

## Croydon Council

<b>REPORT TO:</b>	<b>Pension Committee</b> <b>11 October 2022</b>
<b>SUBJECT:</b>	<b>Croydon Pensions Administration Team Key Performance Indicators for the Period From May 2022 to July 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 July 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 May 2022 to July 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 PEN 14062022

retirements.

- 3.3 Annual benefits statements were published online within the statutory timeframe, by 31 August. Annual benefit statements were produced for 100% of active members and 86.19% of deferred members giving a total of 92.30%. An analysis of the deferred statements not produced indicated the majority related to outstanding leaver calculations, which have been identified as part of the backlog project contracted to a third party. Work on this project continues and members are being contacted once the calculations have been completed. The remainder relate to leavers where we are awaiting transfer details from other LGPS funds before the deferred benefits can be processed or those that have left the scheme post 31 March 2022 and we await leaver information from employers. These cases are included in BAU work and handled by the Pension Administration Team as part of the daily workflow. Members will be contacted once the calculations have been completed.
- 3.4 Work on the backlog project is in the final stages. As at the 31 July 2022 there remain 1083 outstanding tasks assigned to the backlog project. Of these 773 are in the process of being calculated or checked.
- 3.5 Scheme employers were contacted in February and March 2022 regarding end of year returns the deadline for submission. The response from employers was positive with 34 received by the deadline a further 9 were received in May. The quality of returns was generally good but it highlighted that some of the larger employers were not notifying the administration team of members starting and leaving promptly. A communication will be sent to employers reminding them of their responsibility in this regard.
- 3.6 We have agreed a plan to trace former leavers identified as part of the backlog project. This will commence in October following completion of the annual allowance calculations. As at the 31 July 2022 tracing tasks equated to just over 27% of our case load. We will be able to complete hundreds of DBTRACE tasks as a result, as well as increasing Member Self-Service uptake.
- 3.7 We have onboarded three more payroll providers to full I-Connect, this encompasses six employers in total. There are still issues with the Oracle I-connect files which has required the Technical Team to spend time sorting out the Oracle end of year information.
- 3.8 We have met with our software provider to discuss the Data Dashboard solution and ways to improve the quality of data matching criteria in readiness for the implementation of Data Dashboard requirements.
- 3.9 We ran the Data Quality scores for The Pensions Regulator in late August and we anticipate the results in early October
- 3.10 We are currently working on the Annual Allowance calculations for over 9000 active members. We are required to provide Pension Saving Statements by 6 October 2022.

#### **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:** Alan Layton 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. It is therefore important that the team are appropriately resourced to maintain service performance.

**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.

**Approved by:**

## **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.

**Approved by:** Alan Layton on behalf of Jane West, Corporate Director of Resources (Section 151 Officer)

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**CONTACT OFFICER:**

Matthew Hallett - Acting Head of Pensions and Treasury

**BACKGROUND DOCUMENTS:**

None.

**APPENDIX**

**Appendix A:** Croydon Pensions Admin Team Performance Report, May 2022 to July 2022