

# Croydon Council

For General Release

<b>REPORT TO:</b>	<b>PENSION COMMITTEE</b> <b>15 September 2020</b>
<b>SUBJECT:</b>	<b>Croydon Pensions Administration Team Key Performance Indicators for the Period</b> <b>1 May 2020 to 31 July 2020</b>
<b>LEAD OFFICER:</b>	<b>Vicki Richardson</b> <b>Head of HR &amp; Finance Service Centre</b>
<b>CABINET MEMBER:</b>	<b>Councillor Simon Hall</b> <b>Cabinet Member for Finance and Resources</b>
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:</b> 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.	
<b>FINANCIAL IMPACT</b> 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 July 2020.

## 3. DETAIL

3.1.1 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 May 2020 to 31 July 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. The pension administration team has maintained strong performance in this area whilst having to adapt to new ways of working during the pandemic.
- 3.3 A high number of joiners and leaver were notified by employers to the pension team as part of the year end process during the first quarter of the 2020/21 financial year, which has impacted performance against target.
- 3.4 At end July there were 5160 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, tender submissions have now been received and are being evaluated. Award of contract is expected to take place in September.
- 3.5 A successful recruitment exercise was undertaken earlier in the year which has resulted in a senior pension officer and 2 x pension officer being recruited into vacancies the pension administration team. As a result of this recruitment vacancies for 2 x pension support officer arose due to internal promotions and there is a further vacancy for a senior pension officer which was not successfully filled. These vacancies are currently being advertised internally as redeployment opportunities.
- 3.6 Take-up for online self-service remains static with 25% of active and deferred pensioner members having registered. The pension team plan to write to scheme members in the autumn 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

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### **CONTACT OFFICER:**

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### **BACKGROUND DOCUMENTS:**

None

### **Appendices**

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