

LOCAL PENSION BOARD – 19 JUNE 2015

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

**PENSION FUND ADMINISTRATION REPORT - JANUARY to MARCH 2015
QUARTER**

Purpose of the Report

1. To inform the Board of relevant issues in the administration of Fund benefits, including the performance of the Pensions Section against its Performance Indicators.

Background

2. Prior to the introduction of the Local Pension Board this report was taken to the Pension Fund Management Board (recently renamed the Local Pensions Committee). This report will now be considered by the Local Pension Board.

The Pensions Section is responsible for the administration of Local Government Pension Scheme benefits of the Leicestershire Pension Fund's 83,000+ members.

Performance Indicators

3. Attached as the appendix to this report are the performance indicators for the Pensions Section, which form part of the Section's Service Plan and have been agreed by the Assistant Director of Customer Services and Operations. These indicators are split into 2 broad categories – how quickly processes are carried out, and how customers feel they have been kept informed and treated by staff.

Performance of Pensions Section

4. In the January to March 2015 quarter the performance target results have remained very similar to the previous quarter. The results are detailed in Appendix A.

The amount of Positive feedback received from customers remains high. Business processes in the areas of pension payments made with 5 working days and death benefits sent within 10 working days have both improved since last quarter.

Administration

5. Previously, the administration report considered by the Pension Fund Management Board included matters worthy of note. However, as this is the first administration report for the Local Board, a presentation has been prepared for members which broadly sets out the following;
 - Details of what the Pension Section does
 - A summary of the Local Government Pension Scheme (LGPS) changes since April 2014
 - External national pension changes
 - Structure of the Pension Section
 - A Vision for the future

This presentation formed part of the earlier report, The Role of the Local Pension Board

Recommendation

6. The Board is asked to note the report.

Equal Opportunities Implications

None specific

Background Papers

None

Appendix

Quarterly Results – January – March 2015

Officers to Contact

Ian Howe – telephone (0116) 305 6945
Chris Tambini – telephone (0116) 305 6199

APPENDIX

| Quarter - Jan to March 2015 | | | | | | | |
|--|--------|--------------|------------------|--|--------|--------------|------------------|
| Business Process Perspective | Target | This Quarter | Previous quarter | Customer Perspective - Feedback | Target | This Quarter | Previous Quarter |
| Retirement Benefits notified to members within 10 working days of paperwork received | 92% | 98% ▲ | 99% | Establish members understanding of info provided - rated at least mainly ok or clear | 95% | 100% ▲ | 98% |
| Pension payments made within 5 working days of receiving election | 92% | 84% ▼ | 81% | Experience of dealing with Section - rated at least good or excellent | 92% | 89% ▼ | 87% |
| Death benefits/payments sent to dependant within 10 working days of notification | 90% | 88% ▶ | 78% | Establish members thoughts on the amount of info provided - rated as about right | 92% | 99% ▲ | 97% |
| | | | | Establish the way members are treated - rated as polite or extremely polite | 97% | 100% ▲ | 97% |
| | | | | Email response - understandable | 95% | 93% ▶ | 97% |
| Good or better than target | ▲ | | | Email response - content detail | 92% | 97% ▲ | 97% |
| Close to target | ▶ | | | Email response - timeliness | 92% | 99% ▲ | 96% |
| Below target | ▼ | | | | | | |