

ADMINISTRATION PERFORMANCE REPORT July - Sept 2020

ADMINISTRATION - ONGOING WORKFLOW

No	Description	Performance standard	Tolerable performance*	July - Sept 2020							Note: Represents difference in completed cases as data is sourced from 2 separate reports. If figure in column 1 is debited from outstanding balance, the figures will balance.	
				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 open end of previous month	Number of cases open end of this month		
OW 1	OVERVIEW											
OW 1.1	TOTAL SURREY CASES Total number of cases in period	N/A		4,266	3,426	3,067	71.89%	24	9,636	8,810	1,666	
OW 1.2	TOTAL SURREY CASE BACKLOG Total number of cases in period	N/A		8,810								
OW 1.3	SCHEME MEMBERSHIP Number of members in the Surrey LGPS	N/A		105,910								
	Active members	N/A		37,510								
	Deferred members	N/A		40,598								
	Pensioner members	N/A		27,802								
OW 1.4	TOTAL OPT OUTS Total percentage of SCC eligible members not currently in the Surrey LGPS	N/A		8.74%								
OW 1.5	TOTAL ORBIS MEMBERSHIP	N/A		252,165								
OW 1.6	EMPLOYERS Number of employers in the Surrey LGPS	N/A		298								
	Councils	N/A		13								
	Academies	N/A		194								
	Admission bodies	N/A		30								
	Other	N/A		61								
OW 2	CASELOAD DETAIL (MEMBERS)											
	NEW STARTER											
OW 2.1	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%		1,537		N/A					
	DEFERRED STATUS											
OW 2.2	Calculate pay, check membership, calculate deferred benefits, update Altair and issue a benefit statement.	2 months	80%	535	334	265	50%	73	5313	5302	212	
	RETIREMENT (INITIAL NOTIFICATION)											
OW 2.3	Calculate pay, membership and retirement benefits and send initial letter and forms to member.	15 working days	80%	848	640	613	72%	10	213	235	186	
	RETIREMENT (COMPLETE)											
OW 2.4	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%	442	428	400	90%	11	113	110	17	
	DEATH NOTIFICATION											
OW 2.5	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%	162	137	108	67%	7	88	99	14	
	SURVIVOR'S PENSIONS											
OW 2.6	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%	66	82	59	89%	11	48	31	1	
	DEATH BENEFITS PAYABLE											
OW 2.7	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%	103	128	109	106%	14	137	98	14	
	ILL HEALTH RETIREMENT (INITIAL)											
OW 2.8	Upon receipt of all the relevant documents, send an estimate and the claim forms and request the certificates.	15 working days	90%	8	7	5	63%	13	6	4	3	
	ILL HEALTH RETIREMENT (COMPLETE)											
OW 2.9	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%	10	9	8	80%	6	2	1	2	
	MEMBER CORRESPONDENCE											
DW 2.10	Respond to member queries (Helpdesk)		70%		xxx calls received		x% (PPF)	-		-		
	REFUNDS											
DW 2.11	Check the record, calculate the refund due and make payment	20 working days	80%	849	743	723	85%	3	784	194	696	
	LGPS TRANSFER IN (ESTIMATE)											
DW 2.11	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%	269	175	118	44%	106	1612	1,540	166	
	LGPS TRANSFER IN (ACTUAL)											
DW 2.11	Check that the membership and payment received is correct, update Altair and send a service statement to the member.	20 working days	80%	317	228	201	63%	23	167	158	98	
	NON-CLUB TRANSFER IN (ESTIMATE)											
DW 2.14	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%	40	32	25	63%	49	845	684	169	
	NON-LGPS TRANSFER IN (ACTUAL)											
DW 2.15	Check that the payment and the details are correct, update Altair and send a service statement to the member.	20 working days	80%	42	31	26	62%	18	6	13	4	
	LGPS TRANSFER OUT (ESTIMATE)											
DW 2.16	Send deferred benefit statement to the new employer.	20 working days	80%	185	150	147	79%	10	100	97	38	
	LGPS TRANSFER OUT (ACTUAL)											
DW 2.11	Make payment to the new administering authority after twelve months / upon receipt of member's election and update Altair.	20 working days	80%	141	139	122	87%	30	64	58	8	
	NON-LGPS TRANSFER OUT (ESTIMATE)											
DW 2.16	Upon request send transfer quotation and discharge forms.	20 working days	80%	145	73	65	45%	21	102	141	33	
	NON-LGPS TRANSFER OUT (ACTUAL)											
DW 2.15	Check that all the discharge forms have been completed correctly, check tPA register, make payment and update Altair.	20 working days	80%	26	13	11	42%	16	11	24	0	
	EARLY RETIREMENT STRAIN											
DW 2.24	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%	27	0	0	100%	0				
	STRAIN INVOICES TO BE PAID BY EMPLOYERS											
DW 2.21		30 working days	95%	0	27	0	100%	0				
OW 3	CASELOAD DETAIL (EMPLOYERS)			0	0	0		0				
	CONTRIBUTIONS RECEIVED											
OW 3.1	Pension Fund 100% (total value) of contributions to be received by 21st day of the ensuing period.	N/A	95%				96%					
	EMPLOYER ESTIMATE											
OW 3.2	Upon request, provide employer with early retirement estimate	10 working days	80%	78	77	62	79%	6	25	21	5	
OW 4	COMPLAINTS / BREACHES											
	BREACHES											
OW 4.1	Breaches logged in period	N/A		0								
OW 4.2	Material breaches reported to tPR	N/A		0								
	MEMBER COMPLAINTS											
OW 4.3	Complaints logged by the customer services team.	N/A										
	IDRPs											
OW 4.4	IDRPs logged in period	Normally two months		5		5	100%					
OW 4.5	IDRPs upheld / partially upheld in period	Normally two months		3								

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	NW/NM	In Progress	Audit report	2019/20	Receive an unqualified audit report from the auditor				External audit is currently taking place.
PS 1.2	AUDIT (2) - Internal	Annual audit returns no significant findings	Issued in April 2019	NW	In Progress	Audit report	2019/20					
PS 1.3	tPR ANNUAL RETURN	Within 6 weeks of tPR notice	Within 6 weeks of tPR notice	NW	Completed		2018/19					
PS 2	DATA QUALITY											
PS 2.1	COMMON DATA	100% accuracy	95% accuracy	NW	94.10%	Independent report commissioned	2019/20					
PS 2.2	CONDITIONAL DATA	100% accuracy	80% accuracy	NW	97.80%	Independent report commissioned	2019/20					
PS 2.3	DATA PROTECTION (GDPR)	Fully compliant with legislation by 01 May 2018	Fully compliant with legislation by 01 May 2018	NW	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)	NW	Completed		2019/20					
PS 3.2	EMPLOYER SATISFACTION/SURVEY	Overall satisfaction score for employers to be 100%	Overall satisfaction score for employers to be 80%	NW/NM	In Progress		2020/21					Employer Survey due to be issued once reviewed by John Smith
PS 3.3	MEMBER SATISFACTION/SURVEY	Overall satisfaction score for members to be 100%	Overall satisfaction score for members to be 80%	NW	84%	Based on the Pensions Helpdesk	Jan - Mar 2020					Quarterly survey issued in April
PS 3.4	WEBSITE MAINTENANCE	100% of relevant communications material will be posted onto website within one week of being signed off		NW/NM	100%	Public website	Q4					
PS 3.5	MEMBER NEWSLETTER	By 31 March annually		NW	Completed	Copy published	2019/20					
PS 3.6	PENSIONER NEWSLETTER	By 30 April annually		NW	Completed	Copy published	2019/20					
PS 3.7	EMPLOYER FORUM(S)	By 31 December annually		NW/NM								
PS 3.8	PENSION FUND AGM	By 30 November annually		NM								
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)		NW/NM	Currently not being used	CIPFA Benchmarking report						Included in Admin Update report
PS 5	PROJECTS											
PS 5.1	GMP RECONCILIATION	By end of December 2018		NW	Ongoing	Executive Board reports	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	NW	The Local Pension Board (and Pension Fund Committee as required)	Quarterly	Report for February 2021	
R 2	DATA IMPROVEMENT PLAN	Plan for continuous improvement of data quality	NW	The Local Pension Board (and Pension Fund Committee as required)	Ongoing	In Progress	Data Quality Hub Leader and Data Quality Officer recruited
R 3	STAFF TRAINING AND COMPETENCY PLAN	Update of training and competency plan.	NW	The Local Pension Board (and Pension Fund Committee as required)	Ongoing	In Progress	
R 4	CIPFA BENCHMARKING REPORT	Compile data for CIPFA benchmarking report.	NW	The Local Pension Board (and Pension Fund Committee as required)	Annually	Outstanding	Currently not being used
R 5	DATA PROTECTION COMPLIANCE REPORT	Report on compliance with data protection/GDPR statutory requirements.	NW	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	NW	The Local Pension Board (and Pension Fund Committee as required)	Ongoing	In Progress	Service Improvement Plan. Updates provided to Executive Board
R 7	ANNUAL BENEFIT STATEMENT PROGRESS	A review of the progress towards meeting the 2020 ABS deadline of 31 August 2020	NW	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	NW	The Local Pension Board (and Pension Fund Committee as required)	Ongoing	In Progress	Updates covered in reports to Executive Board

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