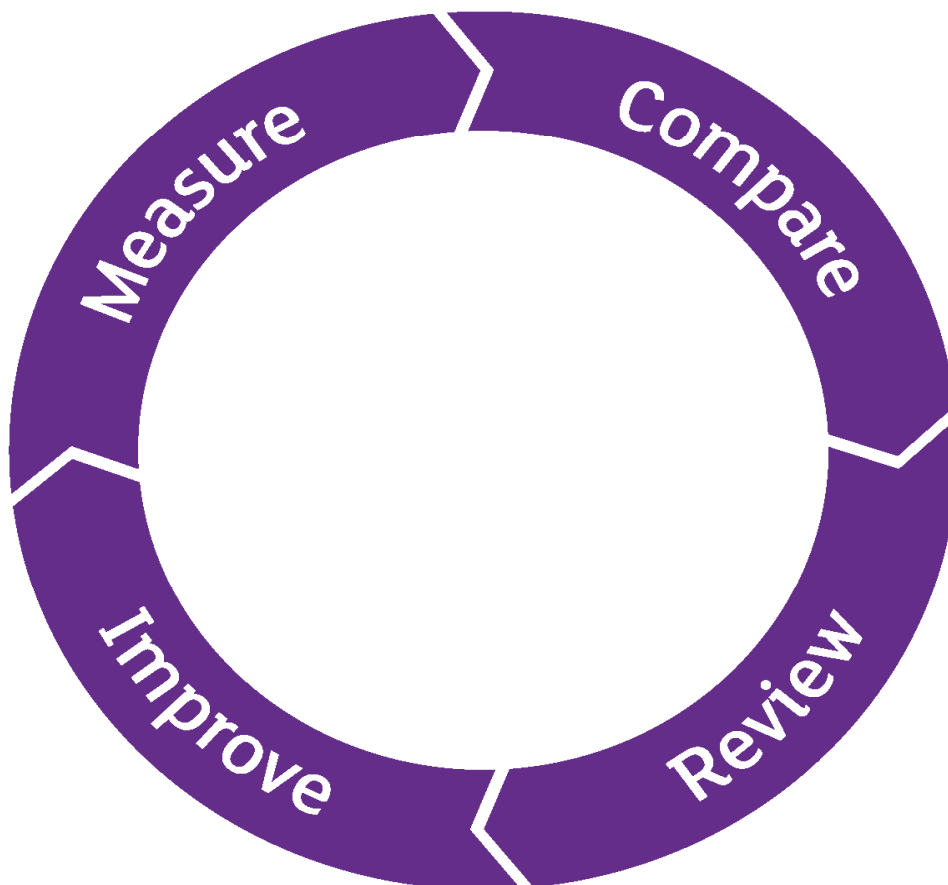


Information Services

pensions administration benchmarking club

2015 - East Sussex Comparator Report



PREFACE

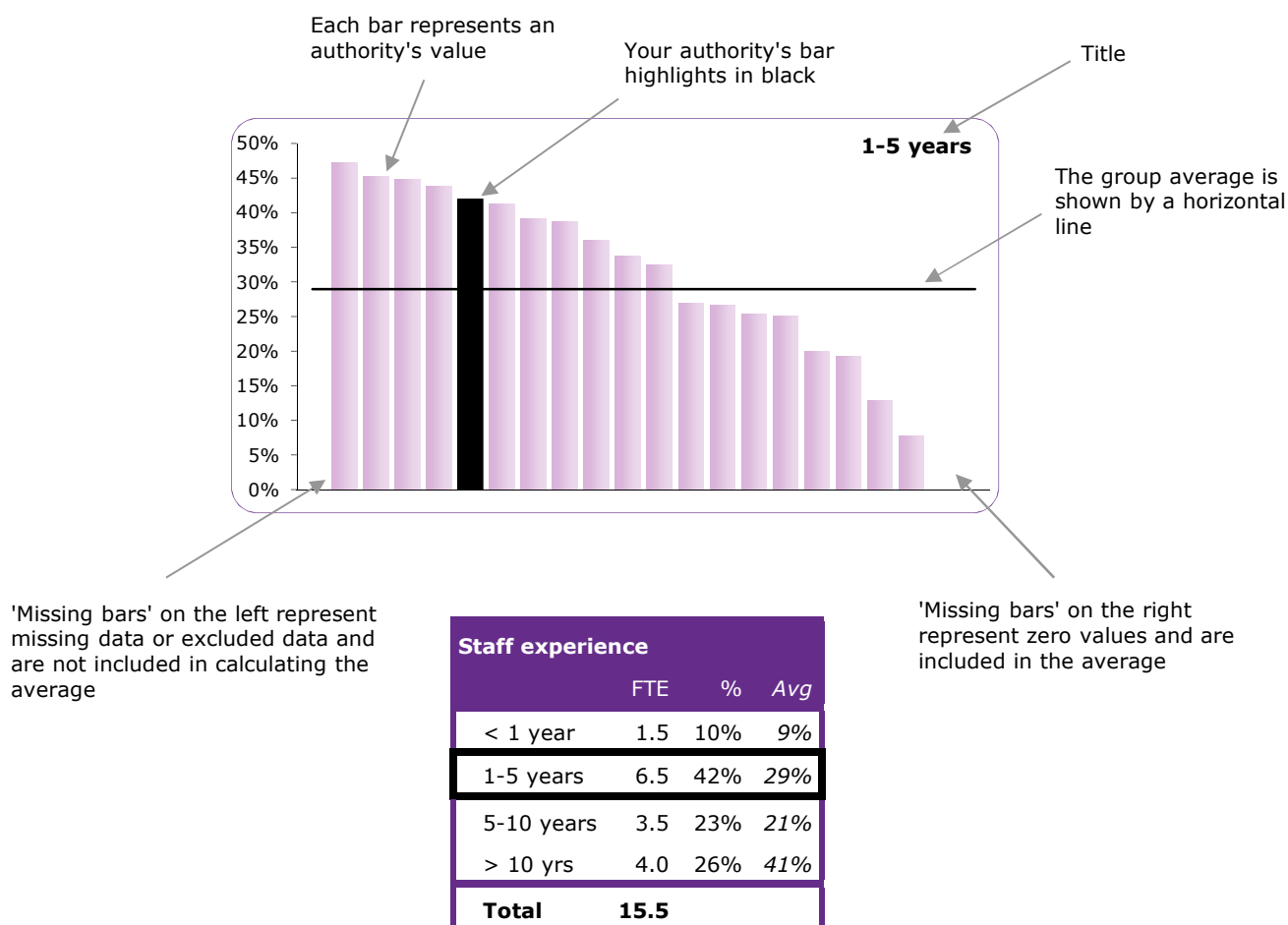
This report compares your data with the group of authorities specified on the title page.

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



INTRODUCTION

This report compares your performance with the group of authorities specified on the title page. It is divided into the following sections.

	Page
1 Summary 2015	4
2 Cost Measures	5
3 Workload Measures	11
4 Staff Related Measures	20
5 Industry Standard Performance Indicators	24
6 Comparison by method of service delivery } <i>final reports</i>	-
7 Timeseries } <i>final reports only</i>	-

Section 1 - Summary 2015

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. Further analysis of direct costs and overheads is also provided in this section.

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
- AVCs, ARCs and Added years
- Appeals

Section 4 - Staff Related Measures

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

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)

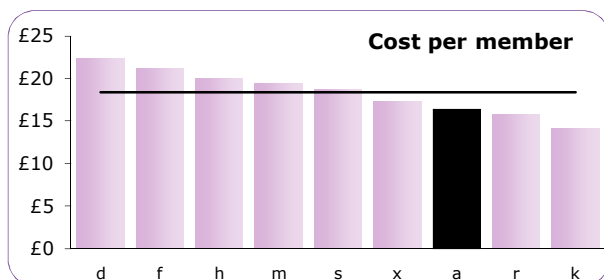
This shows members' costs and averages compared for in-house and externally managed pension schemes.

Section 7 -Timeseries (final report only)

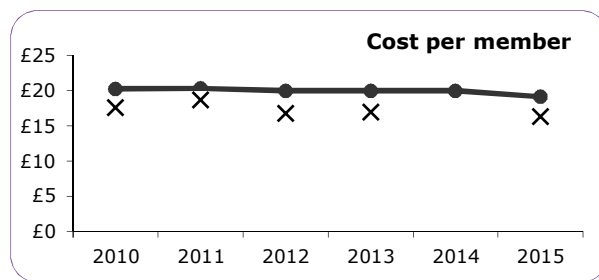
This shows the individual members' performance over time compared to the club average for cost per member, which is analysed over staff cost and other costs.

SECTION 1 - SUMMARY 2014/15

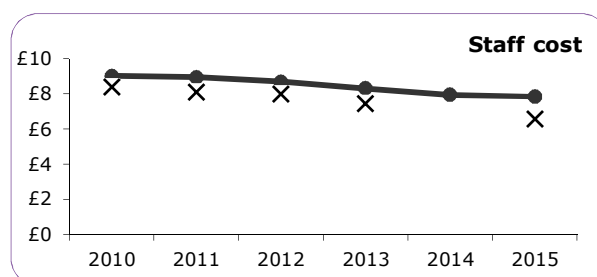
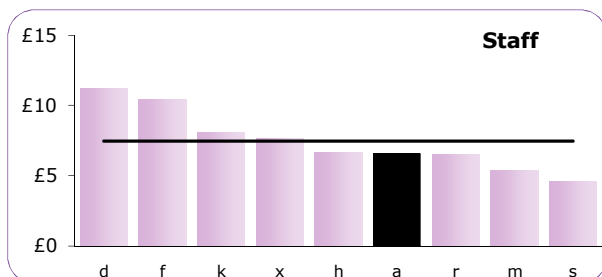
NET COST / MEMBER 2014/15



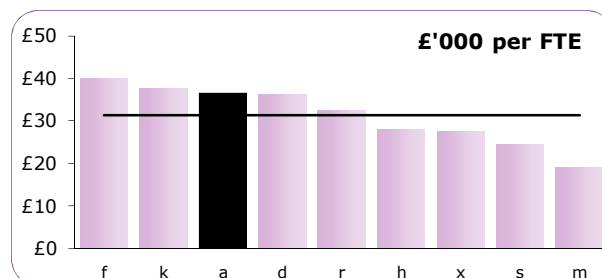
● Club average
X East Sussex



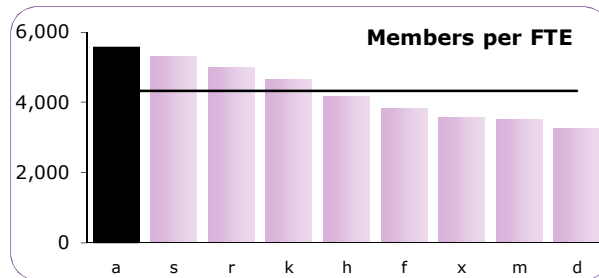
STAFF COST / MEMBER 2014/15



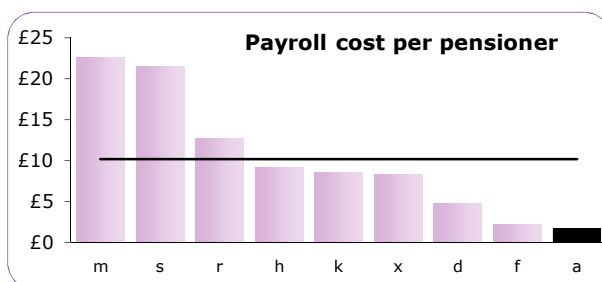
COST £'000 / FTE



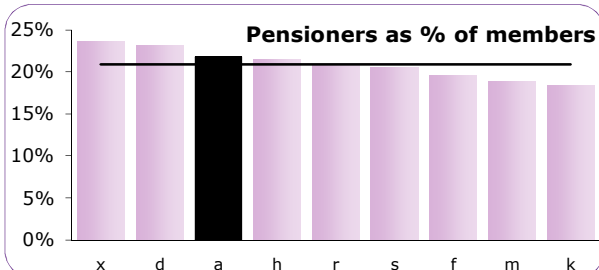
MEMBERS LGPS / ADMIN FTE



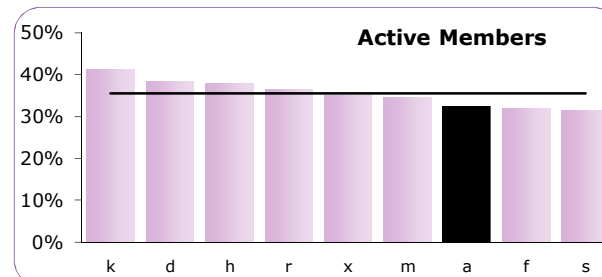
PAYROLL COST / PENSIONER



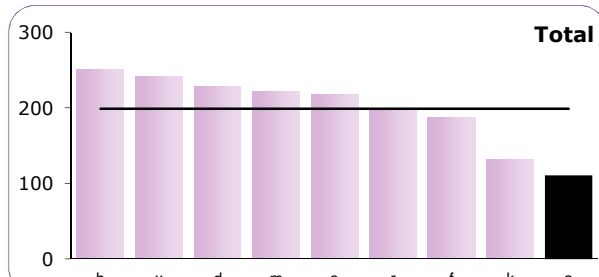
PENSIONERS AS A % MEMBERS



ACTIVES AS A % MEMBERS



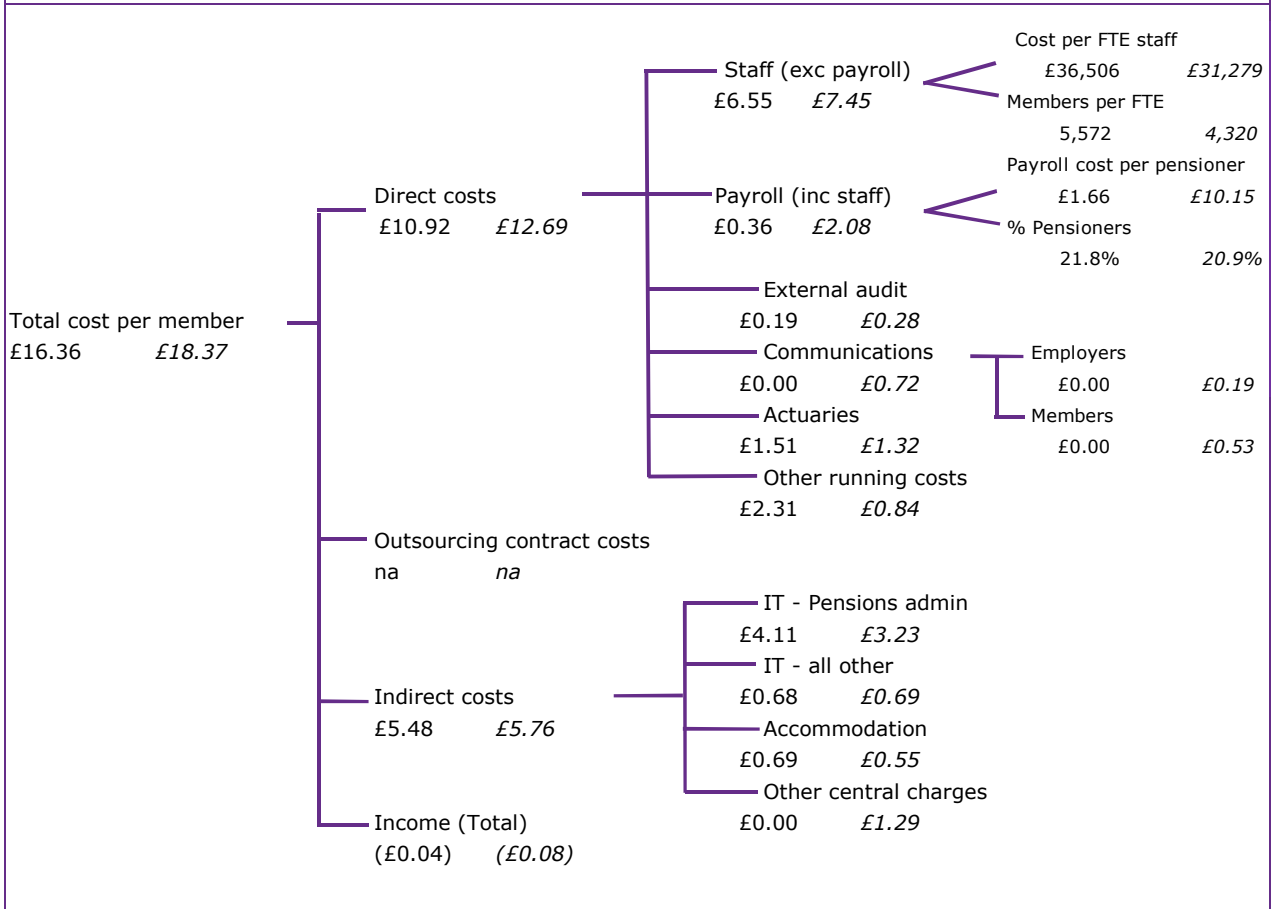
NUMBER OF LGPS EMPLOYERS



SECTION 2 - COST MEASURES

COST/MEMBER TREE 2014/15

This tree diagram analyses the cost per member. For each benchmark two figures are given the first being the authority's cost and the second (in italics) is the group average.



FTE staff	
Pension Section total	15.4
less	
IT staff	-
Payroll staff	1.0
Communications staff	-
Employing authority work	1.0
Work for other schemes	1.0
Other work	-
Admin of LGPS	12.4

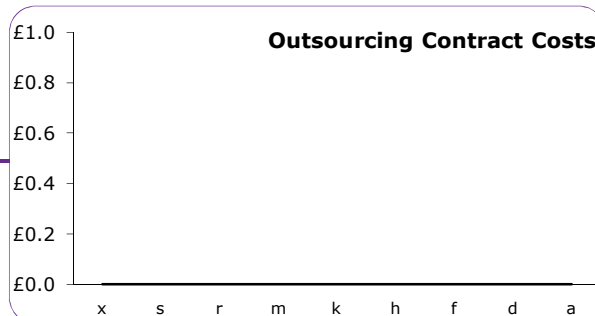
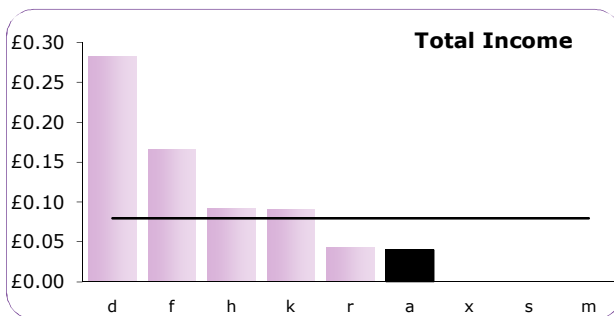
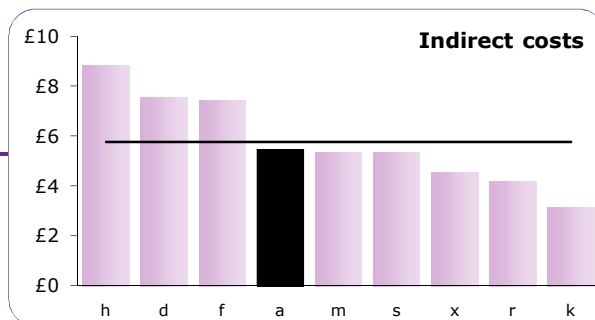
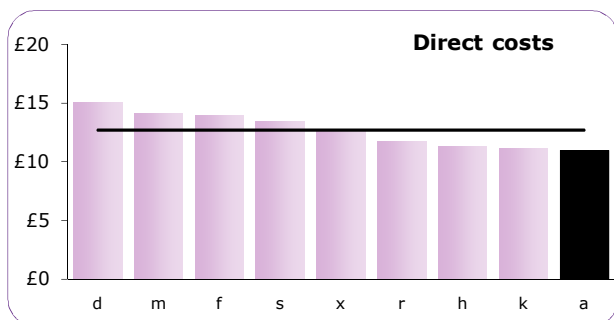
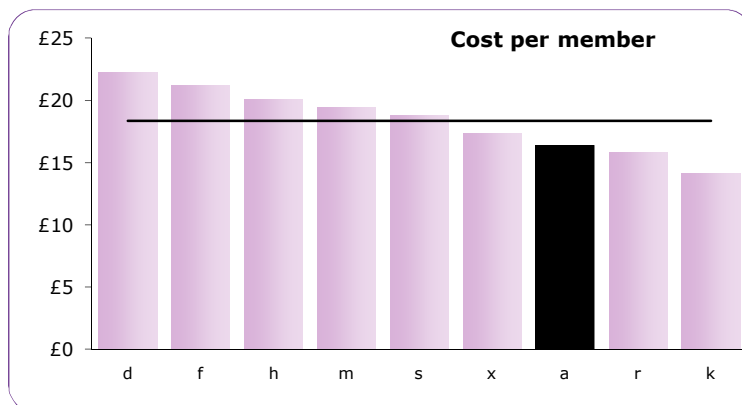
Net Costs £'000	
	£'000
Pension Section total	1,131
less	
Work for other schemes	-
Employing authority work	-
Other work	-
Admin of LGPS	1,131

Admin of LGPS costs		£ per member	Avg
	£'000		
Staff - administration	453	6.55	7.45
Staff - payroll	25	0.36	0.44
Payroll	-	-	1.64
Communications (Total)	-	-	0.72
Actuaries	104	1.51	1.32
External audit	13	0.19	0.28
Other running costs	160	2.31	0.84
Total Direct Costs	755	10.92	12.69
Outsourcing costs	-	na	na
IT - Pensions admin	284	4.11	3.23
IT - All other	47	0.68	0.69
Accommodation	48	0.69	0.55
Other central charges	-	-	1.29
Total Indirect Costs	379	5.48	5.76
Gross Cost	1,133	16.40	18.45
Income - Members	(3)	(0.04)	(0.03)
Income - Employers	(0)	(0.00)	(0.01)
Income - Other	-	-	(0.04)
Total Income	(3)	(0.04)	(0.08)
Net Cost	1,131	16.36	18.37

Total Scheme Membership 69,098

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

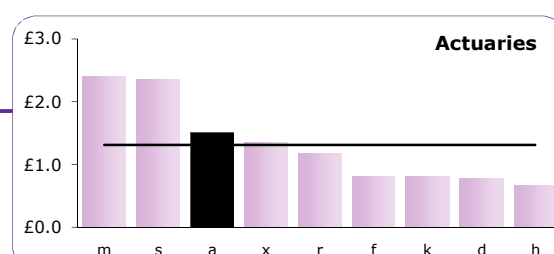
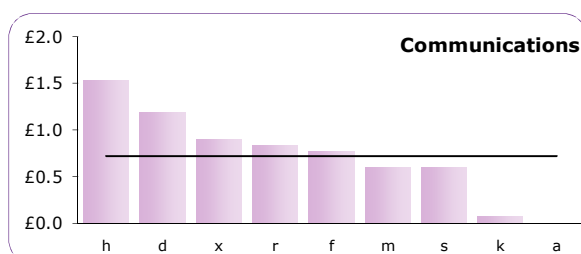
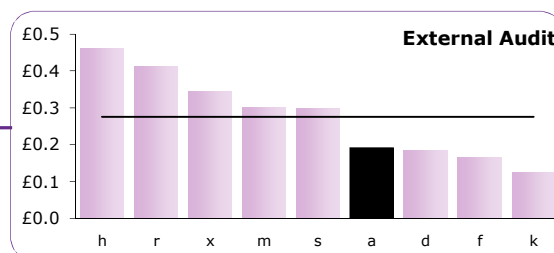
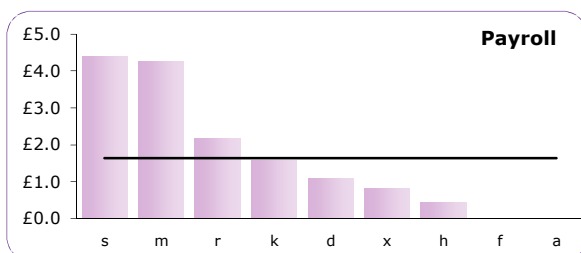
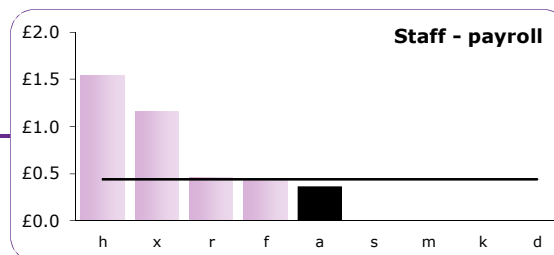
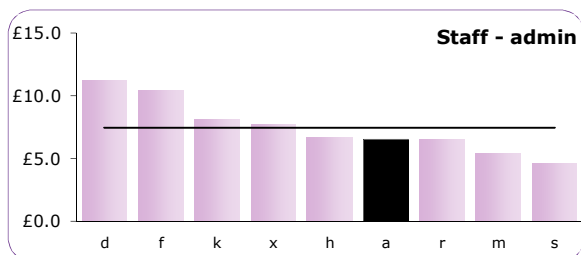
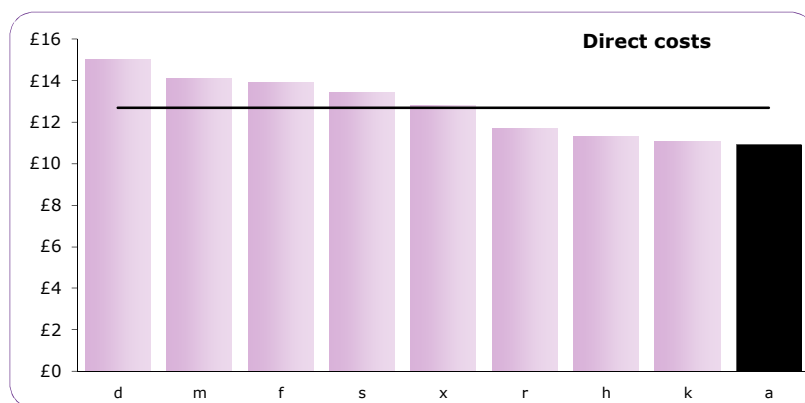
COST PER MEMBER 2014-15



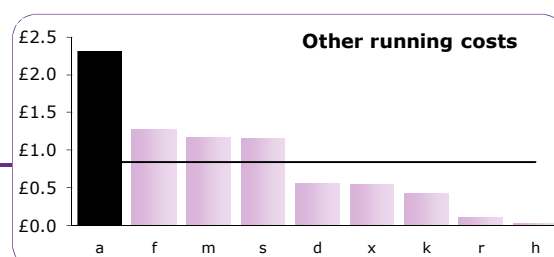
Admin of LGPS costs		£ per member	Avg
	£'000		
Total Direct Costs	755	10.92	12.69
Outsourcing costs	-	na	na
Total Indirect Costs	379	5.48	5.76
Total Income	(3)	(0.04)	(0.08)
Net Cost	1,131	16.36	18.37

Total Scheme Membership 69,098

COSTS PER MEMBER - Direct costs 2014/15

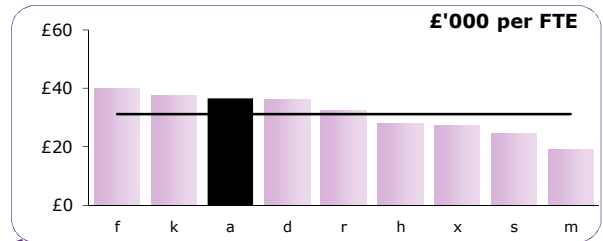
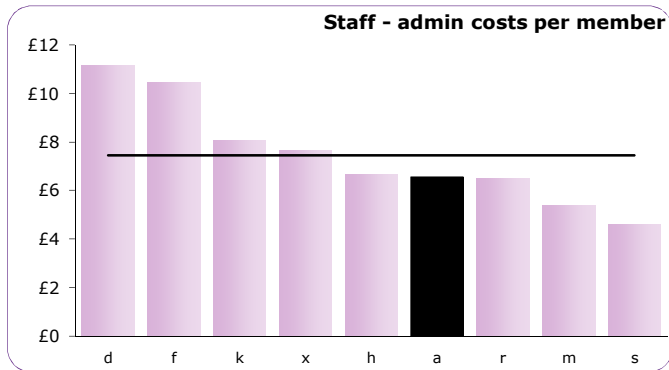


Direct costs	£'000	£ per member	Avg
Staff - admin	453	6.55	7.45
Staff - payroll	25	0.36	0.44
Payroll	-	-	1.64
External audit	13	0.19	0.28
Communications	-	-	0.72
Actuaries	104	1.51	1.32
Other running costs	160	2.31	0.84
Total	755	10.92	12.69

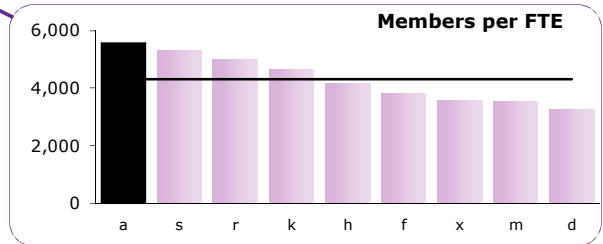


DIRECT COSTS PER MEMBER - Staff and Payroll costs 2014/15

	£'000	£ per member	Avg
Staff - admin	453	6.55	7.45

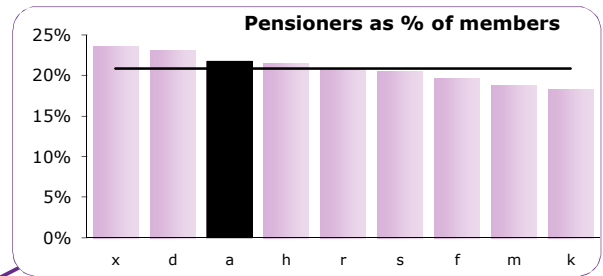
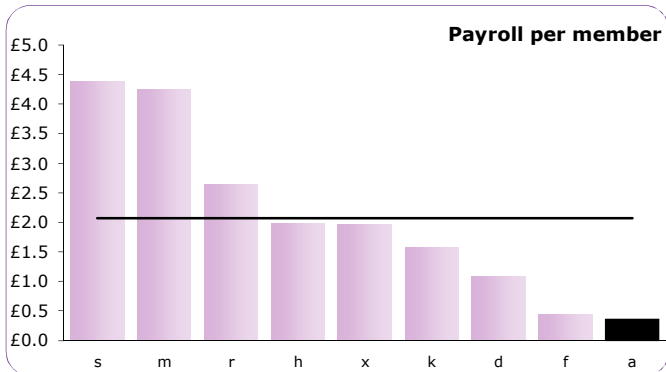


East Sussex 36.5 Avg 31.3

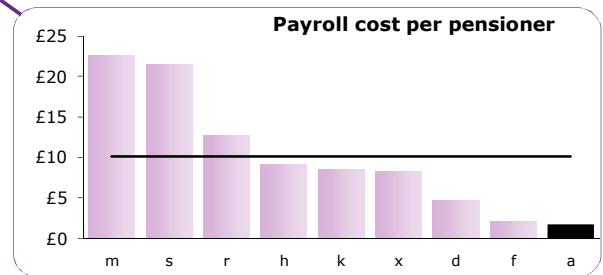


East Sussex 5,572 Avg 4,320

	£'000	£ per member	Avg
Payroll (combined)	25	0.36	2.08

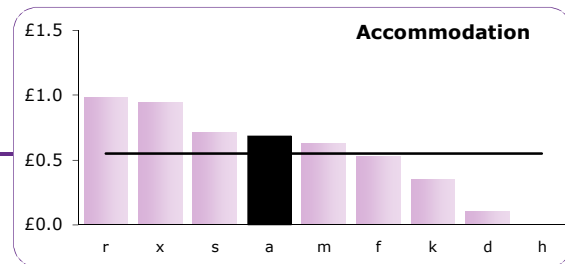
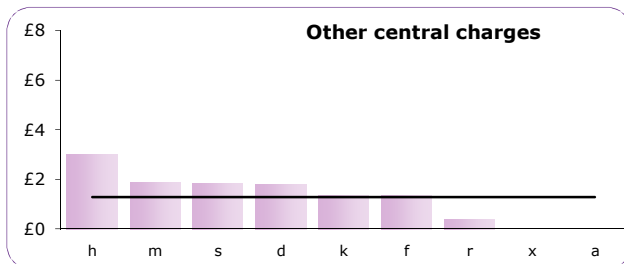
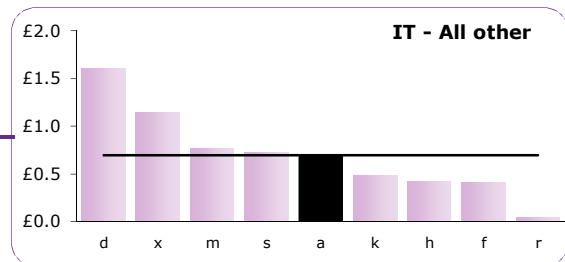
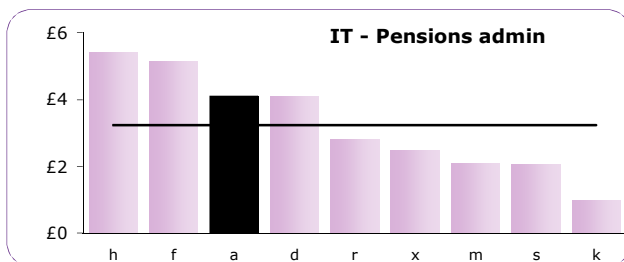
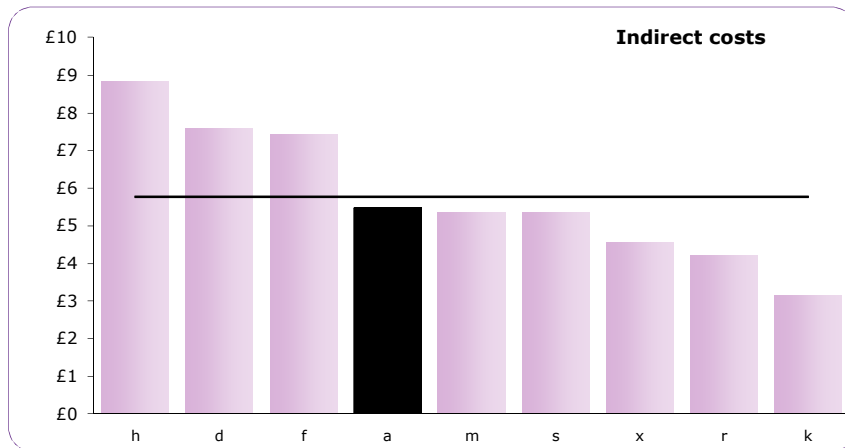


East Sussex 22% Avg 21%



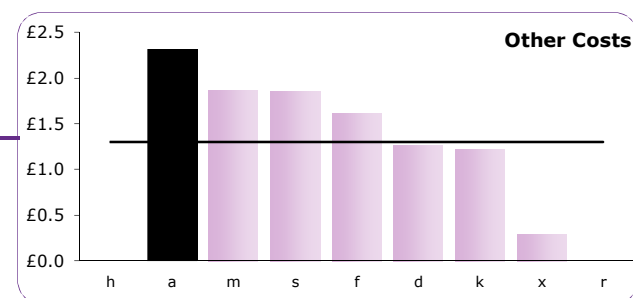
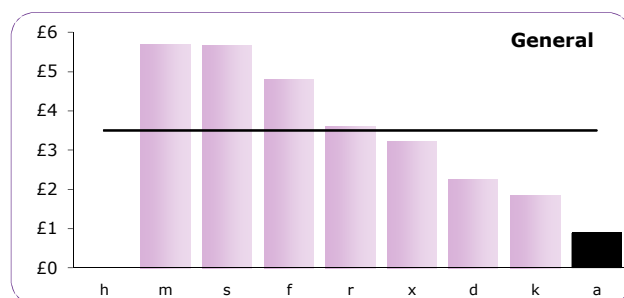
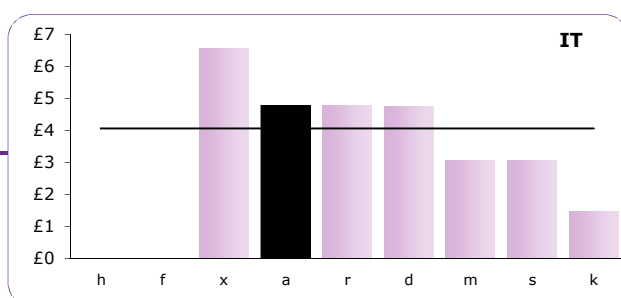
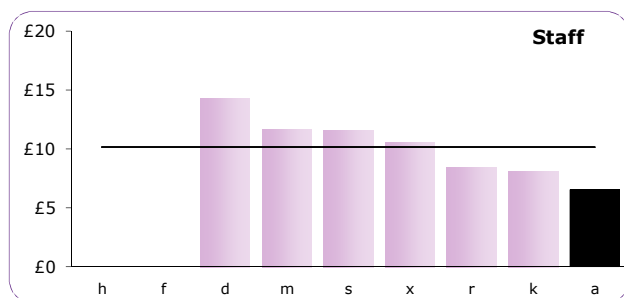
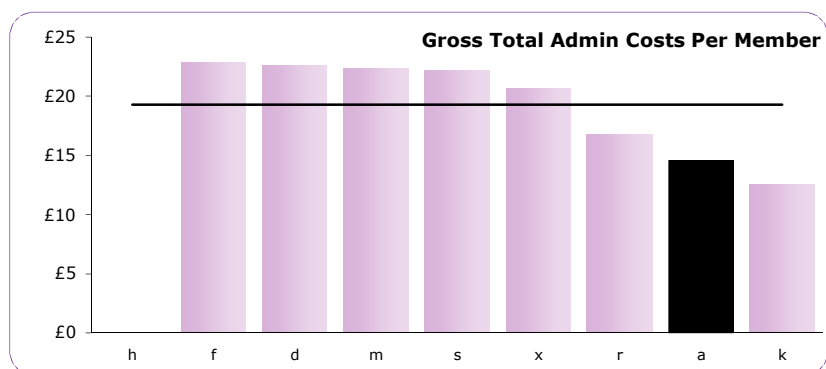
East Sussex 1.7 Avg 10.2

COSTS PER MEMBER - Indirect costs 2014/15



Indirect costs		£ per member	Avg
	£'000		
IT - Pensions admin	284	4.11	3.23
IT - All other	47	0.68	0.69
Accommodation	48	0.69	0.55
Other central charges	-	-	1.29
Total	379	5.48	5.76

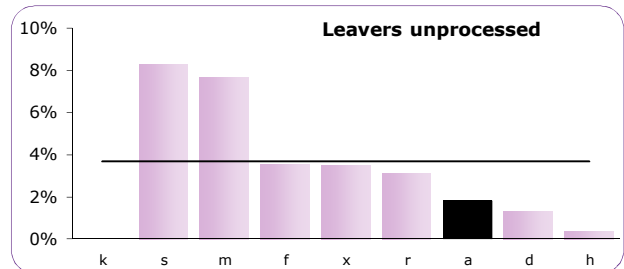
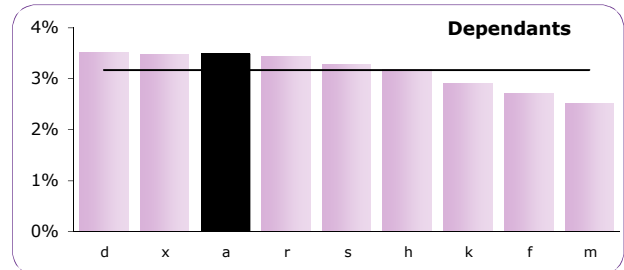
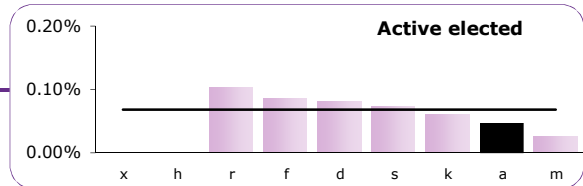
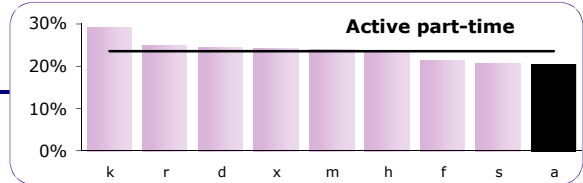
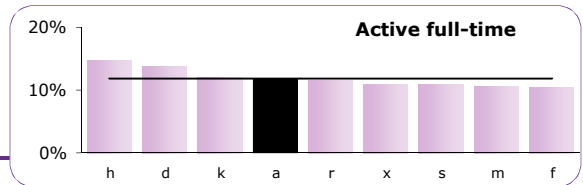
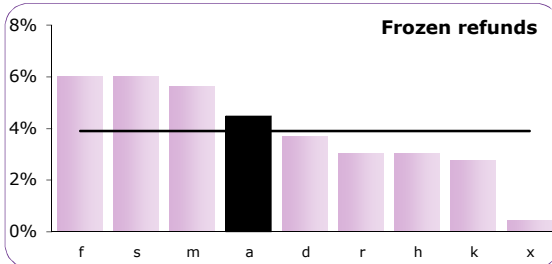
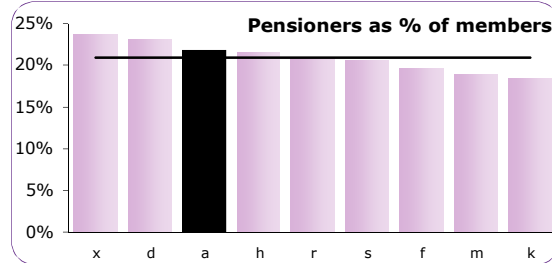
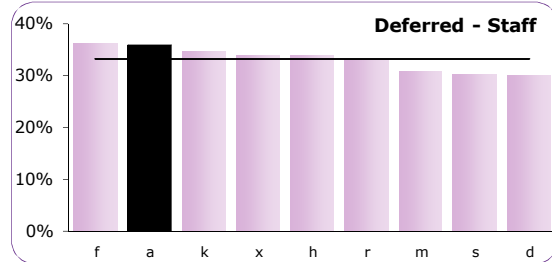
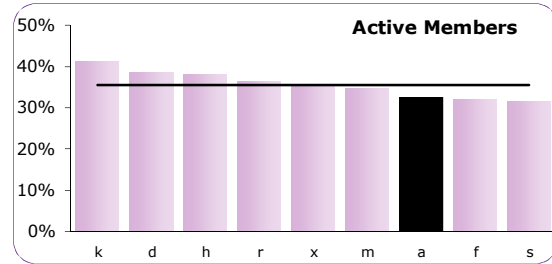
COSTS PER MEMBER - LGPS Administration Expenses Analysis 2014/15



LGPS Administration Expenses		£ per member	Avg
	£'000		
Staff Costs	453	6.56	10.16
IT Costs	331	4.79	4.06
General Costs	61	0.88	3.49
Other Costs	160	2.32	1.30
Gross LGPS Admin Exp.	1,005	14.54	19.30
Gross LGPS Income	3	0.04	0.20
Net LGPS Admin Exp.	1,002	14.51	18.59

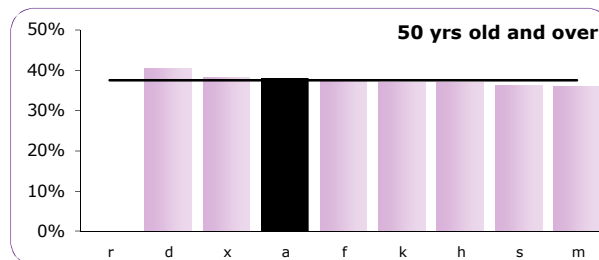
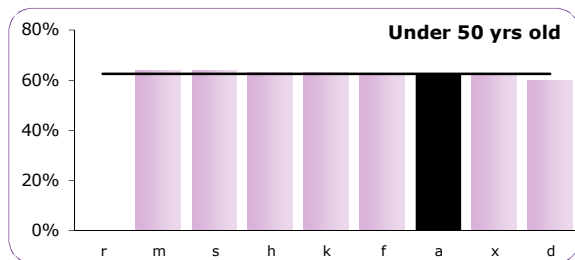
SECTION 3 - WORKLOAD MEASURES

COMPOSITION OF MEMBERS AS AT 31/3/2015



Composition of members				
	No.	%	Avg	Avg %
Active:				
- full-time	8,217	12%	8,669	11.9%
- part-time	14,151	20%	17,475	23.6%
- no. of elected Members	32	0.05%	39	0.07%
- sub-total	22,400	32%	26,183	35.5%
Deferred:				
- Staff	24,872	36%	24,320	33.2%
- Elected Members	39	0.1%	15	0.0%
Pensioners	15,043	22%	15,259	20.9%
Dependants	2,402	3.5%	2,321	3.2%
Frozen refunds	3,100	4.5%	2,736	3.9%
Leavers unprocessed	1,242	1.8%	2,590	3.7%
Total	69,098		73,423	

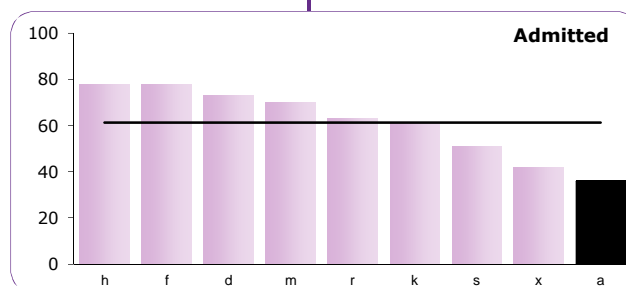
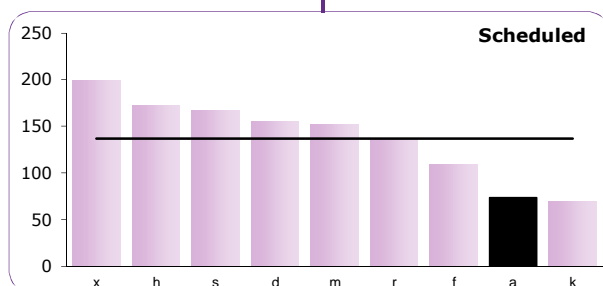
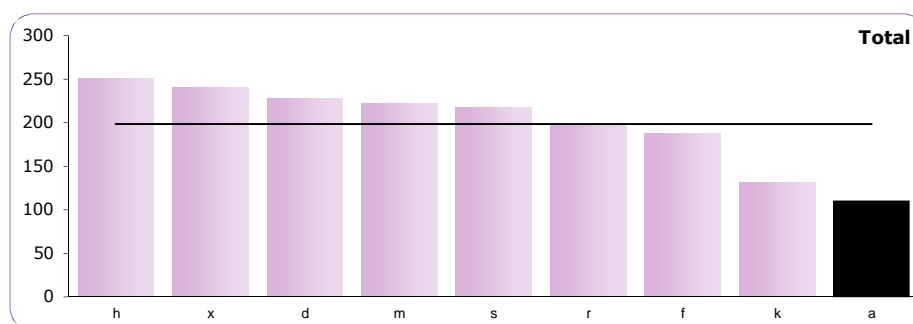
COMPOSITION OF MEMBERS AS AT 31/03/2015



Composition of active members

	No.	%	Avg
Under 50 yrs old	13,885	62%	62%
50 yrs old and over	8,515	38%	38%

NUMBER OF LGPS EMPLOYERS AS AT 31/03/2015



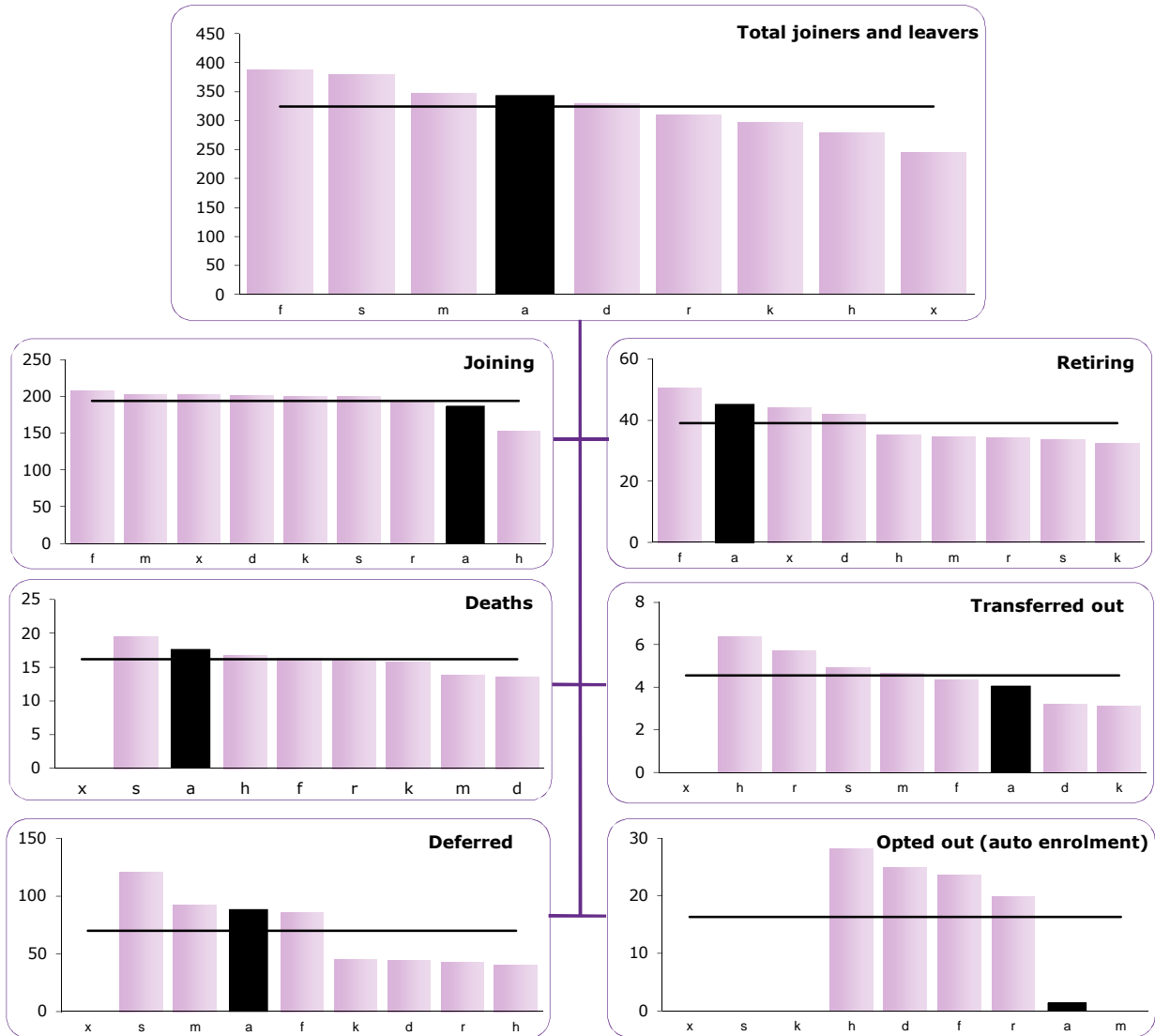
LGPS employers (31/3/15)

	No.	Avg	of which:	No.	%	Avg
Scheduled	74	137	Local Authorities	8	11%	16%
Admitted	36	61	Transferee	26	72%	66%
Total	110	199				

Employer changes 2014/15

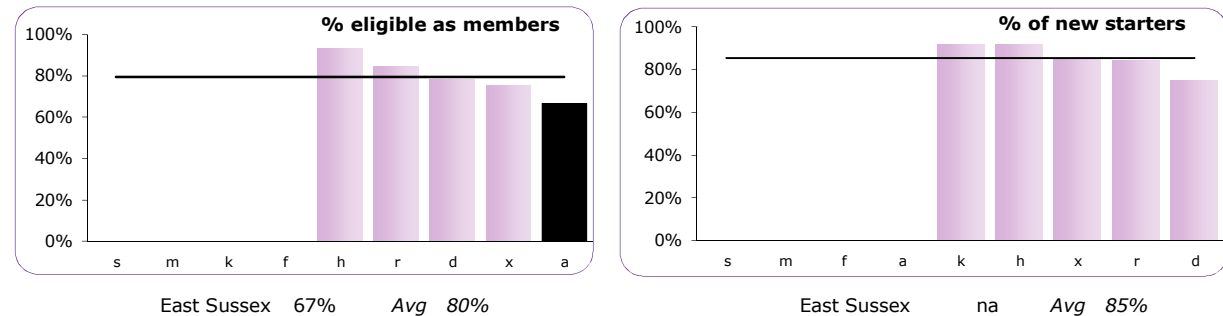
	Applied		Admitted		Leaving	
	No.	Avg	No.	Avg	No.	Avg
Scheduled	5	15	5	24	1	4
Admitted	6	5	6	7	5	2

JOINERS & LEAVERS (per '000 active members)

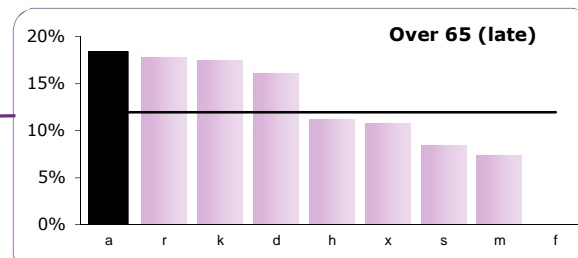
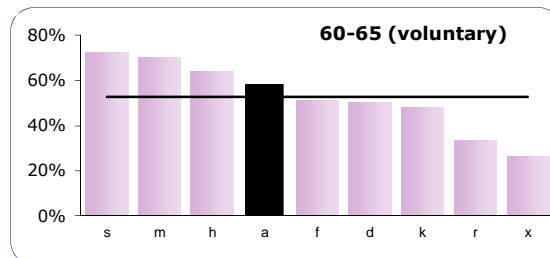
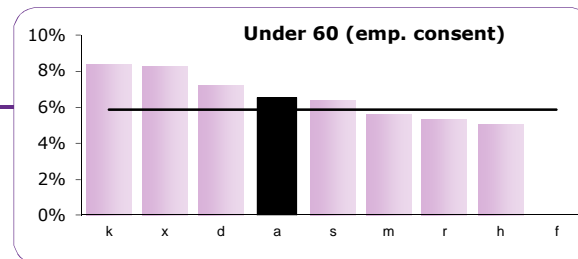
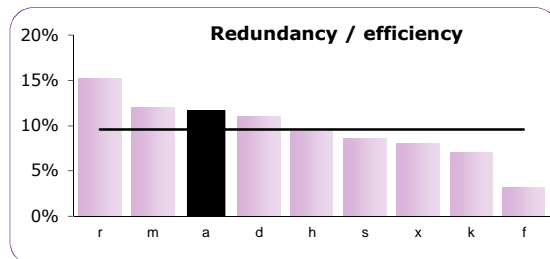
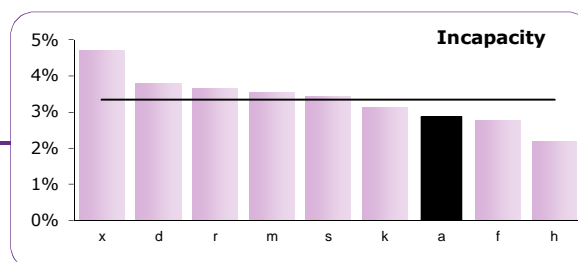
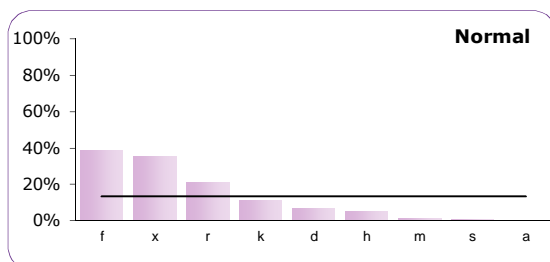
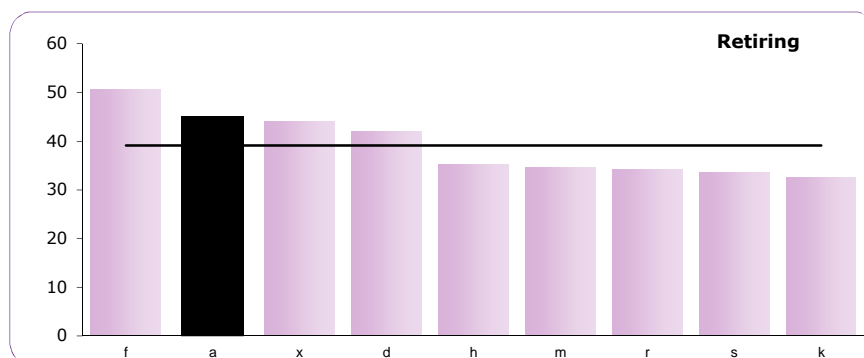


Joiners & leavers (per '000 active members)			
	No.	'000	Avg
Joining	4,177	186	194
Retiring	1,011	45	39
Deaths	395	18	16
Transferred out	91	4	5
Deferred	1,984	89	70
Opted out	29	1	16
Total	7,687	343	324

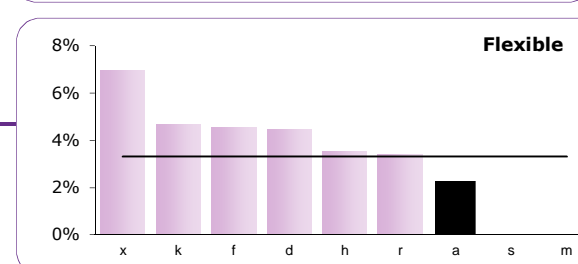
LGPS members as % eligible employees



RETIRING (per '000 active members)



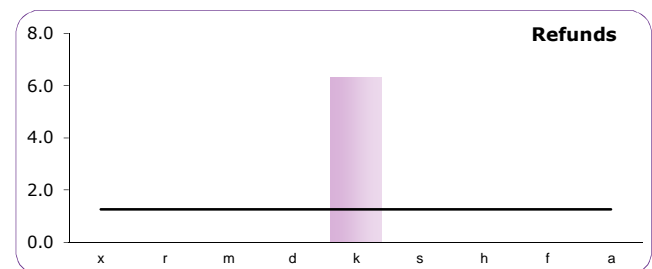
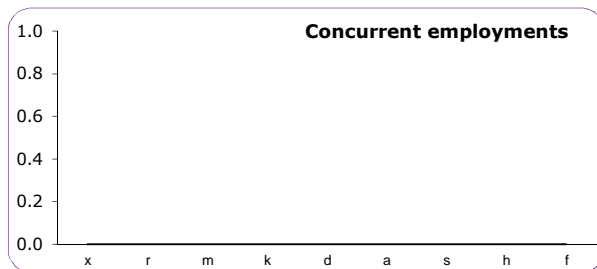
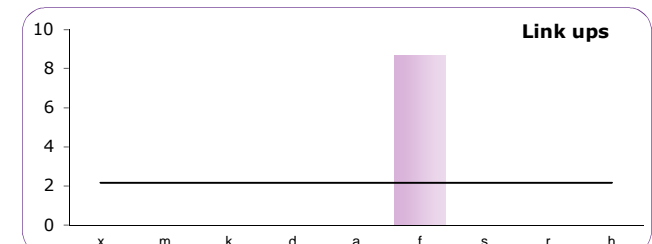
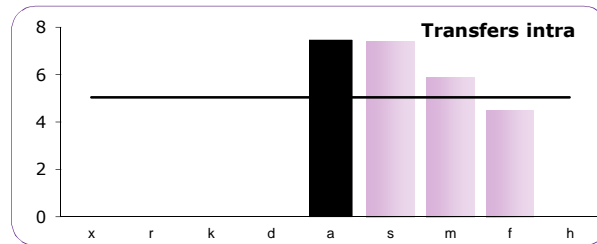
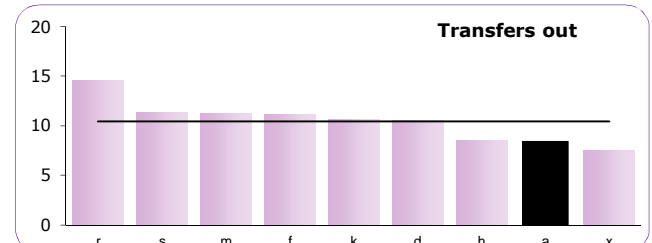
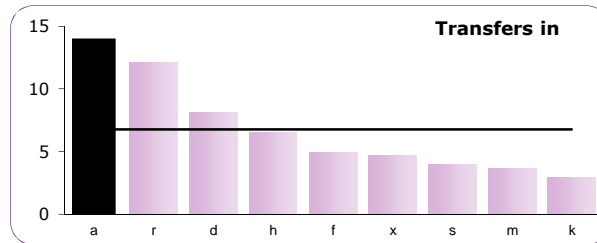
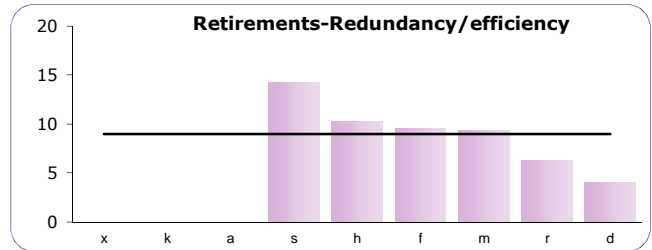
Retirements	No.	%	Avg
Normal	-	0%	13%
Incapacity/ill-health	29	3%	3%
Redundancy/efficiency	118	12%	10%
Under 60 (emp. consent)	66	7%	5.9%
60-65 (voluntary)	589	58%	53%
Over 65 (late)	186	18%	12%
Flexible	23	2.3%	3.3%
Total	1,011		



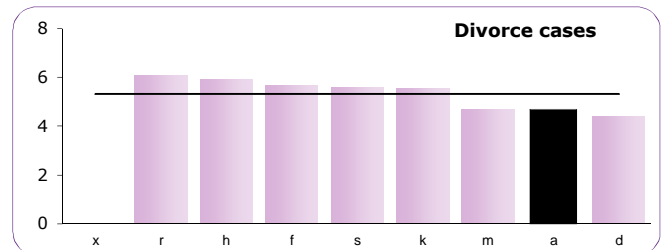
Retiring (per '000 active members)			
	No.	'000	Avg
Retiring	1,011	45	39

Active members	
	22,400

NUMBER OF QUOTATIONS PROVIDED (per '000 active members)

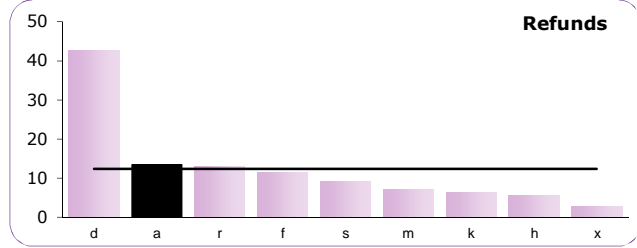
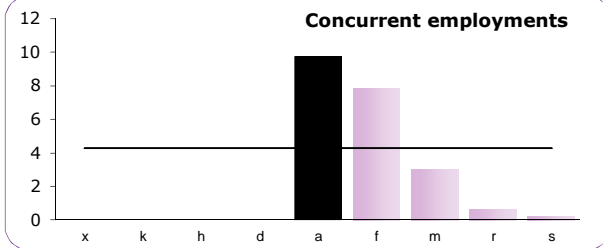
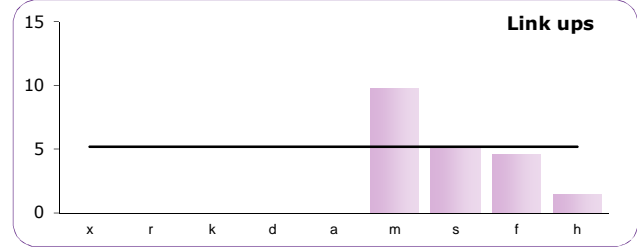
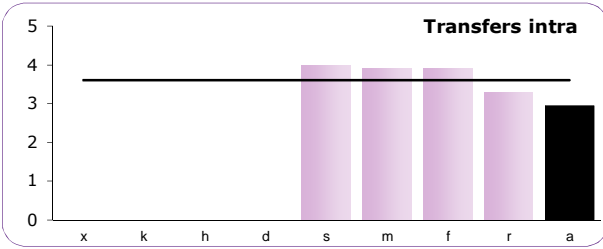
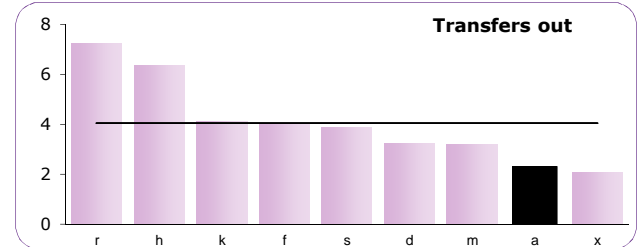
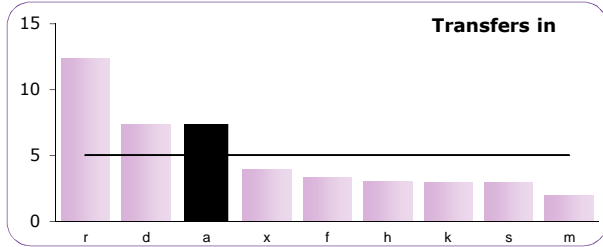
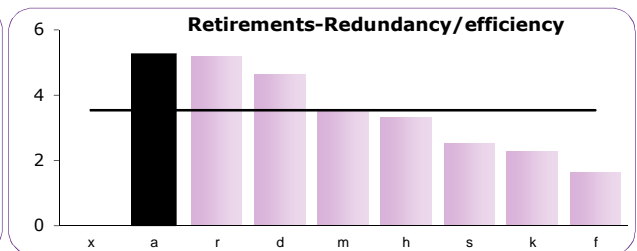
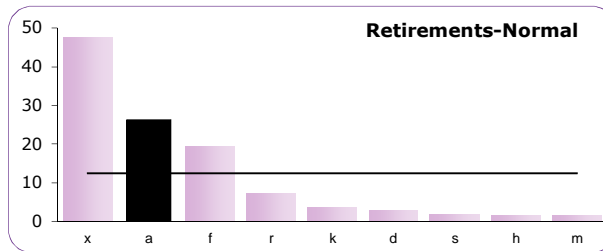


Active members: 22,400			
Quotations provided	No.	'000	Avg
TUPE -in	12	1	0
TUPE -out	1	0	0
Retirements:			
- Normal	-	-	19
- Incapacity/ill-health	..	na	1
- Redundancy/efficiency	..	na	9
- Flexible	..	na	2
- All other	1,350	60	43
Transfers in	314	14	7
Transfers out	189	8	10
Transfers intra	167	7	5
Link ups	..	na	2
Concurrent employments	..	na	-
Refunds	-	-	1
Divorce cases	105	5	5
Deaths in service	..	na	0
Deaths of pensioners	..	na	-

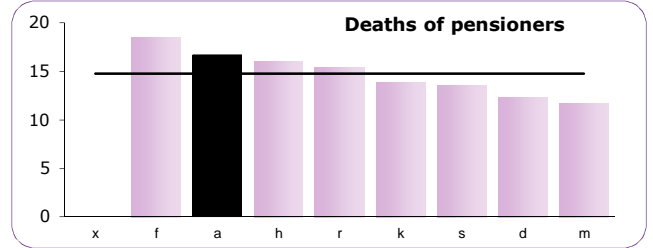
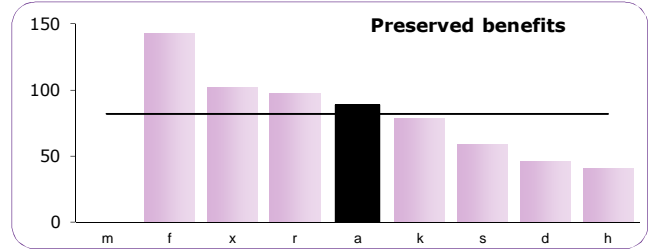
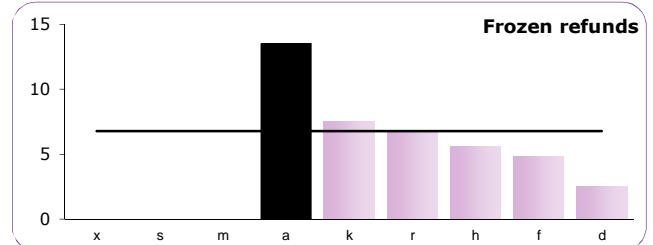


No of bulk transfers	No.	'000	Avg
TUPE -in	12	1	20
TUPE -out	1	0	16

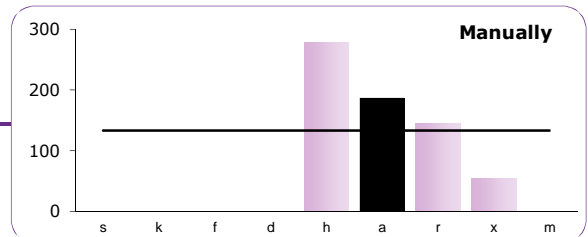
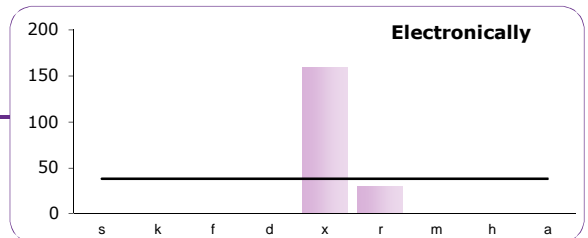
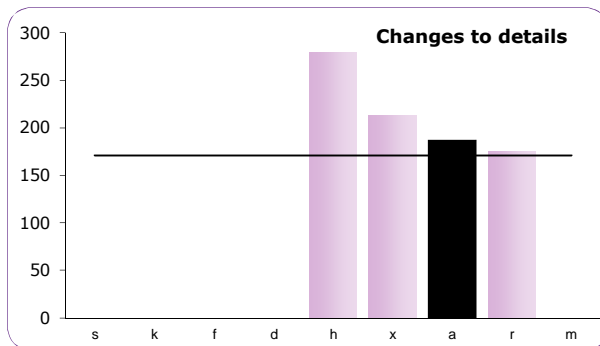
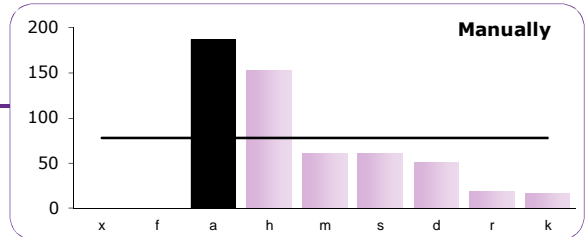
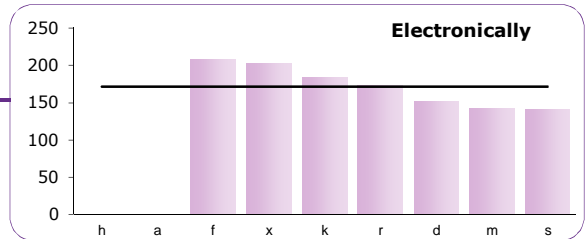
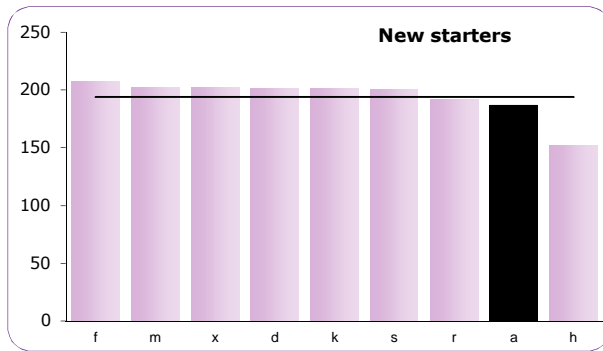
NUMBER OF ACTUAL EVENTS (per '000 active members)



Active members:		22,400		
Actual events	No.	'000	Avg	
TUPE -in	12	1	25	
TUPE -out	1	0	27	
Retirements:				
- Normal	589	26	13	
- Incapacity/ill-health	29	1	1	
- Redundancy/efficiency	118	5	4	
- Flexible	23	1.0	1	
- All other	252	11	18	
Transfers in	165	7	5	
Transfers out	52	2	4	
Transfers intra	66	3	4	
Link ups	-	na	5	
Concurrent employments	218	10	4	
Refunds	301	13	12	
Frozen refunds	303	##	7	
Preserved benefits	1,984	89	82	
Divorce cases	8	0	0	
Deaths in service	7	0.3	1	
Death of pensioners	374	17	15	
Single Status / Job Evaluation	..	na	na	

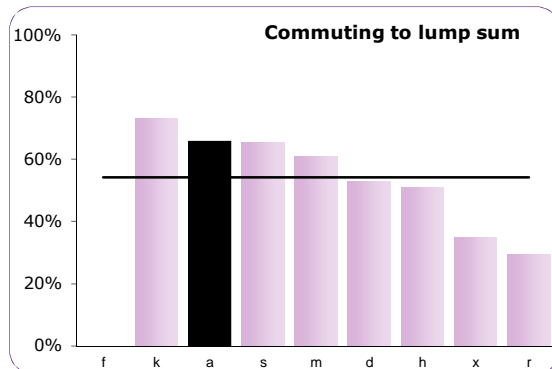


ACTUAL CALCULATIONS (per '000 active members)



RETIREMENTS

Retirements commuting to lump sum



Retirements commuting lump sum		
Number	% total	Avg
667	66%	54%

Active members

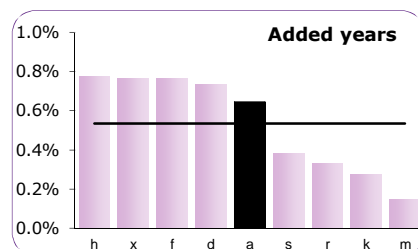
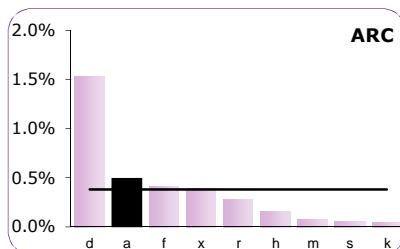
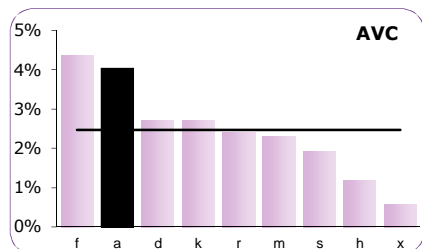
22,400

Actual calculations

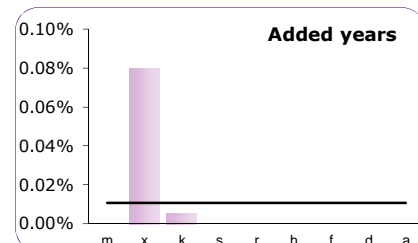
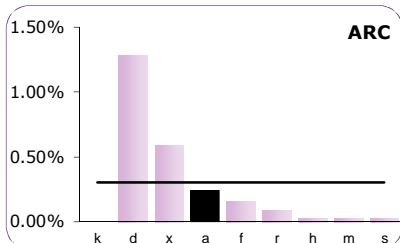
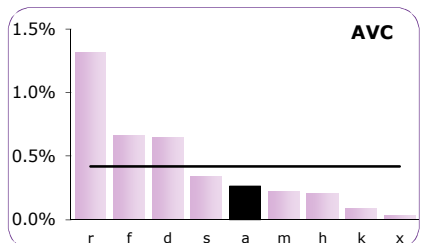
	No.	'000	Avg
New starters	4,177	186	194
- electronically	-	na	171
- manually	4,177	186	78
Changes to details	4,196	187	171
- electronically	-	0	38
- manually	4,196	187	133

AVCs, ARCs and Added years

% Currently contributing



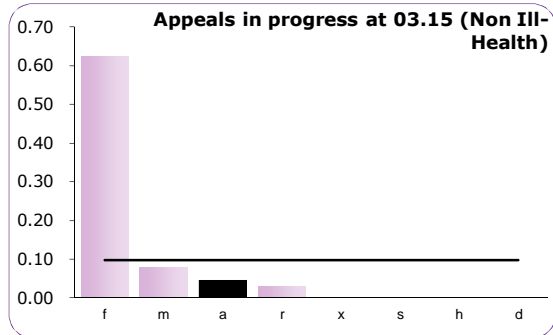
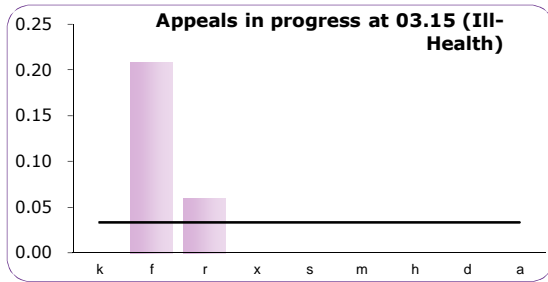
% New contributors this year



Contributors to AVCs and ARCS			
	No.	%	Avg
Currently contributing			
- AVC	907	4.05%	2.47%
- ARC	111	0.50%	0.38%
- Added years	145	0.65%	0.54%
Total	1,163	5.19%	3.39%
New contributors this year			
- AVC	59	0.26%	0.42%
- ARC	54	0.24%	0.30%
- Added years	-	0.00%	0.01%
Total	113	0.50%	0.70%

Active members
22,400

APPEALS

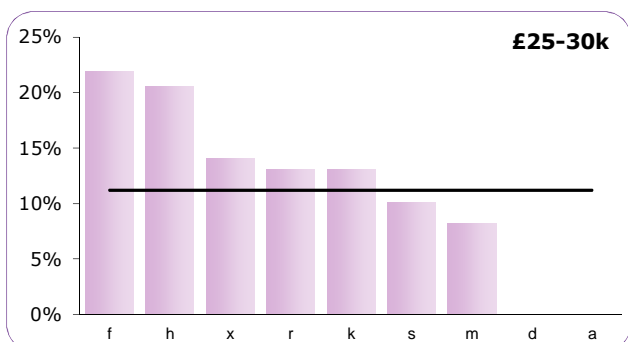
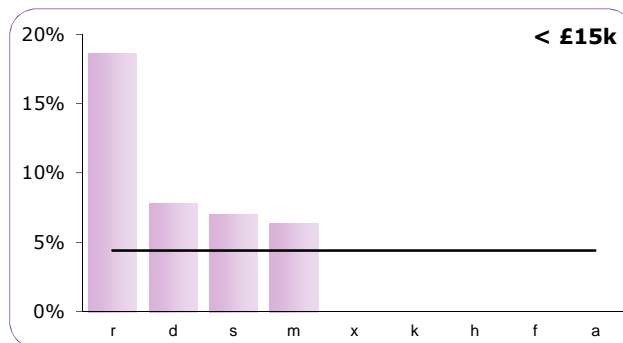
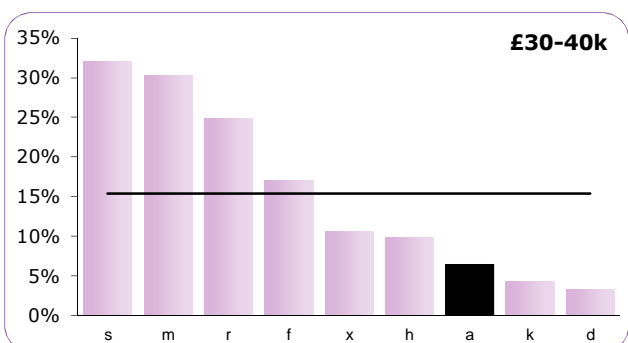
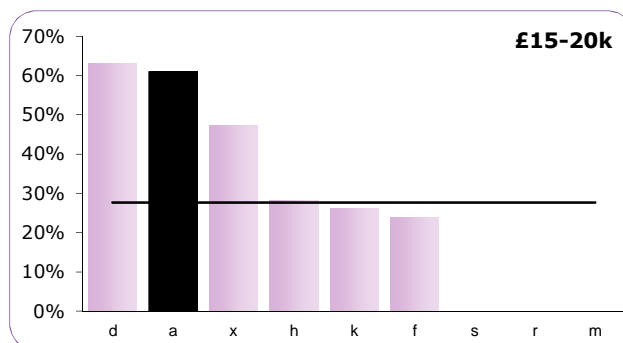
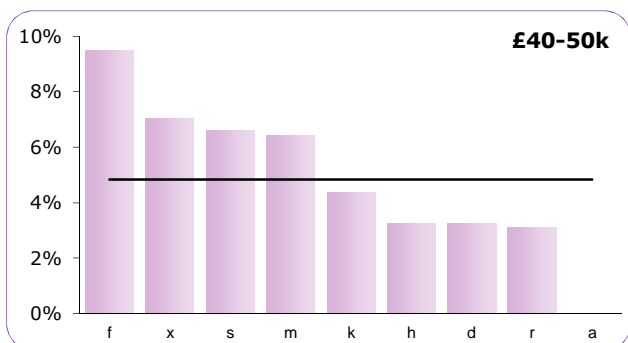
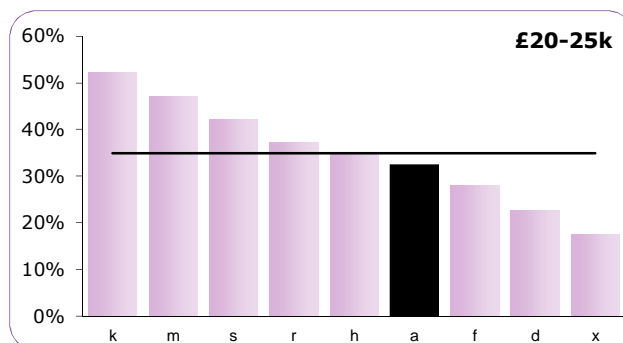
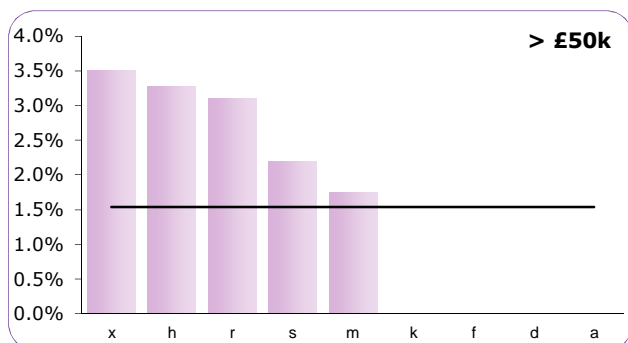


*Club total: This shows the total for all the Benchmarking Club members 2015

Number of appeals	No.	Per '000 members	Avg	Club* total
Ill-Health				
In progress at start of year	0	0.00	0.04	6
In progress at end of year	0	0.00	0.03	6
Non Ill-Health				
In progress at start of year	0	0.00	0.07	10
In progress at end of year	1	0.04	0.10	16
1st Stage				
Appeals in Progress - 03.14	0	0.00	0.00	-
New Appeals in Year	1	0.04	0.10	17
Appeals Withdrawn	0	0.00	0.00	-
Appeals Upheld	0	0.00	0.03	4
Appeals Not Upheld	0	0.00	0.05	9
Appeals in Progress - 03.15	1	0.04	0.02	5
2nd Stage				
Appeals in Progress - 03.14	0	0.00	0.01	2
New Appeals in Year	0	0.00	0.00	1
Appeals Withdrawn	0	0.00	0.00	-
Appeals Upheld	0	0.00	0.01	1
Appeals Not Upheld	0	0.00	0.01	2
Appeals in Progress - 03.15	0	0.00	0.00	-
Ombudsman Referrals				
Appeals in Progress - 03.14	0	0.00	0.00	1
New Appeals in Year	0	0.00	0.01	1
Appeals Withdrawn	0	0.00	0.00	-
Appeals Upheld	0	0.00	0.00	-
Appeals Not Upheld	0	0.00	0.01	2
Appeals in Progress - 03.15	0	0.00	0.00	-

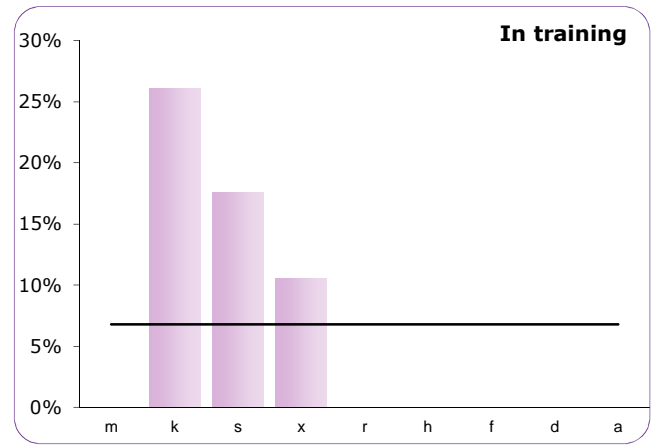
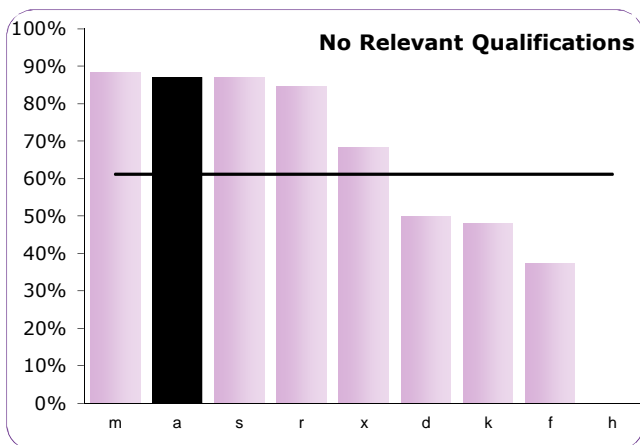
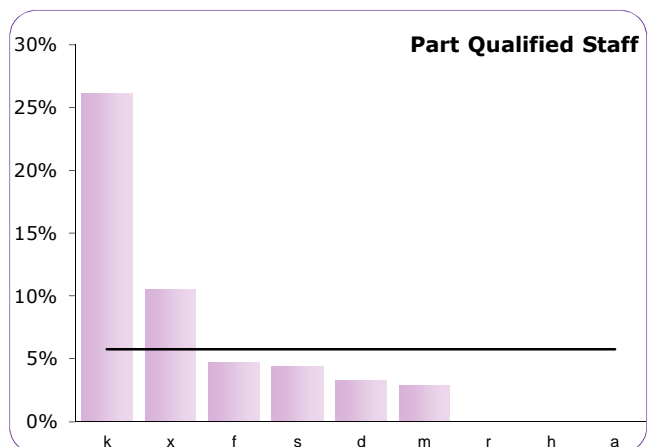
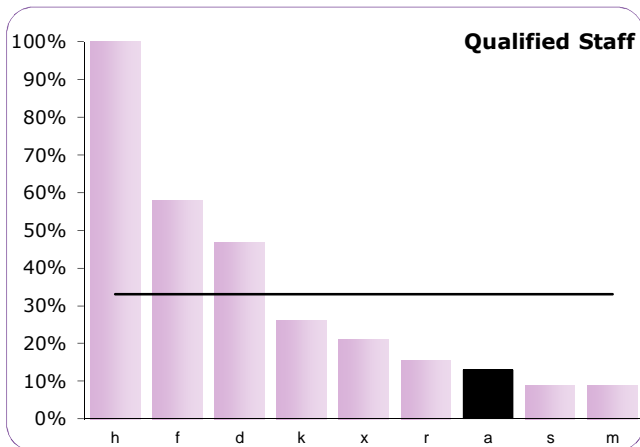
SECTION 4 - STAFF RELATED MEASURES

STAFF PAY



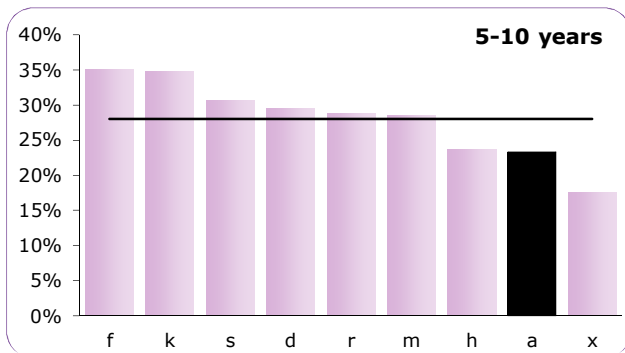
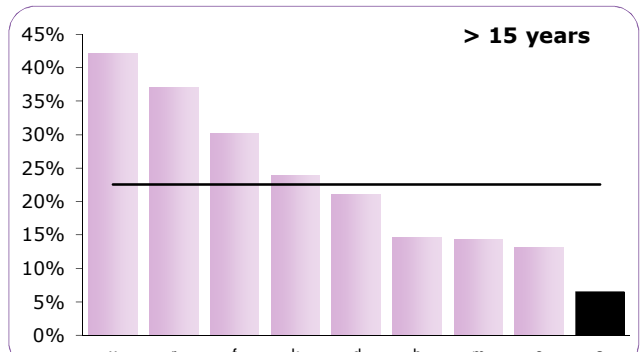
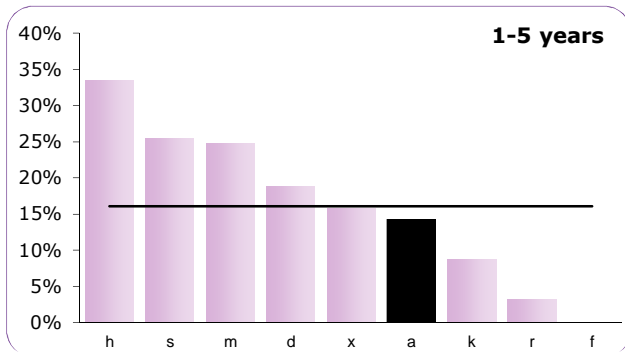
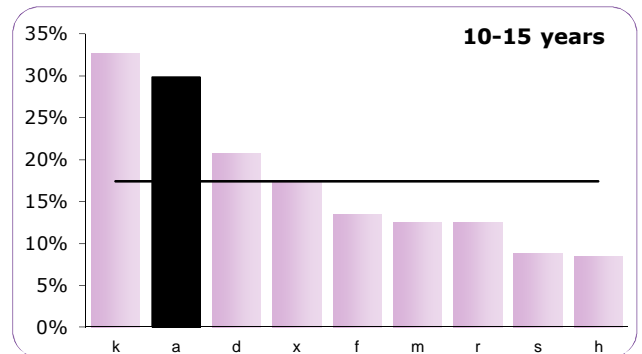
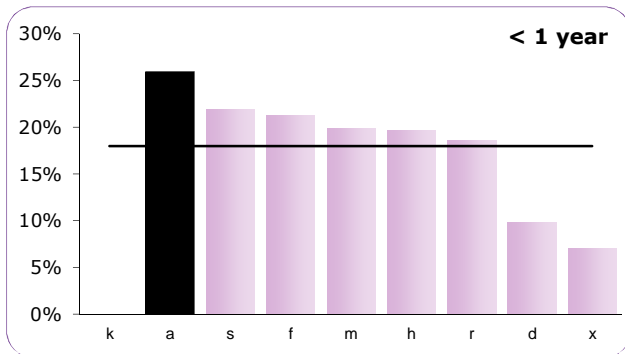
Staff pay			
	FTE	%	Avg
> £50k	0.0	0%	2%
£40-50k	0.0	0%	5%
£30-40k	1.0	6%	15%
£25-30k	0.0	0%	11%
£20-25k	5.0	32%	35%
£15-20k	9.4	61%	28%
< £15k	0.0	0%	4%
Total	15.4		

STAFF QUALIFICATIONS



Staff qualifications			
	FTE	%	Avg
Qualified Staff	2.0	13%	33%
Part Qualified Staff	0.0	0%	6%
No Relevant Qualifications	13.4	87%	61%
Total	15.4		
Number in Training	0.0	0%	7%

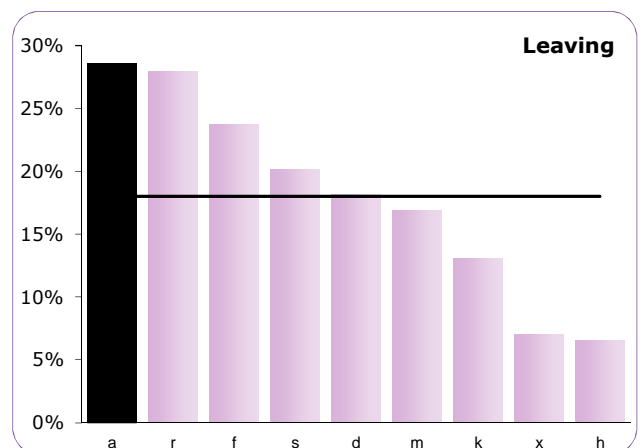
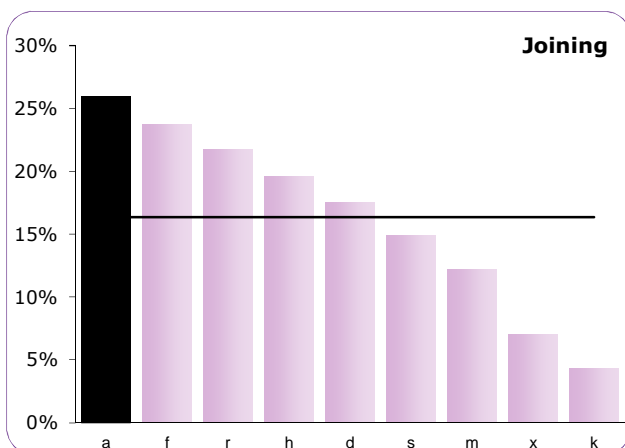
STAFF PENSIONS EXPERIENCE



Staff experience

	FTE	%	Avg
< 1 year	4.0	26%	18%
1-5 years	2.2	14%	16%
5-10 years	3.6	23%	28%
10-15 years	4.6	30%	17%
> 15 years	1.0	6%	23%
Total	15.4		

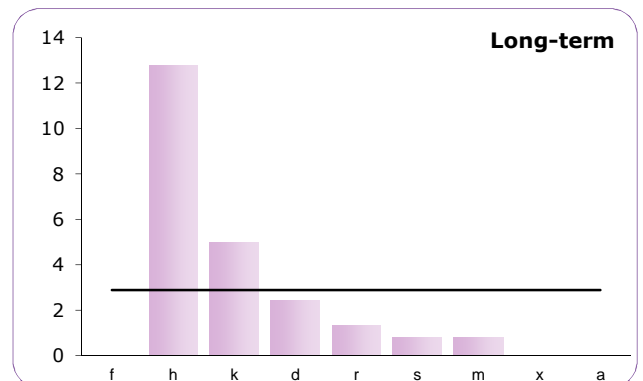
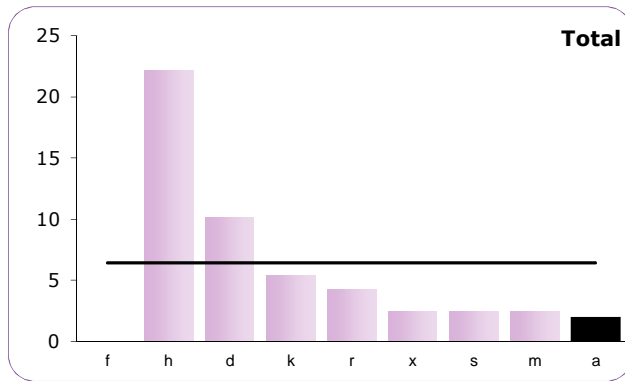
STAFF TURNOVER



Staff Turnover

	FTE	% change	Avg
Staff at 1/4/2013	15.8		
+ Staff joining Pension section	4.0	26.0%	16.3%
- Staff leaving Pension section	4.4	28.6%	18.0%
Staff at 31/3/2014	15.4	-2.5%	-1.1%

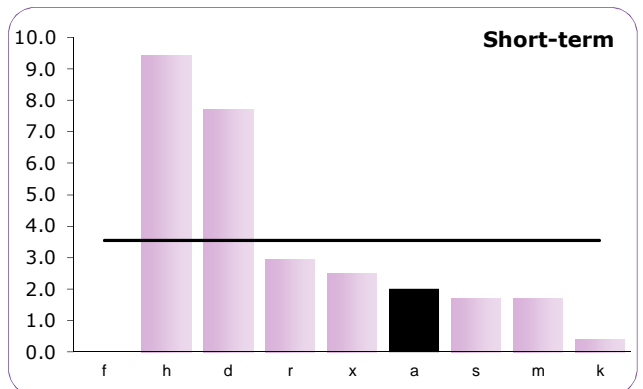
SICKNESS ABSENCE



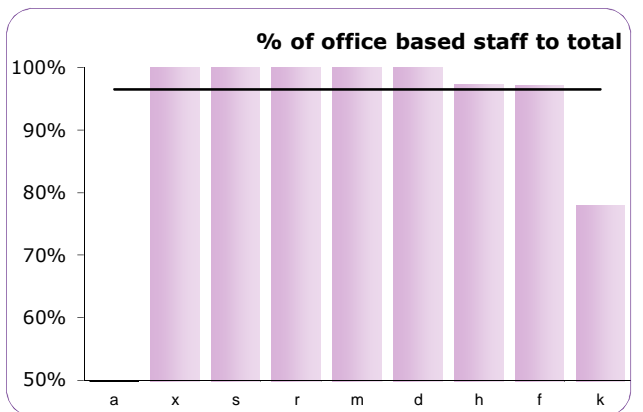
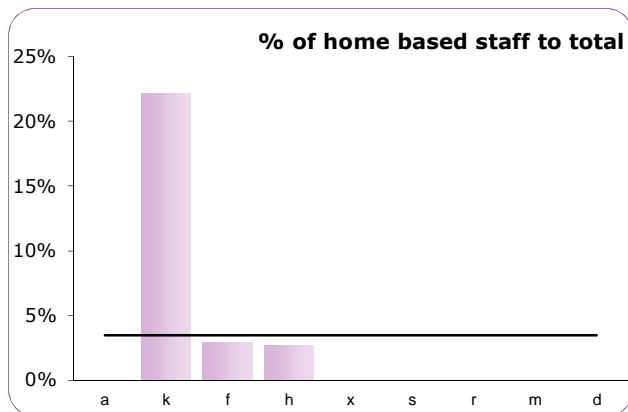
Sickness absence	Days/FTE	Avg
Long-term sickness	0.0	2.9
Short-term sickness	2.0	3.5
Total	2.0	6.4

Long-term sick (periods of sickness over 20 working days)

Short-term sick (periods of sickness of 20 days or less)



STAFF LOCATION

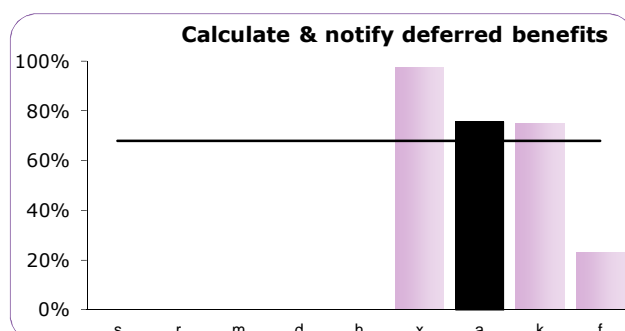
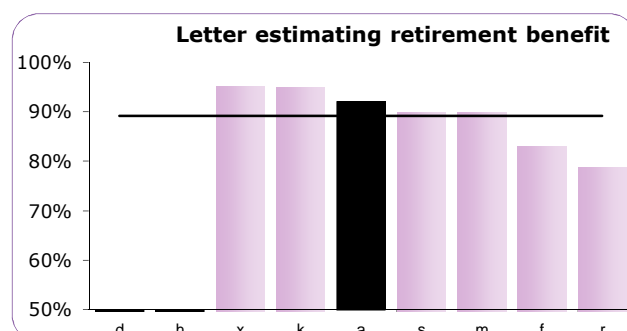
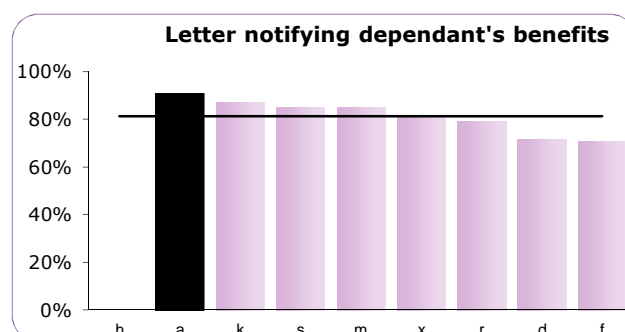
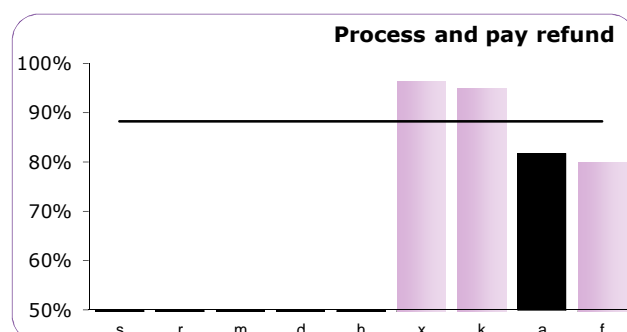
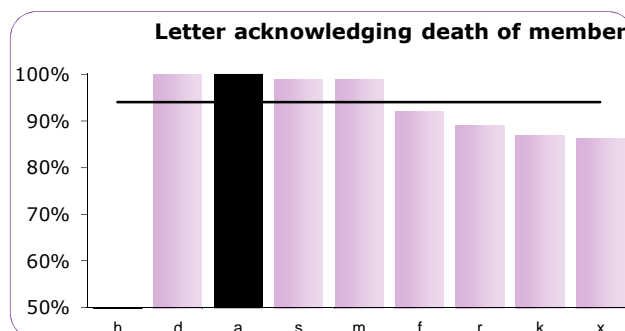
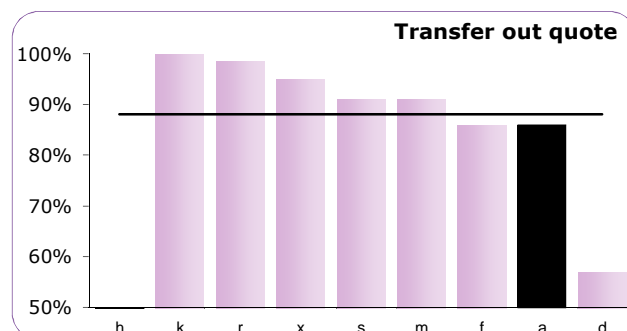
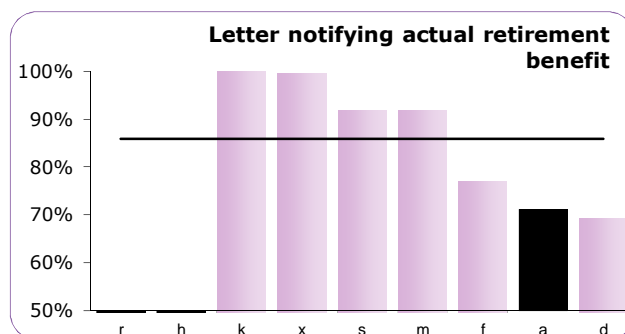
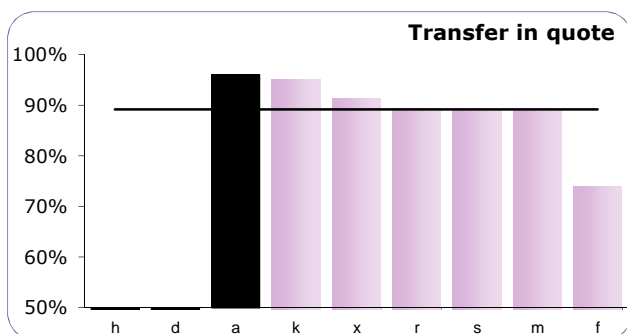


Staff location	FTE	% to total		
		Avg	FTE	Avg
Home based	0.0	0.7	na	3%
Office based	0.0	24.1	na	97%
Total	0.0			

Office Based: Staff members who spend >50% of their contracted time working in the office

Home Based: Staff members who spend 50% of their contracted time working from home.

SECTION 5 - INDUSTRY STANDARD PI's



Industry Standard PI's	Target	Achieved	Avg
Letter detailing transfer in quote	10 days	96.0%	89.1%
Letter detailing transfer out quote	10 days	86.0%	88.0%
Process and pay refund	5 days	81.7%	88.3%
Letter notifying estimate of retirement benefit	10 days	92.2%	89.2%
Letter notifying actual retirement benefit	5 days	71.2%	85.8%
Process and pay lump sum retirement grant	5 days	71.2%	85.8%
Letter acknowledging death of member	5 days	100.0%	94.0%
Letter notifying amount of dependant's benefits	5 days	91.0%	81.3%
Calculate and notify deferred benefits	10 days	75.6%	67.8%

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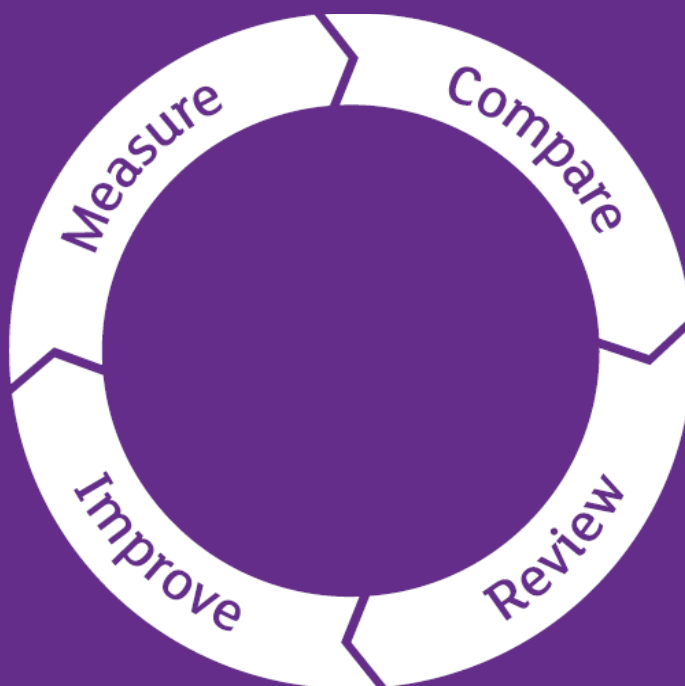
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