

REPORT TO: PENSION SUB-COMMITTEE OF THE POLICY & RESOURCES COMMITTEE & PENSION BOARD– 4th September 2017

REPORT ON: PENSION ADMINISTRATION PERFORMANCE – QUARTERLY UPDATE

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 288-2017

1 PURPOSE OF REPORT

This report provides information on the recent quarter's operational performance in relation to Pension Administration.

2 RECOMMENDATIONS

The Sub-Committee are asked to note the contents of the report.

3 FINANCIAL IMPLICATIONS

There are no financial implications.

4 BACKGROUND

Following the report in June 2016 (217-2016 Pension Administration Performance) detailing the review undertaken by AON Hewitt following the retirement of the Pensions & Payroll Manager, the Sub-Committee and Board members requested a quarterly update report to inform of key issues identified and achievements in the previous quarter and to maintain an operational understanding of service levels, demands and constraints.

5 SERVICE SUMMARY

Actual Pensions Brought into Payment in Quarter	Jan - Mar	April-June
Efficiency/Redundancy	25	88
Ill Health	15	15
Flexible	15	22
Preserved into Payment	75	49
Voluntary (inc Employers consent)	45	48
Voluntary Age 65	22	31
Total Pensions Brought into Payment	197	253
Estimates - VER Exercises & Operational since last report	Jan - Mar	April - June
Total Estimates Received	210	38
Total Estimates Outstanding	51	15
VER being processed to payment	40	42
Other Pension Events	Jan - Mar	April - June
Deaths	160	157
Survivors Pensions	55	60

Queries & Complaints

- Approximately 20-25 e mail queries were received daily during the period
- Approximately 90% are dealt with within 20 working days, with the remaining 10% referred to other agencies or employers for further information.
- No formal complaints were received during the quarter.
- All counter visits were accommodated within 10 minutes of arrival.

Recruitment & Outsourcing

- Outsourcing tenders for specified exercises were awarded following agreement at Sub-Committee of June 2017, and initial meetings were held with successful candidates were subsequently held. Full data download currently being sourced from Pension system supplier to provide timely data for respective projects.
- 2 Temporary Staff have been recruited for a period of six months (1 at full-time and the other at 15 hrs per week. Staff commenced in April/May.
- A University of Abertay student who had previously been undertaking an unpaid vocational placement as part of his 3rd year of degree has been appointed as summer student for the period June to August.

Communications

- The Annual Employers' Forum was held on 24th April 2017 with presentations by Tracey Russell, Lynne McKenzie, Graeme Muir of Barnett Waddingham and Hazel Hardie of Perth & Kinross Council. 29 employers were represented and feedback received indicated that the information provided was clear and delivered in a manner appropriate to the audience.
- An employer familiarisation session was held with Human Resources Team from Dundee and Angus College in May to provide scheme information to new and existing team members.
- A member presentation was provided on 20th April 2017 at Kingspark School (approximately 70 members attended) giving a scheme overview and a surgery at the end for questions. Presentation and Surgery provided by Mark Anderson and Amanda Smith.
- Tayside Pension Fund were finalists in Dundee City Council's Outstanding Service and Commitment Awards in the Improvement and Innovation Category for the PensionsWeb Project.

Other

- Volumes of requests being generated via Freedom & Choice continued at the same volume for the quarter April – June (50 per month).
- DCC Corporate Mail Team now uploading new Pension system software to enable testing of direct scanning of Pensions incoming mail, direct to pension system.
- Year-end returns from most employers were received within prescribed timescale, however certain employers had to be reminded of their legal responsibilities. The schedules have been uploaded on the Pensions system and a significant amount of data cleansing carried out during this quarter and will continue to be carried out in the next quarter.
- Pension Increase (10th April 2017) has been carried out both on ResourceLink and an Altair to provide eligible pensioners with the cost of living increase due under the Pensions Increase (Review) Order as published by the government. The increase for 2017/18 was 1%.

- The increase for CARE benefits for 2016/17 was also processed via Altair. The Treasury Order provided for a 1% increase in the benefits accrued in the scheme year 1st April 2016 to 31st March 2017.
- On June 15th the artwork and test data was issued to Adare for the issue of the annual benefit statements in respect of the deferred membership.
- Meeting of 21st June 2017 with Dundee Society for the visually impaired regarding cessation. This has now been referred to Pinsent Mason.
- 27th June 2017 meeting held with Carolina House as they now only have 1 remaining active scheme member and have requested cessation valuation.

6 RESOURCE

Pension increase and CARE revaluation carried out over the quarter were the key priorities, and as such utilised much resource.

7 POLICY IMPLICATIONS

This Report has been screened for any policy implications in respect of sustainability, strategic environment assessment, anti poverty, equality impact assessment, privacy impact assessment and risk management.

There are no major policy issues

8 CONSULTATIONS

The Chief Executive and Head of Democratic and Legal Services have been consulted in the preparation of this report.

9 BACKGROUND PAPERS

None

GREGORY COLGAN
EXECUTIVE DIRECTOR OF CORPORATE SERVICES

29 AUGUST 2017