

<b>REPORT TO:</b>	<b>Local Pension Board</b> <b>13 January 2022</b>
<b>SUBJECT:</b>	<b>Croydon Pensions Administration Team Key Performance Indicators for the Period</b> <b>1 September 2021 to 30 November 2021 2021</b>
<b>LEAD OFFICER:</b>	<b>Nigel Cook Head of Pensions and Treasury</b>
<b>1. RECOMMENDATIONS</b>  The Board is asked to:  1.1 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 (LGPS) for the three month period up to the end of November 2021.

## **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 2021 to 30 November 2021. 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 legal deadlines has been maintained in this area.
- 3.3 There has been a significant improvement in the processing of new starters. In November 99% new starters were processed within the legal deadline, compared with 48% in April. This has been achieved through allocation of a dedicated resource to work on this case type.
- 3.4 Hymans Robertson have been engaged to clear the outstanding tasks relate to a historical backlog of deferred benefit cases. As at 17 September Hymans have completed 256 cases with a further 178 having been calculated ready for quality checking.

- 3.5 We are currently running with 2 vacancies in the Pensions Administration Team that have arisen due to internal promotion and these are being actively recruited to.

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

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

NO

**Approved by:** Nigel Cook, on behalf of Richard Ennis, Interim Corporate Director of Resources (Section 151) and Deputy Chief Executive

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#### **CONTACT OFFICER:**

**Nigel Cook Head of Pensions and Treasury**

#### **BACKGROUND DOCUMENTS:**

None

#### **Appendices**

Appendix A: Croydon Pensions Admin Team Performance Report, November 2021 (*Appendix to follow*)