

Croydon Council

REPORT TO:	Pension Board 12 January 2023
SUBJECT:	Croydon Pensions Administration Team Key Performance Indicators for the period September 2022 to November 2022
LEAD OFFICER:	Matthew Hallett - Acting Head of Pensions and Treasury

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 November 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 September 2022 to November 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.

4. **COMMENTARY**

- 4.1 The team continue to perform well on life event cases such deaths and retirements.
- 4.2 The backlog project has now been completed with a total of 2665 cases completed. We are now focusing on tracing and informing members of their deferred benefit entitlement.
- 4.3 This forms the start of our drive to increase member self-service numbers. Deferred members will be contacted as part of the backlog tracing project and invited to sign up to member self-service. This is being done in phases so the team can resource the expected queries and member self-service registration requests we anticipate.
- 4.4 Scheme employers will be contacted in the New Year to promote member self-service with their employees. We will also use this opportunity to encourage

scheme members to complete Expression of Wish Death Grant forms.

- 4.5 The team processed over 9000 Annual Allowance calculations by the 6 October 2022 deadline. These can be complex calculations and all members who were identified as exceeding the annual allowance were calculated manually to ensure accuracy.
- 4.6 Data Quality assessments for the Pension Regulator were run in August 2022. The scores are split between Common Data and Scheme-specific Data. The Common Data score for 2022 was 97.4% (2021 score was 97.5%) and the Scheme-specific score for 2022 was 96.4% (2021 score was 95.3%).
- 4.7 Work has begun on clearing the high priority issues identified by the report. Some errors have been assessed in previous years and will not be tackled as they are a low priority.
- 4.8 We have successfully appointed a new Pension Administrator who will be joining us in the New Year. We look forward to welcoming them to the team and working with them on a comprehensive training plan.

Cyber Security

- 4.9 Work has commenced on the mapping exercise to identify how data moves to and from the Pension Fund. The exercise has been split between Pension Administration, Governance, Investment and Technical.
- 4.10 The results are encouraging and show processes are in place to mitigate risk when communications are sent electronically. The use of secure portals has increased as has the use of secure email.
- 4.11 We will now move to the next stage of the process and review the Fund's Cyber Hygiene. Where possible we hope to work with third parties who have the resource and knowledge to advise us accordingly.

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.

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: 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.

APPENDIX

Appendix A: Croydon Pensions Admin Team Performance Report, September 2022 to November 2022

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