

Warwickshire Local Pension Board

21 January 2025

Pension Administration Activity and Performance Update

Recommendation

That the Warwickshire Local Pension Board (“the Board”) notes and comments on the content of the report.

1. Executive Summary

- 1.1 This report updates the Board 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

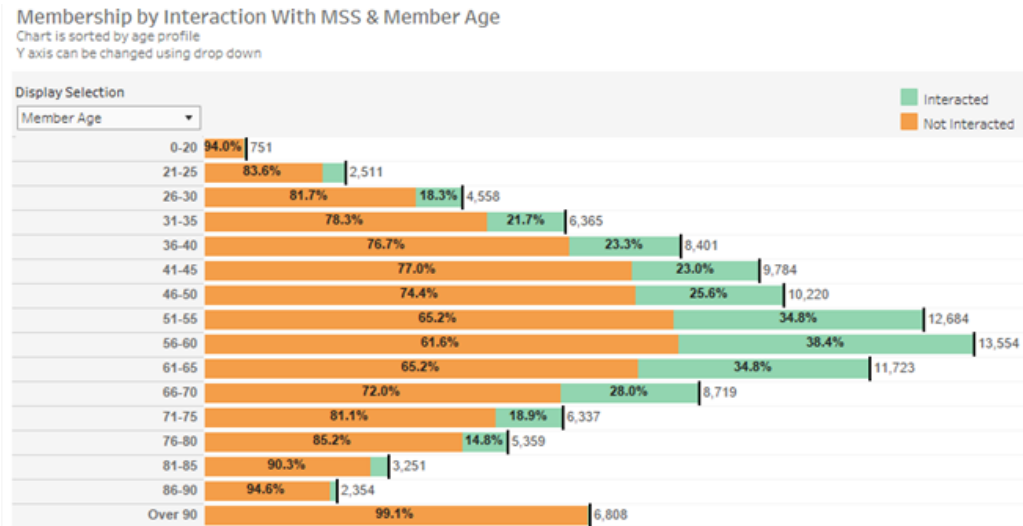
- 3.1 None arising directly from the content of this report.

4. Member Self Service (MSS)

- 4.1 The take up of MSS, split by our different types of members, is as follows:

Active	7,646	40.35% of active members	+2.1%
Deferred	6,449	29.52% of deferred members	+0.9%
Pensioner	5,729	33.43% of pensioners	+0.97%
Dependents	193	8.86% of dependents	-0.27%

- 4.2 Membership by interaction with MSS and member age:



4.3 The Fund are looking to use targeted communications based on age and status to increase the interaction of members with MSS.

4.4 The team are progressing with actions needed to update to the new version of the member portal, Engage. The team have completed a communication plan for all interested stakeholders, an Equality Impact Assessment for the upgrade and a Data Protection Impact Assessment. The project team are working towards a provisional upgrade deadline of 31st March 2025. As the member Annual Benefit Statements are due to be issued via the system by 31st August 2025, this will allow both staff and members time to familiarise themselves with new functionality.

5. Key Performance Indicators (KPIs)

5.1 Appendix 1 shows the KPI performance for the period 1 April 2024 to 30th November 2024.

5.2 The table below shows the KPI measures including description, current performance, and the volume of cases per KPI. A comparison to the previous year is included where available.

5.3 10 out of 16 KPIs are meeting their target; the KPIs that are currently below target and the reasons for this are set out in paragraphs 5.4 to 5.9.

5.4 **B3** – The team endeavour to send the information to deferred members approximately 1 month before they are due to hit key retirement ages. While this KPI is currently under 95% for sending information with 15 days of the task starting, the Fund are still ensuring the information reaches members prior to these key ages.

5.5 **B4** – This KPI was affected by having to query pay and service information for retiring members with employers.

- 5.6 **B8** – The team experienced high case numbers for this reporting period. The overall score for the period is 94%, very nearly hitting the required 95%.
- 5.7 **B9** – The team are working on processes to ensure information that confirms the transfer of funds have been received into the Council account is shared within teams in a timely manner. These changes will help ensure the team are achieving this KPI.
- 5.8 **B11** – The team experienced high case numbers for this reporting period, and this has affected the performance for this KPI.
- 5.9 **B14** – The team are looking to automate this process using new system functionality.

	Key Performance Indicator	Fund Target	Total Year Cases	Apr-Nov KPI	Last Year Average
	Target performance	95%		95.00%	
B1	Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member	5 days	270	95.79%	92.00%
B2	Communication issued confirming the amount of dependents pension	10 days	97	96%	88.00%
B3	Communication issued to deferred member with pension and lump sum options (quotation)	15 days	914	80%	N/A
B4	Communication issued to active member with pension and lump sum options (quotation)	15 days	254	92%	90.00%
B5	Communication issued to deferred member with confirmation of pension and lump sum (actual)	15 days	559	98%	98.00%
B6	Communication issued to active member with confirmation of pension and lump sum (actual)	15 days	262	99%	99.00%
B7	Payment of lump sums (actives and deferred)	15 days	817	98%	97.00%
B8	Communication issued with deferred benefits	30 days	1192	94%	96.00%
B9	Communication issued to scheme member with completion of transfer in	15 days	302	72%	N/A
B10	Communication issued to scheme member with completion of transfer out	15 days	309	97%	N/A

	Key Performance Indicator	Fund Target	Total Year Cases	Apr-Nov KPI	Last Year Average
B11	Payment of refund	10 days	272	93%	91.00%
B12	Divorce quotation	45 days	74	100%	98.00%
B13	Communication issued following actual divorce proceedings i.e. application of a Pension Sharing Order	15 days	3	100%	33.00%
B14	Communication issued to new starters	40 days	242	91%	98.00%
B15	Member estimates requested by scheme member and employer	15 days	343	97.24%	N/A
B16	Process and pay death grant	10	117	100%	96.00%

6. Pensioner Payroll Key Performance Indicators

6.1 Pensioner payroll for Warwickshire Pension Fund is administered by Warwickshire County Council's payroll team.

6.2 The table below provides information on the pensioner payroll service KPIs. Priority is given to ensuring payments are made by the agreed payment dates. Please note, the customer care indicator is only recorded for formal complaints. Nil indicates no complaints have been received.

Indicator	Description	Measure	23/24 Q3	23/24 Q4	23/24 Q1	24/25 Q2
Customer Care	We will respond to any queries about service delivery within 5 days (Formal Complaints)	95% of queries will be responded to within 5 days	NIL	NIL	NIL	NIL
Accuracy	Paying people accurately	99% of all requested staff payments will be paid accurately	100%	100%	100%	100%
Assurance	Paying people on time	100% of input submitted onto YourHR before deadline will be paid on the relevant scheduled pay day	100%	100%	100%	100%
Statutory returns	We will make all statutory returns by the required deadlines	100% of third-party payments and statutory returns will be submitted on or before the deadline	100%	100%	100%	100%

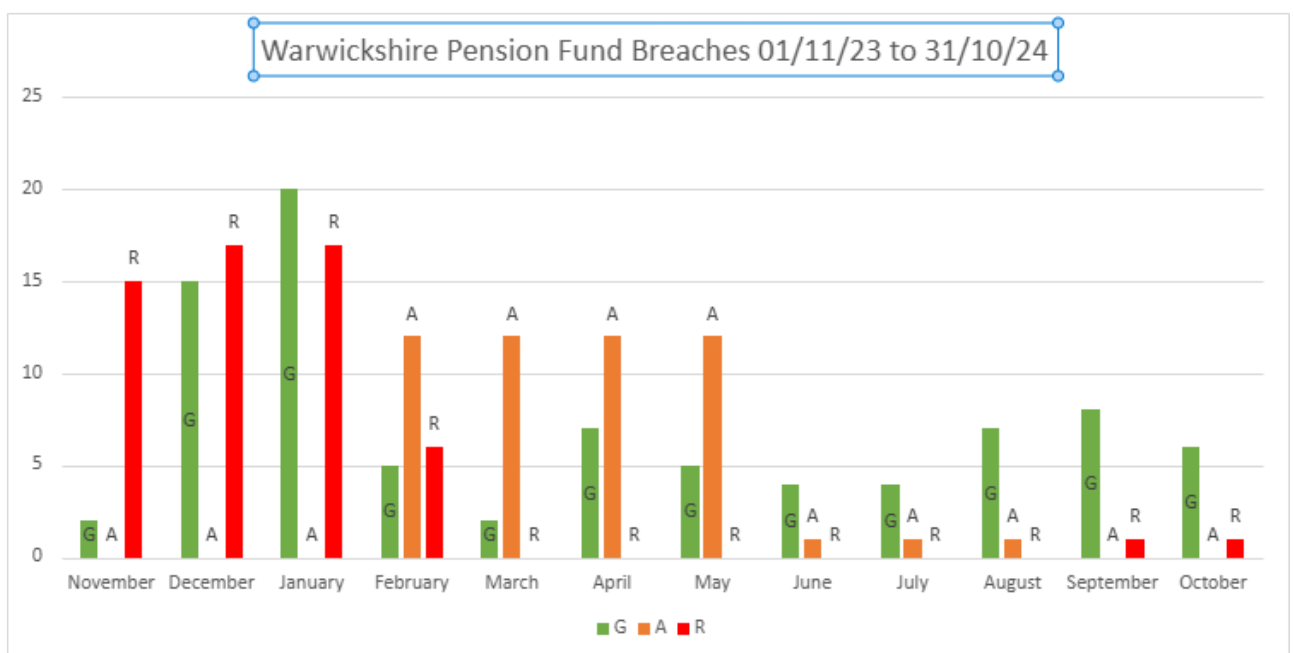
Indicator	Description	Measure	23/24 Q3	23/24 Q4	23/24 Q1	24/25 Q2
Satisfaction with service	We will achieve consistently high levels of customer satisfaction	Traded wide net promotor score will be 8.8 or more	10	7.75	9	8.7

7. Workloads

- 7.1 The PAS continues to monitor work being received by the team and to ensure it has the resources to manage the workload.
- 7.2 From 1 December 2023 to 30 November 2024 there were 34,375 cases created and 34,624 completed, with a 100.7% open to close variance. This compares to 37,952 created and 38,979 completed with a 102.7% open to close variance in the same period last year. The team currently have 2,991 tasks open across all membership categories.

8. Breaches

- 8.1 In accordance with the Fund's breaches policy, a green breach is recorded when an initial breach is identified and monitored by the Fund but is not yet material and no further escalation is required. An amber breach arises from multiple breaches and results in direct contact with the employer responsible to resolve the issue. If this does not result in the necessary action required, further escalation can be used, and a red breach recorded.
- 8.2 The table below indicates the number of breaches the Fund has recorded for the period 1 November 2023 to 31 October 2024:



- 8.3 An amber breach has been recorded against one employer for May to August and has been escalated to a red breach from September. This relates to the Fund awaiting legal documentation needed to complete the admission process for outsourced contract staff involved in a TUPE transfer. The Fund is working with the employer to progress the paperwork needed and a recent meeting was attended by staff from the employer and the pension team to discuss queries and move forwards.

9. Compliments and Complaints

- 9.1 The fund has two outstanding IDRPs cases which are currently at the initial stages of investigation. This includes one new case and one case that was reported previously.
- 9.2 Fifty-one compliments have been received by the team from the start of the financial year, which relate to a variety of areas such as breaking down complex information for members and speed of service.

10. Pensions Dashboards

- 10.1 The team is progressing with actions needed to ready the Fund for the national pension dashboard project. Officers attended a recent pension regulator webinar for Funds to confirm actions needed in advance of connection.
- 10.2 The Fund is currently in stage 1 of the implementation project for the Integrated Service Pathway (ISP) that is needed to connect the administration system to the national dashboard. Training of staff and testing of the new system is in progress and the first stage of the implementation will be completed by 31st January 2025.
- 10.3 Stage 2 of the ISP implementation is scheduled to be completed next summer and will take approximately one month. Upon completion of stage 2, the Fund will be able to connect to the national dashboard by the deadline of 31st October 2025.
- 10.4 The Digital Access Point (DAP) when the system will be available for use by members of the public is yet to be announced but is expected to be in 2026. There will be six months' notice given to Funds to prepare when the DAP date is announced.
- 10.5 The PAS will focus on data cleansing actions in advance of connection to the national dashboard. These will include both an address and mortality tracing project. The Fund currently hold a pension regulator data score of

94% for common and scheme specific data.

11. McCloud Project

- 11.1 The McCloud project is now drawing to a close. The regulations were laid on 1 October 2023 and all business-as-usual work is being calculated in accordance with the new regulations.
- 11.2 The PAS have reviewed all cases in scope and have identified 24 Pensioner members where arrears are owed due to an underpin. Arrears will be paid to these members during December 2024 and January 2025.
- 11.3 Deferred and Active members with underpins identified have also been reviewed. Data on any underpins identified will be communicated with members via the 2024/2025 annual benefit statements, with further checks being done as part of this process.

Appendix 1 – KPI Table

	Name	Contact Information
Report Author	Lisa Eglesfield Pension Administration Delivery Lead, Ian Morris Membership Team Manager, Kelly Harrow, Employer Relations Team Manager Linda Radley Benefits Team Manager	lisaeglesfield@warwickshire.gov.uk , ianmorris@warwickshire.gov.uk , kellyharrow@warwickshire.gov.uk lindaradley@warwickshire.gov.uk
Director	Purnima Kandula, Director of Finance	purnimakandula@warwickshire.gov.uk
Executive Director	Rob Powell, Executive Director for Resources	robpowell@warwickshire.gov.uk
Portfolio Holder	Cllr Peter Butlin Portfolio Holder for Finance and Property	peterbutlin@warwickshire.gov.uk

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

Local Member(s): n/a

Other members: Cllrs Dahmash and Gifford

Appendix 1

