



# Analysis and Statistics

February 2018

- Membership
- Employers
- Administration performance

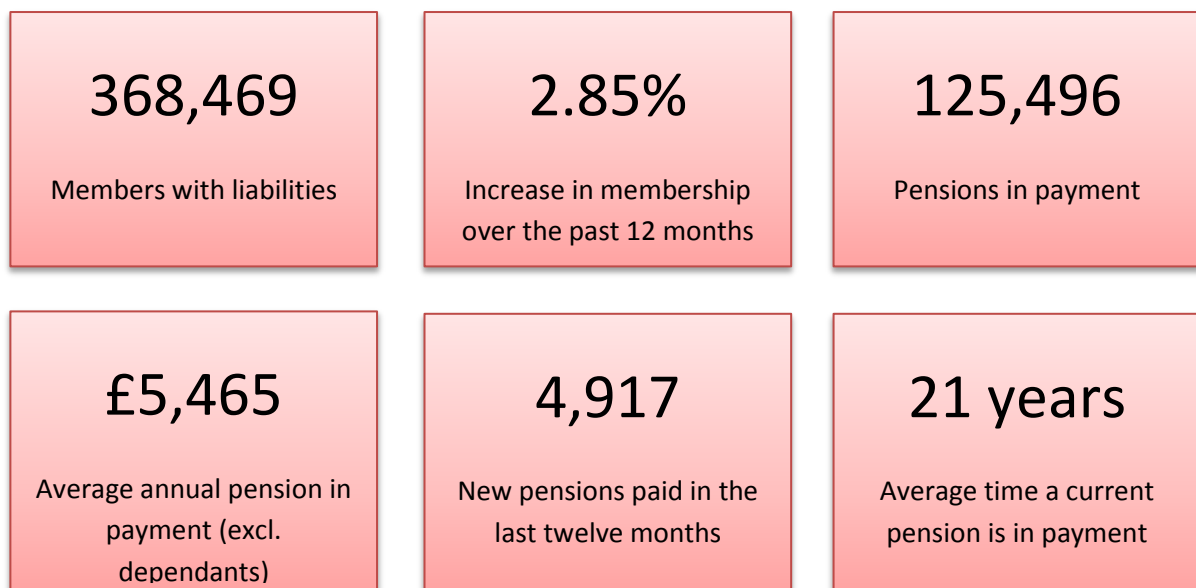


Administered by  
 **Tameside**  
Metropolitan Borough

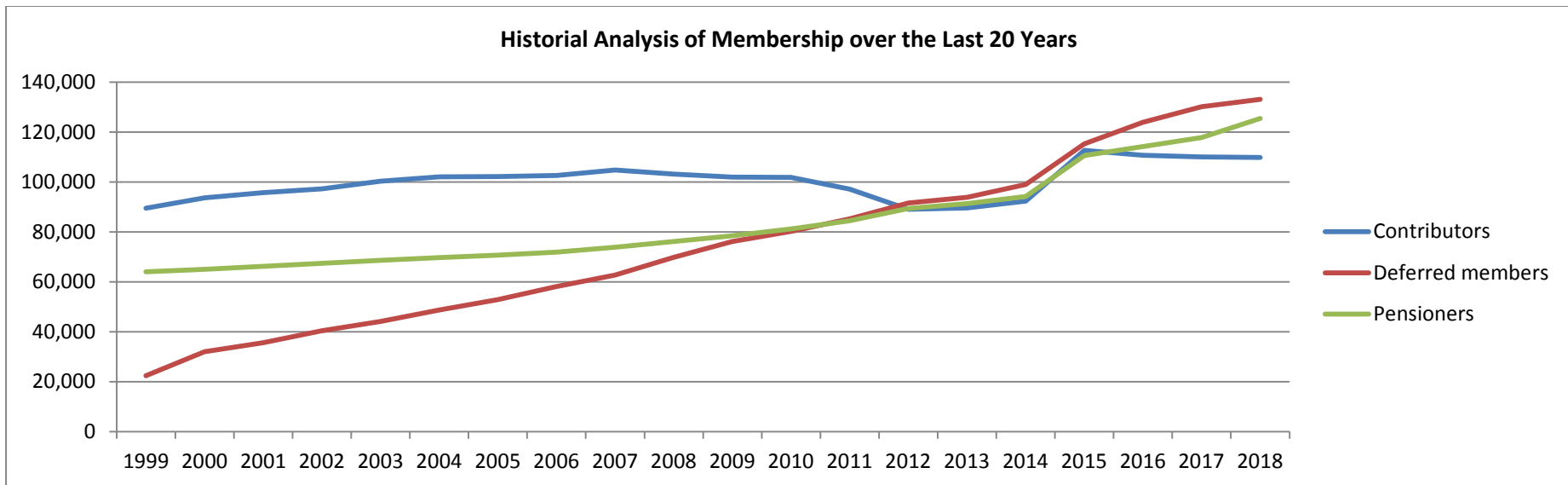
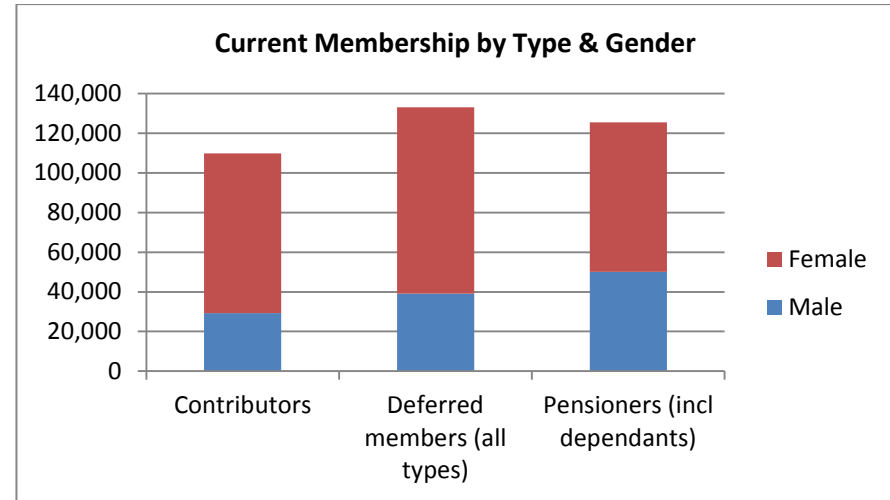
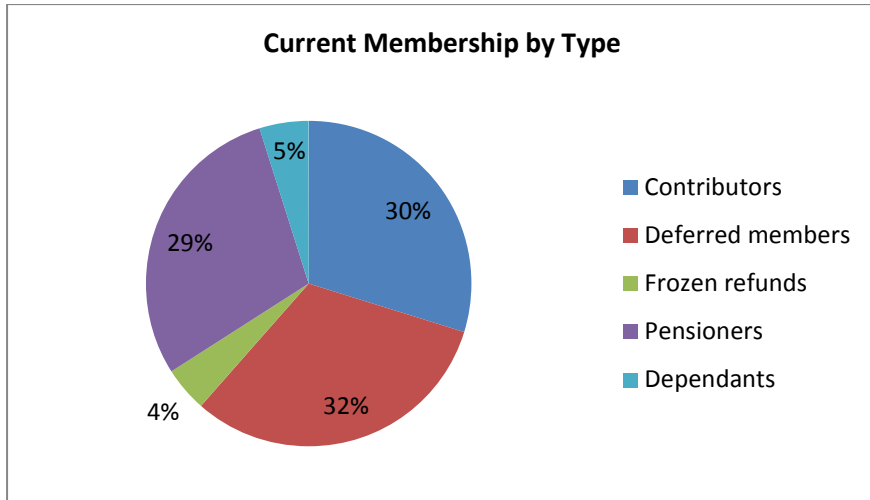
## Membership analysis

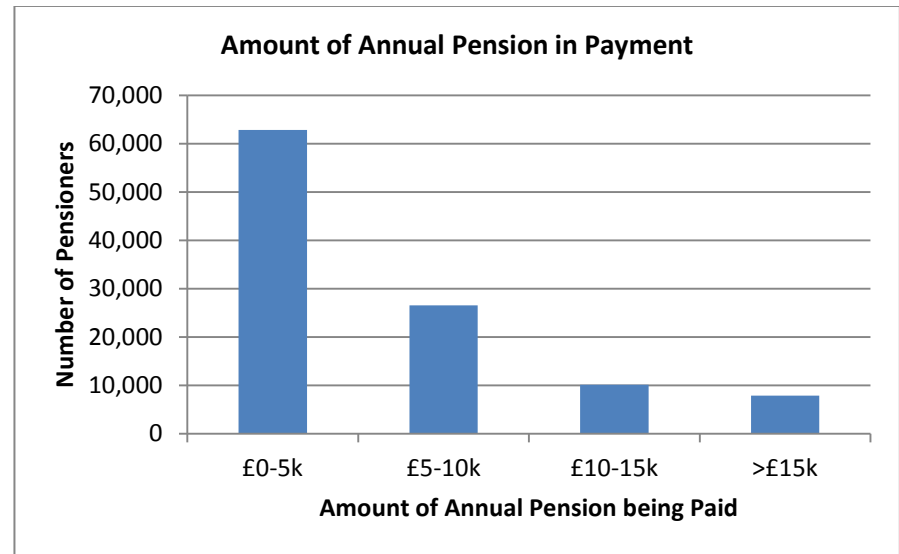
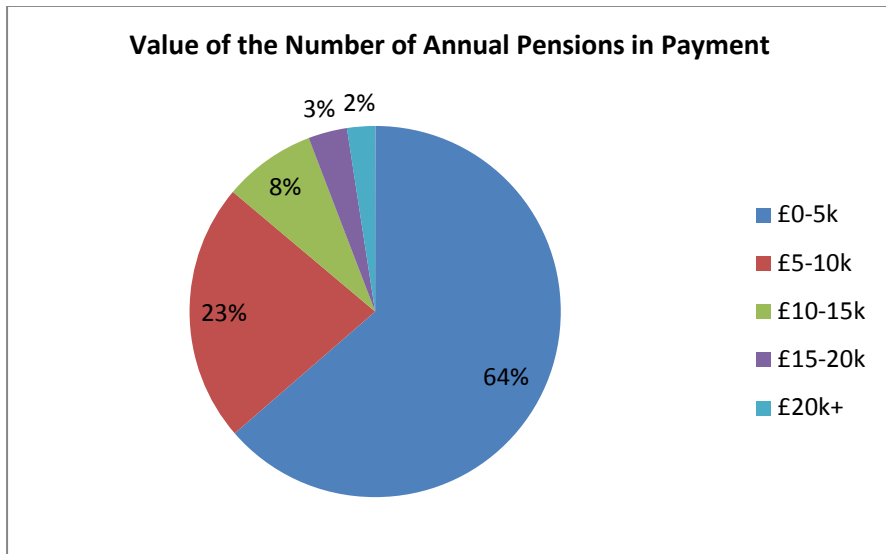
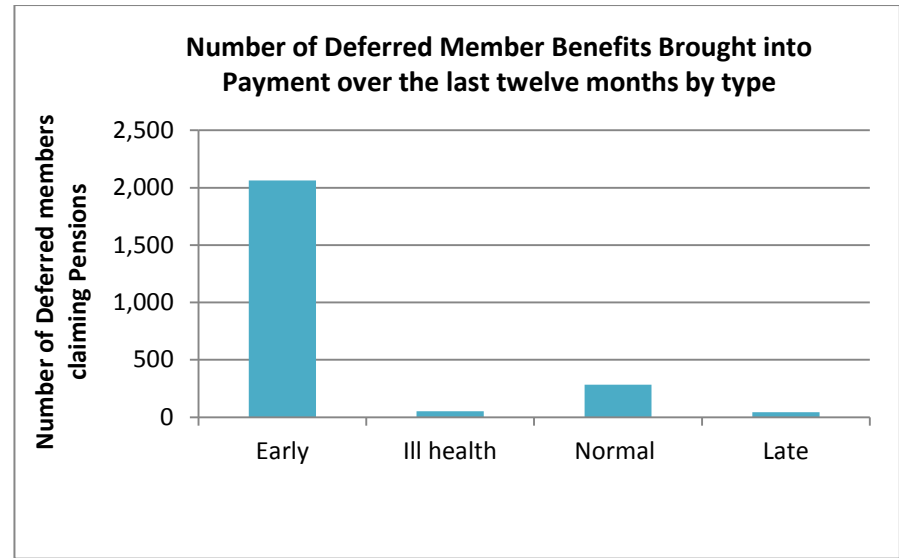
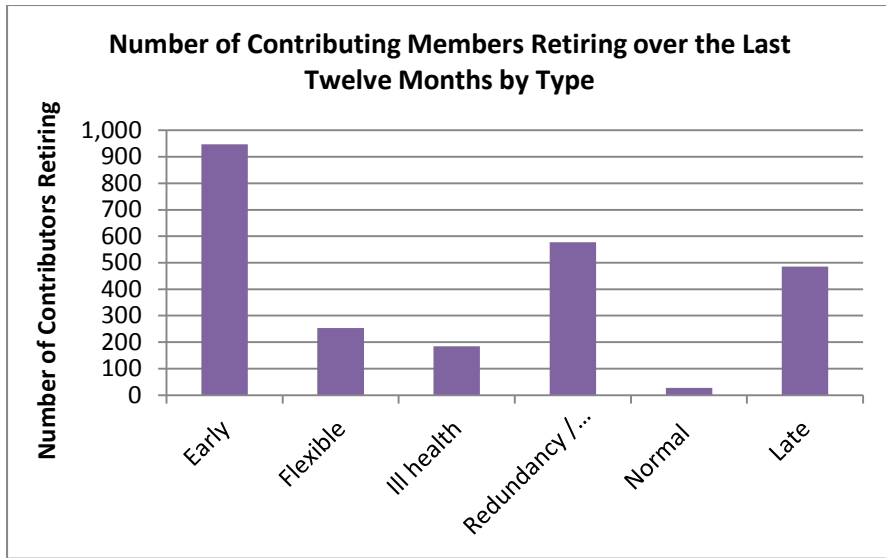
- Overall, membership has continued to increase. There are more deferred members and pensioner members in GMPF than ever before.
- 5,806 members joined GMPF in November as part of the consolidation of First Bus liabilities. Records were transferred from West Yorkshire Pension Fund and South Yorkshire Pensions Authority
- The majority of the membership (68%) is female.
- Most contributing members (97%) pay a contribution rate of 6.8% or less
- The amount of annual pension being paid to the majority of pensioners is less than £5,000. 13% of pensioners receive a pension of £10,000 per year or more.

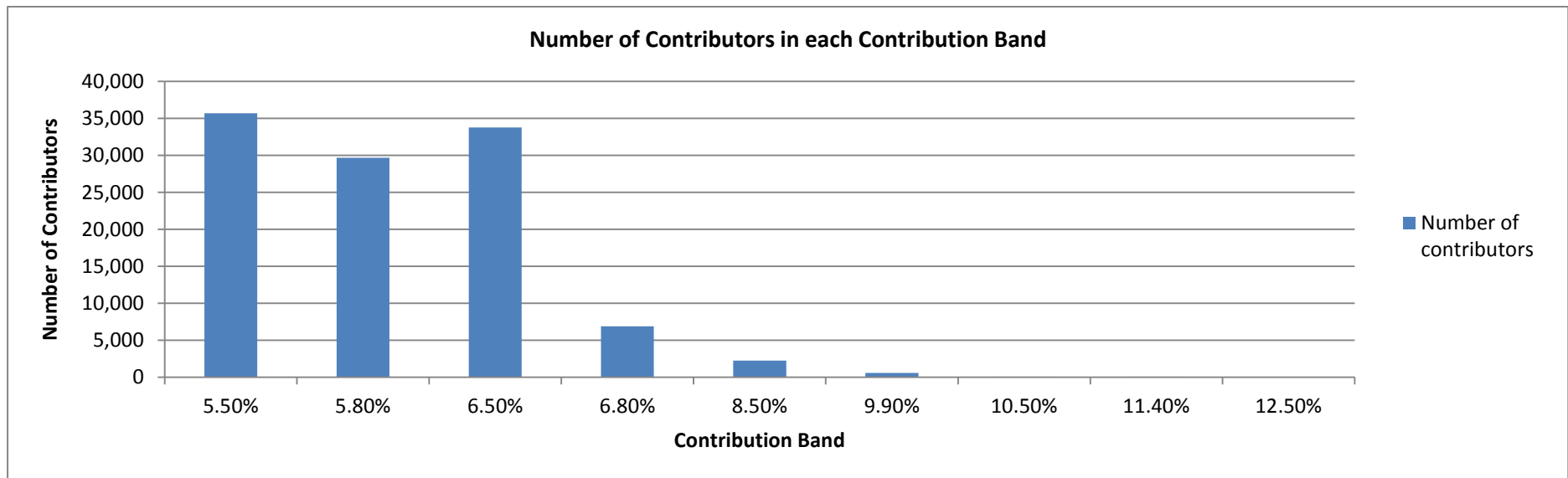
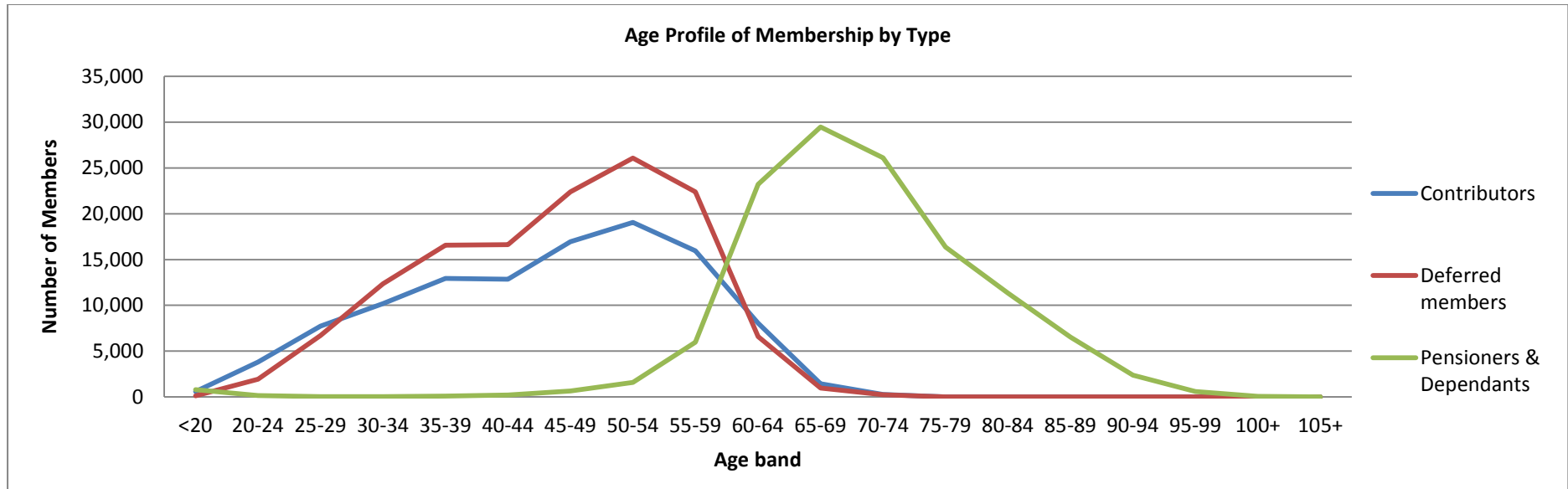
### Key membership information at February 2018



## Membership statistics





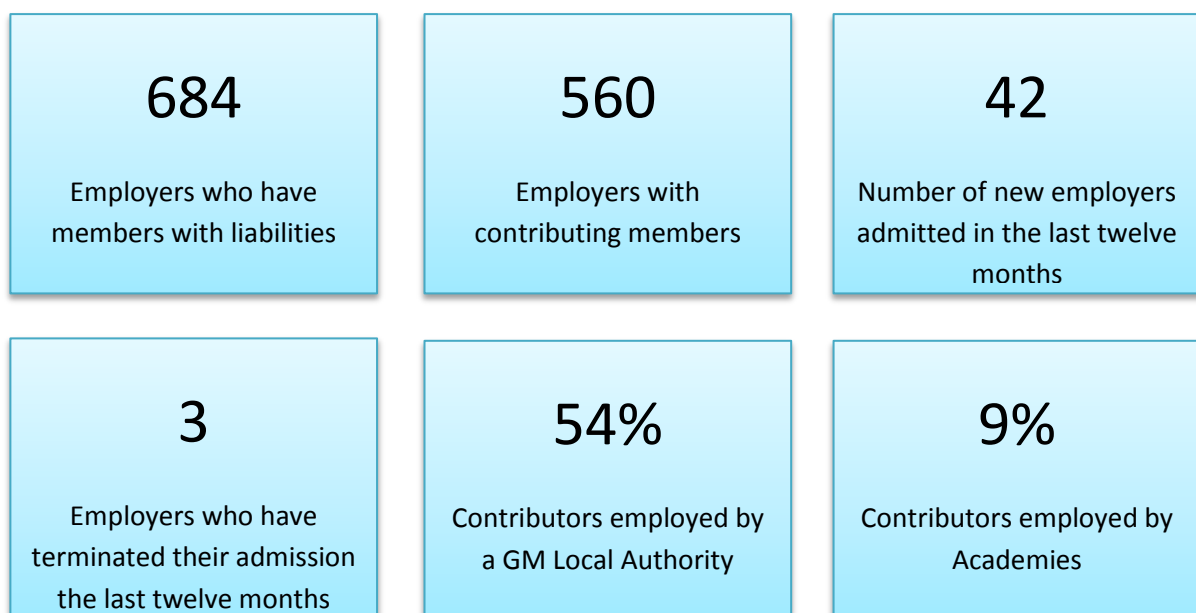


## Employer analysis

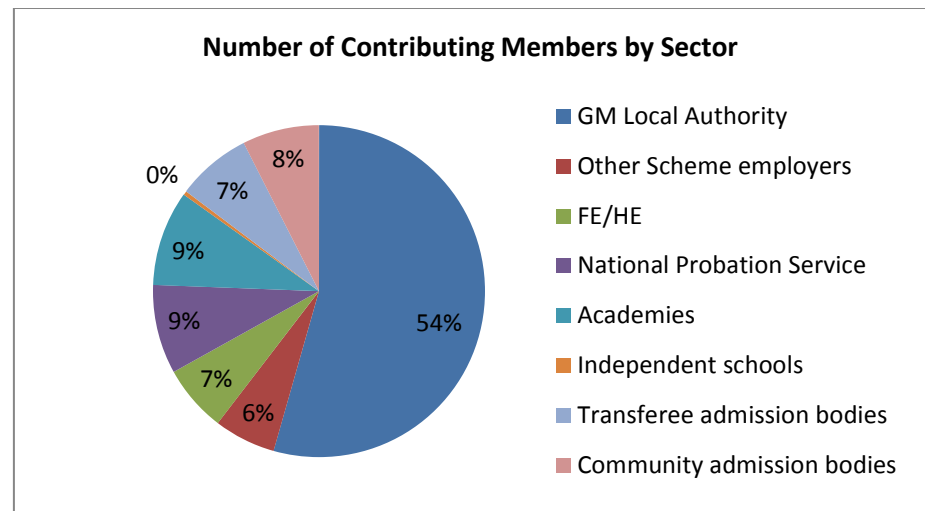
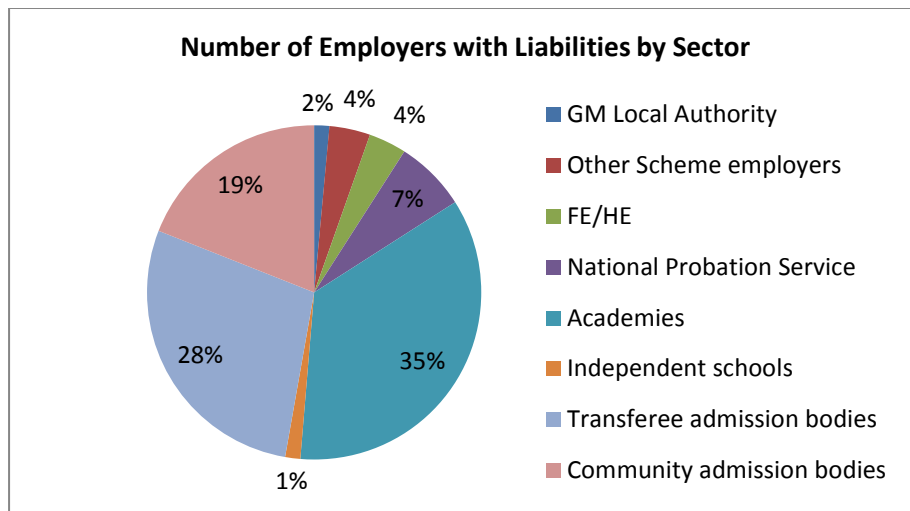
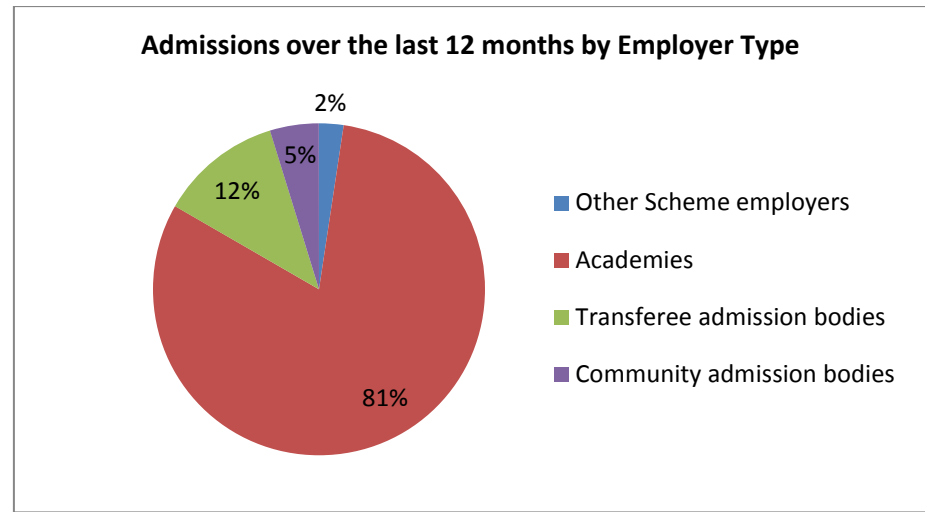
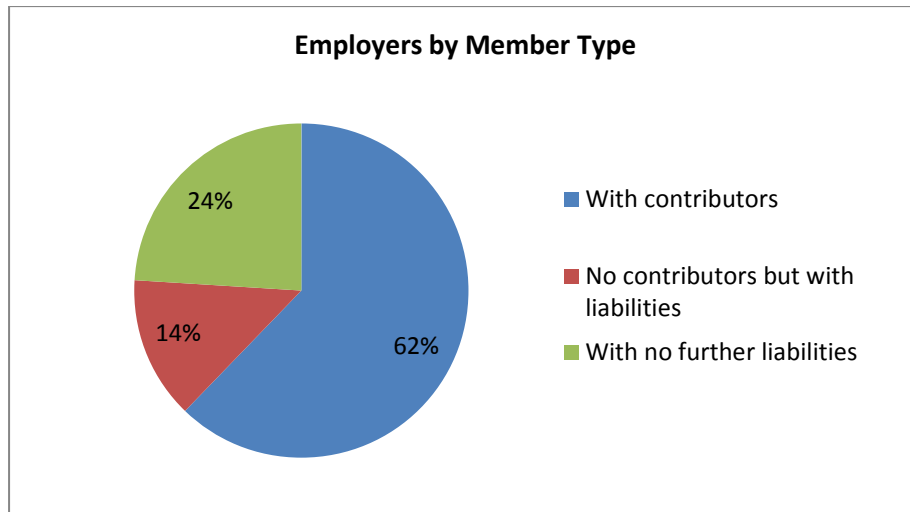
*Employer analysis is carried out by allocating each admission an 'employer code'. One employer may have members recorded on several employer codes depending on the contract under which that member is employed or for reporting and analysis purposes. Therefore, 'employer' as referred to in this analysis actually means 'employer codes'.*

- The number of employers within the fund continues to increase, with 42 admission processes completed in the last 12 months.
- The majority of new admissions are due to schools converting to academy status.
- Just over half (54%) of contributing members are employed by one of the ten Greater Manchester Local Authorities.

### Key employer information at February 2018



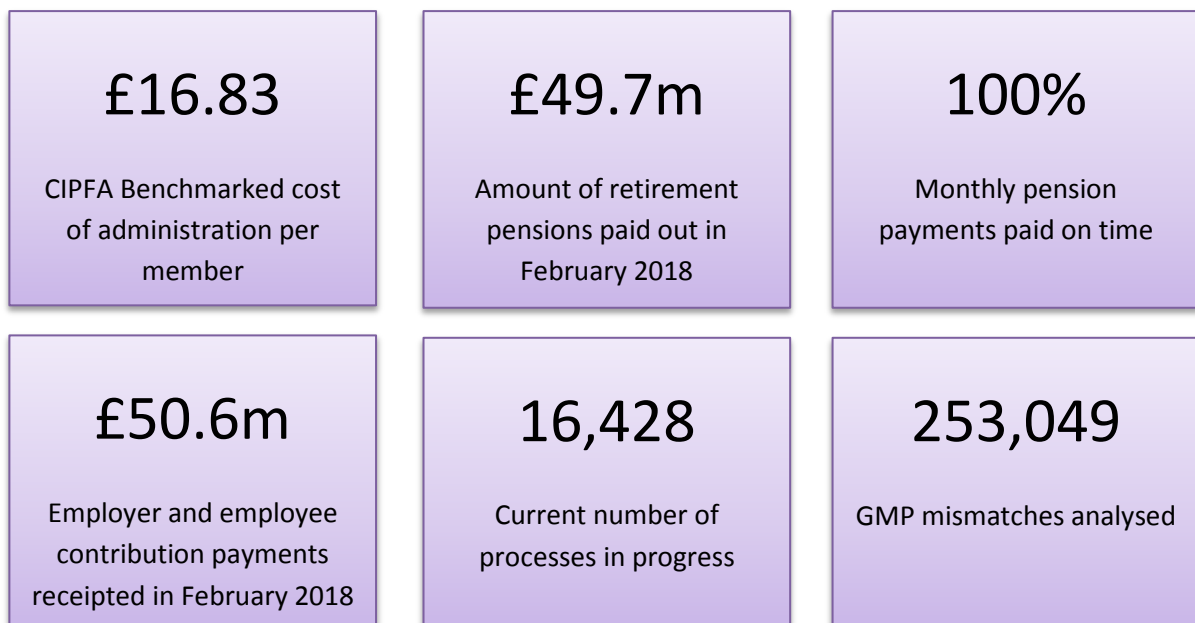
## Employer statistics



## Administration performance analysis

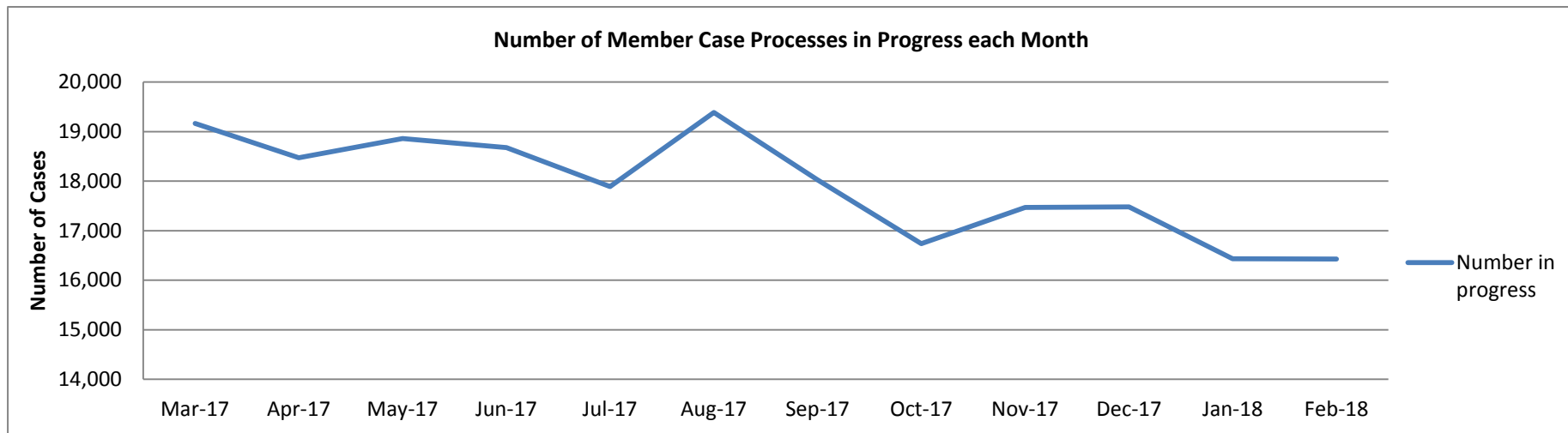
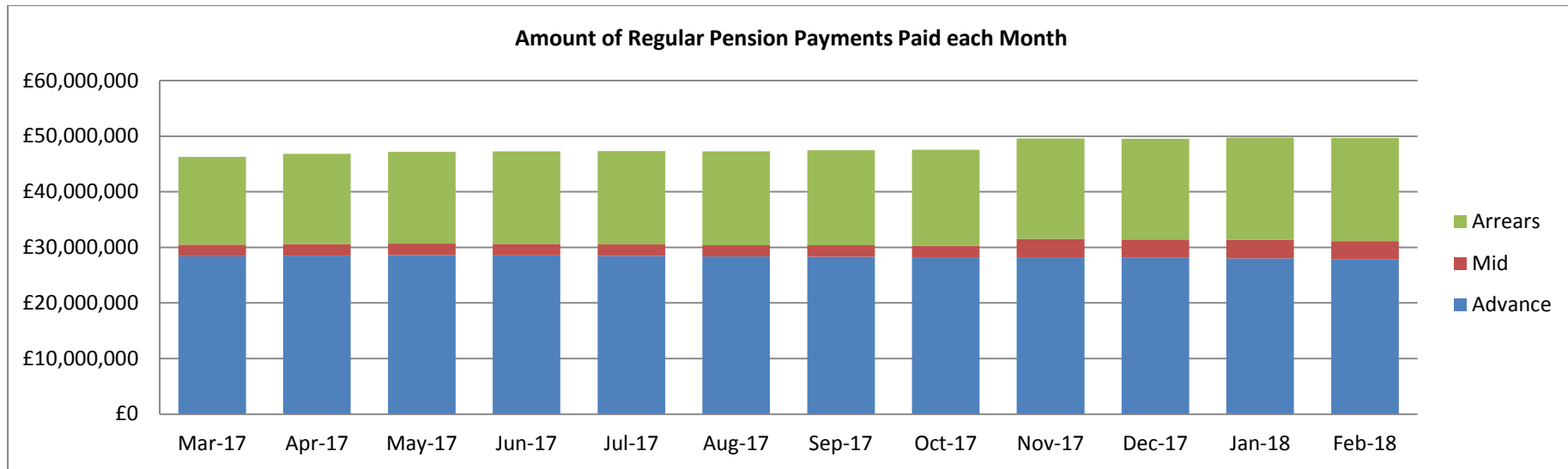
- Performance levels continue to improve and performance, as measured against 28 key performance indicators, show service delivery times improving year on year.
- GMPF pays out each month over £49m in regular pension payments. It also pays around £14m each month in one-off payments such as retirement lump sums, death grant payments, transfer values and refunds.
- There are currently around 16,000 member case processes in progress (so new joiner processes, leaver processes, retirements and so on).
- Over 253,000 mismatches analysed and over 53,000 cases individually reviewed since August as part of the GMP Reconciliation exercise. This project is currently on track to be completed in line with HMRC guidelines.

### Key administration performance information at February 2018

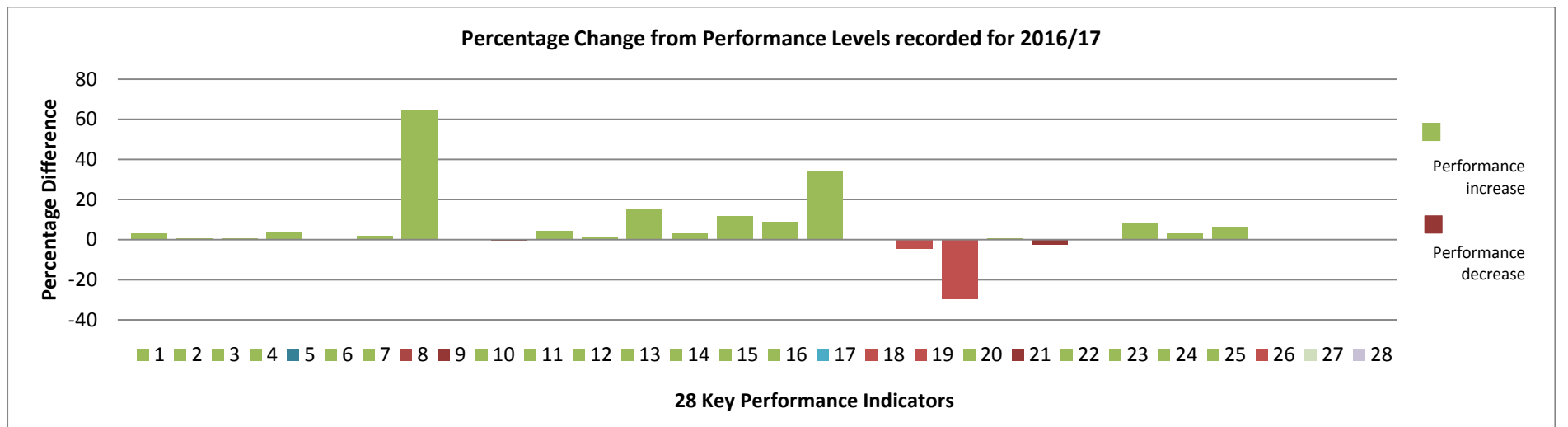
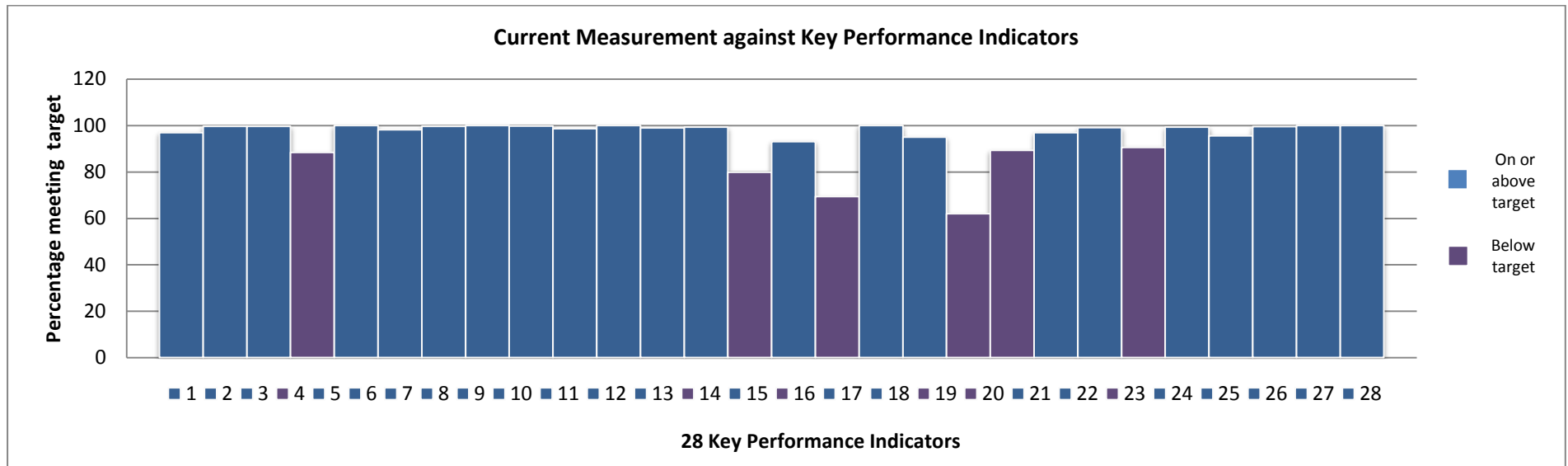




## Administration performance statistics



Key Performance Indicators – Measured at January 2018



## Key Performance Indicators

Ref	Key Performance Indicator	12-month Compliance at January 18	Percentage difference to 2016/17
1	Written queries answered or acknowledged	97.0%	+3.0
2	New starters processed	99.7%	+0.5
3	Changes in details processed	99.7%	+0.6
4	Helpline telephone calls answered in office hours	88.4%	+3.8
5	Pensions forecasts for deferred members	100.0%	0.0
6	Pension forecasts for active members	98.2%	+1.9
7	Postings queries for employers issued	99.7%	+64.4
8	Technical guidance issued to employers	100.0%	0.0
9	Pension savings statements	99.8%	-0.2
10	Estimates for divorce purposes	98.6%	+4.5
11	Non LGPS transfers in processed	100.0%	+1.5
12	Non LGPS transfer out quotations processed	99.0%	+15.5
13	Non LGPS transfer out payments processed	99.3%	+3.1
14	Internal and concurrent transfers processed	79.9%	+11.7
15	Refund payments made	93.1%	+8.7
16	Deferred benefits calculated	69.4%	+33.8
17	Annuity quotations calculated	100.0%	0.0
18	APC illustrations calculated	95.0%	-4.6
19	AVC amendments noted on Altair	62.0%	-29.7
20	New retirements benefit options sent	89.3%	+0.6
21	New retirements processed for payment	97.0%	-2.4
22	Deferred benefits processed for payment	99.1%	+0.3
23	Notifications of death processed	90.6%	+8.6
24	Dependant's pensions processed for payment	99.3%	+3.1
25	Death grants processed for payment	95.6%	+6.3
26	Retirement lump sum processed for payment	99.6%	-0.1
27	Payments recalled due to death	100.0%	0.0
28	Changes to bank details made	100.0%	0.0