

Croydon Council

REPORT TO:	Pension Board 19 October 2023
SUBJECT:	Croydon Pensions Administration Team Key Performance Indicators for the period June 2023 to August 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 August 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 Board on the LGPS administration performance for the period June 2023 to August 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. Average days to process are well below our targeted KPIs in most categories.
- 4.2 We did see a slight drop in KPIs with one of two cases missing target in key life event cases. Upon investigation the main reason for this was due to administrative errors with the workflow system. Staff are provided with guidance and reminders on the importance of correctly using the workflow system.
- 4.3 The Technical Team have focused on End of Year processes throughout the summer and have successfully updated member records with pay and contribution details provided by employers.
- 4.4 Details of potential starters and leavers not previously known to us have been identified and the team are working with employers to gather information required to process these leavers.

- 4.5 We are required to produce Annual Benefit Statements (ABS) for active and deferred members by the 31 August 2023. The ABS were produced on the 24 August 2023 and were made available on the Member Self-Service portal.
- 4.6 We have carried out extensive testing over the spring and summer on the bulk leaver calculation facility within the pension software system. The bulk calculation process targets CARE only deferred benefits and frozen refunds. The testing has identified areas where we can use the bulk calculation functionality and free up the team's resources to focus on more complex cases.
- 4.7 In August we successfully carried out the first bulk calculations and cleared more than 500 leaver calculations.
- 4.8 The next phase of the project will be to incorporate this into our monthly processes and develop effective KPI monitoring.
- 4.9 Currently the bulk calculations cannot be used on final salary cases or frozen refund where there is an option to transfer out of the scheme. The team are prioritizing these cases during fortnightly Blitz Days throughout the summer and into autumn.
- 4.10 The anticipated upgrade to the member self-service (MSS) tool will be a larger project than previously anticipated and we are in the initial stages of working with Heywoods to plan this.
- 4.11 In the meantime, we are focusing on easing the member registration process as this has been recognized as a barrier to some members accessing MSS. We will also use the new Insights reporting tools to access at an employer level MSS uptake and tailor MSS promotion by employer.
- 4.12 We have been working with the Fraud Team to increase mortality screening via the National Fraud Initiative from a biennial basis to monthly reports.
- 4.13 Where we are not informed of a death, overpayment of pension benefits is likely to occur. Although the number of cases has dropped since we became part of Tell Us Once those cases picked up via the NFI reports every two years do cause a substantial amount of work for the team. We anticipate moving to monthly reporting will have a significant impact on the number of pensions overpaid and our ability to recover overpayments.
- 4.14 We are continuing to work with the Fraud Team to develop an effective process to be used long term to maximize the benefits of the NFI reports.

5. CONSULTATION

- 5.1 Officers have previously consulted with both the Pension Committee and Local Pension Board on 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, June 2023 to August 2023