

# Croydon Council

## For General Release

<b>REPORT TO:</b>	<b>Local Pension Board</b> <b>15 October 2020</b>
<b>SUBJECT:</b>	<b>Croydon Pensions Administration Team Key Performance Indicators for the Period</b> <b>1 June 2020 to 31 August 2020</b>
<b>LEAD OFFICER:</b>	<b>Vicki Richardson</b> <b>Head of HR &amp; Finance Service Centre</b>

### 1. RECOMMENDATIONS

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 August 2020.

### 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 committee on the LGPS administration performance for the period 1 June 2020 to 31 August 2020. 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. Performance against target remains strong in this area.
- 3.3 A high number of joiners and leavers were notified by employers to the pension team as part of the year end process during the first quarter of the 2020/21 financial year, which has impacted performance against target.

- 3.4 There was an increase in the number of requests for pension estimates during July and August as the team supported staff impacted by the Council's staffing review.
- 3.5 At end August there were 5459 workflow tasks outstanding. 59% of these outstanding tasks relate to a historical backlog of deferred benefit cases. A procurement exercise is underway to seek support from a specialist provider to clear this historical backlog, tender submissions have now been received and are being evaluated. Award of contract is expected to take place in the Autumn.
- 3.6 There are currently vacancies in the Pensions Administration Team for a pension support officer and senior pension officer, which is impacting upon performance. These vacancies were offered internally as redeployment opportunities but were not filled so approval to recruit externally is now being sought. There was a further vacancy for a pension support officer which was successfully filled through redeployment.
- 3.7 Performance information on member take-up for online self-service has now been included in the report which shows that only 25% of active and deferred pensioner members have registered. The Pension team plan to write to scheme members to further promote take-up of the service.

#### **4. DATA PROTECTION IMPLICATIONS**

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

NO

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#### **BACKGROUND DOCUMENTS:**

None

#### **Appendices**

Appendix A: Croydon Pensions Admin Team Performance Report, August 2020