

LONDON BOROUGH OF CROYDON

REPORT:	Pension Board
DATE OF DECISION	11 April 2024
REPORT TITLE:	Croydon Pensions Administration Team Key Performance Indicators for the Period December 2023 to February 2024
CORPORATE DIRECTOR / DIRECTOR:	Matthew Hallett – Acting Head of Pensions and Treasury
LEAD OFFICER:	Matthew Hallett – Acting Head of Pensions and Treasury
KEY DECISION? [Insert Ref. Number if a Key Decision] <i>Guidance: A Key Decision reference number will be allocated upon submission of a forward plan entry to Democratic Services.</i>	No
CONTAINS EXEMPT INFORMATION? <i>(* See guidance)</i>	NO
WARDS AFFECTED:	‘N/A’

1. SUMMARY OF REPORT

- 1.1 The report sets out the Key Performance Indicators, measured against the legal requirements and the in for the administration of the Local Government Pension Scheme for the three-month period up to the end of February 2024.

2. RECOMMENDATIONS

- 2.1 The Committee is asked to note the Key Performance Indicators and the performance against these indicators set out in Appendix A to this report.

3. REASONS FOR RECOMMENDATIONS

- 3.1** To ensure good governance of the scheme the Committee should be informed of the performance of the administration of the Local Government Pension Scheme and monitor performance against legal deadlines and team performance targets. This report has been developed using guidance published by CIPFA (Administration in the LGPS: A Guide for Pension Authorities).

4. BACKGROUND AND DETAILS

- 4.1** This report covers the period December 2023 to February 2024 and covers legal deadlines; team performance targets, case levels and take up of the member self-service portal. The indicators and performance against these are detailed in Appendix A of this report.
- 4.2** The team have generally met targets for most indicators during this period with only a few cases missing legal and team targets for each category.
- 4.3** Targets continue to be missed for leaver calculations throughout this period. We acknowledge, despite auto aggregation and interfund transfers causing delays, our KPIs for leaver calculations still require improvement. The Pension Manager met with the Team Leaders to discuss potential changes to the way we allocate work to the team to ensure leavers are properly resourced. The topic was discussed with the wider team to obtain their views on what was causing delays and where they feel improvements could be made.
- 4.4** Data from the pass/fail functionality we added to the workflow system is now available for the last three months. Analysis from this data has also fed into the discussions and helped us to understand areas where improvements can be made.
- 4.5** We have identified several areas to be developed over the next few months. These include streamlining processes (including the use of automation), a more thematic approach to work allocation, improved information from employers and payroll providers and a review and update of internal and external forms and documentation.
- 4.6** Work has already begun on these areas of improvement. The Team Leaders and Technical Team have worked on improving the use of mnemonics within our documentation to further imbed calculation results directly into letters and forms. A new process has been devised to improve the efficiency of next day transfers for those employers using i-Connect. Extensive testing has been carried out and the new process is due to go live following staff training scheduled for April 2024. Please refer to appendix B – Action Plan for Leavers 2024 for further details.
- 4.7** Since June 2023 we have been working with the Fraud Team to use the National Fraud Initiative (NFI) Hub for monthly mortality screening. We believe we have identified on average 2-4 death cases per month we would not otherwise have been informed of. This has prevented potential overpayment of pension benefits and saved on resources used to recover overpayments.
- 4.8** We met with the Fraud Team in March to discuss the Pension Team taking over the uploading of data to the NFI Hub which was being done by the Fraud Team. This will bring the whole process within the Pension Team's remit and allow greater flexibility and

control over the process. Initial testing was successful and the Pension Team is now in control of the full process.

- 4.9 The Technical Team have successfully on-boarded another multi academy trust, comprising of 7 schools, to monthly i-Connect reporting. Work on i-Connect test files continues with Strictly Education and Liberata. Both payroll providers provide services for Croydon maintained schools and academies requiring multiple reports to be tested before we can move to on-boarding. As we approach End of Year (EOY) resources will be diverted towards EOY processes, so we do not expect on-boarding until later in the year.
- 4.10 Initial communications have been sent to all scheme employers regarding the End of Year processes outlining their responsibilities and our timelines for receiving data. Further communications went out in March and more are planned for April.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 N/A

6. CONSULTATION

- 6.1 Officers have previously consulted with both the Pension Committee and Pension Board on the template for the key performance indicators report which forms the basis of Appendix A.

7. IMPLICATIONS

7.1 FINANCIAL IMPLICATIONS

- 7.1.1. There are no financial considerations arising from this report
- 7.1.2. Comments approved by Matthew Hallett, Acting Head of Pensions on behalf of Allister Bannin, the Director of Finance. (Date 03/04/2024)

8. APPENDICES

- 8.1 Appendix A: Croydon Pensions Administration Team Performance Report, December 2023 to February 2024.
- 8.2 Appendix B: Action Plan for Leavers 2024

9. BACKGROUND DOCUMENTS

- 9.1 There are no background documents.

10. URGENCY

- 10.1 None