

Croydon Council

REPORT TO:	Pension Board 17 January 2024
SUBJECT:	Croydon Pensions Administration Team Key Performance Indicators for the period September 2023 to November 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 November 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 September 2023 to November 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 detailed more fully in Appendix A to this report.

4. **COMMENTARY**

- 4.1 The team continue to perform well on life event cases such as deaths and retirements. Average days to process are well below our targeted KPIs in most categories.
- 4.2 We recognise there are still improvements to be made on the KPIs for leaver calculations with the monthly figures consistently falling well below target. Analysis of the workload shows leavers account for about 50% of our outstanding cases. There are legitimate reasons for the delay in some cases (outstanding transfers, auto aggregation, lack of employer information) but improvements in the way we deal with leavers is needed.
- 4.3 The Pension Manager is meeting with Team Leaders in January 2024 to discuss adjustments to work allocation to ensure adequate resource is made available for leaver calculations.

- 4.4 The technical team have been working with various payroll providers to on-board them to monthly iConnect reporting. Pioneer Trust, comprising of 4 schools, is now on-boarded and we are seeing positive testing results with Strictly Education and Liberata, two of our biggest payroll providers.
- 4.5 We are seeing an increase in the number of schools changing payroll providers. In the last 12 months we have seen 6 changes, with September being especially busy for school payroll changes. Changes in payroll providers causes increased pressure on the team as we need to undertake mapping exercises and update individual records every time a payroll changes. There have been cases where payroll providers and employers have not provided us with information which has caused delays.
- 4.6 We were required by law to issue Pension Savings Statements for all members who exceeded the Annual Allowance for 2022/23 by the 06 October 2023. Following changes in the scheme regulations in April we saw a significant decrease in the number of cases exceeding the Annual Allowance or needing investigation. All Pension Saving Statements were issued by the statutory deadline.
- 4.7 We have made changes to our workflow system to allow us to better understand when and why calculations are being returned to administrators as incorrect. We will be able to tailor our team training accordingly. We have initially targeted the main case types including retirements, retirement estimates, leavers (deferred benefits and frozen refunds) and refund payments. We will continue working on the remaining case types over the next few months.
- 4.8 The Pension Administration team continued with our fortnightly 'Blitz Days' throughout the period to process leaver calculations. We are still experiencing some delays to leaver calculations due to the volume of outstanding interfund transfers and aggregations. The Pension Support Officers ensure outstanding information from other funds is regularly chased and our chasing timescales are in line with other LGPS funds.
- 4.9 The team continue to work on data cleansing and updating service histories as part of the McCloud remedy. Following publication of guidance regarding prioritization of cases and an administrator guide we have formed a working party to ensure technical and administrative tasks are covered and to plan for staff training.
- 4.10 The Pension Team took part in the Council's staff podcast to answer a range of questions about the LGPS, raise awareness of the benefits of being in the scheme and to promote the member self-service portal.

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 2023 to November 2023