

ADMINISTRATION PERFORMANCE REPORT (1) Q3 - 2018/2019

ADMINISTRATION - ONGOING WORKFLOW

No	Description	Performance standard	Performance aspiration	Tolerable performance*	Lead Officer	Current Quarter							Previous Quarter						
						No of cases	Actual (Score and RAG)	Assurance	Cases Overdue 1-10 Days	Cases Overdue 11-20 Days	Cases Overdue 20+ Days	Reporting Period	Previous no of cases	Actual (Score and RAG)	Assurance	Cases Overdue 1-10 Days	Cases Overdue 11-20 Days	Cases Overdue 20+ Days	Reporting Period
<b>OW 1</b>	<b>OVERVIEW</b>																		
OW 1.1	TOTAL SURREY CASES Total number of cases in period	N/A			MM	2123							2002						
OW 1.2	TOTAL SURREY CASE BACKLOG Total number of cases in period	N/A			MM								Transfer in backlog completed						
OW 1.3	SCHEME MEMBERSHIP Number of members in the Surrey LGPS	N/A			MM	93851							91409						
	Active members	N/A			MM	36062							33920						
	Deferred members	N/A			MM	31934							31860						
	Pensioner members	N/A			MM	25855							25629						
OW 1.4	TOTAL OPT OUTS Total percentage of SCC eligible members not currently in the Surrey LGPS	N/A			MM	9.44%							9.49%						
OW 1.5	TOTAL ORBIS MEMBERSHIP	N/A			MM	Approx 250,000							Approx 250,000						
OW 1.6	EMPLOYERS Number of employers in the Surrey LGPS	N/A			AM	266						Oct-Dec 18	259						July-Sept 18
	Councils	N/A			AM	13						Oct-Dec 18	13						July-Sept 18
	Academies	N/A			AM	167						Oct-Dec 18	161						July-Sept 18
	Admission bodies	N/A			AM	45						Oct-Dec 18	44						July-Sept 18
	Other	N/A			AM	41						Oct-Dec 18	41						July-Sept 18
<b>OW 2</b>	<b>CASELOAD DETAIL (MEMBERS)</b>																		
OW 2.1	NEW STARTER New scheme member to be set up on the pensions database, payroll checked and confirmation to member issued	30 working days	100%	80%	MM	11	100%	Workflow report	0	0	0	Oct-Dec 18	11	82%	Workflow report	0	0	2	July-Sept 18
OW 2.2	DEFERRED STATUS Calculate final pay, deferred benefits and issue confirmation to member	2 months	100%	80%	MM	449	57%	Workflow report	4	5	182	Oct-Dec 18	300	60%	Workflow report	8	5	108	July-Sept 18
OW 2.3	RETIREMENT (INITIAL) Calculate final pay, retirement benefits and send initial letter and forms to member	15 working days	100%	80%	MM	332	85%	Workflow report	37	6	6	Oct-Dec 18	308	90%	Workflow report	20	4	6	July-Sept 18
OW 2.4	RETIREMENT (COMPLETE) Issue payment of retirement grant and initiate pension	15 working days	100%	85%	MM	246	88%	Workflow report	19	6	5	Oct-Dec 18	249	85%	Workflow report	24	7	4	July-Sept 18
OW 2.5	LUMP SUM DEATH GRANT (INITIAL) Send condolence letter and claim forms for death grant	5 working days	100%	90%	MM	20	50%	Workflow report	6	1	3	Oct-Dec 18	12	33%	Workflow report	3	1	4	July-Sept 18
OW 2.6	LUMP SUM DEATH GRANT (COMPLETE) Make payment of death grant and confirm amounts	10 working days	100%	90%	MM	24	50%	Workflow report	6	0	6	Oct-Dec 18	5	40%	Workflow report	0	0	3	July-Sept 18
OW 2.7	DEATH - DEPENDANTS BENEFITS (INITIAL) Send condolence letter and claim forms for spouse's and/or dependants benefits.	5 working days	100%	90%	MM	50	74%	Workflow report	12	1	0	Oct-Dec 18	72	60%	Workflow report	11	9	9	July-Sept 18
OW 2.8	DEATH - DEPENDANTS BENEFITS (COMPLETE) Make payment of dependants benefits and initiate pension	10 working days	100%	90%	MM	53	79%	Workflow report	6	3	3	Oct-Dec 18	68	50%	Workflow report	16	15	3	July-Sept 18
OW 2.7	DEATH ON PENSION (INITIAL) Send condolence letter and claim forms for any balance or overpayment (no dependants benefits)	5 working days	100%	90%	MM	62	39%	Workflow report	18	7	13	Oct-Dec 18	63	51%	Workflow report	17	2	12	July-Sept 18



OW 4.2	BREACHES Material breaches reported to tPR	N/A			NM													
OW 4.3	MEMBER COMPLAINTS Complaints logged by the customer services team	N/A			MM	17		Complaints Log				Oct-Dec 18	17		Complaints Log			July-Sept 18
OW 4.4	IDRPs IDRPs logged in period	N/A			JS	8						Oct-Dec 18						July-Sept 18
OW 4.5	IDRPs IDRPs upheld / partially upheld in period	N/A			JS	2						Oct-Dec 18						July-Sept 18

## ADMINISTRATION PERFORMANCE REPORT (2)

### ADMINISTRATION - GENERAL PERFORMANCE STANDARDS

<u>No</u>	<u>Description</u>	<u>Target</u>	<u>Tolerable performance*</u>	<u>Lead Officer</u>	<u>Performance (and RAG)</u>	<u>Assurance</u>	<u>Reporting Period</u>	<u>Previous target</u>	<u>Date Last Reported</u>	<u>Improvement/Deterioration</u>	<u>Commentary</u>
<b>PS 1</b>	<b>SCRUTINY</b>										
PS 1.1	AUDIT (1) - External	Receive an unqualified audit report from the auditor	Receive an unqualified audit report from the auditor	CC/TL/NM	<b>Completed</b>	<b>Audit report</b>	<b>2017/18</b>	Received an unqualified audit report from the auditor			
PS 1.2	AUDIT (2) - Internal	Annual audit returns no significant findings	Annual audit returns no significant findings	CC/TL/NM	<b>Completed</b>	<b>Audit report</b>	<b>2017/18</b>	Annual audit returns no significant findings			
PS 1.3	tPR ANNUAL RETURN	Within 6 weeks of tPR notice	Within 6 weeks of tPR notice	NM	<b>Completed</b>						
<b>PS 2</b>	<b>DATA QUALITY</b>										
PS 2.1	COMMON DATA	100% accuracy	95% accuracy	CC/TL	<b>86.30%</b>	<b>Independent report commissioned</b>					
PS 2.2	CONDITIONAL DATA	100% accuracy	80% accuracy	CC/TL	<b>89.30%</b>	<b>Independent report commissioned</b>					
PS 2.3	DATA PROTECTION (GDPR)	Fully compliant with legislation by 01 May 2018	Fully compliant with legislation by 01 May 2018	CC/TL	<b>Completed</b>	<b>Information Governance team</b>					
<b>PS 3</b>	<b>COMMUNICATIONS</b>										
PS 3.1	ANNUAL BENEFIT STATEMENTS	Issued by 31 August following scheme year end (31 March)	Issued by 31 August following scheme year end (31 March)	CC/TL	<b>Completed</b>						
PS 3.2	EMPLOYER SATISFACTION/SURVEY	Overall satisfaction score for employers to be 100%	Overall satisfaction score for employers to be 80%	CC/TL/NM	<b>Due July 2018</b>	<b>Online survey results</b>					
PS 3.3	MEMBER SATISFACTION/SURVEY	Overall satisfaction score for members to be 100%	Overall satisfaction score for members to be 80%	CC/TL	<b>87%</b>	<b>Online survey results</b>	<b>July-Sept 18</b>				<b>Quarterly survey issued in April</b>
PS 3.4	WEBSITE MAINTENANCE	100% of relevant communications material will be posted onto website within one week of being signed off			<b>100%</b>	<b>Public website</b>	<b>Q3</b>				
PS 3.5	MEMBER NEWSLETTER	By 31 March annually		CC/TL	<b>Completed</b>	<b>Copy published</b>					

PS 3.6	PENSIONER NEWSLETTER	By 30 April annually		CC/TL	Completed	Copy published					
PS 3.7	EMPLOYER FORUM(S)	By 31 December annually		CC/TL/NM	Due November						
PS 3.8	PENSION FUND AGM	By 30 November annually		NM	Completed						
<b>PS 4</b>	<b>VALUE FOR MONEY</b>										
PS 4.1	CIPFA BENCHMARK	VFM of pensions administration should be in the highest quartile (as measured by the CIPFA benchmark)		CC/TL/NM	Ongoing	CIPFA Benchmarking report	2017/18				<u>To be presented in April 2019 Local Board meeting.</u>
<b>PS 5</b>	<b>PROJECTS</b>										
PS 5.1	GMP RECONCILIATION	By end of December 2018		CC/TL	See update						
PS 5.2	EMPLOYER SELF SERVICE	End of October 2017		CC/TL	Achieved - system live and issued to 5 employers pending full roll-out	Licences issued					
PS 5.3	ON-LINE ABS	By 31 August 2017		CC/TL	Achieved	Online access					

## ADMINISTRATION PERFORMANCE REPORT (3)

### ADMINISTRATION - REPORT FORWARD PLAN

<u>No</u>	<u>Report</u>	<u>Description</u>	<u>Lead Officer</u>	<u>To</u>	<u>Frequency</u>	<u>Next due date</u>	<u>Commentary</u>
R 1	COMPLAINTS REPORT	Customer complaints compiled by the Orbis Customer Services Team	CC/TL	The Local Pension Board (and Pension Fund Committee as required)	Quarterly	Update required for 17/01/19	<b>Report provided by operational support lead following dissolution of dedicated customer services team.</b>
R 2	DATA IMPROVEMENT PLAN	Plan for continuous improvement of data quality	CC/TL	The Local Pension Board (and Pension Fund Committee as required)	Annually	In Progress	
R 3	STAFF TRAINING AND COMPETENCY PLAN	Update of training and competency plan.	CC/TL	The Local Pension Board (and Pension Fund Committee as required)	Annually	In Progress	
R 4	CIPFA BENCHMARKING REPORT	Compile data for CIPFA benchmarking report.	CC/TL	The Local Pension Board (and Pension Fund Committee as required)	Annually	In Progress	
R 5	DATA PROTECTION COMPLIANCE REPORT	Report on compliance with data protection/GDPR statutory requirements.	CC/TL	The Local Pension Board (and Pension Fund Committee as required)	Annually	Completed	

R 6	ANNUAL SERVICE REVIEW AND CONTINUOUS IMPROVEMENT REPORT	A review of activity during the past year and of improvements to the service identified for the forthcoming year	CC/TL	The Local Pension Board (and Pension Fund Committee as required)	Annually	In Progress	
R 7	ANNUAL BENEFIT STATEMENT PROGRESS	A review of the progress towards meeting the 2018 ABS deadline of 31 August 2018	CC/TL	The Local Pension Board (and Pension Fund Committee as required)	Annually	Completed	
R 8	GMP RECONCILIATION	A review of the progress towards meeting the 2018 GMP reconciliation deadline of 31 December 2018	CC/TL	The Local Pension Board (and Pension Fund Committee as required)	Update required for 17/01/19	In Progress	<b>See Administration update report</b>

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