



LOCAL PENSION BOARD

18 SEPTEMBER 2017

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

PENSION FUND ADMINISTRATION REPORT – APRIL TO JUNE 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 90,000 members.

Performance Indicators

3. Attached as an Appendix A 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 show that Customer satisfaction remains good and overall performance figures remain positive in the quarter. This is pleasing given the amount of resource that has been moved from the benefit team to work on year-end, throughout the period.

Administration

5. **General Workloads**

The tables below show the position in five key work areas in April to June.

April 2017

| Area | Cases completed in the period | Remaining cases at the end of the period | KPI Maximum - cases at the end of the period |
|--------------------|-------------------------------|--|--|
| Preserved benefits | 95 | 590 | 750 |
| Aggregations | 93 | 417 | 250 |
| Interfunds in | 44 | 186 | 150 |
| Retirements | 216 | 563 | 500 |
| Deaths | 56 | 111 | 100 |

May 2017

| Area | Cases completed in the period | Remaining cases at the end of the period | KPI Maximum - cases at the end of the period |
|--------------------|-------------------------------|--|--|
| Preserved benefits | 170 | 617 | 800 |
| Aggregations | 21 | 430 | 450 |
| Interfunds in | 43 | 196 | 150 |
| Retirements | 416 | 610 | 500 |
| Deaths | 62 | 96 | 100 |

June 2017

| Area | Cases completed in the period | Remaining cases at the end of the period | KPI Maximum - cases at the end of the period |
|--------------------|-------------------------------|--|--|
| Preserved benefits | 108 | 722 | 850 |
| Aggregations | 2 | 438 | 450 |
| Interfunds in | 60 | 194 | 150 |
| Retirements | 391 | 552 | 500 |
| Deaths | 65 | 88 | 100 |

6. Following discussion at the Local Pension Board meeting on the 12 June 2017 the Pension Manager has reviewed the maximum workload levels throughout the year in the five key work areas. As a result a new set of flexible monthly KPI maximums throughout a financial year have been approved by the Director of Finance and are attached as Appendix B. These are included in the tables above.

Year-End 2016/17

7. The year-end work was completed by the 31 August 2017 deadline with 58,345 annual benefit statements produced, split between 30,721 active statements and 27,624 preserved statements.

Tender Update

8. Leicestershire and Derbyshire County Council Pension Sections are working in partnership in order to procure a pension administration system. This will be for an initial five years with an option for a further five year extension. The tender document is very near completion, ready for the procurement process to commence. The system will be implemented from the end of the current contract in early 2019.

Consultation – Local Government Pension Scheme Regulations

9. It is understood that the Department for Communities and Local Government now has a limited window of opportunity before Brexit to consider and implement changes to the Local Government Pension Scheme. These follow the consultation on the Local Government Pension Scheme Regulations 2013 and Local Government Pension Scheme (Transitional Provisions, savings and Amendment) Regulations 2014. At this point it's not clear what the final changes are likely to be.

General Data Protection Regulations (GDPR)

10. From 25 May 2018 new European General Data Protection Regulations come into force. The Pension Section is looking at its processes and notices to ensure it complies with the regulations. It is likely the Pension Section will need to write to all its members making them aware how the Pension Section manages their personal data.

Recommendation

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

Appendix

Appendix A - Quarterly Results – April to June 2017

Appendix B – Flexible monthly KPI maximums throughout a financial year

Equality and Human Rights Implications

None specific

Officers to Contact

Ian Howe – Pensions Manager - telephone (0116) 305 6945

Chris Tambini – Director of Finance - telephone (0116) 305 6199

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