



Surrey Local Pension Board 13 February 2020

Administration Performance Report Quarter 3

Recommendations:

The Board is asked to **note** the content of this report and **make recommendations** to the Pension Fund Committee if appropriate.

Background

1. The Pension Fund Team proposed amending the KPIs in order to better capture the amount of work received and completed.
2. This is the first quarter that the Pension Section has used their bespoke report writer, tableau, to collate the metrics.

Content

3. As the figures were not presented to the Pension Fund Team until the morning of the final deadline it was difficult for officers to scrutinise the figures properly. Nonetheless, the officers corrected the ragging on the KPIs spreadsheet and drafted a brief report.
4. The priorities of a pension section are deaths, retirements, divorces, transfers etcetera and it is a concern that deaths (initial notification) have missed their target. The clock only starts running when the Pension Section has all the information it needs and there should be no reason for not stopping the pension and sending out a standard letter with pro-forma documents within 5 working days. Looking at the figures, it appears that less critical work has been prioritised and the failure to

complete this process promptly means that pensions may have been overpaid with all the additional distress for the bereaved that that entails.

5. Turning to ill-health retirement (initial), which is another process that starts when all the paperwork has been received; it is sub-optimal that people who are unwell may have been overlooked and, again, it invites the question why has less critical work has been prioritised.
6. There is no automatic timescale for refunds unless the member requests one or the five year statutory deadline for paying them is approaching. It is disappointing that only 7% of refunds were completed within SLA which means, potentially, there may have been a significant number of breaches of law.
7. Non-LGPS transfers out (actual) missed their SLA by a significant margin and this is a concern because non-club (non-public sector) transfers out are time critical. If the guarantee period is missed it can lead to members receiving lower service credits or even missing the deadline for transferring to the new scheme altogether.
8. Pension Fund Team has concerns about the figures presented and it is seeking further assurance from the Pensions Administration Team.

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Sources/background papers:

Annexes:

1. 2019/20 Quarter 1 KPI Report