

# Croydon Council

For General Release

<b>REPORT TO:</b>	<b>Local Pension Board</b> <b>14 January 2021</b>
<b>SUBJECT:</b>	<b>Croydon Pensions Administration Team Key Performance Indicators for the Period</b> <b>1 September 2020 to 30 November 2020</b>
<b>LEAD OFFICER:</b>	<b>Vicki Richardson</b> <b>Head of HR &amp; Finance Service Centre</b>

## 1. RECOMMENDATIONS

The Board 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 November 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 September 2020 to 30 November 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 and the team is largely performing within legal deadlines in those areas.
- 3.4 At end October there were 6046 workflow tasks outstanding which is an increase on the previous month. 55% of these outstanding tasks relate to a historical backlog of deferred benefit cases. A contract has now been awarded to Hyman

Robertson to provide third party administration services to clear this backlog. This project is currently in the mobilisation phase and it is expected that Hymans will start processing cases in January 2021.

- 3.5 There are currently vacancies in the Pensions Administration Team for a pension support officer and senior pension officer and recruitment to these vacancies is in progress.
- 3.6 There have been extraordinary challenges for the pension administration team over the last few months including adapting to different ways of working during the pandemic and increased demand due to a staffing review undertaken by the Council, who are the schemes largest employer. It is expected that these challenges, in addition to proposed changes in legislation will further impact pension administration over the coming months, meaning resource levels within the team will need to be kept under review.

#### **4. DATA PROTECTION IMPLICATIONS**

- 4.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

NO

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**BACKGROUND DOCUMENTS:** None

**APPENDICES:** Appendix A: Croydon Pensions Admin Team Performance Report,  
August 2020