

Croydon Council

REPORT TO:	PENSION BOARD 25 March 2021
SUBJECT:	Croydon Pensions Administration Team Key Performance Indicators for the Period 1 November 2020 to 31 January 2021
LEAD OFFICER:	Vicki Richardson Head of HR & Finance Service Centre

1. RECOMMENDATION

The Board is asked to:

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 January 2021.

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 Pensions Authorities) and is reporting to the Board on the LGPS administration performance for the period 1 November 2020 to 31 January 2021. The indicators cover legal deadlines; team performance targets, case levels and take up of member self-service and the indicators and performance against these are detailed more fully in Appendix A to this report.

Commentary

3.2 Priority is always given to the life events that most impact scheme members which are retirements and deaths and the team is largely performing within legal deadlines in those areas.

3.3 There has been an extraordinary demand on the pension administration team to provide retirement estimates due to a Council wide voluntary severance scheme during December and January. Nearly 200 estimates were provided in January 2021 within target timescales, which has diverted resources away from other case types.

- 3.4 At end January 2021 there were 6170 workflow tasks outstanding which is an increase on the previous month. 56% of these outstanding tasks relate to a historical backlog of deferred benefit cases. The contract with Hymans Robertson to provide third party administration services to clear this backlog has now been signed and preparations are being made for Hyman Robertson to commence processing of these cases. It is expected that it will take 12 months for this backlog to be cleared once work commences and further updates will be provided as the project progresses.
- 3.6 We have successfully recruited to the Senior Pension Officer vacancy, attracting an experienced officer from another London Borough who will be joining us during March 2021. There is one remaining vacancy in the Pensions Administration Team for a pension support officer and recruitment is being progressed.

4. DATA PROTECTION IMPLICATIONS

4.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

NO

The Director of Human Resources comments that this report relates to statistical information about the administration of the Local Government Pension Scheme.

Approved by: Sue Moorman, Director of Human Resources

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BACKGROUND DOCUMENTS:

None

Appendices

Appendix A: Croydon Pensions Admin Team Performance Report, January 2021