

Croydon Council

For General Release

REPORT TO:	PENSION COMMITTEE 17 March 2020
SUBJECT:	Croydon Pensions Administration Team Key Performance Indicators for the Period 1 November 2019 to 31 January 2020
LEAD OFFICER:	Vicki Richardson Head of HR & Finance Service Centre
CABINET MEMBER:	Councillor Simon Hall Cabinet Member for Finance and Resources
WARDS:	All
CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON: Sound Financial Management: The Pension Committee is responsible for the effective administration of the Local Government Pension Scheme. These Key Performance indicators provide a measure of how well that administration functions.	
FINANCIAL IMPACT Poor administration may ultimately lead to incorrect calculation or payment of benefits or indeed financial penalties.	

1. RECOMMENDATIONS

The Committee is asked to:

Note the Key Performance Indicators and the performance against these indicators set out in Appendix A to this report.

2. EXECUTIVE SUMMARY

2.1 This report sets out Key Performance Indicators for the administration of the Local Government Pension Scheme for the three month period up to the end of January 2020.

3. DETAIL

3.1 Good governance suggests that the performance of the administration of the

Local Government Pension Scheme should be monitored. This report has been developed using the guidance published by CIPFA (Administration in the LGPS: A Guide for Pensions Authorities) and is reporting to the committee on the LGPS administration performance for the period 1 November 2019 to 31 January 2020. The indicators cover legal deadlines; team performance targets, case levels and take up of member self-service and the indicators and performance against these are detailed more fully in Appendix A to this report.

COMMENTARY

- 3.2 Priority is always given to the life events that most impact scheme members which are retirements and deaths. Performance against target remains strong in this area.
- 3.3 A high number of joiners were notified to the Pension Team in December 2019 and January 2020 which impacted performance against target.
- 3.4 At end January there were 5435 workflow tasks outstanding. Over 60% of these outstanding tasks relate to a historical backlog of deferred benefit cases. A procurement exercise is underway to seek support from a specialist provider to clear this historical backlog and is expected to be completed by spring 2020. In addition all new deferred benefit cases are being processed within legal deadlines with the aim of ensuring that no further backlogs build up.
- 3.5 A recruitment exercise has recently been undertaken and we have now recruited a Pension Manager, Governance Team Manager, Pension Team Leader and Senior Pension Officer who are all in post. We have also recruited 2 x Pension Officers who are expected to start their employment in March. There are remaining vacancies for a Senior Pension Officer, 2 x Pension Support Officer and a Pension Governance Officer and recruitment to these vacant posts will commence in March 2020.
- 3.6 Performance information on member take-up for online self-service has now been included in the report which shows that only 24% of active and deferred pensioner members have registered. The Pension team plan to write to scheme members in the summer to further promote take-up of the service.

4. CONSULTATION

- 4.1 Officers have previously consulted with both the Pension Committee and Local Pension Board on the template for the key performance indicator report which forms the basis of Appendix A.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 There are no financial considerations arising from this report.

6. LEGAL CONSIDERATIONS

- 6.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Law and Governance that there are no direct legal implications arising from

the recommendations within this report.

Approved by: Sandra Herbert, Head of Litigation and Corporate Law on behalf of the Director of Law and Governance and Deputy Monitoring Officer.

7. HUMAN RESOURCES IMPACT

7.1 There are no direct workforce implications arising from the recommendations within this report.

Approved by: Sue Moorman, Director of Human Resources

8. EQUALITIES IMPACT

8.1 There are no equalities impacts arising from this report.

9. ENVIRONMENTAL IMPACT

9.1 There are no environmental impacts arising from this report.

10. CRIME AND DISORDER REDUCTION IMPACT

10.1 There are no crime and disorder impacts arising from this report.

11. DATA PROTECTION IMPLICATIONS

11.1 **WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?**

NO

The Director of Human Resources comments that this report relates to statistical information about the administration of the Local Government Pension Scheme.

Approved by: Sue Moorman, Director of Human Resources

CONTACT OFFICER:

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BACKGROUND DOCUMENTS:

None

Appendices

Appendix A: Croydon Pensions Admin Team Performance Report, January 2020