



Committee and date  
Pensions Committee  
22 February 2013  
10.00am

Item  
**12**  
Public

## PENSIONS ADMINISTRATION MONITORING REPORT

**Responsible Officer** Debbie Sharp  
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### 1. Summary

The report provides Members with monitoring information on the performance of and issues affecting the Pensions Administration Team.

### 2. Recommendations

- 2.1 Members are asked to accept the position as set out in the report.

## REPORT

### 3. Risk Assessment and Opportunities Appraisal

- 3.1 **Risk Management**  
Performance is considered and monitored to ensure regulatory timescales and key performance indicators are adhered to.
- 3.2 **Human Rights Act Appraisal**  
The recommendations contained in this report are compatible with the Human Rights Act 1998.
- 3.3 **Environmental Appraisal**  
There is no direct environmental, equalities or climate change consequence of this report.
- 3.4 **Financial Implications**  
There are no direct financial implications arising from this report.

### 4. Performance

- 4.1 The team's output and performance levels to the end of January 2013 are attached at Appendix A. The amount of tasks which became due has spiked in January 2013 to over 2000, this is reflective of the volume of work the team are dealing with.
- 4.2 Although the workload has been increasing the procedures completed on time has remained at a good level. The following chart shows this:

Month ending	% Retirement Quotes	% Procedures
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	Processed within 7 days (Target 85%)	Completed to agreed timescale (Target 75%)
Nov 2012	88.42%	73.14%
Dec 2012	87.27%	71.68%
Jan 2013	79.55%	70.02%

- 4.3 The level of outstanding work is being monitored by the Team Leaders and processes are being put in place to ensure backlogs are cleared in time for the Valuation this year. The team have been offered additional hours/overtime if they wish as part of the process to clear backlogs.

## 5. Annual Meeting 2013

- 5.1 The Annual Meeting will be on Tuesday 5 November 2013 this year.
- 5.2 Discussions are ongoing regarding the possibility of revising the format. The Civic Offices at Telford are no longer in use therefore an alternative venue will have to be found for the Telford meeting to be able to continue.

## 6. Communications

- 6.1 The Annual Meeting for 2012 was filmed and the video has been published on the Shropshire Council YouTube site. The video can be accessed via our [www.shropshirecountypensionfund.co.uk](http://www.shropshirecountypensionfund.co.uk) .
- 6.2 An employer's meeting was held on 18 January 2013 at the Shirehall, the meeting covered the LGPS 2014 proposals, valuation deadlines and year end procedures. Employers were asked to complete a communication feedback questionnaire, which asked them how they would like to receive information from the fund. The results will be taken into consideration when updating the employers' guide and communication strategy in the coming months.
- 6.3 Consultations have taken place at Severnside Housing and The Marches School where members of the pension's team met face to face with employees who were members of the Scheme.
- 6.4 Presentations on the New Scheme for 2014 were given at the Fire Service, Harper Adams University College and at various team meetings for Shropshire Council and Telford and Wrekin Council.
- 6.5 Two joint communications meetings have taken place with the joint communications working group. Pension Funds involved include Staffordshire, Warwickshire, Worcestershire, Cheshire and Flintshire. The last meeting was held in January 2013 where communication on the 2014 Scheme and a new deferred benefit statement was agreed. This has a cost and resources benefit for each participating Pension Fund.

- 6.6 Work has taken place on a P60/payslip redesign for Pensioners for the April 2013 mailing. In the past each April each pensioner has been sent a payslip, P60 and Pensions Increase letter. These have had to be manually packed into envelopes together with a newsletter. Combining the P60 and payslip into one document for this year is being investigated and is possibly an option if an outside company is used to print and mail the revised document. This would save on printing costs and reduce the resource down time of the team packing, which can take up to 5 working days. HMRC have approved the P60 design and it is hoped that this improvement will be in place for this April. Further work will take place on the possibility of combining the Pensions Increase information in future years.
- 6.7 The Communications Officer has met with Merseyside pension fund to find out more about their funds communication programme, particularly their website. This visit proved very useful and as a result the team are currently looking into email alerts and website developments.

## 7. Contact Team Statistics

- 7.1 At the last Committee it was reported how the Pensions Contact team deal with the calls through the helpline and how these are now monitored using “isupport” and “Pro-Centre.”
- 7.2 The following chart shows the number of queries received through the helpline number and the number of emails sent to the Pensions generic email address. Telephone calls to the helpdesk seem to be steadily increasing.

	November 2012	December 2012	January 2013
<b>Telephone calls answered</b>	630	403	783
<b>Queries dealt with by helpdesk at first point of contact %</b>	99.8%	100%	100%
<b>Emails received and responded by the helpdesk</b>	284	162	297
<b>Hits to the Pension Fund website</b>	8,552	4,141	5,098

## 8. Councillors Pension Scheme

- 8.1 On the 19th December 2012 the Parliamentary Under-Secretary of State for Communities and Local Government, Mr Brandon Lewis, announced the proposal that the Local Government Pension Scheme be closed to Councillors from the 1st April 2014. All rights accrued to that date would be fully protected, but no further benefit accrual would be permitted. A consultation document is to be issued in due course.

## 9. Valuation 2013

- 9.1 The Triennial Valuation of the Pension Fund will take place this year. Part of this process will involve clean and accurate data of the membership being submitted to the scheme actuary.
- 9.2 This means that the normal year end process must be completed in a timely manner in order to ensure data is submitted to the Actuary by the deadline specified by them.
- 9.3 This is additional workload for the Administration team and a Valuation Plan has been put in place.

## 10. Local Government Pension Scheme 2014

- 10.1 The Government commenced a consultation on the 21<sup>st</sup> December 2013. A copy of the consultation can be found at: [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/39772/consultation\\_on\\_LGPS\\_regs.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/39772/consultation_on_LGPS_regs.pdf)  
This consultation only covers the core elements of the new Local Government Pension Scheme 2014 (LGPS), in particular, provisions relating to membership, contributions and benefits. A further consultation covering the governance, cost control and scheme administration is expected shortly. These regulations are being made under the Superannuation Act 1972, please note further regulatory amendments will be needed to comply with the Public Service Pension Bill when enacted. It is also hoped that details on transitional protection in respect of all accrued rights being protected and linked to final salary, the protection underpin for those within 10 years of retirement and the rule of 85 protections will be known quickly so that they can be built into the 2013 Valuation. Response to Consultation is attached at **Appendix B**.

<p><b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b></p>
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<p>Pensions Committee Meeting 29 November 2012 Pensions Administration Report</p>
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<p><b>Cabinet Member (Portfolio Holder)</b></p>
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<p>NA</p>
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<p><b>Local Member</b></p>
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<p>NA</p>
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<p><b>Appendices</b></p>
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<p>Appendix A – Performance Monitoring</p>
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<p>Appendix B – Consultation Response</p>
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