

Administration Update

Committee	Pension Board
Officer Reporting	Ken Chisholm
Papers with report	Appendix 1 - KPI Template

SUMMARY

This report is the Administration Report taken to Pensions Committee on 22 March, but is replicated here as it answers some specific issues raised by Pension Board.

RECOMMENDATIONS

That the Pension Board note the contents of the report

INFORMATION

Transfer to Surrey

The project to transfer administration to Surrey County Council from Capita Employee Benefits is now completed and the formal project closed. A detailed project closedown report has been produced and Pension Board Members should have received a copy by email. In terms of process, the project was very well managed by Surrey and there are no outstanding issues.

Administration Update

The Pension Administration system used by Surrey, Altair, includes a sophisticated task management system which allows the progress of all case work to be managed and monitored on a daily basis.

The Key Performance Indicators (KPIs) against which Surrey will be monitored were all contained within the agreed Section 101 agreement. A sample of the proposed reporting format has been appended to this report for information. It was agreed with Surrey, that due to the considerable backlog they inherited from Capita, formal Committee monitoring and reporting would commence from April 2017.

Since Surrey commenced administration of the Hillingdon Fund on 1 November 2017, 1,476 tasks have been created, of which 857 had been completed 857 by the end of February 2017.

Pension Board 4 April 2017

PART I – MEMBERS, PUBLIC & PRESS

The remaining cases in progress require additional external information, which has been requested, to complete.

To support the work with Surrey, internal LBH processes have been amended to ensure that all new starters and leavers are identified and checked against information held in the Altair system. Scheme employers are aware that it is their responsibility to fully inform Surrey of all activity. Monthly monitoring of pension contributions deducted, for both Employees and Employers is undertaken and as part of the process amounts deducted from scheme members are reconciled with contributions paid in to the Pension Fund bank account. Discrepancies are immediately referred back to the Employer. These checks also allow identification of any new employees or leavers where no documentation had been sent to Surrey.

Early Retirement Statistics

The table below shows the number of employees, by category, who's LGPS benefits have been put into payment. In the case of redundancy and efficiency this relates to employees over 55 years of age. The earliest age a scheme member can retire voluntarily is age 55. As can be seen the number of early voluntary retirements remains at a high level.

	Redundancy	Efficiency	Ill Health	Voluntary over 55
2012/13	23	0	6	14
2013/14	50	0	3	45
2014/15	23	0	8	52
2015/16	19	0	6	68
2016/17 3rd Quarter	55	0	4	59

FINANCIAL IMPLICATIONS

There are no financial implications this report.

LEGAL IMPLICATIONS

There are no legal implications within this report.

Pension Board 4 April 2017

PART I – MEMBERS, PUBLIC & PRESS