



Surrey Local Pension Board 23 October 2018

Administration Update 1 July 2018 to 30 September 2018

Recommendations:

The Board is asked to **note** the content of this report and make recommendations if any further action is required.

Background

1. The Board has previously requested to be kept updated on progress relating to a number of key administration projects and planned improvements which may have an impact on members of the pension fund and the purpose of this report is to provide an update on the current status and progress against any specific target dates.

Data Improvement Plan

2. The Board will be aware that Officers provided an update previously with regards to an Annual Data Cleanse due to be carried out in advance of the 2019 Funding Valuation.
3. This project is due to start in November and a high level plan can be found at Annex 1.
4. The plan also includes a timeframe for the work being carried out by Heywood's for the Common & Conditional Data Scoring for the tPR Administration & Governance Survey.
5. Once the results of both data cleanses are known, a more detailed plan will be drafted and shared with the Board.
6. This will form part of the wider Data Improvement Plan which will also cover exercises such as GMP Reconciliation and Address Tracing.
7. In order to address the issue with new data being received from scheme employers, Officers are investigating the possibility of automating data exchange and are currently engaging with various providers who offer this service.
8. The business case from i-Connect can be found at Annex 2.

Customer Complaints Report

9. Complaints received for this quarter have risen slightly in comparison to the first quarter of 2018/2019, with a total of 17 received. This is still significantly low in relation to the number of cases processed during the period. Initial acknowledgement of all 17 complaints have been carried out within the turnaround time of 5 working days.
10. It is noted that Quality of Service and Service Delay have been the highest subject of complaints received with 47% and 35% respectively. It is also noted that two complaints are still to be resolved and are therefore outstanding. The team have ensured that any customers with complaints that cannot be answered within the turnaround time of 10 working days are contacted regularly to keep them informed of the delay.
11. It is to be noted that the department is going through a significant period of change, with processes being investigated to improve the customer service provided. This has meant that resource has been limited at times throughout the department.
12. The lead officer will be analysing complaints to understand where lessons can be learned and any process improvements made where appropriate.

KPI Review

13. Officers would like to bring to the attention of the Board the importance of regularly reviewing the KPI's to ensure they are resulting in the best possible service being provided to customers, as well as ensuring they provide meaningful information to the Board with regards to performance.
14. Following a recent review it has been agreed that the current KPI's are not fit for purpose and require a more in depth review.
15. The current measures purely report the performance of those cases that have been fully completed and do not provide information on the volume of work received and how much of this work is still outstanding.
16. There is the potential that the current targets are also driving the wrong behaviours and are not reasonably achievable.
17. Officers will be working together to draft a revised set of KPI's for review by the Board and approval by the Committee.

GMP Reconciliation

18. JLT have recently provided the second analysis update regarding the work being undertaken for the GMP Reconciliation in Phase 2.
19. The current status of the membership data can be found at Annex 3.
20. The Board will find several tabs in this document that provide some explanation as to what work has been undertaken so far, what the next steps are and when the next update is due.
21. There is also a list of the key milestones of the work being undertaken which Officers have asked JLT to update with each report they provide.
22. The next update is due on 22 October and at this point there will be decisions to be made regarding the GMP data.

23. Officers ask that the Board be aware of this date and take into consideration that queries may well be presented and decisions required.

Team Structure and Training

24. The Service Delivery Manager is in the process of implementing a new structure within the Pensions Team which involves having teams focussing on specialist areas.
25. The intention is that this will increase productivity and ensure the team are working more efficiently.
26. The Pensions Team Leaders are currently developing a standardised Performance and Development Plan to be used during staff 1-2-1 meetings and appraisals with the view of ensuring staff are receiving the training and development they need but are also aware of their own productivity and accuracy.
27. In addition, the Lead Pensions Manager and Service Delivery Manager are currently engaging with Heywood's regarding their new Training and Education Centre that is being launched in November 2018.
28. This is an online training facility that allows staff to undertake training courses as and when they require them, in their own time and at their own pace.
29. Managers have access to track progress of all staff.

Continuous Service Improvement Plan

30. The Service Delivery Manager and the new Support & Development Manager are currently drafting a Continuous Service Improvement Plan and have engaged with Officers within the Pensions Fund with regards to matters that need to be addressed.
31. Once the plan is finalised Officers will share this with the Board and progress can be tracked at future meetings.
32. The plan will include areas of development relating to People, Processes and Technology.
33. One of the main focusses of the plan will be increasing member and employer engagement and education.
34. The aim of this will be to encourage more self-service which will release the Pensions Team to focus on priorities such as Deaths and Retirements and the more complex work.

Annual Allowance

35. As the Board will be aware, the statutory deadline for issuing Pension Saving Statements (PSS) is 6 October 2018.
36. A Team Leader has been assigned to oversee the end to end process with regular updates on progress being reported to the Service Delivery Manager.
37. A group of staff from the Pensions Team have been seconded to focus solely on this project to ensure delivery of the statements by the statutory deadline.

Audit Report - Pension Administration 2016/17 and 2018/19

38. The Board will be aware from the previous meeting of the high level pensions plan which was drafted to show progress against a number of improvement and development outputs aimed at addressing the recommendations of the Internal Audit report.
39. Annex 4 provides an update of the plan previously presented.
40. Officers would also like to inform the Board that the Terms of Reference have been drafted for the Pensions Administration 2018/19 Audit.

Governance – Policy Documents

41. To further improve the governance surrounding the administration of the Surrey Pension Fund, the Service Delivery Manager is currently drafting various policy documents to be shared with the Pension Fund.
42. These documents include: an Escalations Policy (for obtaining data from scheme employers), a Communications Policy (which details when and how Officers will engage with customers), and a Calendar of Events (containing details of statutory tasks and their associated deadlines, as well as other scheme events).

Next steps

43. The Board are asked to note the updates and agree on the form of any future updates that are required.

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Annexes:

1. Data Improvement Plan
2. I-Connect Business Case
3. GMP Reconciliation Update
4. Update of management response to the 2016/17 administration audit