

ADMINISTRATION REPORT

Committee	Pensions Committee
Officer Reporting	Yvonne Thompson-Hoyte, Finance Seby Carvalho, Finance
Papers with this report	KPI Report

HEADLINES

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

1. It is recommended that Pensions Committee note this report.
2. To agree the proposed changes to the Internal Disputes Resolution Policy and Death Grant signatories.

SUPPORTING INFORMATION

Surrey Administration Update

Member Self Service Registration

There are currently 4,793 members signed up to the Membership Self Service (MSS) portal. This is an increase of 777 spread across all membership categories on the last quarter (4016 at the end of September) The total registered represents 18% of the total membership. The fund will continue to promote the advantages of registering for MSS.

Membership Category	Total membership numbers	Registered for online self service
Active	8,322	2,939
Deferred	11,758	1,280
Pensioners	6,809	574
Total	26,889	4,793

All figures as at 7 January 2020

Key Performance Indicators for the quarter ending September 2019

The table below provides a Summary of the cases that were received during the quarter to September 2019. During the quarter 2273 cases were completed of which 748 were within the KPI monitoring. There were 1788 cases outstanding at the end of the period. Three complaints were received during this period.

Further details about the nature of the complaints are contained in the additional information report attached.

Summary of Cases	Monthly KPI's			Quarterly KPI
	Jul-20	Aug-20	Sep-20	Quarter to September 2019
Total Cases completed	1177	621	475	2273
KPI Cases	227	268	253	748
Non KPI	950	353	222	1525
	1177	621	475	2273
Cases completed outside of KPI Timescale	3	2	3	8
Completed by Surrey CC	422	451	439	1312
Completed JLT	755	170	36	961
Total	1177	621	475	2273

The analysis above excludes 2122 legacy cases inherited from the previous administration arrangements. These cases have been assigned to JLT as a special project to resolve and clear the backlog. Of the 2122 cases, 1329 have been checked and completed whilst 793 remain outstanding. A full analysis to the remaining cases is attached at appendix 6c

Resources

It has been notified the Council that the Head of Pensions Administration at Surrey CC has resigned with effect from January 10 2020. This post was key in the overseeing of the service improvement programme. The Business Operation Director at Surrey CC has indicated that the priority is to fill the vacancy quickly to maintain momentum.

Internal Disputes Resolution Policy (IDRP) Stage 1 named post and Death Grant Signatory

At the July 2019 Committee it was agreed that the named post for the appointed person at the stage 1 IDRP process should be the Head of Pensions, Treasury and Statutory Accounts. Sian Kunert who occupied the post left the Council in December 2019. The Chief Accountant is currently overseeing the area supported by the Interim Pension Fund Manager while the service area is being reviewed.

This report is requesting that the Pensions Committee agree that the designation of the Chief Accountant be named as the nominated officer in all Stage 1 appeals.

The Corporate Director of Finance or Head of HR remain the appointed Officer for stage 2 appeals. In any case where the nominated officer has either been involved with the case or is the object of the complaint, then the complaint will continue to be heard by a Senior Officer who has had no previous involvement with the case.

If an appellant is not satisfied with a decision made at Stage 2, they can progress their dispute to the Pensions Ombudsman. The Pension Fund publishes its IDR process on the website and it is sent to anyone who advises the fund of a complaint.

This report is further requesting that the Chief Accountant be the named signatory for signing off Death Grants. Both these functions were carried out by the former Head of Pensions, Treasury and Statutory Accounts.

FINANCIAL IMPLICATIONS

There are no financial implications in the report

LEGAL IMPLICATIONS

There are no legal implications arising from this report.