

Pensions Administration Report

Contact Officers

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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.

RECOMMENDATIONS

It is recommended that Pensions Committee:

- 1. Note this report**

INFORMATION

Surrey Administration Update

Since reporting on the year end process in July, we can confirm all Annual Benefit Statements (ABS) were available by the deadline of 31st August. Hillingdon Council active scheme member's statements were available from the end of July. A further run of statements covering our external Employers, and Deferred Benefit members was made on 6 August. The final run covering any missed members, or members whose records needed amendment was run on the 28 August. One fund employer had data issues with the ABS's produced, however this was due to incorrect data being supplied by the payroll provider; this has since been resolved. Data quality with the schools returns was significantly improved this year, with reviews carried out by the internal team prior to submission to SCC. This ensured queries were dealt with quickly and a full suite of returns were provided to SCC in good time.

Those members without an email address held on the Surrey CC system were sent their statement by post. Any record with no email address and no current address had a statement produced and held on the individual's record.

By early September, 24% (2038) members of the scheme had logged on to member self service (MSS). The fund will continue to promote the advantages of registering for MSS.

SCC plan to issue three newsletters each calendar year, one each for actives, deferred and pensioners. The active member newsletter will be circulated by SCC shortly.

An invitation was sent to all external scheme employers, inviting them to “Meet the Actuary” where the Scheme Actuary discussed the upcoming scheme valuation, and informed Employers of their duties to supply timely and correct information to aid the completion of that exercise. A representative from SCC also attended. The turnout was poor, with only six employers represented. The session was specifically relevant for academies and other employers who received FRS102 reports to complete their accounts, as a result, would have been timely for the 35 academies with a July year end.

Key Performance Indicators from June to September 2018.

The attached report shows that SCC have maintained good performance in most areas to August, however there has been a fall in performance during September. As a result of investigation into the performance, the fall in KPI's have been found to be down in part to organisational issues of resourcing. This is due to timing of the ABS publications and resulting queries, loss of two staff members, poor legacy data to work with, as well as regulatory changes in relation to transfer values. SCC have been through a significant recruitment drive recently and are in the process of creating specialist teams within the team structure to ensure sensitive cases have a dedicated resource to ensure high level of performance.

SCC are also keen to increase engagement with employers within the fund, to provide education and guidance, to enable scheme employers to carry out employer estimates through the self service portal. This will increase the speed in which decisions can be made by employers and align SCC resources with more sensitive areas of the administration.

FINANCIAL IMPLICATIONS

There are no financial implications within this report.

LEGAL IMPLICATIONS

There are no legal implications within this report.