


<p>Non-Executive Report of the:</p> <p>Pensions Committee</p> <p>17 September 2015</p>	 <p>TOWER HAMLETS</p>
<p>Report of: Zena Cooke - Corporate Director of Resources</p>	<p>Classification: Unrestricted</p>
<p>Quarterly Report - Key Pension Administration Performance Indicators: April 2015 to June 2015</p>	

Originating Officer(s)	Anant Dodia – Pensions Manager
Wards affected	All wards

Summary

This report provides Members with the first quarterly monitoring information on the performance of the Pensions Administration Service.

This report covers the period, April 2015 - March 2015, Quarter 1, 2015/16.

Members will receive updates on Key Performance Indicators on quarterly basis.

Recommendations:

Members are recommended to note the contents of this report.

1. **REASONS FOR THE DECISIONS**

1.1 The report is provided for information.

2. **ALTERNATIVE OPTIONS**

2.1 There are no alternative options.

3. **DETAILS OF REPORT**

3.1 A number of key performance indicators (KPIs) are reported on quarterly basis to assess performance in key areas of work. The standards and data for Quarter 1, 2015/16 is detailed in the table below.

Key Performance Indicators from 1 April 2015 to 30 June 2015:					
PROCESS	TARGET DAYS	TOTAL	WITHIN TARGET	% WITHIN TARGET	AVERAGE DAYS
Transfer In quote	10	4	3	75.00%	9.25
Transfer In actual	10	9	9	100.00%	2.22
Transfer Out quote	15	29	29	100.00%	1.17
Transfer Out actual	12	6	2	33.33%	12.33
Refund of contributions	10	53	42	79.25%	1.70
Preserved benefit	15	70	66	94.29%	9.52
Pension estimate	10	36	29	80.56%	6.56
Retirement benefits	5	107	65	60.75%	4.91

3.2 However, some new KPIs are being developed and will be reported from Q2 onwards. These are on Death benefit administration, Benefit statements and New joiners.

3.3 There has been a reduction in performance in certain areas over the past 3 months. This is largely due to new legislative changes and the authority's employment options. New procedures are in place to manage phase 2 of the Council's employment options.

4. **COMMENTS OF THE CHIEF FINANCE OFFICER**

4.1 The comments of the Corporate Director of Resources have been incorporated into the report.

5. **LEGAL COMMENTS**

5.1 There are no specific legal implications in this report.

6. **ONE TOWER HAMLETS CONSIDERATIONS**

6.1 There are no specific comments arising from this report.

7. BEST VALUE (BV) IMPLICATIONS

- 7.1 The monitoring arrangement for the Pension Fund and the work of officers, advisors and consultants should ensure the Fund optimises the use of its resources in achieving the best returns for member of the Fund.

8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 8.1 There is no Sustainable Action for A Greener Environment implication arising from this report.

9. RISK MANAGEMENT IMPLICATIONS

- 9.1 Accounts provide an effective mechanism to safeguard the Councils assets and assess the risks associated with its activities.

10. CRIME AND DISORDER REDUCTION IMPLICATIONS

- 10.1 There are no any Crime and disorder Reduction implications arising from this report.

Linked Reports, Appendices and Background Documents

Linked Report

- None

Appendices

- None

Local Government Act, 1972 Section 100D (As amended)

List of "Background Papers" used in the preparation of this report

- None

Officer contact details for documents:

- Anant Dodia – Pensions Manager : Telephone: 020 7364 4248