

SOUTH YORKSHIRE PENSIONS AUTHORITY

11th June 2015

South Yorkshire Pensions Authority – Customer Service Excellence

1. Purpose of the Report

To update Members on the results of the annual surveillance assessment

2. Recommendations

Members are recommended to note the contents of the report

3. Information

As you will be aware last year we were re-awarded the Customer Service Excellence (CSE) award in recognition of our continued work in providing exceptional customer service. In order to maintain our accreditation under CSE we were required to undertake a surveillance visit one year after we were first accredited.

The main focus for the surveillance was to look at what progress had been made against any development points raised in the initial report and any changes that had occurred since the main assessment.

The surveillance visit took place Thursday 26th March and I am pleased to announce we that we have, again, successfully continued to meet the requirements for the Customer Service Excellence award and therefore our accreditation will continue for another 12 months. The full surveillance report is attached.

The assessor was given an update of our current situation with regards the move to a new pensions administration system and the problems we have encountered. The assessor met with staff and scheme members and made the following comment with the report.

Since the initial assessment there have been a number of significant changes that have had an impact on the service delivered to members. The new Local Government Pension Scheme was introduced in April and the Authority also moved to a new software provider. This was in conjunction with other authorities who have all experienced a degree of problems with the new system. The processes are not all working effectively and this has slowed response times in many cases. This has been especially frustrating for staff who have been used to delivering over and above the industry standards. However, a number of things have been put in place to help ensure that members continue to get a good service. Priority groups all get focussed attention.

Saturday overtime has been offered each week to help reduce the backlogs that have built up and work is being done with the software provider to help resolve the issues and make the systems smoother and more efficient. Work has also been done both with employers and members to help manage their expectations during this difficult period. However, because the service standards set by SYPA were so high, the reduced level of service they are now offering is still in line with that offered across the sector.

The assessor congratulates us on achieving this award, particularly in such challenging times, and looks forward to seeing that we are back on track at the next surveillance.

4. Implications and risks

Implications

- Financial

None – all our stationery will continue to display the CSE logo

- Legal

There are no legal implications

- Diversity

There are no diversity implications

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Background papers used in the preparation of the surveillance visit are available for inspection in the Pensions Administration Unit.

Other sources and references: