

ITEM No ...4.....

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

REPORT ON: PENSION ADMINISTRATION PERFORMANCE – QUARTERLY UPDATE

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 407-2017

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	July - Sept
Efficiency/Redundancy	25	88	31
Ill Health	15	15	19
Flexible	15	22	6
Preserved into Payment	75	49	56
Voluntary (inc Employers consent)	45	48	51
Voluntary Age 65	22	31	38
Total Pensions Brought into Payment	197	253	201

Estimates - VER Exercises & Operational since last report	Jan - Mar	April - June	July - Sept
Total Estimates Received	210	38	186
Total Estimates Outstanding	51	15	86
VER being processed to payment	40	42	20

Other Pension Events	Jan - Mar	April - June	July - Sept
Deaths	160	157	124
Survivors Pensions	55	60	60

20 Angus Council VER retirements confirmed with a retirement date of 30/11/2017

Queries & Complaints

- Approximately 20-25 e mail queries were received daily during July. In August and September this number increased to approx 40-50 daily following the issue of the deferred and active benefit statements.
- 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

- Data extract requested from Aquila Heywood for both JLT and Equiniti. Once in receipt of extracts, service suppliers will commence respective projects.
- 2 Temporary Staff have had contract extensions arranged until 31st December 2017.

Communications

- Presentation given at an induction session being run by Tayside Legacy Police Scotland for new employees in the Legacy Tayside Division.
- Presentation given on 22nd August to the Councillors of Dundee, Perth and Angus Councils. Although primarily aimed at new elected members, invitations were issued to all Councillors. There were 9 attendees.

Other

- Valuation data has been extracted and issued to Barnett Waddingham, following examination of the data a number of queries were received, actioned and further data returned to Barnett Waddingham. Initial valuation meetings planned for December 2017.
- Artwork and data was provided to Adare in respect of the issue of the Annual Benefit Statements to both active and deferred memberships.
- On 27th July (within statutory deadline of 31st August) Annual Benefit Statements were issued to the deferred membership.
- On 25th August (within statutory deadline of 31st August) Annual Benefit Statements were issued to then active membership.
- Volumes of requests being generated via Freedom & Choice continued at the same volume for the quarter April – June (50 per month).
- Scanning software has now been uploaded and subsequent plans to initiate task management are now underway. Implementation will improve management information and governance.
- Legal discussions are ongoing with an exited employer with regards to their cessation valuation.
- Application has been made by idverde to join the scheme.
- An indicative cessation valuation was requested and provided by Barnett Waddingham to an employer.

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

24 NOVEMBER 2017

