

Pensions Panel

29 April 2019

Administration Transfer and Performance

Report by Director of Finance Performance and Procurement

Summary

The Pension Panel has a key objective within its Business Plan to deliver a high quality administration service.

The Pension Fund's administration transferred from Capita to Hampshire County Council on 4 March 2019.

As part of business as usual processing from 12 March to 31 March the Hampshire Pension Services team completed 100% of the cases received within their 15 working days target, with the majority completed within five days.

Recommendation(s)

- (1) The update is noted.

Background and Context

1. The Pension Panel has a key objective within its Business Plan to deliver a high quality administration service to all stakeholders with processes and procedures to ensure that the Fund receives all income due and payments are made to the right people at the right time.
2. It is also acknowledged that there is a risk relating to inaccurate and/or incomplete data retained by the Pension Fund, impacting member outcomes, compliance with legislation and management of liabilities.
3. The Pension Fund's administration transferred from Capita to Hampshire County Council on 4 March 2019. This is therefore an interim update given the timescales since transfer and future reporting will be developed.
4. An Administration Strategy has been put in place which describes the key performance targets for employers, the Administering Authority and Hampshire County Council (Agenda Item 6).

Membership Volumes

5. The table below shows the membership volumes as at 31 March 2019:

1	Total
Active	28,087
Deferred	19,874
Pensioners incl beneficiaries	27,253
Total	75,214

6. As at the same date there were XX employers actively participating in the Scheme.

Performance

7. Hampshire have successfully run the LGPS pensioner payroll for March which provides strong assurance on the completeness and accuracy of the data transfer work.
8. The table below shows the performance against service standards for the key processes which were set up as part of business as usual processing from 12 March to 31 March. The target for all case types, with the exception of deferred retirements, is 15 working days.

	Time to complete				Total Cases	% on Target
	0-5 days	6-10 days	11-15 days	16-30days		
Active Retirement	20				20	100
Deferred Retirement	40	2			42	100
Estimate	8	1			9	100
Deferred	5				5	100
Transfer Out					0	
Transfer In					0	
Divorce	1				1	100
Refund	9				9	100
Rejoinder	1				1	100
Interfund	0	1			1	100
Death	9				9	100
Total					97	100

9. All work received during the transition period and received as open cases from Capita has been logged by the Hampshire team and appropriate tasks have been set up. These are not included in the above.

¹ For WSCC only, figures are actives 14,599, Pensioners (incl beneficiaries) 10,580 and deferred 16,194

10. From 1 April, the Hampshire team will make resource will be available to assess the full position of legacy workloads so that the work can be cleared as far as possible by the end of June, before the valuation extracts are run.
11. Since 4 March, the Hampshire team have been referred 17 complaints, all relating to the period before Hampshire took on the administration. Several compliments about the responsiveness of Pension Services during the transition period have been received.

Communication

12. Hampshire has held five employer training and liaison sessions in venues in West Sussex. In total 94 participants representing 72 employers attended. These are in addition to bespoke sessions with key employers which ran as part of the transfer project.
13. A further communication has been sent out to all active, deferred and pensioner members where an email address is held on the pension administration system. This confirmed the completion of the transfer, highlighted the new contact details and promoted the availability of the Member Portal.
14. Pensioners received an annual newsletter with their payslip in March, detailing payment dates and other important information about their pension payments.
15. From 1 April LGPS members could register for a pensions account so that they can see their annual benefit statements online, as well as access and update their personal details. Pensioner members are able to view their payslips and P60s. Although there were some issues caused by the volume of interest in registering for the site as at 9 April:

	Number
Active	1,763
Deferred	749
Pensioner	424
Total	2,936

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Background Papers

None