

LONDON BOROUGH OF CROYDON

REPORT:	Pension Board
DATE OF DECISION	16 January 2025
REPORT TITLE:	Croydon Pensions Administration Team Key Performance Indicators for the Period September 2024 to November 2024
CORPORATE DIRECTOR / DIRECTOR:	Jane West – Corporate Director of Resources (Section 151 Officer)
LEAD OFFICER:	Matthew Hallett – Head of Pensions and Treasury
KEY DECISION? [Insert Ref. Number if a Key Decision]	No
CONTAINS EXEMPT INFORMATION? <i>(* See guidance)</i>	No

1. SUMMARY OF REPORT

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

2. RECOMMENDATIONS

- 2.1 The Board 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 Board 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 September 2024 to November 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 with the exception of deferred benefit calculations which still fall below expected levels.
- 4.3** Annual Allowance calculations were processes and Pension Saving Statements issued by the statutory date of the 06 October 2024.
- 4.4** We have been working with colleagues in payroll on the Oracle improvement project. This has been a valuable experience, learning how other teams use the system that impacts the data we receive. New processes have been developed as a result of this and we expect to see data quality improvements filtering through.
- 4.5** User Acceptance Testing (UAT) was successfully completed for the new member self-service portal Engage. The Pension Team was provided with training to familiarise them with the new features of the portal and the full registration process.
- 4.6** The new system has since gone live with a soft launch to ensure there were no issues with the live site. So far, we are seeing positive results particularly a reduction in the number of issues raised by members when registering for the site.
- 4.7** Member communications will go out next year to advertise the site to active members. We are planning further communications to our deferred members. Pensioner members will be notified in the Pension Newsletter issued in the Spring.
- 4.8** Work has begun on remodelling workflow processes to comply with the new reporting standards for the Annual Report. The full team were involved in process design to ensure maximum efficiency and buy in from the team. New processes are due to go live in the new year and old workflows will be phased out.
- 4.9** The team attended more engagement sessions with other teams and departments within the Council. We have received positive feedback from those who attended and are in discussions with other teams and networks for similar presentations.
- 4.10** The Administration Team participated in joint training with members of the Wandsworth pension team in the arrears of Transfers and Aggregations. The training was provided by the LGA and took place over two separate days hosted by Wandsworth. We were able to share experiences and best practices with Wandsworth. Blitz Days were organised after each training session to imbed the teams understanding of the training.

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 Any implications resulting from the recommendations of this report are considered by the Pension Committee, which is the decision making body for Pension Fund matters.

8. APPENDICES

- 8.1 Appendix A: Croydon Pensions Administration Team Performance Report, September 2024 to November 2024.

9. BACKGROUND DOCUMENTS

- 9.1 There are no background documents to this report.