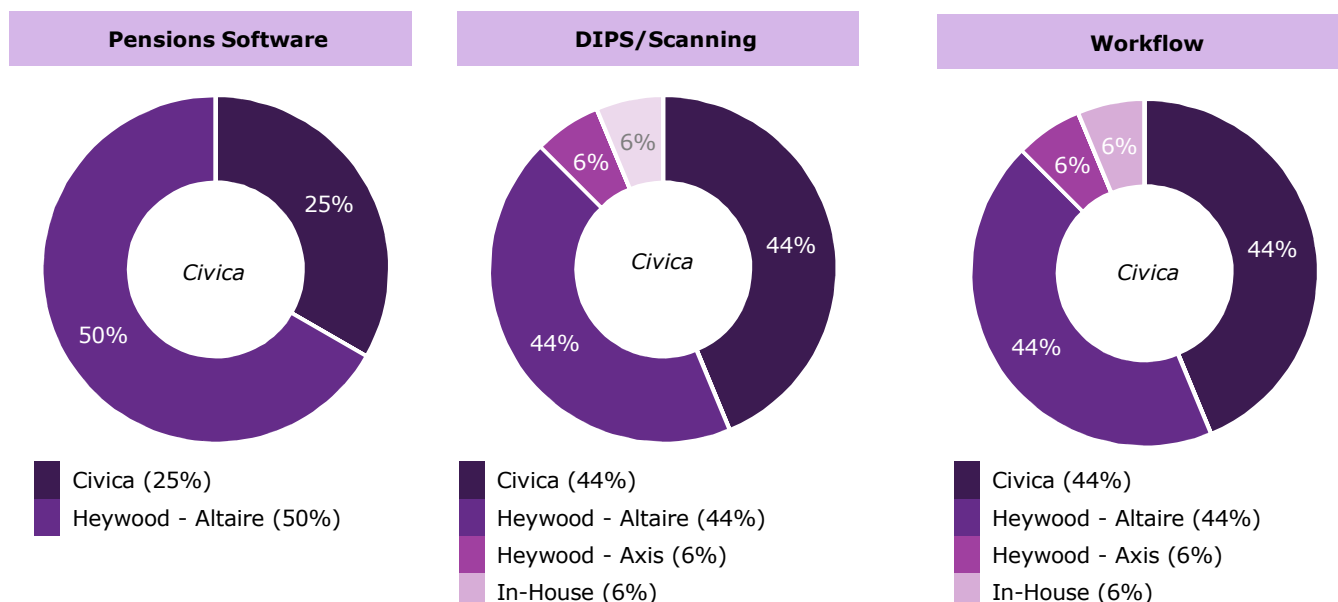
Employers	Provided?	Employers with access	Employees with access	Is it being used?
Members records	Yes (69%)	517	4,172	Yes (63%)
Employers records	Yes (38%)	454	1,564	Yes (38%)
Casework progress	No (13%)	0	0	No (13%)
Electronic data interface (EDI)	Yes (69%)	493	493	Yes (56%)
Generate estimates for member	No (31%)	0	0	No (25%)
Generate redundancy estimates	No (31%)	0	0	No (31%)

SECTION 7 - IT AND DATA QUALITY

IT ARRANGEMENTS

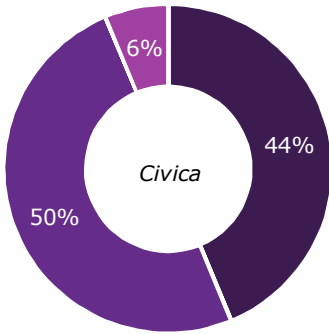
The IT Arrangements for the pension administration in South Yorkshire Pensions Authority is: Local

The local facilities dedicated to and run by the Pension section for the following sections will have the average choices from authorities as a donut chartband the system for South Yorkshire Pensions Authority is denoted in the centre.



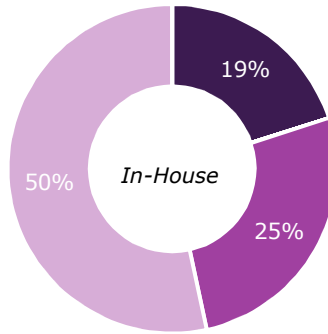
Source: Sections 7&8, Questionnaire 2019

Task Management



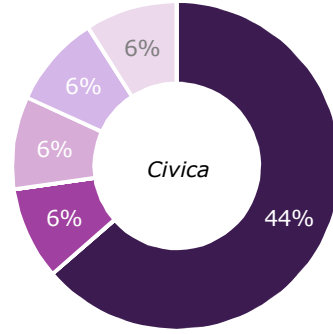
- Civica (44%)
- Heywood - Altaire (50%)
- In-House (6%)

Call centres/CRM Software



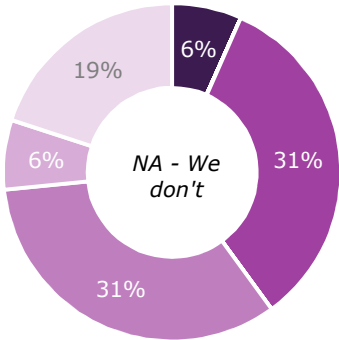
- Civica (19%)
- In-House (25%)
- None (50%)

Pension Payroll



- Heywood - Altaire (44%)
- In-House (6%)
- Oracle (6%)
- Resourcelink (6%)
- SAP (6%)

Main Employer's Payroll



- Agresso (6%)
- Midland (Trent) (31%)
- Oracle (31%)
- Resourcelink (6%)
- SAP (19%)

For the donut graphs above, if there is a percentage that is less than 5%, this will not be shown on the chart but is denoted in the legend.

DATA QUALITY

South Yorkshire Pensions Authority has had their common data measured in the last 3 years and 96% of this was assessed to be present and accurate. In regards to the scheme specific data, South Yorkshire Pensions Authority has had it measured in the last 3 years with 87% assessed to be present and accurate.

The last time South Yorkshire Pensions Authority had their data measure was:

Oct-18

Responses from members of the benchmarking club regarding steps taken to clean data so it meets the Pensions Regulator's standard will be provided in the narrative scrapbook following the release of the final reports.

Source: Sections 8&9, Questionnaire 2019

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We also do...

In addition to Pensions, other Benchmarking Clubs include Accountancy, Creditors, Debtors and Payroll.

We also provide other Pensions related services through TISonline.

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

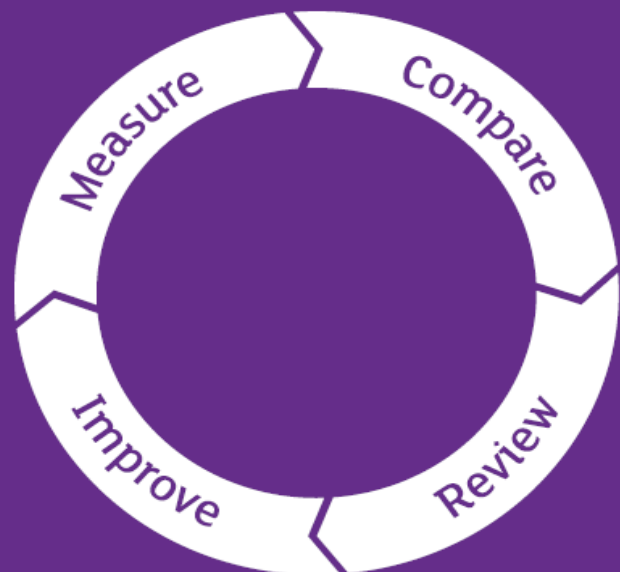
Contact us

To find out more about our other Corporate Services Benchmarking Clubs please visit our website:

www.cipfa.org/corporateservices

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E: customerliaison@cipfa.org T: 020 7543 5600



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