

ITEM No ...6.....**REPORT TO: PENSION SUB-COMMITTEE OF THE POLICY & RESOURCES COMMITTEE & PENSION BOARD– 6th MARCH 2017****REPORT ON: PENSION ADMINISTRATION PERFORMANCE – QUARTERLY UPDATE****REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES****REPORT NO: 94-2017****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 400

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 QUARTERLY SERVICE SUMMARY

Actual Pensions Brought into Payment in Quarter		
Efficiency / Redundancy	124	32
Ill Health	22	11
Flexible	29	14
Preserved into Payment	110	61
Voluntary (inc employers consent)	60	29
Voluntary Age 65	41	20
Total Pensions Brought into Payment	386	167

Estimates - VER Exercises & Operational since last report		
VER DCC	38	20
VER Other		92
Total Estimates Received	251	112
Total Estimates Outstanding as at 31/1/17	55	17
VER P&K being processed to payment	188	50

Other Pension Events		
Deaths		155
Survivors Pensions		63

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

- 2 staff members have left and recruitment remains ongoing for temporary administrative support to undertake service improvement exercises.
- Tender exercise with AON Hewitt underway to outsource backlog of preserved benefit (leavers) and concurrent employment (active) calculations. Issues relating to Scottish procurement implications have prevented progress.
- Tender exercise for outsource of GMP reconciliation is at first draft. The cost of tender specification is being shared with another LGPS. Issues relating to Scottish procurement implications have prevented progress.

6 CONCLUSION

The increased VER workload continues to stretch the existing resources available with the emphasis now on the payment of benefits for those retiring via these initiatives. Their efforts have been recognised, with the team receiving praise for their service from the Chief Executive of Perth & Kinross Council.

Delays caused by the requirement for the Norfolk LGPS Framework to amend their admission agreements to accommodate Scottish law has impeded their outsourcing project progress.

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 were consulted in the preparation of this report.

9 BACKGROUND PAPERS

None

MARJORY M STEWART
EXECUTIVE DIRECTOR OF CORPORATE SERVICES

24 FEBRUARY 2017