

## Croydon Council

<b>REPORT TO:</b>	<b>Pension Committee</b> <b>14 June 2022</b>
<b>SUBJECT:</b>	<b>Croydon Pensions Administration Team Key Performance Indicators for the Period from February 2022 to April 2022</b>
<b>LEAD OFFICER:</b>	<b>Matthew Hallett - Acting Head of Pensions and Treasury</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. **RECOMMENDATION**

The Committee 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 for the three month period up to the end of April 2022

### 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 Pension Authorities) and is reporting to the committee on the LGPS administration performance for the period February 2022 to April 2022. The indicators cover legal deadlines; team performance targets, case levels, take up of the member self-service and the indicators and performance against these are details more fully in Appendix A to this report.
- 3.2 The team continue to perform well on life event cases such deaths and retirements.

- 3.3 Auto re-enrolment took place for all eligible Croydon Council staff, including staff in maintained schools, on the 01 January 2022. As expected there was a high volume of new starters and opt outs to process as well as increased activity in the pension inbox and phones.
- 3.4 Several reporting issues were identified with the Council's main payroll system and this has had a knock on effect with our starter processes. As evident in the KPIs we have experienced a reduction in the number of new starter cases hitting targets. The team has worked with payroll to resolve these issues and diverted resources to catch up with new starters cases. This work continues in conjunction with the new starters identified as part of the end of year processes.
- 3.5 Work continues on the backlog project. As at the 30 April 2022 there remain 1695 outstanding tasks assigned to the backlog project. Of these 891 are in the process of being calculated or checked.
- 3.6 We successfully recruited a new Senior Pensions Officer and a Pensions Officer and both are settling in well.
- 3.7 The administration team is now fully staffed and focus has turned to training and process improvements.
- 3.8 The administration team has been focusing on undecided leavers for the valuation. In order to maximize the numbers processed all team members were tasked with processing calculations and the checking was delayed until a later date. The checking stage has proved a useful training exercise for our new Senior Pensions Officer and the cases are steadily being cleared.
- 3.9 Pensions Increase was successfully implemented with pensioners receiving up to 3.1% increase from the 11 April 2022. Pensions that started part way through 2021/22 received partial pensions increase in accordance with the legislation. Pensioner members were informed of the pension increase via a newsletter.
- 3.10 Pensions increase for deferred members has been successfully completed.
- 3.11 Work has begun on end of year processes with positive and timely responses from the majority of our employers. We are working with the remaining employers to get their end of year reports in as soon as possible.
- 3.12 Member records are now being updated with pay and contributions details. We anticipate an increase in the number of starters and leaver cases identified through this process that we have not previously been informed of.

#### **4. CONSULTATION**

- 4.1 Officers have previously consulted with both the Pension Committee and Local Pension Board in 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 or risk assessment considerations arising from this report.

**Approved by:** Matt Davis, Interim Director of Finance on behalf of Jane West, Corporate Director of Resources (Section 151 Officer)

## **6. LEGAL CONSIDERATIONS**

- 6.1. Burges Salmon LLP (a legal advisor appointed to the Pension Fund) comments that there are no direct legal implications arising from the recommendations within this report.

## **7. HUMAN RESOURCES IMPACT**

- 7.1 There are no direct workforce impacts arising from this report but the pension scheme is an important staff benefit for recruitment and retention.

**Approved by:** Gillian Bevan, Head of Human Resources on behalf of Dean Shoesmith, Chief People Officer

## **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.

Has a data protection impact assessment (DPIA) been completed?

No. This report relates to matters relating to the administration of the LGPS and the Croydon Pension Fund.

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### **CONTACT OFFICER:**

Matthew Hallett - Acting Head of Pensions and Treasury

### **BACKGROUND DOCUMENTS:**

PEN 14062022

None.

## **APPENDIX**

**Appendix A:** Croydon Pensions Admin Team Performance Report, February 2022 to April 2022

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