

## Pensions Administration Report

ITEM 7

Contact Officers

Ken Chisholm, 01895 250847

Papers with this report

KPI report

### SUMMARY

This report is for information and provides an update on the administration of the London Borough of Hillingdon Fund of the LGPS, both in relation to Surrey and internally at Hillingdon.

Attached to the report is the latest KPI Report from Surrey CC.

### RECOMMENDATION

**It is recommended that Pensions Committee note this report.**

### INFORMATION

#### Surrey Administration Update

The Pension Administration system used by Surrey County Council (SCC) as administrators of the fund - Altair - includes a task management system which allows the progress of all case work to be managed and monitored on a daily basis. SCC has continued to maintain, and in some areas improve their performance against the reportable KPI's.

Year-end processes have commenced which should ensure that Annual Benefit Statements are produced within the Pension Regulators limits. SCC and the internal team are working towards a target for benefit statements for deferred benefits members, to be produced as early as the last week of March.

Since the roll-out of the online "mypension" facility, 1,351 (16%) of active members have applied for and received their login details. Although not fully rolled out to pensioner members, 76 pensioners have also received their login details. Pensioner roll out will take place as part of the annual pension uplift communications at the end of March. SCC will be including details of how and where to apply for registration of mypension, in all future communications, and the in-house team has encouraged all Scheme Employers to make the facility known to their staff in our communications.

Hillingdon have been advised a key member of the SCC team will be leaving in April. SCC have commenced their recruitment process to ensure a smooth transition and

provided temporary contact points and escalation process as a result. SCC is continuing to carry out recruitment drives to support the contract. An update will be provided next quarter with any impact on resourcing.

### **Key Performance Indicators from December 2017 to February 2018.**

There has been an overall improvement in performance during the period December 2017 to February 2018. The majority of KPI's figures are now at 100% and changes to processes are still ongoing to help achieve KPI targets in all areas.

The most important improvement has been in maintaining a 100% in the recording and acknowledgement of death cases. Although the performance in Transfer-Out quotes appears to be low, Surrey has to "roll-back" these cases and re-calculate benefits for the employee. This is due to the information transferred from the previous administrator, not transferring to SCC in a format that allows calculations to be performed. The in-house team is assisting SCC with these cases to help improve performance.

### **Hillingdon Process update**

The in-house team have continued to update and amend records as part of the overall data cleanse. The team will attend the next Schools Forum meeting, to enforce the importance of schools co-operation to supply complete and timely information to Hillingdon and SCC at year end. This will enable the issuing of Annual Benefit statements on-time. In addition the fund will submit up to date information to the Actuary in as part of a data quality process in July to run a simulated valuation in advance of the next triennial valuation.

As reported to the last meeting, the fund arranged for a Mortality Screening body to carry out checks against the pensioner's payroll; as a result 22 cases have been identified where further investigations need to be performed.

In August 2017 Harrow College merged with Uxbridge College. As a result the Hillingdon Pension Fund has taken on the responsibility for all LGPS members formally employed by Harrow College. The Harrow College Pensioners will be transferred on to the Hillingdon Pension's payroll from July 2018. Transfer of assets is expected to complete on 21 March 2018 into the Hillingdon Pension Fund to an amount finalised by both fund actuaries. A letter informing pensioners affected by the merger was sent out on 6<sup>th</sup> March informing them of the change in administering body and a change to their pension paid date to align with the Hillingdon fund from July.

### **General Data Protection Regulations**

New General Data Protection Regulation (GDPR) comes into force on Friday 25 May 2018. There will be implications to the fund and SCC as administrator. The main impacts of the new regulations are an increase to the maximum fine for a data protection breach rising to £18m, all breaches must be reported within 72 hours,

people can apply to have their personal information erased and consent must be explicit rather than applied.

The LGPC Secretariat, on behalf of LGPS administering authorities, commissioned Squire Patton Boggs to provide an opinion on some key LGPS questions and to produce template privacy notices for LGPS administering authorities to use /adapt.

Work is being carried out by both the Council and SCC on GDPR to prepare for the introduction of this regulation in May.

### **FINANCIAL IMPLICATIONS**

There are no financial implications within this report.

### **LEGAL IMPLICATIONS**

There are no legal implications within this report.