

**ITEM No ...4.....****REPORT TO: PENSION SUB-COMMITTEE OF THE POLICY & RESOURCES COMMITTEE & PENSION BOARD – 5<sup>th</sup> MARCH 2018****REPORT ON: PENSION ADMINISTRATION PERFORMANCE – QUARTERLY UPDATE****REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES****REPORT NO: 80-2018****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**

<b>Actual Pensions Brought into Payment in Quarter</b>	July -Sept	Oct - Dec
Efficiency/Redundancy	31	30
Ill Health	19	8
Flexible	6	3
Preserved into Payment	56	54
Voluntary (inc Employers consent)	51	64
Voluntary Age 65	38	23
<b>Total Pensions Brought into Payment</b>	<b>201</b>	<b>182</b>

<b>Estimates - VER Exercises &amp; Operational since last report</b>	July -Sept	Oct - Dec
Total Estimates Received	186	184
Total Estimates Outstanding	86	58
VER being processed to payment	20	43

<b>Other Pension Events</b>	July -Sept	Oct - Dec
Deaths	124	128
Survivors Pensions	60	67

### **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**

- Data extract received from Aquila Heywood and transferred via secure portal to Equiniti with assistance from the DCC IT Team.
- Aquila Heywood have confirmed that they are looking to establish trusted partnership terms with JLT and this will allow JLT to login into Altair (via DCC servers) to process the special project cases directly onto Altair thereby ceasing the requirement to upload data at the close of the Project.
- 2 Temporary Staff have had contract extensions arranged until 31<sup>st</sup> March 2018.
- 2 Permanent Staff at Pensions Assistant grade have recruited and will commence in the next quarter.

### **Communications**

- A presentation was carried out at Perth Grammar School to employees of Perth & Kinross Council and Tayside Contracts.
- 4 days of seminars in respect of AVC's based in Dundee House were requested and organised on behalf of Prudential along with a further 4 days being booked for the resulting 1:1 appointments with employees and the Prudential Consultant. The seminars and 1:1 meetings will run over February and March of 2018.

### **Other**

- Annual Allowance calculations completed and letters issued by the statutory deadline of 6<sup>th</sup> October 2017. Resulting from the Annual Allowance communications, several further calculations relating to the payment of tax charges by the Pensions Fund (in exchange for a debit from individuals pension benefits) were issued. An increase in phone calls and emails was also incurred following the issue of the Annual Allowance Statement due to the complexity of the subject matter.
- Initial Valuation results presented by Barnett Waddingham at the start of December.
- Volumes of requests being generated via Freedom & Choice continued at the same volume for the quarter Oct to Dec (approx.50 per month).
- All incoming mail now scanned direct into Altair Scanning Software by the DCC Corporate Mail Team and indexed direct into individual pension scheme records by the Pensions Team.
- Pinsent Mason LLP are acting on behalf of Tayside Pension Fund in respect of 2 cessation cases.
- Idverde - Admitted Body Status granted. The effected employees from Leisure & Culture Dundee were transferred into the newly created body and the details of the membership etc issued to Barnett Waddingham to allow them provide a value of the assets and liabilities in respect of this new admitted body.

## **6 RESOURCE**

During the period the calculation of the Annual Allowance calculations to all active scheme members, the issue of the relevant communications to those affected and the resulting queries posed a significant strain on the resources of the Pensions Team during the period.

## **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**

**23 FEBRUARY 2018**

