

LONDON BOROUGH OF CROYDON

REPORT:	Pension Committee
DATE OF DECISION	11 June 2024
REPORT TITLE:	Croydon Pensions Administration Team Key Performance Indicators for the Period February 2024 to April 2024
CORPORATE DIRECTOR	Jane West – Corporate Director of Resources (Section 151 Officer)
LEAD OFFICER:	Matthew Hallett – Head of Pensions and Treasury
KEY DECISION?	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 for the administration of the Local Government Pension Scheme for the three-month period up to the end of April 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 February 2024 to April 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 met targets for most indicators during this period with only a few cases missing legal and team targets for each category.
- 4.3 We have seen an improvement in the number of leaver calculations meeting KPI targets following changes in processes and resourcing. There are still some initiatives to be implemented from our review of leaver calculations undertaken at the beginning of the year. More work is needed in this area and we will continue to monitor progress.
- 4.4 System updates for the bulk calculation facilities were introduced during this period. After extensive testing we have refined processes to incorporate these updates. We processed 545 bulk leaver calculations during the period. These leavers are not included in the KPI reports at this time. The team have been able to focus on more complex leaver calculations (primarily final salary) which are not able to be run as part of the bulk process.
- 4.5 The End of Year process is underway and we have seen a good response from employers. At the time of writing only four employers have yet to submit their end of year reports. The Technical Team are working on updating member records with pay and contribution details. Queries will be issued to employers as required and chased up promptly to ensure EOY processes can be completed and Annual Benefit Statements issued.
- 4.6 Pension Increase for 2024 was 6.7% or less for those who had left within the previous year. Pension Increase was applied to deferred members, pensioners and dependant pensioners from the 08 April 2024. We experienced a few issues this year with the pensioner pension increase calculations that required some manual calculations. We are investigating the cause of these issues and are working with our software provider on a number of possible causes.
- 4.7 Pensioner newsletters were issued to all pensioner and dependant members of the scheme in April 2024 to inform them of the 2024 pension increase amount.
- 4.8 The project to upgrade from the current Member Self-Service to Engage has commenced. Initial work on the technical side is currently being undertaken by our software provider. We expect to start user testing in September following publication of the annual benefit statements. This is to allow adequate resource for testing and member communications.

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 Andrew Lord, Interim Finance Consultant on behalf of Allister Bannin, the Director of Finance. (Date 28/5/2024)

7.2 LEGAL IMPLICATIONS

7.2.1. Burges Salmon LLP (a legal advisor appointed to the Pension Fund) comments there are no direct legal implications arising from the recommendations within this report

7.2.2. Comments approved by Burges Salmon LLP. (Date 29/5/2024)

7.3 EQUALITIES IMPLICATIONS

7.3.1. Under the Public Sector Equality Duty of the Equality Act 2010, decision makers must evidence consideration of any potential impacts of proposals on groups who share the protected characteristics, before decisions are taken.

7.3.2. Section 149 of the Act requires public bodies to have due regard to the need to:

- eliminate unlawful discrimination
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and people who do not share it.

There are no direct negative equality impacts for protected groups identified within this report.

7.3.3. Comments approved by Ken Orlukwu, Senior Equalities Officer, on behalf of Helen Reeves, Head of Strategy & Policy (Date 30/05/2024)

7.4 HUMAN RESOURCES IMPACT

7.4.1. There are no direct workforce impacts arising from this report, but the pension scheme is an important staff benefit for recruitment and retention.

7.4.2. Comments approved by: Dean Shoesmith, Chief People Officer. (Date 24/5/2024)

8. APPENDICES

8.1 Appendix A: Croydon Pensions Administration Team Performance Report, February 2024 to April 2024.

9. BACKGROUND DOCUMENTS

9.1 There are no background documents.