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Cabinet Member for Business Services and Resident  
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Nick Harrison  
Chairman of the Surrey  
Local Pension Board  
Surrey County Council  
Room 122, County Hall  
Penrhyn Road  
Kingston upon Thames  
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7 April 2016

Dear Denise

**Surrey Local Pension Board:  
Key Performance Indicators and Administration**

I write to you in your capacity as Cabinet Member for Business Services and Resident Experience.

The Surrey Local Pension Board met on 9 March 2016. Amongst the items discussed was a report on the key performance indicators related to specifically the administration of the Surrey Local Government Pension Scheme (LGPS).

The Board noted areas requiring improvement and the actions related to addressing these. It also noted that improvements in performance were expected to be seen by quarter two 2016/17. I would firstly like to acknowledge that officers have taken appropriate, robust action to address a number of issues, and the Board welcomes the anticipated improvements.

It is the case, however, that the Board was informed that the Pension Service was seeing a detrimental impact on performance as result of taking on additional local authority administering authority clients.

The Board appreciates the Council's need to secure additional income in this time of considerable financial pressure. It also does not wish to discourage the Council from providing services to other local authority clients. In order to ensure that the Council is able to do so, while still meeting its commitment to the employers and members in the Surrey LGPS scheme, it recommends that appropriate analysis should be conducted prior to further expansion in order to understand any likely impact on performance.

I am sure that you recognise the Board's concerns, both as the Cabinet Member for this area and as Chairman of the Surrey Pension Fund Committee, and would be happy to discuss further with you how we can work together to support the Council, employers and members in this regard.

Thank you for your attention in this matter.

Yours sincerely,

Nick Harrison  
Chairman of the Surrey Local Pension Board

Cc. Sheila Little, Director of Finance