

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 County Council (SCC) 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

By the end of December 2018, the number of members who have registered for the Member Self Service (MSS) module were-

- Active members 2,207 (25.7% of active membership)
- Pensioner/Dependant members 228 (3.5% of Pensioner Dependant members)
- Deferred Benefits 570 (6.7% Deferred Benefit members)

We are planning to increase the take up of registrations to MSS, and will be including details of how members can to sign up in all future communications.

The latest SCC newsletter has been uploaded to the Hillingdon Website, and circulated to all Scheme Employers.

Staff attended a demonstration of the iConnect System, which SCC are introducing over the next calendar year. The iConnect system will allow Employers to send member scheme information directly to SCC over a secure portal, which will update the members record, on a monthly basis. This system should enable both the Employer and SCC to identify any missing, or new members within the month and will also allow for year end processing to be completed in more timely manner. An

implementation plan is to be agreed with SCC, and it is envisaged that all Employers will be uploading information through the iConnect portal by April 2020.

Key Performance Indicators from June to September 2018.

We have spoken to SCC about the continued reported underperformance on a number of the KPI's. SCC have stated that all Death Cases were acknowledged within 5 working days, but the workflow system which produces the KPI reports, is set up to report on when a final calculation has been run through the system to calculate if there is an under/overpayment made. It also transpired that the Estimate and Projection KPI's, do not reflect the actual processing of each task. SCC will be adjusting the parameters within the workflow system, so that more accurate reports are produced covering the activities outlined in the KPI Report.

FINANCIAL IMPLICATIONS

There are no financial implications within this report.

LEGAL IMPLICATIONS

There are no legal implications within this report.