

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 SCC.

RECOMMENDATIONS

It is recommended that Pensions Committee:

- 1. Note this report.**

INFORMATION

Surrey Administration Update

The fund continues to see a good uptake of members who have registered for the Member Self Service (MSS) module

Sign up to mypensiononline

Membership Category	Total Membership Numbers	Registered online for Self service
Active	9,380	2,678
Deferred	9,515	721
Pensioners	6,814	319

All figures as at 31 January 2019

Resources

SCC have undergone a number of changes in staffing, the team have recruited new members of staff and set up a new team structure of four hubs to cover specific work areas, this has enabled SCC to take a more project focus in delivering case resolution. Within the new intake SCC have been able to take on a number of trainees to build up knowledge and skills internally. SSC have also recruited an interim Lead Pensions Manager to help manage the contract.

In addition, temporary resources have been allocated to clear a number of file errors and a backlog in work on specific areas which is still in part due to the legacy data.

This process should improve the data quality in advance of the triennial valuation, which begins in April 2019.

Key Performance Indicators from October 2018 to January 2019.

Over the past quarter SCC saw some volatility in its performance against KPI's but overall there has been an improvement with January looking more on track, likely as result of the recent recruitment to manage the work load.

In January SCC completed 382 cases. 199 (52%) are reported via the KPI's. Of the 199 KPI cases in the month 9 (4.5%) were not completed to target dates. The average number of days to complete in excess of the target was an extra 3 days.

FINANCIAL IMPLICATIONS

There are no financial implications within this report.

LEGAL IMPLICATIONS

There are no legal implications within this report.