

# LONDON BOROUGH OF CROYDON

<b>REPORT:</b>	<b>Pension Committee</b>
<b>DATE OF DECISION</b>	<b>19 March 2024</b>
<b>REPORT TITLE:</b>	<b>Croydon Pensions Administration Team Key Performance Indicators for the Period November 2023 to January 2024</b>
<b>CORPORATE DIRECTOR / DIRECTOR:</b>	<b>Jane West, Corporate Director of Resources (Section 151 Officer)</b>
<b>LEAD OFFICER:</b>	<b>Matthew Hallett – Acting Head of Pensions and Treasury</b>
<b>CONTAINS EXEMPT INFORMATION?</b>	<b>NO</b>
<b>WARDS AFFECTED:</b>	<b>'N/A'</b>

## 1. SUMMARY OF REPORT

- 1.1 The report sets out the Key Performance Indicators, measured against the legal requirements for the administration of the Local Government Pension Scheme for the three-month period up to the end of January 2024.

## 2. RECOMMENDATIONS

- 2.1 The Committee is asked to note the Key Performance Indicators and the performance against these indicators set out in Appendix A to this report.

## 3. REASONS FOR RECOMMENDATIONS

- 3.1 To ensure good governance of the scheme the Committee should be informed of the performance of the administration of the Local Government Pension Scheme and monitor performance against legal deadlines and team performance targets. This report has been developed using guidance published by CIPFA (Administration in the LGPS: A Guide for Pension Authorities).

## 4. BACKGROUND AND DETAILS

- 4.1 This report covers the period November 2023 to January 2024 and covers legal deadlines; team performance targets, case levels and take up of the member self-service portal. The indicators and performance against these are detailed in Appendix A of this report.

- 4.2** The team have met targets for most indicators during this period with only a few cases missing legal and team targets for each category.
- 4.3** Targets continue to be missed for leaver calculations throughout this period. We acknowledge, despite auto aggregation and interfund transfers causing delays, our KPIs for leaver calculations still require improvement. The Pension Manager met with the Team Leaders to discuss potential changes to the way we allocate work to the team to ensure leavers are properly resourced. The topic was discussed with the wider team to obtain their views on what was causing delays and where they feel improvements could be made.
- 4.4** Data from the pass/fail functionality we added to the workflow system is now available for the last three months. Analysis from this data has also fed into the discussions and helped us to understand areas where improvements can be made.
- 4.5** We have identified several areas to be developed over the next few months. These include streamlining processes (including the use of automation), a more thematic approach to work allocation, improved information from employers and payroll providers and a review and update of internal and external forms and documentation.
- 4.6** Work has already begun on these areas of improvement. The Team Leaders and Technical Team have worked on improving the use of mnemonics within our documentation to further imbed calculation results directly into letters and forms. A new process has been devised to improve the efficiency of next day transfers for those employers using i-Connect. Extensive testing has been carried out and the new process is due to go live following staff training scheduled for March 2024.
- 4.7** Since June 2023 we have been working with the Fraud Team to use the National Fraud Initiative (NFI) Hub for monthly mortality screening. We believe we have identified on average 2-4 death cases per month we would not otherwise have been informed of. This has prevented potential overpayment of pension benefits and saved on resources used to recover overpayments.
- 4.8** Meetings with the Fraud Team are scheduled for March to discuss the Pension Team taking over the uploading of data to the NFI Hub which is currently done by the Fraud Team. This will bring the entire process within the Pension Team's remit and allow greater flexibility and control over the process.
- 4.9** The Technical Team have successfully on-boarded another multi academy trust, comprising of 7 schools, to monthly i-Connect reporting. Work on i-Connect test files continues with Strictly Education and Liberata. Both payroll providers provide services for Croydon maintained schools and academies requiring multiple reports to be tested before we can move to on-boarding. As we approach End of Year (EOY) resources will be diverted towards EOY processes, so we do not expect on-boarding until later in the year.
- 4.10** Initial communications have been sent to all scheme employers regarding the End of Year processes outlining their responsibilities and our timelines for receiving data. Further communications will go out in March and April.

## **5. ALTERNATIVE OPTIONS CONSIDERED**

5.1 N/A

## **6. CONSULTATION**

6.1 Officers have previously consulted with both the Pension Committee and Pension Board on the template for the key performance indicators report which forms the basis of Appendix A.

## **7. CONTRIBUTION TO COUNCIL PRIORITIES**

7.1 Ensuring regulatory compliance, good stewardship and best practise are applied to the Council's Pension Fund.

## **8. IMPLICATIONS**

### **8.1 FINANCIAL IMPLICATIONS**

8.1.1. There are no financial considerations arising from this report.

8.1.2. Insert at the end of the section: Comments approved by Andrew Lord, Interim Finance Consultant on behalf of Allister Bannin, the Director of Finance. (Date 06/03/2024)

### **8.2 LEGAL IMPLICATIONS**

8.2.1. Burges Salmon LLP (a legal advisor appointed to the Pension Fund) comments there are no direct legal implications arising from the recommendations within this report

8.2.2. Comments approved by Burges Salmon LLP. (Date 06/03/2024)

### **8.3 EQUALITIES IMPLICATIONS**

8.3.1. Under the Public Sector Equality Duty of the Equality Act 2010, decision makers must evidence consideration of any potential impacts of proposals on groups who share the protected characteristics, before decisions are taken.

8.3.2. Section 149 of the Act requires public bodies to have due regard to the need to:

- eliminate unlawful discrimination
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and people who do not share it.

8.3.3. There are no direct negative equality impacts for protected groups identified within this report.

**8.3.4.** Comments approved by Felisha Dussard Senior Communities Officer on behalf of Helen Reeves, Head of Strategy & Policy. (Date 05/03/2024)

## **8.4 HUMAN RESOURCES IMPACT**

**8.4.1.** There are no direct workforce impacts arising from this report, but the pension scheme is an important staff benefit for recruitment and retention

**8.4.2.** Comments approved by: Dean Shoesmith, Chief People Officer. (Date 29/2/2024)

## **9. APPENDICES**

**9.1** A: Croydon Pensions Administration Team Performance Report, November 2023 to January 2024.

## **10. BACKGROUND DOCUMENTS**

**10.1** There are no background documents.