

Croydon Council

REPORT TO:	Local Pension Board 16 January 2020
SUBJECT:	Key Performance Indicators for the Period Ended 31 October 2019
LEAD OFFICER:	Vicki Richardson Head of HR & Finance Service Centre
RECOMMENDATION The Board is asked to note the Key Performance Indicators set out in this report.	

1. EXECUTIVE SUMMARY

- 1.1 This report sets out Key Performance Indicators for the administration of the Local Government Pension Scheme for the period up to the end of October 2019.

2. DETAIL

- 2.1 Good governance suggests that the performance of the administration of the Local Government Pension Scheme should be monitored. The standards by which performance can be assessed are set out in the Administration Strategy and published on the Scheme's website so as to be available for scrutiny by stakeholders, who include elected Members and other Scheme employers.
- 2.2 This report is the first to attempt to report in full to the committee on the LGPS administration using the guidance published by CIPFA (Administration in the LGPS: A Guide for Pensions Authorities). The indicators cover legal deadlines; team performance targets and case levels. For future meetings, performance trends will be included in the report.

Commentary

- 2.3 Priority is always given to the life events that most impact scheme members which are retirements and deaths. During October performance against target was strong in this area. In October 2019 particular focus was on processing outstanding new starters so whilst performance was below target the number of cases processed was high.
- 2.4 At end October there were 5,869 workflow tasks outstanding. Over 50% of these outstanding tasks relate to a historical backlog of deferred benefit cases. A business case has been written which recommends procuring services from a specialist provider to clear the backlog deferred benefit cases. This option was chosen over the alternatives as this is the most likely enabler to clearing the backlog in a reasonable timescale and gives greater control over cost. The procurement exercise, through the National LGPS Framework, is being progressed and is expected to be

completed by the Spring of 2020. In addition all new deferred benefit cases are being processed within target with the aim of ensuring that no further backlogs build up.

- 2.5 There are currently vacancies in the team for a Pensions Team Leader, two Senior Pensions Administrators, a Pensions Governance Team Manager and a Pensions Governance Officer and recruitment to these vacant posts has commenced.

3. CONSULTATION

- 3.1 Officers have previously consulted with both the Pension Committee and the Local Pension Board on the template for the key performance indicator report.

4. FINANCIAL CONSIDERATIONS

- 4.1 There are no financial considerations arising from this report.

Approved by: Lisa Taylor, Director of Finance, Investment and Risk, S. 151 Officer.

5. DATA PROTECTION IMPLICATIONS

- 5.1 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 Pension Fund.

Approved by: Lisa Taylor, Director of Finance, Investment and Risk, S151 Officer

CONTACT OFFICER:

Victoria Richardson - Head of HR & Finance Service Centre
ext. 62460.

BACKGROUND DOCUMENTS:

None

Appendices

Appendix A: Croydon Pensions Admin Team Performance Report, October 2019