Croydon Council

REPORT TO:	Pension Committee 06 December 2022
SUBJECT:	**Croydon Pensions Administration Team Key Performance Indicators for the Period From August 2022 to October 2022**
LEAD OFFICER:	**Matthew Hallett - Acting Head of Pensions and Treasury**

CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:

Sound Financial Management: The Pension Committee is responsible for the effective administration of the Croydon Pension Fund within the Local Government Pension Scheme. These Key Performance indicators provide a measure of how well that administration functions.

FINANCIAL IMPACT

Poor administration may ultimately lead to incorrect calculation or payment of benefits or indeed financial penalties

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1. **RECOMMENDATION**
   The Committee is asked to:

   1.1   Note the Key Performance Indicators and the performance against these indicators set out in Appendix A to this report.

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2.   **EXECUTIVE SUMMARY**

2.1   This report sets out Key Performance Indicators for the administration of the Croydon Pension Fund (the Fund) for the three-month period up to the end of October 2022.

3.   **DETAIL**

3.1   Good governance suggests that the performance of the administration of the Fund should be monitored. This report has been developed using the guidance published by CIPFA (Administration in the LGPS: A Guide for Pension Authorities) and is reporting to the committee on the LGPS administration performance for the period August 2022 to October 2022. The indicators cover legal deadlines; team performance targets, case levels, take up of the member self-service and the indicators and performance against these are details more fully in Appendix A to this report.

3.2   The team continue to perform well on life event cases such deaths and

retirements.

3.3 Annual benefits statements were published online within the statutory timeframe, by 31 August. Annual benefit statements were produced for 100% of active members and 86.19% of deferred members giving a total of 92.30%. An analysis of the deferred statements not produced indicated the majority related to outstanding leaver calculations, which have been identified as part of the backlog project contracted to a third party and members are being contacted once the calculations have been completed. The remainder relate to leavers where we are awaiting transfer details from other LGPS funds before the deferred benefits can be processed or those that have left the scheme post 31 March 2022 and we await leaver information from employers. These cases are included in BAU work and handled by the Pension Administration Team as part of the daily workflow. Members will be contacted once the calculations have been completed.

3.4 The backlog project has now finished with a total of 2665 cases completed. We are now focusing on tracing and informing members of their deferred benefit entitlement. This is being done in phases so the team can resource the expected queries and member self-service registration requests we anticipate. Tracing tasks amounted to 35.70% of total tasks as at the 31 October 2022.

3.5 The team processed over 9000 Annual Allowance calculations by the 06 October 2022 deadline. These can be complex calculations and all members who were identified as exceeding the annual allowance were calculated manually to ensure accuracy.

3.6 Data Quality assessments for the Pension Regulator were run in August 2022. The scores are split between Common Data and Scheme-specific Data. The Common Data score for 2022 was 97.4% (2021 score was 97.5%) and the Scheme-specific score for 2022 was 96.4% (2021 score was 95.3%). The full report for Common Data can be found in appendix B and for Scheme-specific in C.

3.7 Recruitment is underway to fill two vacancies within the Administration Team. Resources within the team have been reallocated to cover essential work during this period.

4. CONSULTATION

4.1 Officers have previously consulted with both the Pension Committee and Local Pension Board in the template for the key performance indicator report which forms the basis of Appendix A

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

5.1 There are no financial or risk assessment considerations arising from this report.

Approved by: Alan Layton on behalf of Jane West, Corporate Director of Resources (Section 151 Officer)

6. LEGAL CONSIDERATIONS

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

7. HUMAN RESOURCES IMPACT

7.1 Further to the matters outlined above there are no other immediate workforce impacts arising from this report. The pension scheme is an important staff benefit for recruitment and retention.

Approved by: Gillian Bevan, Head of HR Resources and Assist Chief Executives on behalf of the Chief People Officer

8. EQUALITIES IMPACT

8.1 There are no equalities impacts arising from this report.

Approved by: Denise McCausland Equality Programme Manager

9. ENVIRONMENTAL IMPACT

9.1 There are no environmental impacts arising from this report.

10. CRIME AND DISORDER REDUCTION IMPACT

10.1 There are no crime and disorder impacts arising from this report.

11. DATA PROTECTION IMPLICATIONS

11.1 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 administration of the LGPS and the Croydon Pension Fund.

Approved by: Alan Layton on behalf of Jane West, Corporate Director of Resources (Section 151 Officer)

CONTACT OFFICER:

Matthew Hallett - Acting Head of Pensions and Treasury

BACKGROUND DOCUMENTS:

None.

APPENDIX

Appendix A: Croydon Pensions Admin Team Performance Report, August 2022 to October 2022

Appendix B: Local Government Pension Scheme Common Data Quality Report: Croydon Pension Fund

Appendix C: Local Government Pension Scheme Specific Data Quality Report: Croydon Pension Fund