

ADMINISTRATION REPORT**ITEM 7**

Committee	Pensions Committee
Officer Reporting	Yvonne Thompson-Hoyte, Finance James Lake, Finance
Papers with this report	1. Surrey KPI Report 2. COVID-19 Critical Tasks Report

HEADLINES

The day-to-day administration of the Hillingdon Local Government Pension Fund (LGPS) is delegated to Surrey County Council (SCC) under a Section 101 agreement. This agreement runs from 1 November 2016 to 31 October 2021.

The Section 101 agreement includes Key Performance Indicators (KPIs) which are generally consistent with national standards. The effects of the global COVID-19 pandemic still impact the day-to-day operations of the workforce as staff remain working from home as part of government measures to control the virus.

The Pensions Regulator (TPR) has issued guidance to public service pension schemes outlining the critical tasks that schemes should focus on during this period. The KPI reporting will focus on the recommendations of TPR

RECOMMENDATIONS

1. That the Pensions Committee note this report.

SURREY ADMINISTRATION UPDATE**Member Self Service Registration**

Since the last report as at August 2020 another 421 members have signed up for self-service bringing the total number to 7427 from 7,006. The largest percentage uptake remains the active member category where 43% are signed up to MSS. The total registered represents 27% of the total membership 1% more on the the figures reported in October 2020.

Membership Category	Total membership numbers	Registered for online self service	% uptake
Active	9,107	3,916	43%
Deferred	11,267	2,235	20%
Pensioners	7,080	1,276	18%
Total	27,454	7,427	27%

*Figures are to the end of December 2020

Summary of SLA monitoring

Classification: Public

Pensions Committee 26 January 2021

The table below provides a summary of the cases that were received along with the percentage of cases that were processed within the service level agreement targets. An additional column has been added to indicate whether late cases missed the statutory deadline. Death grant payments has shown some improvement at 91% up from 71% in September, payments of lumpsums which is a high priority payment has further declined to 70% from the previous below target figure of 87%. Performance in the remaining areas remain varied it difficult to analyse the direction of travel. 5 deferred benefit notifications also missed the statutory deadline. The full report along with the COVID-19 report is attached

Activity	Impact	Target	Sep-20			Oct-20			Nov-20			Cases missed legal deadline
			Volume	Score	Missed							
Death notification acknowledged, recorded and documentation sent	M	100%	19	68%	6	12	58%	5	19	63%	7	0
Payment of death grant made	H	100%	31	71%	9	8	88%	1	11	91%	1	0
Retirement notification acknowledged, recorded and documentation sent	M	100%	55	84%	9	89	87%	12	30	70%	9	0
Payment of lump sum made	H	100%	48	85%	7	30	87%	4	42	76%	10	SLA measures from point of receiving all paperwork and not date of retirement
Calculation of spouses benefits	M	100%	5	60%	2	3	67%	1	2	100%	0	0
Transfers In - Quotes	L	100%	16	88%	2	30	73%	8	11	91%	1	0
Transfers In - Payments	L	100%	40	70%	12	18	78%	4	36	92%	3	Not covered in legal requirements
Transfers Out - Quote	L	100%	9	67%	3	11	100%	0	20	85%	3	0
Transfers Out - Payments	L	100%	11	82%	2	8	63%	3	3	67%	1	Not covered in legal requirements
Employer estimates provided	M	100%	6	67%	2	5	100%	0	3	100%	0	0
Employee projections provided	L	100%	5	80%	1	7	86%	1	6	83%	1	0
Refunds	L	100%	35	94%	2	60	92%	5	29	97%	1	Not covered in legal requirements
Deferred benefit notifications	L	100%	33	79%	7	31	74%	8	18	67%	6	5

Staffing and Resources

All staff have returned to working from home in keeping with the recent escalation in COVID-19 and instructions from the Government.

Annual Allowance Notification Letters

At the Committee meeting in October it was reported that the annual allowance letters were issued by the statutory deadline of 6th April. It subsequently came to light that 8 of the 22 letters were issued late by 2 to 7 days.

This has been placed on the breaches log and was reported to the Pensions Board in November 2020.

ONGOING PROJECTS

Annual Address and Mortality Tracing

The annual address tracing project commenced in January 2021 and is due to be completed in March 2021. This will be carried out again this year by ITM who delivered very good results on the last exercise. Once completed and the records updated the quality and completeness of data held will also improve.

The table below provides a breakdown of the categories of member records that are included in the 2021 programme.

Category	Number of cases
Gone Away	569
Deferred 55+	2,315
Frozen Refund	841
Suspended Pensioners	299
Total Cases	4,024

GMP Reconciliation

This exercise is being carried out by Mercer/JLT under the supervision of Surrey CC. At the last report the Committee was informed that there was delay in the completion of this analysis phase while awaiting the final data-cut from HMRC.

SCC has informed Officers that the data has now been received and Mercer are in the process of carrying out the final analysis. This is expected to be completed in the first quarter of 2021 and the results will provide number of members records that will require rectification.

A schedule for the delivery and completion of the rectification work required for these records will then be provided.

McCloud Remedy

All public sector schemes are required to carry out analysis on members records between 2012 and 2014 to determine whether they are entitled to rectification under the McCloud ruling. In the initial phase employers will be asked to submit member data covering the relevant period. The Scheme Advisory Board has produced a data collection template for this exercise.

Surrey CC have informed employers in the January newsletter that the data collection form will be sent out to them early in the year. SCC are currently in the process of deciding whether they want to carry out the analysis themselves once the data is received or whether to use a third party to do the work. A further update will be provided in the coming months.,

FINANCIAL IMPLICATIONS

Financial implications have been included in the body of the report

LEGAL IMPLICATIONS

The legal implications are in the body of the report.