



LOCAL PENSION BOARD

13 MARCH 2017

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

PENSION FUND ADMINISTRATION REPORT – OCTOBER TO DECEMBER 2016 QUARTER

Purpose of the Report

1. The purpose of this report is 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. The Pensions Section is responsible for the administration of Local Government Pension Scheme benefits of the Leicestershire Pension Fund's 85,000+ members.

Performance Indicators

3. Attached as an appendix to this report is the performance indicators for the Pensions Section, which form part of the Section's Service Plan and have been agreed by the Director of Finance. 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. The results for the October to December 2016 quarter are detailed within the appendix. Customer satisfaction remains very high and overall performance figures remain positive in the quarter.

Administration

Valuation

5. The Pension Section completed work for the Fund valuation by the 31 July 2016 deadline. Employer contribution rates for the three year period, 1 April 2017 to 31 March 2020 have been received and have been distributed to the employers.

Consultation – Local Government Pension Scheme Regulations

6. In the report to the Local Pension Board dated 3 October 2016, it stated the Pension Section had replied to the consultation on the Local Government Pension Scheme Regulations 2013 and Local Government Pension Scheme (Transitional Provisions, Savings and Amendment) Regulations 2014. In the report it also stated that the final regulations were expected shortly.
7. Unfortunately there still remains no progress in this area and at the time of writing this report, the regulations had still not been received. The Local Government Association (LGA) has been liaising with the Department for Communities and Local Government (DCLG) about this. There remains no indication as to when the regulations will be confirmed.

General Workloads

8. The tables show the position in five key work areas between October to December.

October 2016

Area	Cases completed in the period	Remaining cases at the end of the period	KPI Target Maximum - cases at the end of the period
Preserved benefits	128	713	750
Aggregations	200	215	250
Interfunds in	57	247	100
Retirements	312	503	500
Deaths	70	89	100

November 2016

Area	Cases completed in the period	Remaining cases at the end of the period	KPI Target Maximum - cases at the end of the period
Preserved benefits	288	548	750
Aggregations	279	167	250
Interfunds in	65	228	100
Retirements	380	467	500
Deaths	61	80	100

December 2016

Area	Cases completed in the period	Remaining cases at the end of the period	KPI Target Maximum - cases at the end of the period
Preserved benefits	195	482	750
Aggregations	178	141	250

Interfunds in	67	201	100
Retirements	253	466	500
Deaths	91	50	100

9. The Pension Section has reviewed certain interfund in cases. The majority of cases are from neighbouring Funds, which is understandable given that people tend to move to other roles nearby for promotion. However, there is no particular Fund that has generated a greater number of cases and they are reasonably spread across the neighbouring Funds.

Service Plan 2017/18

10. The Pension Section has produced a draft service plan for 2017/18. There are three key Local Government areas that are not treated as business as usual carrying different levels of risk. The three areas are;
- Tender for a new pensions administration system
 - The phased roll out of IConnect with Fund employers
 - National GMP exercise
11. A training session detailing the service plan key areas will be delivered to members of the Board following the meeting.

Recommendation

12. It is recommended that the Board notes the report.

Equality and Human Rights Implications

None specific

Appendix

Appendix– Quarterly Results – October to December 2016

Officers to Contact

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