

TEESSIDE PENSION FUND

CUSTOMER IMPROVEMENT STRATEGY

TEESSIDE PENSION BOARD

27 February 2017

Teesside Pension Fund


What do we do?

- Pay pensioners & collect contributions
- Full pension administration service (e.g. transfers, starters, leavers, pensions increase, purchasing additional service, produce communications to members and employers, etc.)
- Maintain accurate member records
- Issue annual benefit statements
- Actuarial Fund Valuation
- Manage investments
- Annual Report and Accounts
- Service two separate committees (Panel/Board)




Teesside Pension Fund

All in compliance with:

- Overriding pension legislation
 - LGPS regulations
 - Tax legislation
 - Public Sector Pensions Act
 - Pensions Regulator Codes of Practice and Guidance
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Why a Customer Strategy?

- Big Numbers - Scheme Members (approx. 70,000) & Employers (over 150)
 - Service level agreement KPIs – all met
 - LMT & other anecdotal feedback – negative
 - Perception gap? What/Who/Where is the problem?
 - Increased transparency & improved customer experience
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What have we done?

- New survey promoted in AtEase and Outlook
 - Targeted leavers process (work-flow analysis & leaver questionnaires)
 - We engaged with MBC Employee Services – leavers checklist
 - We are pulling together a list of MBC managers – experience of the leavers process
 - We surveyed 15 other scheme employers
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What did we find?

- Employer survey results – generally positive feedback
 - Some negative feedback – confusing leavers process (from employers & leavers)
 - Work-flow analysis – Av. days 125, Pens 20 days, ES 16 days, Member/Manager/Finance 89 days
 - Waiting for results to build up from AtEase/Outlook survey
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Action Plan (Short Term)

- Revise MBC leaver checklist (Done)
 - Review the leavers process (Immediate)
 - Feedback survey for training seminars (Immediate)
 - Expand current/revised employer survey to all other employers + make an on-going process (March)
 - Update the TPF Communication Policy (Approval at June Investment Panel meeting)
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Action Plan (Medium Term)

- Web-site – Revise to incorporate best practice (Begin review April)
 - Launch Member/Employer Self Serve (dependent on external provider)
 - Continued analysis of Leaver Survey results (+ actions where required)
 - Investigate membership of PASA (Pension Administration Standards Association)
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Pension Board Feedback!!

- Any other suggestions welcome

