

# **Staff and Pensions Committee**

**12 December 2022**

## **Pensions Administration Activity and Performance Update**

### **Recommendation**

That the Committee endorses and comments on the report.

### **1. Executive Summary**

- 1.1 This report updates the Committee on the key developments affecting pensions administration and the performance of the Pensions Administration Service (PAS)

### **2. Financial Implications.**

- 2.1 All financial implications are dealt with in the body of this report.

### **3. Environmental Implications**

- 3.1 None

### **4. Member Self Service - MSS**

- 4.1 We continue to promote the use of MSS with our pension scheme membership and currently have 27% (8,085) of eligible members signed up to use the online facility. This is up 6% from the last time we reported to the committee.
- 4.2 In the new year we will be contacting our pensioner members to introduce the facility to them. Pensioners will be able to see the current value of their pension in payment and update their personal details.
- 4.3 We will use the following platforms to promote the service: Working for Warwickshire, digital newsletter, Employer newsletter, banner on team members' email signature and individual member correspondence by letter, email, or telephone.

- 4.4 From data analytics we will be able to identify where there is low take up and provide targeted communications to try and increase the take up in these areas.

## 5. Key Performance Indicators (KPIs)

- 5.1 Appendix 1 shows the KPI performance for the period 1 April 2022 to 30 September 2022. The KPIs and target timescales are listed in Appendix 2.8 out of 14 KPIs, 8 are meeting their target and the remaining 6 have all seen improvements in the total number of cases being completed within the KPI deadline, there is only 1 KPI which is below 80%.

- 5.2 For KPIs that are not being achieved:

KPI 1 - The team continue to work on improving the number of cases that are processed within the KPI timescale. This has increased from 52.56% in 2021/22 to 64.45% in 2022/23. We are noticing an increase in volume of work in this area.

KPI 2 - This has dropped slightly compared to previous months but remains close to the KPI target of 95%.

KPI 3 – The team continues to improve the number of cases that are processed within the KPI timescale. This has increased from 87.93% in 2021/22 to 92.52% for 2022/23.

KPI 4 – This has dropped slightly compared to previous months but remains close to the KPI target of 95%.

KPI 8 & 9 - A review of the current processing of these KPI's has highlighted an issue where two workflow processes are linked. This is leading to delays in the time taken to process the two different KPIs:

- Process 1 (KPI 8) - money due to the estate/reclaiming overpaid pension
- Process 2 (KPI 9) - calculation of dependant's benefits

Due to the delays in getting information needed from the Executor of an estate regarding a balance of pension or an overpayment we have decided to redesign this process.

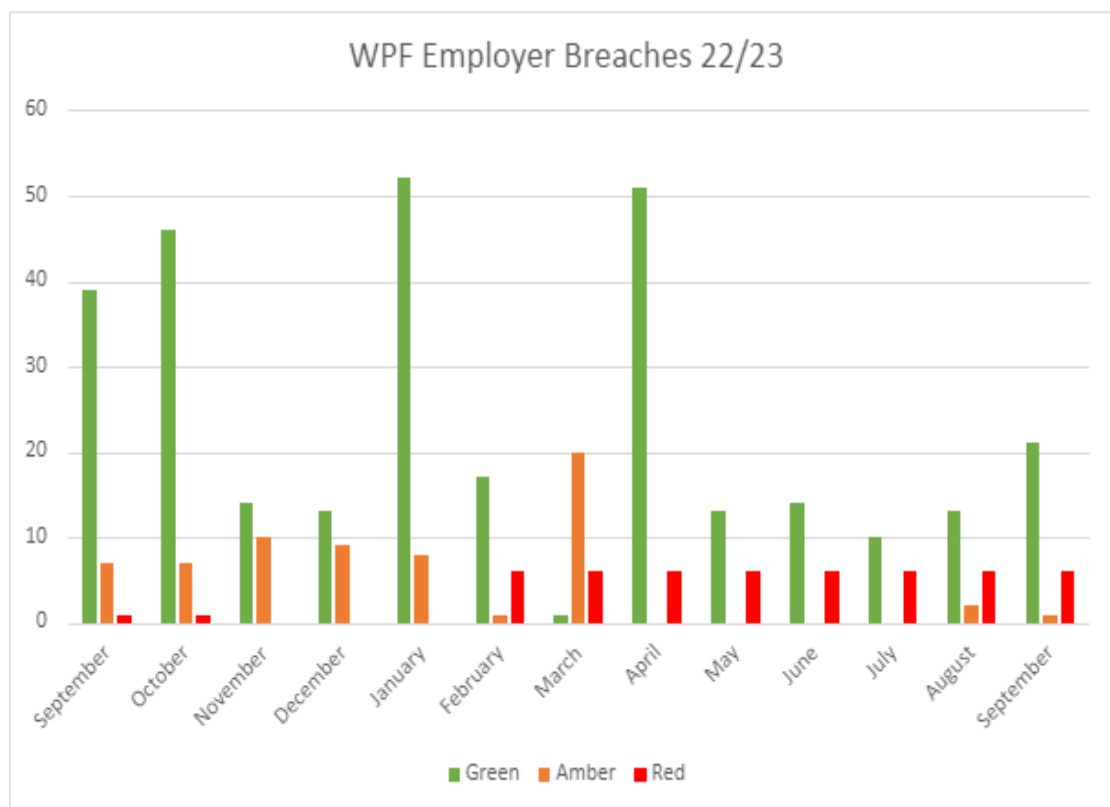
Through the summer months we have been working on Annual Benefit Statements, implementation of Member Self Service, 2022 Valuation and Pension Saving Statements. This has meant at certain times staff have been redirected to work on projects rather than their own work lists. We have prioritised payment of benefits.

## 6. Workloads

- 6.1 The PAS continue to monitor work being received by the team and ensure we have the resources to manage the work.
- 6.2 Current figures indicate that the team have 2,851 live tasks outstanding up to 30 September, this has reduced by approx.700 since 30 June. 27,340 tasks have been completed this year.

## 7. Breaches

- 7.1 In accordance with the Fund's Breaches Policy, any amber breach results in direct contact with the employer responsible to resolve the issue. If this does result in the necessary action required, further escalation can be used.
- 7.2 The table below indicates the number of breaches the Fund has recorded for the period 1<sup>st</sup> April 2022 to 30 September 2022:



- 7.3 The red breaches listed relate to one Multi Academy Trust which has 6 schools in the fund. We are working with the MAT to ensure all future contributions and data are received on time. We have now received the majority of outstanding data and payment of contributions; however, the MAT remains a red breach while payment and i-Connect data is reconciled.
- 7.4 It is worth noting that the greatest number of employers in the fund are Academies. In respect of these employers, we have noticed that green

breaches tend to increase at the beginning of a new term, January, April (new financial year) September, October. These are extremely busy times for schools.

## **8. Valuation**

- 8.1 The Fund held its Annual General Meeting (AGM) on 4<sup>th</sup> November and shared with Fund Employers the new individual employer contributions rates which will come into force from 1<sup>st</sup> April 2023. There have been no significant increases in employer contribution rates.

## **9. Internal Dispute Resolution Procedure (IDRP)**

- 9.1 The Fund has no outstanding IDRP cases.
- 9.2 Earlier in the year, we have received two stage 1 cases relating to members who had transferred their Local Government Pension Scheme benefit to another pension provider. Both cases were deemed to be outside of the 6-month window to raise an IDRP, and one has since been referred to the Pensions Ombudsman.

## **Appendices**

Appendix 1 – Key Performance chart  
Appendix 2 – Key Performance indicators

## **Background Papers**

None

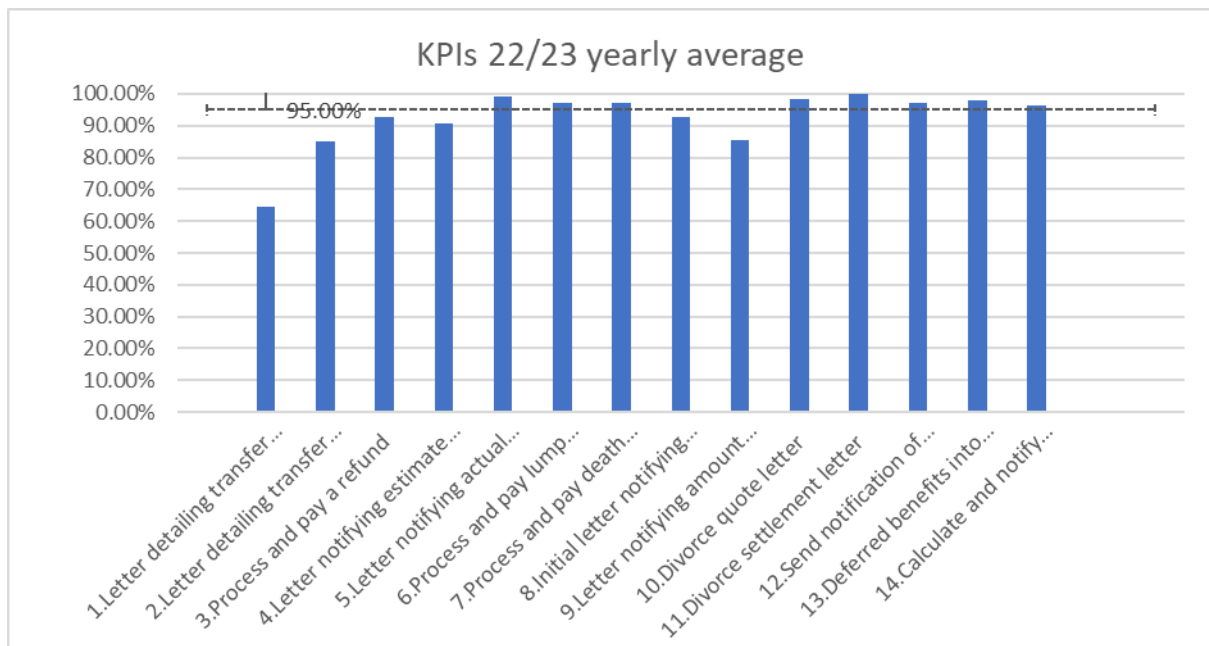
	<b>Name</b>	<b>Contact Information</b>
Report Author	Lisa Eglesfield, Victoria Jenks, Ian Morris, Nina Parekh, Alistair Wickens	lisaeglesfield@warwickshire.gov.uk, vickyjenks@warwickshire.gov.uk, ianmorris@warwickshire.gov.uk, ninaparekh@warwickshire.gov.uk, alistairwickens@warwickshire.gov.uk
Assistant Director	Andrew Felton	andyfelton@warwickshire.gov.uk
Strategic Director	Strategic Director for Resources	robpowell@warwickshire.gov.uk
Portfolio Holder	Portfolio Holder for Finance and Property	peterbutlin@warwickshire.gov.uk

The report was circulated to the following members prior to publication:

Local Member(s):

Other members: Cllrs Peter Butlin, Bill Gifford and Andy Jenns

## Appendix 1



## Appendix 2

Key Performance Indicator	Fund Target
Target performance	95%
1.Letter detailing transfer in quote	10 days
2.Letter detailing transfer out quote	10 days
3.Process and pay a refund	10 days
4.Letter notifying estimate of retirement benefits (Active)	15 days
5.Letter notifying actual retirement benefits (Active)	15 days
6.Process and pay lump sum (Active)	10 days
7.Process and pay death grant	10 Days
8.Initial letter notifying death of a member	5 days
9.Letter notifying amount of dependents benefits	10 days
10.Divorce quote letter	45 days
11.Divorce settlement letter	15 days
12.Send notification of joining scheme to member	40 days
13.Deferred benefits into payment	15 days
14.Calculate and notify deferred benefits.	30 days