

## Croydon Council

<b>REPORT TO:</b>	<b>Pension Board</b> <b>27 July 2023</b>
<b>SUBJECT:</b>	<b>Croydon Pensions Administration Team Key Performance Indicators for the period March 2023 to May 2023</b>
<b>LEAD OFFICER:</b>	<b>Matthew Hallett - Acting Head of Pensions and Treasury</b>

### 1. **RECOMMENDATION**

The Committee is asked to:

- 1.1 Note the Key Performance Indicators and the performance against these indicators set out in Appendix A to this report.

### 2. **EXECUTIVE SUMMARY**

- 2.1 This report sets out Key Performance Indicators for the administration of the Local Government Pension Scheme for the three-month period up to the end of February 2023.

### 3. **DETAIL**

- 3.1 Good governance suggests that the performance of the administration of the Local Government Pension Scheme should be monitored. This report has been developed using the guidance published by CIPFA (Administration in the LGPS: A Guide for Pension Authorities) and is reporting to the committee on the LGPS administration performance for the period March 2023 to May 2023. The indicators cover legal deadlines; team performance targets, case levels, take up of the member self-service and the indicators and performance against these are detailed more fully in Appendix A to this report.

### 4. **COMMENTARY**

- 4.1 The team continue to perform well on life event cases such as deaths and retirements. A few cases missed target over the period but the average days remained below target for most case types.
- 4.2 The EOY process has now been completed for all but one employer. We are in regular communication with the employer who is working with their payroll provider to provide the information as soon as possible. We are monitoring the situation and will escalate to the Pension Regulator if required.
- 4.3 On the 30 March 2023 HM Treasury issued a [written ministerial statement](#) confirming the SCAPE discount rate has been adjusted from CPI plus 2.4% to CPI plus 1.7%. The SCAPE discount rate is used in actuarial factors across all public sector pension funds.
- 4.4 The Government Actuaries Department (GAD) issued new factors towards the end of June and into July. Some non-club transfers and interfund adjustments

were put on hold while we waited for new the new factors.

- 4.5 Some leaver calculations were impacted by the delay and we have planned Blitz days to catch up.
- 4.6 Following DLUHC's consultation on changes to the revaluation date in the LGPS from the 01 April to the 06 April the LGPS regulations have now been amended.
- 4.7 Our software provider anticipates the changes will be made to the system later in the summer. A few flexible retirement calculations required manual adjustments during April to ensure correct benefits were paid.
- 4.8 Pension Increase of 10.1% was successfully applied to all pension and dependent pensions in payment. Newsletters were sent to all pensioners and dependents informing them of the increase.
- 4.9 Work has continued to develop procedures to use the bulk leaver calculations within the Altair system. Extensive testing has been carried out and we have agreed parameters to use. Testing continues and we hope to be using the bulk processes later in the year.
- 4.10 We have invested in the Altair Insights reporting tool. Initial training has taken place and will continue over the summer. We believe this will be an extremely useful tool and has already been incorporated into some of our processes.
- 4.11 The upgrade to the member self-service (MSS) tool will be a large project and we are in the initial stages of working with Heywoods to plan this. It is likely this will now be in 2024 instead of the later part of 2023.
- 4.12 Considering the delay to the MSS upgrade renewed efforts to increase MSS users are being planned. A review of the Member Self-Service Communication plan, presented to the Board in 2021, has been carried out. Please refer to Appendix B.
- 4.13 We will focus on easing the member registration process as this has been recognized as a barrier to some members accessing MSS. We will also use the new Insights reporting tools to access at an employer level MSS uptake and tailor MSS promotion by employer.
- 4.14 We have been working with the Fraud Team to increase mortality screening via the Nation Fraud Initiative from a biennial basis to monthly reports.
- 4.15 Where we are not informed of a death, overpayment of pension benefits is likely to occur. Although the number of cases has dropped since we became part of Tell Us Once those cases picked up via the NFI reports every two years do cause a substantial amount of work. We anticipate moving to monthly reporting will have a significant impact on the number of pensions overpaid and our ability to recover overpayments.
- 4.16 The first report was received in June 2023 and has already provided positive results.

## **5. CONSULTATION**

- 5.1 Officers have previously consulted with both the Pension Committee and Local Pension Board in the template for the key performance indicator report which forms the basis of Appendix A

## **6. DATA PROTECTION IMPLICATIONS**

6.1 Will the subject of the report involve the processing of 'personal data'?

No.

Has a data protection impact assessment (DPIA) been completed?

No. This report relates to matters relating to the administration of the LGPS and the Croydon Pension Fund.

**Approved by:** Matthew Hallett on behalf of Jane West, Corporate Director of Resources (Section 151 Officer)

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### **CONTACT OFFICER:**

Matthew Hallett - Acting Head of Pensions and Treasury

### **BACKGROUND DOCUMENTS:**

None.

### **APPENDIX**

**Appendix A:** Croydon Pensions Admin Team Performance Report, March 2023 to May 2023

**Appendix B:** Member Self-Service Take UP Communication Plan – 2023/24