


Non-Executive Report of the: Pensions Committee 9 March 2016	 TOWER HAMLETS
Report of: Zena Cooke - Corporate Director of Resources	Classification: Unrestricted
Quarterly Report - Key Pension Administration Performance Indicators: October 2015 to December 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, October 2015 – December 2015, Quarter 3, 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 3, 2015/16 is detailed in the table below.

Key Performance Indicators from 1 October to 31 December 2015						
PROCESS	TARGET DAYS	TOTAL	WITHIN TARGET	%WITHIN TARGET	Analysis Trend	AVERAGE DAYS
Transfer in Quote	10	26	22	84.62%	↓	5.77
Transfer in Actual	10	6	4	66.67%	↑	3.67
Transfer out Quote	15	46	40	86.96%	↓	5.57
Transfer out Actual	12	20	15	75.00%	↓	1.85
Refund of Contributions	10	89	77	86.52%	↓	1.92
Preserved Benefit	15	128	88	68.75%	↓	3.60
Pension Estimate	10	28	22	78.57%	↓	3.32
Retirement Options sent to member	10	32	23	71.88%	↓	2.59
Retirement Grant paid to member	10	49	35	71.43%	↓	4.43
Death benefits - Write to next of kin	5	27	27	100.00%	↑	3.33

3.2 There has been a reduction in performance against certain targets over the past 3 months. Since the introduction of the CARE scheme several of the interfaces no longer work e.g. end of year posting, calculation of pensionable pay (this has been switched off), as the CARE scheme is not a final salary scheme. The posting of CARE Scheme pay has not been developed by our payroll provider. This issue is also affecting other local authorities. We have raised this matter with Northgate (Payroll provider) and our ICT partners – Agilisys. The solution offered by Northgate is not fit for purpose. Therefore, excel sheets have been developed to assist with the recording of these tasks. This has resulted in intensive manual input as some members have calculation based on three different types of schemes (1/80th, 1/60th and CARE). The Pension Regulator details the requirements, of what needs to be held on scheme records, which also generates additional work. There are current staff shortages due to maternity and secondment (1.6 staff). We are in the process of recruiting staff, which will be in post shortly.

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