



**LOCAL PENSION BOARD**

**12 JUNE 2017**

**REPORT OF THE DIRECTOR OF CORPORATE RESOURCES**

**PENSION FUND ADMINISTRATION REPORT – JANUARY TO MARCH 2017  
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 are 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 January to March 2017 quarter are detailed within the Appendix. Customer satisfaction remains very high and overall performance figures remain positive in the quarter.

The appendix also includes the performance indicator results for the full year April 2016 to March 2017.

## Administration

### Consultation – Local Government Pension Scheme Regulations

5. In the report to the Local Pension Board dated 3 October 2016, it stated the Pension Section has 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.
6. Unfortunately there remains no progress in this area and at the time of writing this report and the Pension Manager believes the Election and Brexit negotiations could further delay any progress on these regulation changes.

### General Workloads

7. The tables show the position in five key work areas in January to March.

January 2017

| 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 | 97                            | 622                                      | 750   |
| Aggregations       | 58                            | 239                                      | 250   |
| Interfunds in      | 50                            | 182                                      | 100   |
| Retirements        | 291                           | 497                                      | 500   |
| Deaths             | 51                            | 106                                      | 100   |

February 2017

| 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 | 148                           | 632                                      | 750   |
| Aggregations       | 73                            | 298                                      | 250   |
| Interfunds in      | 33                            | 178                                      | 100   |
| Retirements        | 251                           | 526                                      | 500   |
| Deaths             | 81                            | 96                                       | 100   |

March 2017

| 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 | 250                           | 538                                      | 750   |
| Aggregations       | 87                            | 342                                      | 250   |
| Interfunds in      | 23                            | 183                                      | 100   |
| Retirements        | 345                           | 587                                      | 500   |
| Deaths             | 62                            | 108                                      | 100   |

8. As in previous years, the remaining aggregation cases are starting to increase. This is due to resource being moved onto the statutory year-end work, between February and August/September. Numbers will continue to be monitored but it is expected this work area will continue to increase over this period. Its predicted remaining preserved benefits will also increase during the year-end period. Given this happens every year the Pensions Manager will look at developing a flexible KPI target reflecting the changes in workloads throughout a financial year.
9. Following the review of interfunds in, all cases are being actioned and are at various stages throughout the process of completion. After reviewing these for a number of months, alongside the customer feedback, the Director of Finance has agreed to increase the KPI target from 100 to 150 from April 2017.

#### Year-End 2016/17

10. Preparation for year-end 2016/17 was completed and all employers received correspondence detailing their responsibilities and the deadlines. A further report on today's agenda will provide details of the year-end position.

#### Scheme Advisory Board Survey

11. Chair of the Local Pension Board in conjunction with the Pensions Manager has replied to the Scheme Advisory Board's survey of LGPS Local Pension Boards.

#### **Recommendation**

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

#### **Equality and Human Rights Implications**

None specific

**Appendix**

Appendix - Quarterly Results – January to March 2017 and Yearly Results – April 2016 to March 2017

**Officers to Contact**

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