

ADMINISTRATION PERFORMANCE REPORT (1) October - December 2019
ADMINISTRATION - ONGOING WORKFLOW

				October - December 2019					
No	Description	Performance standard	Tolerable performance*	No of cases received	No of cases completed	No of cases completed within SLA	Percentages of cases completed within SLA (Score and RAG)	Average time from start to finish to complete cases (in days)	Number of cases outstanding (total backlog)
OW 1	OVERVIEW								
OW 1.1	TOTAL SURREY CASES Total number of cases in period	N/A		5,352	4,719	3,896	73%	26	11,606
OW 1.2	TOTAL SURREY CASE BACKLOG Total number of cases in period	N/A							
OW 1.3	SCHEME MEMBERSHIP Number of members in the Surrey LGPS	N/A		99,761					
	Active members	N/A		35,001					
	Deferred members	N/A		37,752					
	Pensioner members	N/A		27,008					
OW 1.4	TOTAL OPT OUTS Total percentage of SCC eligible members not currently in the Surrey LGPS	N/A		8.93%					
OW 1.5	TOTAL ORBIS MEMBERSHIP	N/A		566					
OW 1.6	EMPLOYERS Number of employers in the Surrey LGPS	N/A		283					
	Councils	N/A		13					
	Academies	N/A		182					
	Admission bodies	N/A		47					
	Other	N/A		41					
OW 2	CASELOAD DETAIL (MEMBERS)								
OW 2.1	NEW STARTER New scheme member to be set up on Altair, check payroll details, request any transfers and send a statutory notice sent to the member.	30 working days	80%	1,603	1,600	1,600	100%	46	3
OW 2.2	DEFERRED STATUS Calculate pay, check membership, calculate deferred benefits, update Altair and issue a benefit statement.	2 months	80%	641	571	279	49%	123	5,479
OW 2.3	RETIREMENT (INITIAL NOTIFICATION) Calculate pay, membership and retirement benefits and send initial letter and forms to member.	15 working days	80%	566	503	442	88%	9	154
OW 2.4	RETIREMENT (COMPLETE) upon receipt of all the forms and pay the retirement grant, update Altair, set up the pension on the payroll and send a benefit statement to the member.	15 working days	85%	370	393	355	90%	7	50
OW 2.5	DEATH NOTIFICATION Stop any pension, send condolences letter, request details of any dependents / beneficiaries and send claim forms for any balance / overpayment / Death Grant.	5 working days	90%	176	191	156	82%	8	75
OW 2.6	SURVIVOR'S PENSIONS Upon receipt of all relevant certificates, forms and supporting evidence set up all survivor's pensions on the payroll and send each beneficiary a pension statement.	10 working days	90%	72	148	134	91%	7	72
OW 2.7	DEATH GRANT PAYMENT Upon receipt of all the certificates, claim forms and details of potential beneficiaries the Death Grant and any balance of pension should be paid and the return of any overpayment requested. The Pension Section should notify the relevant parties of any payments / decisions in writing.	10 working days	90%	139	44	40	91%	4	11
OW 2.8	ILL HEALTH RETIREMENT (INITIAL) Upon receipt of all the relevant documents, send an estimate and the claim forms and request the certificates.	15 working days	90%	9	12	9	75%	32	3
OW 2.9	ILL HEALTH RETIREMENT (COMPLETE) Upon receipt of all forms / certificates, update Altair, pay the retirement grant, set up the pension on the payroll and update Altair.	15 working days	90%	13	14	14	100%	4	0
OW 2.10	MEMBER CORRESPONDENCE Respond to member queries (Helpdesk)		70%	-	7556	-	FPF = 82%	-	-

OW 2.11	REFUNDS Check the record, calculate the refund due and make payment	20 working days	80%	13	265	19	7%	68	2,949
OW 2.12	LGPS TRANSFER IN (ESTIMATE) Upon receipt of the service statement, check the service details and inform the member of the option to transfer and advise them of the timescales.	20 working days	80%	1,067	151	136	90%	102	1,583
OW 2.13	LGPS TRANSFER IN (ACTUAL) Check that the membership and payment received is correct, update Altair and send a service statement to the member.	20 working days	80%	171	209	197	94%	9	28
OW 2.14	NON-CLUB TRANSFER IN (ESTIMATE) Check the transfer quotation and inform the member of the service / pension credit it would purchase, the option to transfer and the relevant timescales.	20 working days	80%	13	56	39	70%	39	817
OW 2.15	NON-LGPS TRANSFER IN (ACTUAL) Check that the payment and the details are correct, update Altair and send a service statement to the member.	20 working days	80%	19	19	17	89%	5	24
OW 2.16	LGPS TRANSFER OUT (ESTIMATE) Send deferred benefit statement to the new employer.	20 working days	80%	88	149	124	83%	14	125
OW 2.17	LGPS TRANSFER OUT (ACTUAL) Make payment to the new administering authority after twelve months / upon receipt of member's election and update Altair.	20 working days	80%	140	97	89	92%	11	74
OW 2.18	NON-LGPS TRANSFER OUT (ESTIMATE) Upon request send transfer quotation and discharge forms.	20 working days	80%	117	121	106	88%	12	109
OW 2.19	NON-LGPS TRANSFER OUT (ACTUAL) Check that all the discharge forms have been completed correctly, check tPA register, make payment and update Altair.	20 working days	80%	15	35	24	69%	17	35
OW 2.20	EARLY RETIREMENT STRAIN Invoice to be raised as soon as the pension benefits are put into payment and a copy sent to the Pension Fund Team.	5 working days	95%	12			100%		
OW 2.21	STRAIN INVOICES TO BE PAID BY EMPLOYERS	30 working days	95%		12		100%		
OW 3	CASELOAD DETAIL (EMPLOYERS)								
OW 3.1	CONTRIBUTIONS RECEIVED Pension Fund 100% (total value) of contributions to be received by 21st day of the ensuing period.	N/A	95%				96%		
OW 3.2	EMPLOYER ESTIMATE Upon request, provide employer with early retirement estimate.	10 working days	80%	56	63	53	84%	4	15
OW 4	COMPLAINTS / BREACHES								
OW 4.1	BREACHES Breaches logged in period	N/A							
OW 4.2	BREACHES Material breaches reported to tPR	N/A							
OW 4.3	MEMBER COMPLAINTS Complaints logged by the customer services team.	N/A		6					
OW 4.4	IDRPs IDRPs logged in period	N/A		7	6	6	86%		
OW 4.5	IDRPs IDRPs upheld / partially upheld in period	N/A		4					

ADMINISTRATION PERFORMANCE REPORT (2)

ADMINISTRATION - GENERAL PERFORMANCE STANDARDS

No	Description	Target	Tolerable performance*	Lead Officer	Performance (and RAG)	Assurance	Reporting Period	Previous target	Previous target	Date Last Reported	Improvement/Deterioration	Commentary
PS 1 SCRUTINY												
PS 1.1	AUDIT (1) - External	Receive an unqualified audit report from the auditor	Receive an unqualified audit report from the auditor	AM/NM	Completed	Audit report	2018/19	Receive 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	AM	Completed	Audit report	2018/19					
PS 1.3	tPR ANNUAL RETURN	Within 6 weeks of tPR notice	Within 6 weeks of tPR notice	NM	Completed	tPR confirmation	2018/19					
PS 2 DATA QUALITY												
PS 2.1	COMMON DATA	100% accuracy	95% accuracy	AM	90.10%	Please refer to the administration update report.	2019/20					
PS 2.2	CONDITIONAL DATA	100% accuracy	80% accuracy	AM	97.00%	Please refer to the administration update report.	2019/20					
PS 2.3	DATA PROTECTION (GDPR)	Fully compliant with legislation by 01 May 2019	Fully compliant with legislation by 01 May 2019	AM	Completed	Information Governance team	2019/20					
PS 3 COMMUNICATIONS												
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)	AM	Completed	Please refer to the administration update report.	2018/19					
PS 3.2	EMPLOYER SATISFACTION/SURVEY	Overall satisfaction score for employers to be 100%	Overall satisfaction score for employers to be 80%	AM / NM	24/10/2019	Orbis no longer undertakes on line surveys but the perceived customer satisfaction figures from the Pensions Helpdesk have been reported in the Administration Update Report.	July-Sept 19					
PS 3.3	MEMBER SATISFACTION/SURVEY	Overall satisfaction score for members to be 100%	Overall satisfaction score for members to be 80%	AM	90%	Based on the Pensions Helpdesk Figures	July-Sept 19					
PS 3.4	WEBSITE MAINTENANCE	100% of relevant communications material will be posted onto website within one week of being signed off			100%	Public website	Q3					
PS 3.5	MEMBER NEWSLETTER	By 31 March annually		AM	Completed	Copy published	2019/20					
PS 3.6	PENSIONER NEWSLETTER	By 30 April annually		AM	Completed	Copy published	2019/20					
PS 3.7	EMPLOYER FORUM(S)	By 31 December annually		AM / NM	Completed		2019/20					
PS 3.8	PENSION FUND AGM	By 30 November annually		NM	Completed		2019/20					
PS 4 VALUE FOR MONEY												
PS 4.1	CIPFA BENCHMARK	VFM of pensions administration should be in the highest quartile (as measured by the CIPFA benchmark)		AM / NM	Not completed because it was no longer considered suitable. The Pension Fund Team is looking at alternative benchmarking providers		2018/19					
PS 5 PROJECTS												
PS 5.1	GMP RECONCILIATION	By end of December 2018		AM	Ongoing	Please refer to the administration update report.	2019/20					
PS 5.2	EMPLOYER SELF SERVICE	End of October 2019		AM	Ongoing	MSS extended to active and deferred members.	2019/20					
PS 5.3	ON-LINE ABS	By 31 August 2017		AM	Achieved	Online access	2019/20					

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	AM	The Local Pension Board (and Pension Fund Committee as required)	Quarterly	Report for 22 May	Complaints report provided for February 2020 Board. Report provided by operational support lead following dissolution of dedicated customer services team.
R 2	DATA IMPROVEMENT PLAN	Plan for continuous improvement of data quality	AM	The Local Pension Board (and Pension Fund Committee as required)	Annually	In Progress	Annual data cleanse ongoing. Separate updates being provided.
R 3	STAFF TRAINING AND COMPETENCY PLAN	Update of training and competency plan.	AM	The Local Pension Board (and Pension Fund Committee as required)	Annually	In Progress	All staff are using Heywood's Training & Education Centre (TEC). New staff are attending LGPS Residential Course. In house training sessions are taking place. Deferred Benefits training has been completed. Deferred into Payment, Transfers/Interfunds/Aggregation and Annual/Lifetime Allowance training is planned.
R 4	CIPFA BENCHMARKING REPORT	Compile data for CIPFA benchmarking report.	AM	The Local Pension Board (and Pension Fund Committee as required)	Annually	Not completed	It was decided that CIPFA benchmarking was no longer suitable and the Pension Fund is looking at alternative providers.
R 5	DATA PROTECTION COMPLIANCE REPORT	Report on compliance with data protection/GDPR statutory requirements.	AM	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	AM	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 2019 ABS deadline of 31 August 2019	AM	The Local Pension Board (and Pension Fund Committee as required)	Annually	Completed	See Administration update report.
R 8	GMP RECONCILIATION	A review of the progress towards meeting the 2018 GMP reconciliation deadline of 31 December 2018	AM	The Local Pension Board (and Pension Fund Committee as required)	Quarterly	In Progress - further work required.	Additional work was generated as result of the initial reconciliation (which identified additional Surrey Cases) and JLT was awarded an additional contract.