

Bath & North East Somerset Council		
MEETING:	LOCAL PENSION BOARD - AVON PENSION FUND	
MEETING DATE:	5th November 2015	AGENDA ITEM NUMBER
TITLE:	Avon Pension Fund Administration Strategy	
WARD:	ALL	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Appendix 1 Pensions Administration Strategy		
Annex 1	Legislative Framework	
Annex 2	Communications Policy Statement	
Annex 3	ICT Strategy	
Annex 4	Performance Standards	
Annex 5	Customer Service Charter	
Annex 6	Schedule of Additional Admin Charges	

1 THE ISSUE

- 1.1 The purpose of this report to present the Administration Strategy as recently submitted and approved by the Avon Pension Fund Committee in March 2015.
- 1.2 The Strategy is important for the Board to consider as it incorporates the governance and administration requirements of the Pension Regulator.

2 RECOMMENDATION

That the Board

- 2.1 Notes the report and considers the items raised with regards to their future work plan.

3 FINANCIAL IMPLICATIONS

- 3.1 There are no direct implications related to the Pension Board in connection with this report.

4 REPORT

- 4.1 The purpose of this report is for induction purposes and developing knowledge of the Fund as the Administration Strategy forms an important part of the understanding of the future direction of the management of the Fund.
- 4.2 The purpose of this Administration Strategy is to continue progress towards a seamless pension service, employing appropriate technology and best practice

which both significantly improve the quality of information and the speed with which it is processed, to provide better information for Employers and stakeholders and a more efficient service to Fund members.

- 4.3 The Strategy recognises that significant work will need to be undertaken in achieving the Pension Regulator's compliance requirements and both the Fund and its Employers will need to work in partnership to meet this challenge.
- 4.4 A consultation process was also undertaken with Employer's over the summer inviting comments on the draft Strategy before it was finally implemented from June 2015.
- 4.5 Key to the success of the Strategy are the IT Strategy proposals which will deliver high quality, efficient and integrated digital services to employers and members in an increasingly regulated and financially complex environment. In addition, significant development to the website will broaden service access across a range of social media applications and devices.
- 4.6 Performance targets for both Employers and the Fund reflecting the Pensions Regulator's requirements will be set out in revised Service Level Agreements and agreed with Employers. Performance reporting will be revised and continue to be discussed with Employers at regular Performance / SLA review meetings and similarly reported to the Committee.
- 4.7 Poor performance by an employer would be flagged up by these reports and the Review meetings will enable Employers and the Fund to work together to resolve any problem areas and to improve performance. Where the Fund identifies poor quality or missing data it will put a data improvement plan in place to address these issues.
- 4.8 If however poor performance continues the Fund, under legislation, has the opportunity to charge an Employer additional costs, if the work carried out for it is disproportionate to that for other Fund Employers. This will be used only as a last resort following an Employer's *continuing failure* to improve. Also If the Fund is *fined* for any breach of its legal responsibilities which is as a direct result of an employer's poor performance (e.g. not providing information or providing incorrect information) the Fund has the power to and does intend to pass on any such fine to the Employer concerned.
- 4.9 The Board is asked to consider all the reports in relation to their future work plan.

5 RISK MANAGEMENT

- 5.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance and there are no significant or material risks to report.

6 EQUALITIES

- 6.1 A proportionate equalities impact assessment has been undertaken and there are no significant issues to report.

7 CONSULTATION

7.1 Report and Issues have been subject to consultation with the S151 Officer and Strategic Director of Resources.

Contact person	Jeff Wring, Head of Audit West 01225 477323
Background papers	
Please contact the report author if you need to access this report in an alternative format	