

Croydon Council

REPORT TO:	Pension Board 23 March 2023
SUBJECT:	Croydon Pensions Administration Team Key Performance Indicators for the period December 2022 to February 2023
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 February 2023.

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 December 2022 to February 2023. 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. A few cases missed target over the period but the average days remained below target for most case types.
- 4.2 We are continuing to send tracing letters to our backlog DB cases and have issued over 1000 letters so far. This part of project should be completed within the next few months.
- 4.3 User registration continues to be an issue for many members wishing to sign up for member self-service and the team spend a lot of time trying to resolve this issue. Updated troubleshooting guidance has been issued to the team but it is likely issues will continue until member self-service is upgraded later this year.

- 4.4 A decision has been taken to delay a membership wide push for member self-service until the updated service is available.
- 4.5 In January the team focused on interfund transfers between Croydon and other LGPS funds. The auto aggregation requirements of the LGPS regulations 2014 have resulted in an increase in interfund cases and this type of case now accounts for approximately a third of the workload. The team carried out several successful Blitz Days and we are continuing to monitor case levels.
- 4.6 In February DLUHC issued a short consultation on changes to the revaluation date in the LGPS from the 1 to 6 April with effect from 1 April 2023 in order to lessen the impact of high inflation on the annual allowance.
- 4.7 It has now been confirmed the proposed changes to the regulations will be made and the revaluation date will change to the 06 April. This will require a software update to Altair and we anticipate this to be completed by the summer. It is likely there will be a number of manual adjustments for retirement calculations during this period.
- 4.8 The first communications have been sent to all employers regarding the End of Year process. Emphasis has been placed on the importance of timely and accurate data, particularly in respect of pre 2014 pensionable pay, to assist with the Annual Allowance calculations.
- 4.9 A new member of the Administration Team joined us in January 2023. He joins us from the Local Pension Partnership Administration and has settled in very well. The Team Leaders are working with him to ensure he is fully trained as soon as possible.

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: Alan Layton 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, December 2022 to February 2023