


Non-Executive Report of the: Pensions Committee 25 November 2015	 TOWER HAMLETS
Report of: Zena Cooke - Corporate Director of Resources	Classification: Unrestricted
Quarterly Report - Key Pension Administration Performance Indicators: July 2015 to September 2015	

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

Summary

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

This report covers the period, July 2015 – September 2015, Quarter 2, 2015/16.

Members will continue to 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 2, 2015/16 is detailed in the table below.

PROCESS	TARGET DAYS	TOTAL	WITHIN TARGET	%WITHIN TARGET	AVERAGE DAYS
Transfer in Quote	10	19	17	89.47%	6.11
Transfer in Actual	10	8	5	62.50%	7.38
Transfer out Quote	15	31	29	93.55%	4.26
Transfer out Actual	12	13	11	84.62%	8.23
Refund of Contributions	10	48	48	100.00%	1.02
Preserved Benefit	15	144	133	92.36%	4.53
Pension Estimate	10	27	25	92.59%	5.93
Retirement Options sent to member	10	87	83	95.40%	5.09
Retirement Grant paid to member	10	76	71	93.42%	7.58
Death benefits - Write to next of kin	5	18	17	94.44%	4.83

3.2 There has been a reduction in performance in certain areas over the past 3 months. This is due to the intensive manual input in relation to the production of this year's annual benefits statement. Weekly task lists are now produced and monitored to improve the efficiency of the service.

3.3 **Annual benefits Statements** - On 6 August 2015, an email was sent by the Local Government Association (LGA) to administering authorities in England and Wales, requesting information on the number of 2015 annual benefit statements they expected to issue prior to this year's deadline of 31st August 2015, and the issues that have made this years' deadline particularly challenging.

The main issues noted in the responses concerned late / incorrect data submitted by employers, pensions and payroll software issues and internal resourcing issues caused by a general increase in the workload of the pensions function.

The LGA shared these concerns with the Pensions Regulator (tPR), with funds self-certifying to tPR that they had failed to meet the 31 August 2015 statutory deadline. The Regulator responded on 9 October 2015, acknowledging the difficulties faced by funds in meeting the statutory deadline due to the introduction of a new benefit design, but with an expectation that all statements to be issued by at least 30 November 2015.

The Pension Service has now issued all annual benefit statements.

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

