

LONDON BOROUGH OF CROYDON

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| REPORT: | Pension Committee | |
| DATE OF DECISION | 12 December 2023 | |
| REPORT TITLE: | Croydon Pensions Administration Team Key Performance Indicators for the Period from August 2023 to October 2023 | |
| CORPORATE DIRECTOR | Jane West, Corporate Director of Resources (Section 151 Officer) | |
| LEAD OFFICER: | Matthew Hallett, Acting Head of Pensions & Treasury | |
| CONTAINS EXEMPT INFORMATION? | No | Public |

1 SUMMARY OF REPORT

- 1.1 This report sets out Key Performance Indicators for the administration of the Local Government Pension Scheme for the three-month period up to 31 October 2023.

2 RECOMMENDATIONS

The Committee is recommended:

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

3 BACKGROUND AND DETAILS

- 1.3 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 August 2023 to October 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 details more fully in Appendix A to this report.
- 1.4 The technical team have been working with various payroll providers to on-board them to monthly i-Connect reporting. Pioneer Trust, comprising of 4 schools, is now on-boarded and we are seeing positive testing results with Strictly Education and Liberata, two of our biggest payroll providers.
- 1.5 We are seeing an increase in the number of schools changing payroll providers. In the last 12 months we have seen 6 changes, with September being especially busy for

school payroll changes. Changes in payroll providers causes increased pressure on the team as we need to undertake mapping exercises and update individual records every time a payroll changes. There have been cases where payroll providers and employers have not provided us with information which has caused delays.

- 1.6 We were required to issue Pension Savings Statements for all members who exceeded the Annual Allowance for 2022/23 by the 6 October 2023. Following changes in the scheme regulations in April we saw a significant decrease in the number of cases exceeding the Annual Allowance or needing investigation. All Pension Saving Statements were issued by the statutory deadline.
- 1.7 We have made changes to our workflow system to allow us to better understand when and why calculations are being returned to administrators as incorrect. We will be able to tailor our team training accordingly. We have initially targeted the main case types including retirements, retirement estimates, leavers (deferred benefits and frozen refunds) and refund payments. We will continue working on the remaining case types over the next few months.
- 1.8 The Pension Administration team continued with our fortnightly Blitz Days throughout the period to process leaver calculations. We are still experiencing some delays to leaver calculations due to the volume of outstanding interfund transfers and aggregations. The Pension Support Officers ensure outstanding information from other funds is regularly chased and our chasing timescales are in line with other LGPS funds.
- 1.9 The team continue to work on data cleansing and updating service histories as part of the McCloud remedy. Following publication of guidance regarding prioritization of cases and an administrator guide we have formed a working party to ensure technical and administrative tasks are covered and to plan for staff training.
- 1.10 The Pension Team took part in the Council's staff podcast to answer a range of questions about the LGPS, raise awareness of the benefits of being in the scheme and to promote the member self-service portal.

4 CONSULTATION

- 2.1 Officers have previously consulted with both the Pension Committee and Local Pension Board on the template for the Key Performance Indicator report which forms the basis of Appendix A.

5 IMPLICATIONS

2.2 FINANCIAL IMPLICATIONS

- 2.2.1 There are no significant direct financial implications arising from this report.

Approved by: Allister Bannin, on behalf of Jane West, Corporate Director of Resources (Section 151 Officer) (Date 29/11/2023)

2.3 LEGAL IMPLICATIONS

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

2.4 EQUALITIES IMPLICATIONS

2.4.1 The Council has a statutory duty to comply with the provisions set out in Sec 149 of the Equality Act 2010. The Council must therefore have due regard to:

2.4.1.1 eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.

2.4.1.2 advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

2.4.1.3 foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

2.4.2 There are no equality implications arising from this report.

Approved by: Naseer Ahmad on behalf of the Equalities Manager. (Date 27/11/2023)

2.5 HUMAN RESOURCES IMPLICATIONS

2.5.1 There are no direct workforce implications arising from the recommendations within this report, noting the pension scheme is an important staff benefit for recruitment and retention and to enhance the council's reputation as a good employer.

Approved by: Dean Shoesmith, Chief People Officer. (Date 24/11/2023)

3 APPENDICES

6.1 A: Croydon Pensions Administration Team Performance Report 1 August to 31 October 2023

4 BACKGROUND DOCUMENTS

7.1 None
