

REPORT TO:	Local Pension Board 7 July 2022
SUBJECT:	Croydon Pensions Administration Team Key Performance Indicators for the Period 1 February 2022 to 30 April 2022
LEAD OFFICER:	Matthew Hallett – Acting Head of Pensions and Treasury
<p>1. RECOMMENDATIONS</p> <p>The Board is asked to:</p> <p>1.1 Note the Key Performance Indicators and the performance against these indicators set out in Appendix A to this report.</p>	

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 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 Pensions Authorities) and is reporting to the committee on the LGPS administration performance for the period 1 February 2022 to 30 April 2022. 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.
- 3.2 The Pension Committee requested clearer division of backlog cases and BAU cases in the KPI report. The presentation of data in Appendix A has been adjusted to accommodate these changes. We have also had to adjust some of the reporting tools we use. Due to these changes some data is unavailable for previous months and this has been highlighted in the report.

4. COMMENTARY

- 4.1 The team continue to perform well on life event cases such deaths and retirements.
- 4.2 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.
- 4.3 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 cases. This work continues in conjunction with the new starters identified as part of the end of year processes.
- 4.4 We successfully recruited a new Senior Pensions Officer and a Pensions Officer and both are settling in well.
- 4.5 The administration team is now fully staffed and focus has turned to training and process improvements.
- 4.6 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.
- 4.7 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.
- 4.8 Pensions increase for deferred members has been successfully completed.
- 4.9 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.
- 4.10 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.

5. CONSULTATION

- 5.1 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

6. DATA PROTECTION IMPLICATIONS

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

NO

Approved by: Matthew Hallett, on behalf of Jane West, Corporate Director of Resources (Section 151 Officer)

CONTACT OFFICER:

Matthew Hallett - Acting Head of Pensions and Treasury

BACKGROUND DOCUMENTS:

None

Appendices

Appendix A: Croydon Pensions Admin Team Performance Report, June 2022