

ADMINISTRATION KEY STATISTICS REPORT FOR 2022/23

Our mission is to provide pensions, giving our members a secure income and peace of mind when they retire.

Our quality standards

1. Lawful - meeting our statutory duties and obligations
2. Cost effective - ensuring we deliver value for money
3. Customer service - meeting our members expectations
4. Efficient - minimising waste, effort and expense

Administration statistics - summary

Overall, membership levels have continued to increase steadily over the last five years.

Changes made by the Ministry of Justice in 2021 to the structure of the National Probation Service saw the number of contributors for this employer increase from 11,730 in March 2021 to 18,673 in March 2022. This is the main reason for the higher than normal increase in the number of total contributors during 2021/22.

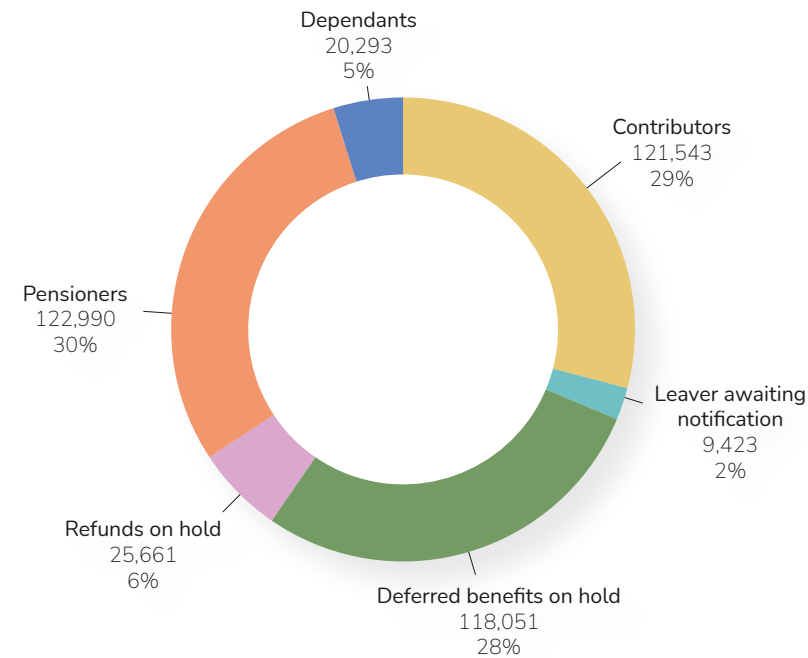
2022/23 saw many employers re-enrol members into the scheme due to their obligations under pensions automatic enrolment. GMPF suspects that automatic re-enrolment is the main reason for increase of new members joining the Scheme. There was an additional 3,720 contributors at the end of March 2023 compared to the year before.

The number of employers also continues to increase, with a large outsourcing of school catering services leading to a higher than average number of admissions being processed during the year.

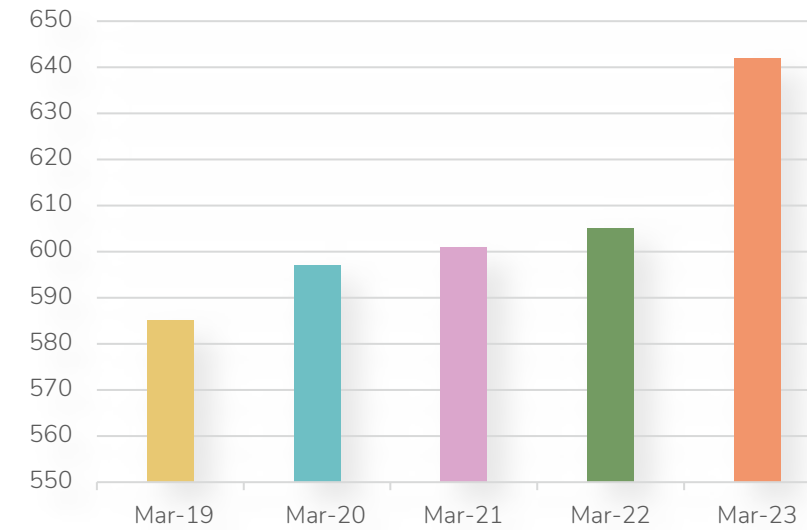
The number of colleagues working across the section has remained stable. The total number of posts in the establishment has increased following a service redesign, however several of these posts are yet to be recruited to. In addition, members are increasingly able to self serve, which means increases in membership does not necessarily correlate with increases in staff resource.

GMPF has participated in CEM benchmarking for four years, with the outcomes overall being consistent.

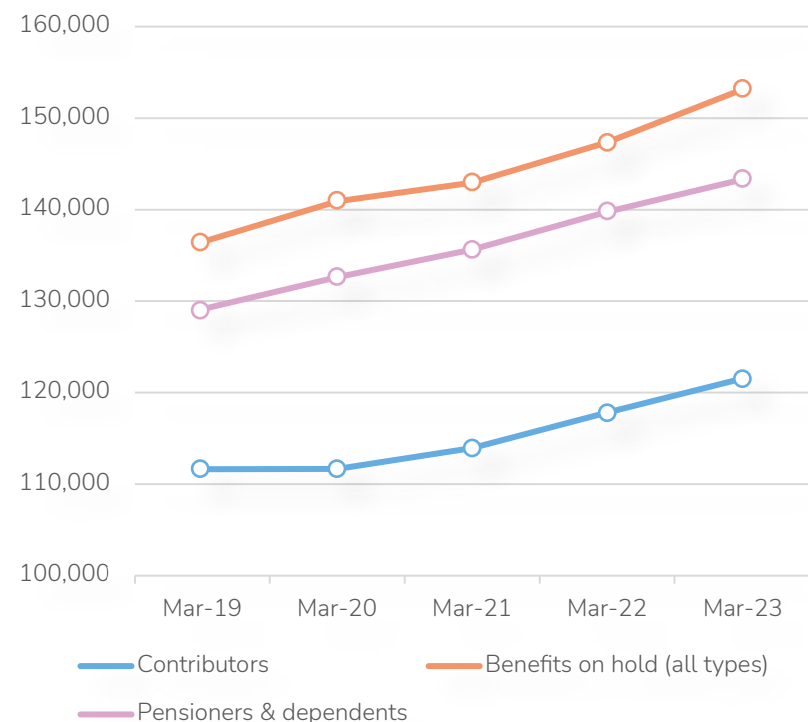
Number of pension accounts at 31 March 2023



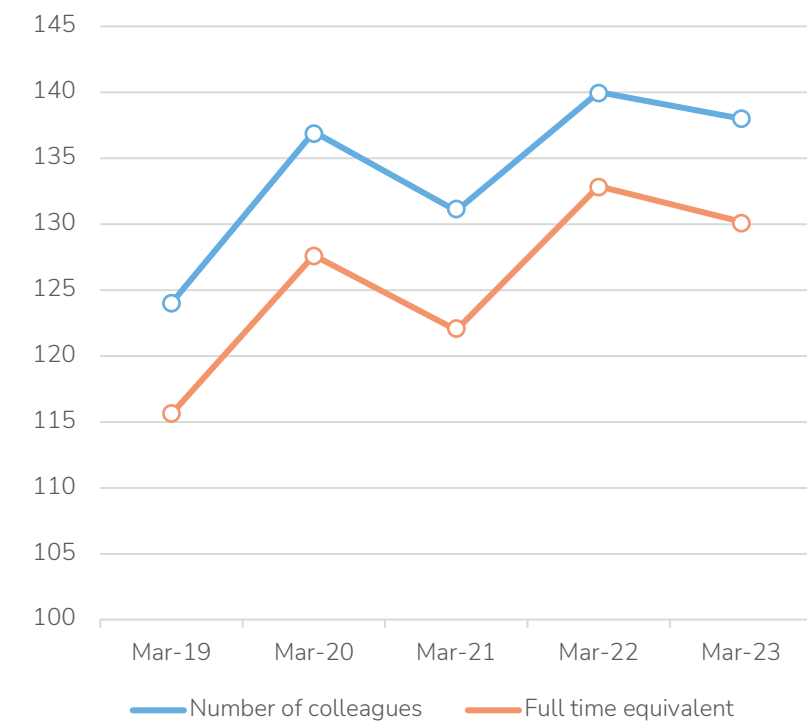
Number of employers with contributing members



Total pension accounts over the last five years



Number of colleagues working in the Administration service



CEM Benchmarking

Cost per member and service scores

2021/22

£16.91

71

2020/21

£17.01

65

2019/20

£16.92

67

Member Services

The Member Services section deals with all tasks and casework linked to the calculation and payment of benefits. This includes processing new retirements, benefits on hold, refunds, transfers, new dependant benefits, and running payroll.

Member services statistics - summary

The total number of pension accounts increased by 13,174 (3.25%) in the year 2022/23.

The number of members joining the 50/50 section of Scheme also increased during the year.

Across all membership types, the majority of members are female (70%).

The amount of annual pension we pay to the majority of pensioners (67%) is less than £7,000 a year. Less than 11% receive a pension greater than £15,000 a year.

Retiring early on voluntary grounds is the most common reason for retirement benefits to be claimed. On average, contributing members are retiring at age 62. Those with benefits on hold are electing to bring them into payment at age 60 on average.

The retirement dates of 31 March, 31 August and 31 December continue to be the most popular for contributing members.

Enquiries and elections from those with benefits on hold are frequently prompted by the issue of deferred benefit statements in May, and when other newsletters or communications are issued.

Pension accounts at 31 March 2023	
Number of accounts	Number of members
417,961	357,194

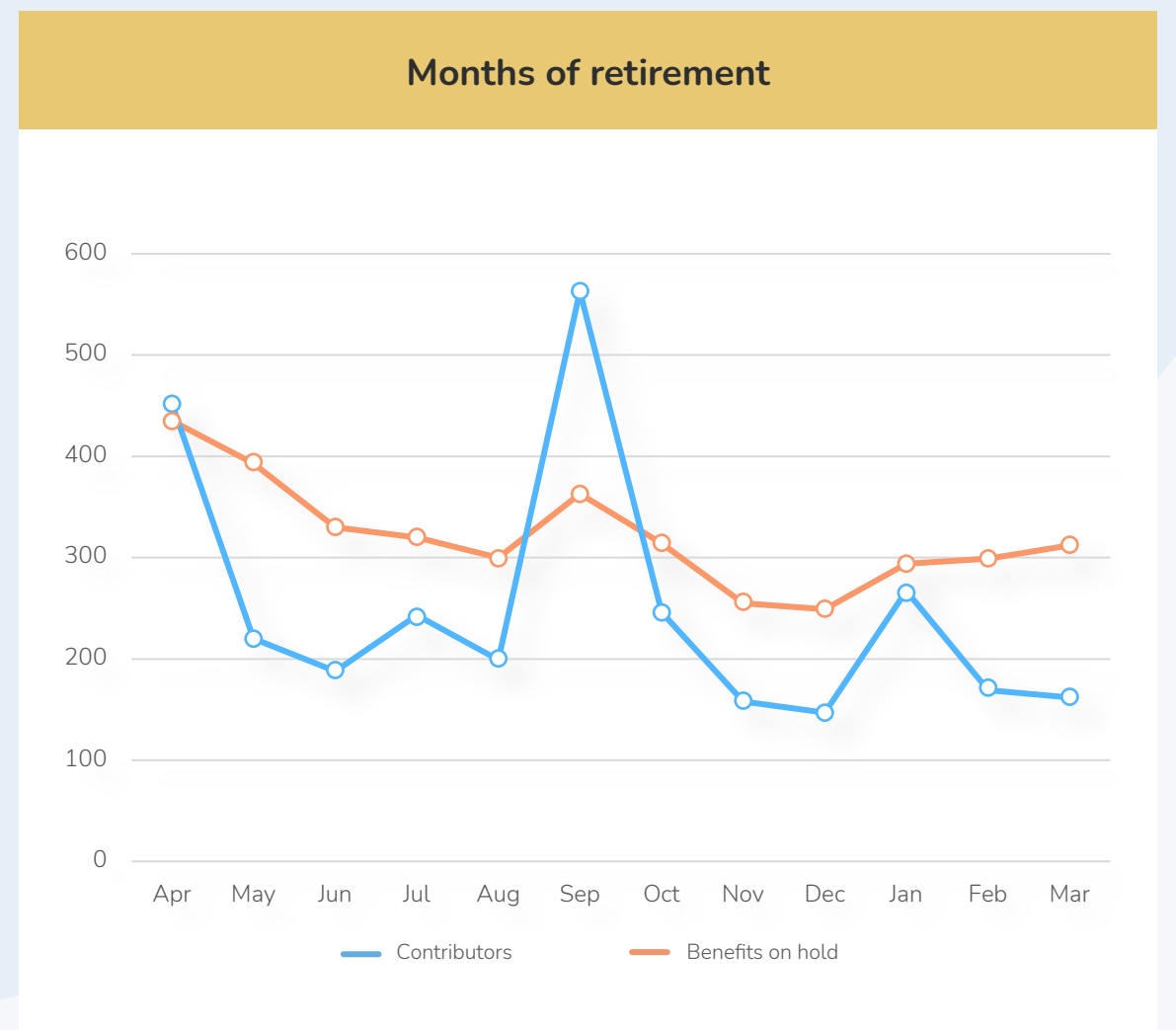
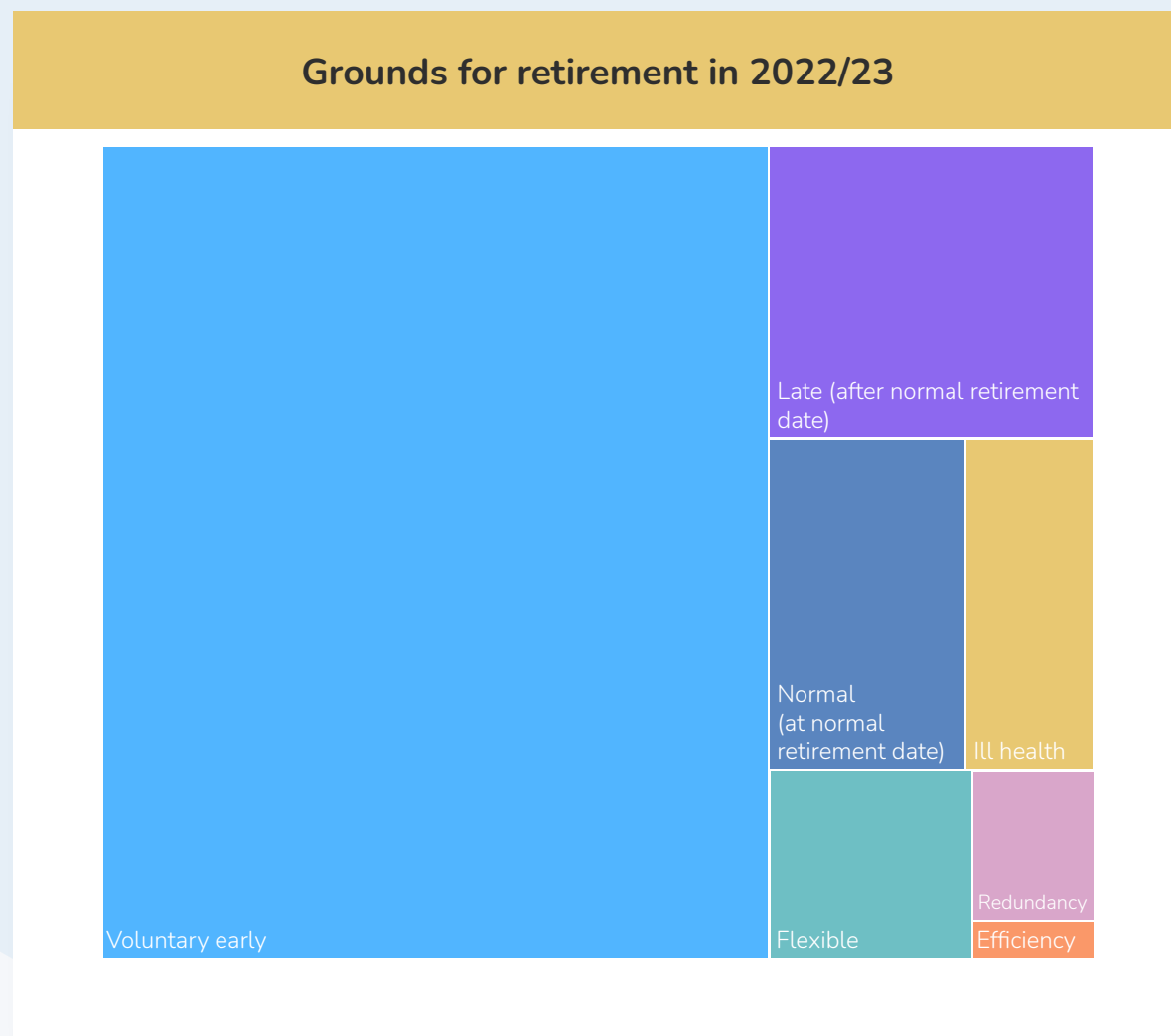
Contributing member accounts at 31 March 2023		
Main scheme accounts	50/50 section accounts	Accounts with an AVC
120,342	1,201	5,810

Pensioners (not dependants)		
Female/Male 61%/39%	Average age now 71	Age of oldest pensioner 103
Average annual pension in payment:		£6,428 pa
Number living overseas:		2,182

Contributors	
Female/Male 75%/25%	Average age now/on joining 45/36

Deferred benefits on hold	
Female/Male 72%/28%	Average age now 48

Retirements in 2022/23	
Average age a contributor began retirement:	62
Average pension for a contributor:	£7,909 pa
Average age of a member with benefits on hold electing for payment:	60
Average size of benefit on hold pension:	£4,288 pa



Member Services Casework

The effects of the pandemic can be seen clearly across all key workload statistics.

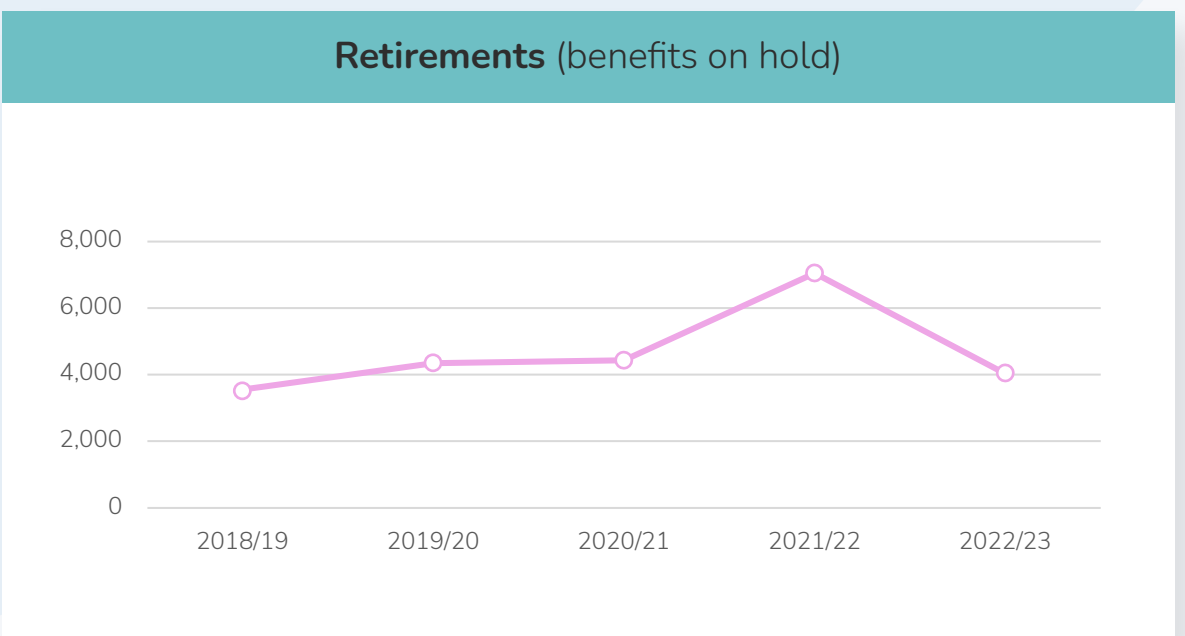
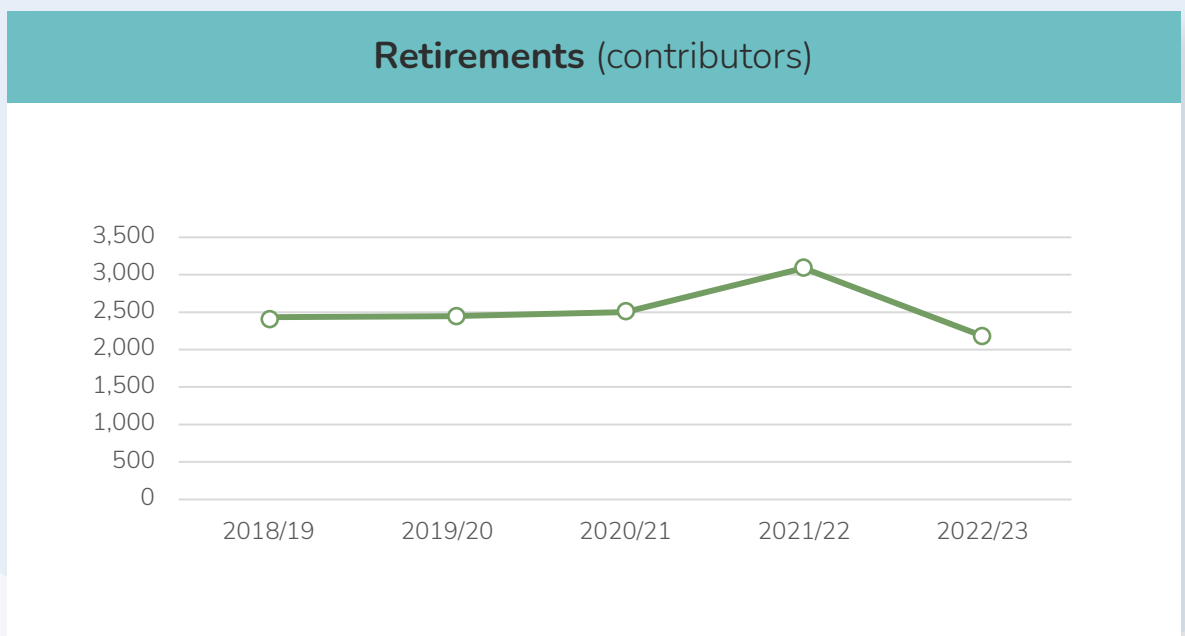
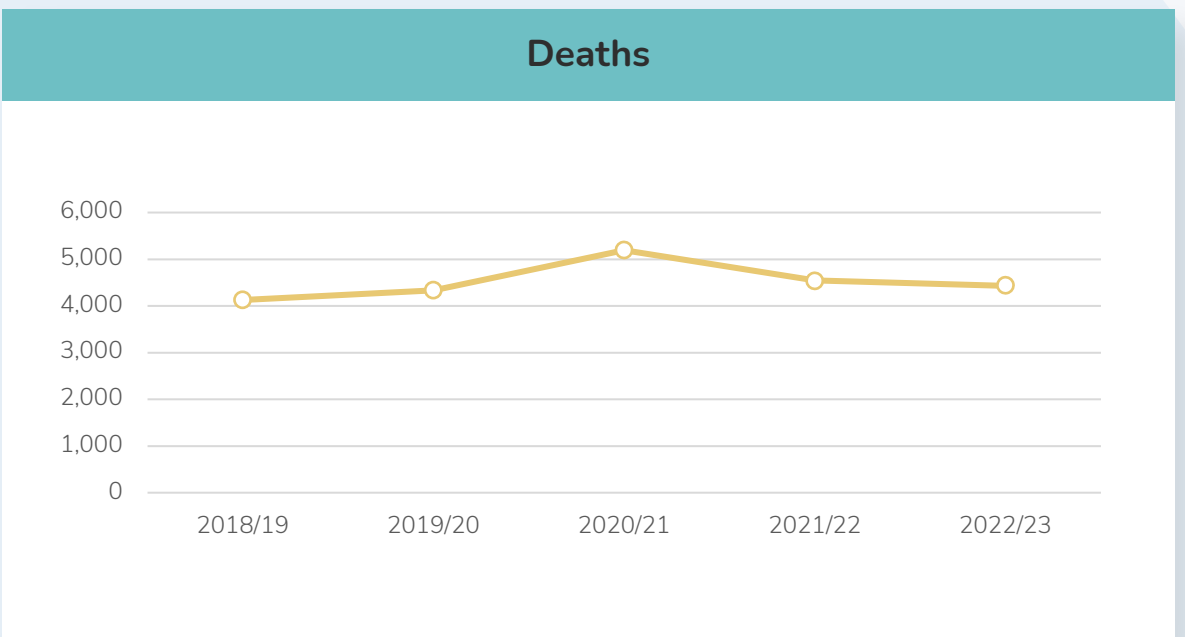
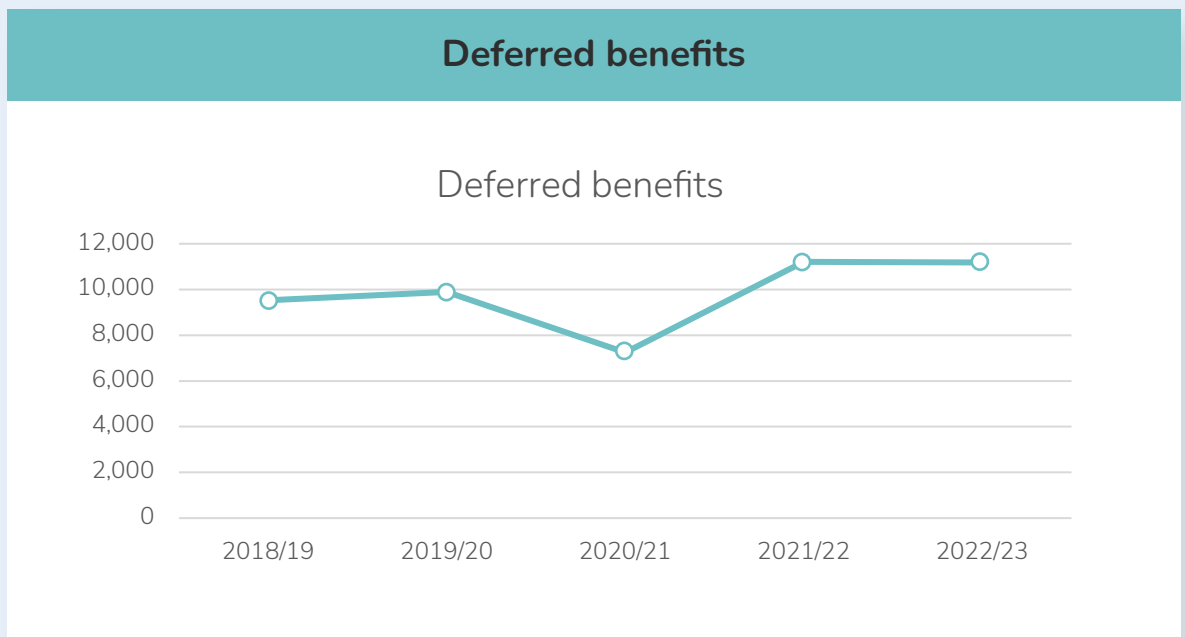
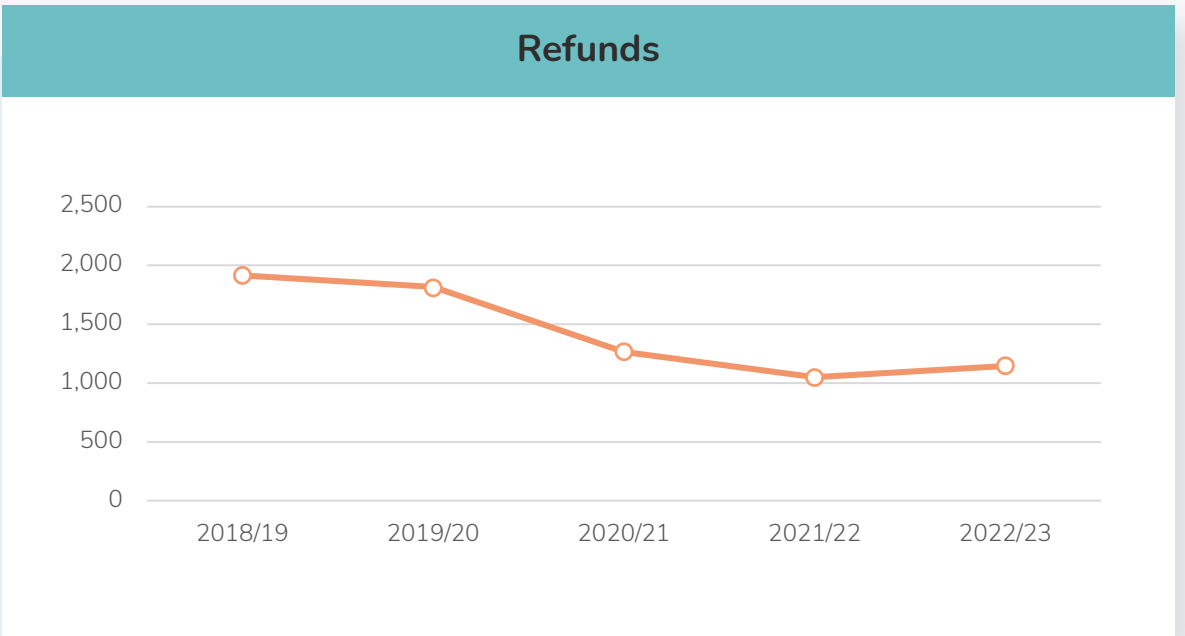
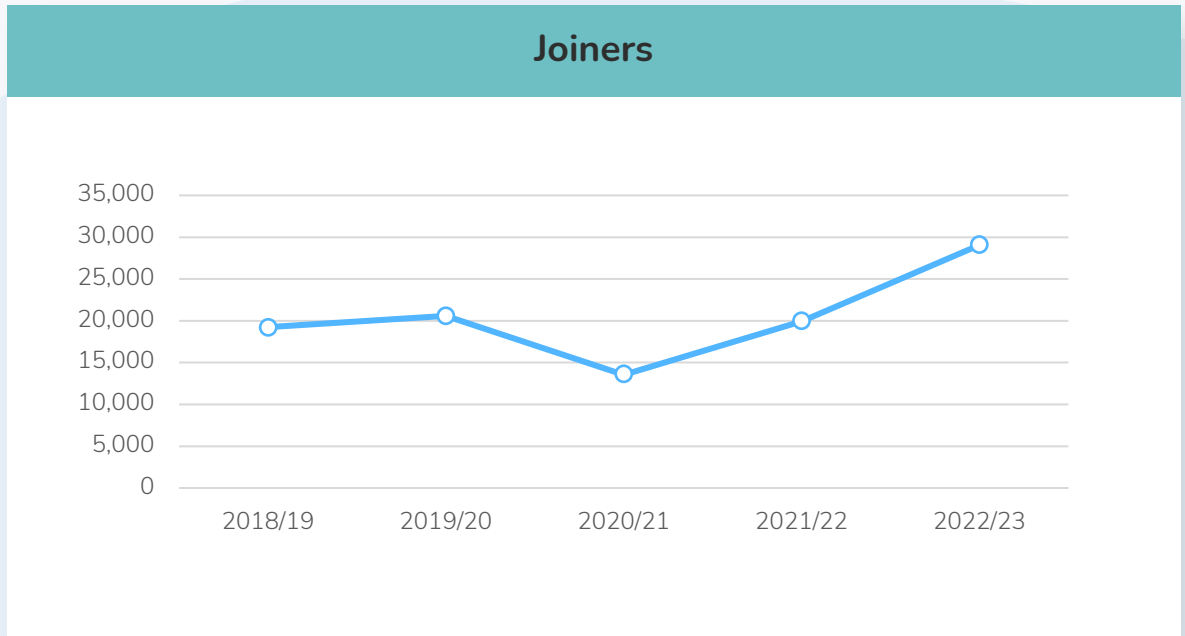
There was a decrease in casework for new joiners and leavers, as many people stayed in the same employment during that time rather than changed jobs. Also of course, there was sadly a higher than normal increase in the number of death cases to be processed.

The effects on retirements is slightly different. There was a significant increase during 21/22, which in 22/23 has reduced to normal or lower than normal levels. For contributing members, this may be because members chose to retire earlier than planned for reasons linked to the pandemic. The significant rise in requests for benefits on hold to be paid is likely to be due to the same reason, but could possibly be due to other reasons, such as being on furlough, or the cost of living crisis.

2022/23 saw a significant increase in new joiners, probably due to automatic re-enrolment. This resulted in the number of contributors increasing overall. There was also a significant increase in optants out, as would be expected with auto re-enrolment, with 1,626 members opting out compared to 822 the year before.

There was also a large increase in members choosing the 50/50 option, which could be linked to this, but also that could be due to cost of living pressures.

The volatility in workloads brings significant challenges, which is often reflected in the performance statistics.



Employer Services

The Employer Services section deals with all tasks linked to supporting and managing GMPF's employers. This includes processing monthly data returns received from employers, admitting new employers to the Fund, and providing employers with training and guidance.

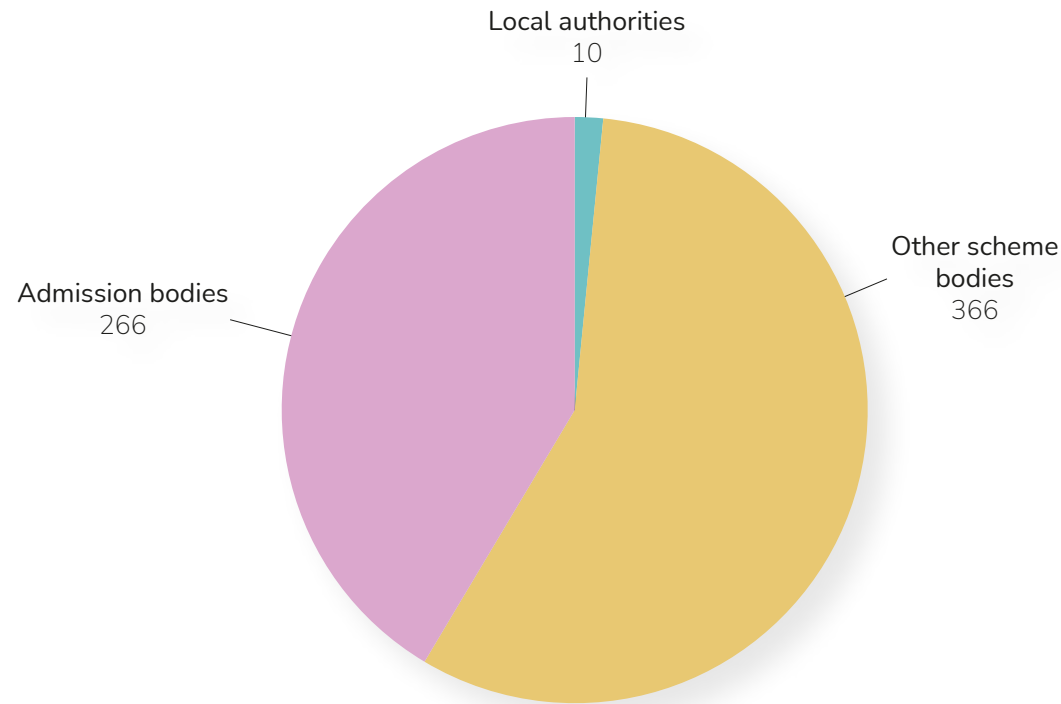
Employer services statistics - summary

Although the ten Local Authorities are the smallest employer category shown here, they have the majority of contributing members, with 50% of the total.

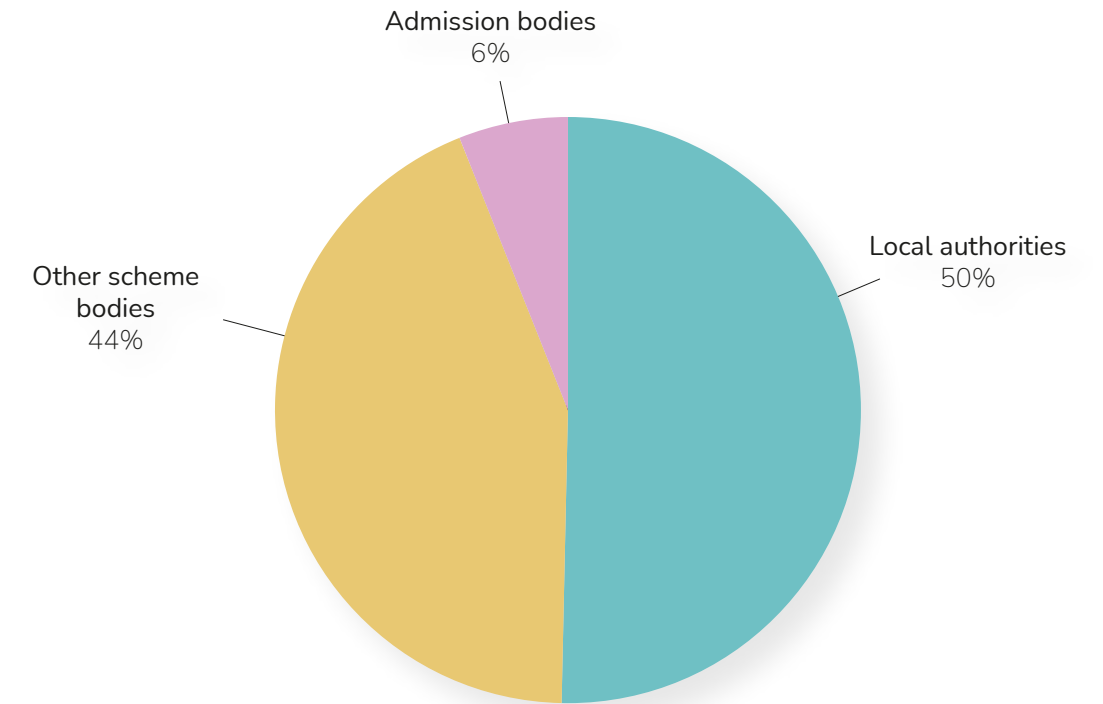
Although there are 266 admission body employers, they only have 6% of the members, with the remaining belonging to other scheme employers, being mostly the probation service and academies.

Only 14 employers have over 1000 members, with the vast majority having less than 100 members.

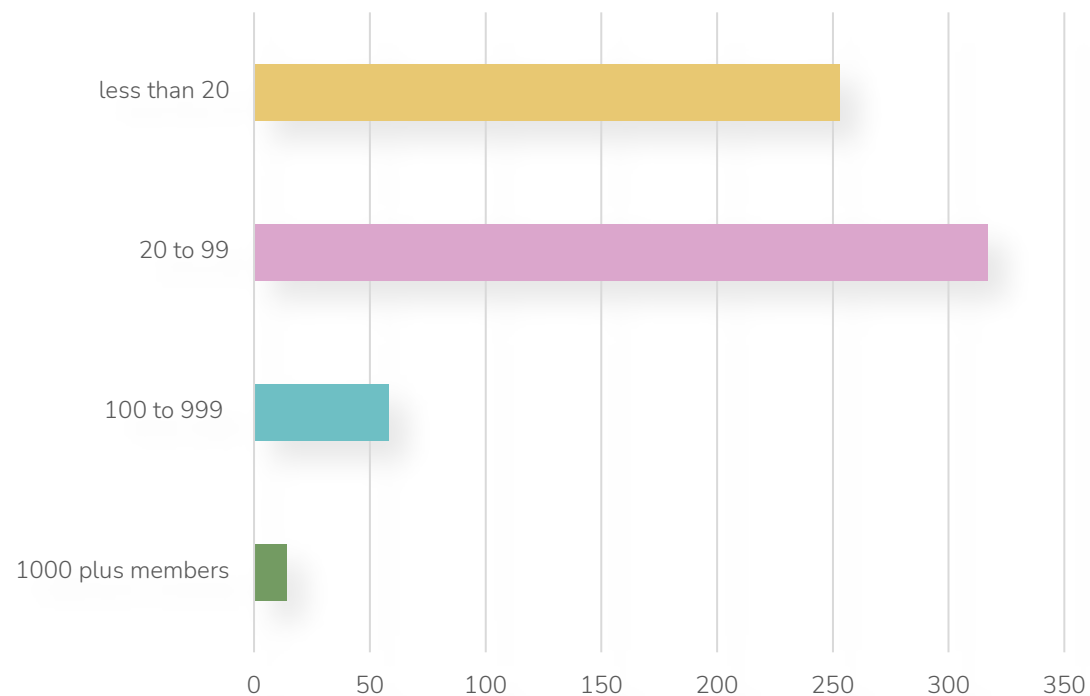
Employers with contributors



Percentage of total contributions



Employer membership levels



The number of employer teams that we received data from	401
Number of new employers during the year	94
Number of employers that exited during the year	40
Number of employers sending data monthly	100%
Number of employers meeting the required submission date	79%
Number of employer training events hosted	44
Year in review reports issued (to Local Authorities)	30

Communications and Engagement

The Communications and Engagement section deals with all tasks linked to customer service and communications. This includes managing and updating the GMPF website and social media accounts, designing communication documents and dealing with all general enquiries made to the Customer Services team.

Communications and Engagement statistics summary

My Pension registrations continue to increase steadily each month.

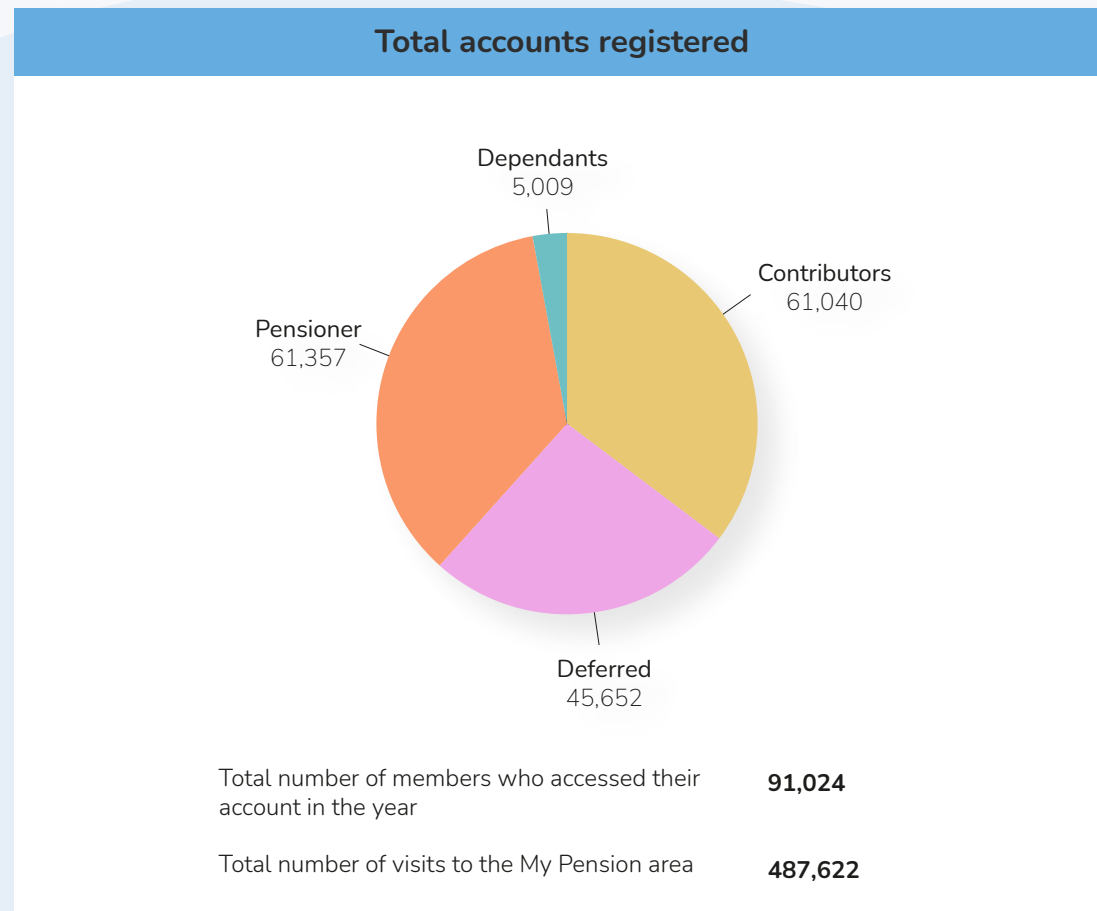
In 2020, new functionality became available in My Pension enabling some activities to move online, rather than documents be sent by post. Since then, processes have moved online and new functionality continues to be deployed to further enhance the member experience.

The number of calls to the Helpline increased significantly in 2022/23 and this substantial increase led to longer call wait times and higher call abandon rates.

The number of visits to the website also increased, with a significant increase in March 2023. This was due to a newsletter campaign that was sent to contributing and benefit on hold members, plus the issue of P60s to pensioner members.

Member engagements include annual benefit statements, which were sent to contributing and benefits on hold members and annual P60's which were sent to pensioner and dependants.

Member events continue to be popular, with nearly 2000 members attending one or more events.



Member events

Number of events	43
Total attendance	1,991
Top attended event type	Pre retirement

Website

Number of individual visits to the website over the year	907,106
Top page visit	40,344 www.gmpf.org.uk/about/contact-us

Engagement

The number of email member engagement campaigns sent	
Contributors	2
Benefits on hold	2
Pensioners/dependants	2

Calls

Year	Number of calls answered
2020/21	70,633
2021/22	68,750
2022/23	75,041
Percentage of calls answered on first contact	69%
Top call topic	Retirement query My Pension registration

