

Bath & North East Somerset Council

MEETING:	PENSION BOARD
MEETING DATE:	25 February 2016
TITLE:	COMPLIANCE REPORT - PENSION FUND ADMINISTRATION (1) SUMMARY PERFORMANCE REPORT to 31 January 2016 (2) PERFORMANCE INDICATORS 4 MONTHS TO 31 January 2016 (3) TPR COMPLIANCE
WARD:	ALL
AN OPEN PUBLIC ITEM	
List of attachments to this report:- Appendix 1 Active members demographic as at 31 January 2016 Appendix 2 Late payers report – up to 31 December 2015 Appendix 3 Balanced Scorecard : KPI's - 4 months to 31 January 2016 Appendix 3A Annex 1 & 2 Admin case workload status as at 31 January 2016 Appendix 4 Customer satisfaction – Feedback in the 4 months to 31 January 2016 Appendix 5 TPR – Data Improvement Plan – to 31 January 2016	

1 THE ISSUE

- 1.1 The purpose of this report is to inform the Pension Board of Performance Indicators and Customer Satisfaction feedback for 4 months to 31 January 2016.
- 1.2 Further to the introduction of The Pension Regulator (TPR) Code of Practise 14 and The Public Service Pensions (Record Keeping & Miscellaneous Amendments) Regulations 2014 this report also includes progress on the Data Improvement Plan plus level of employer compliance.

2 RECOMMENDATION

That the Pension Board notes:

- 2.1 Performance Indicators & Customer Satisfaction feedback for 4 months to 31 January 2016.
- 2.2 Progress on the Data Improvement Plan

3. Trends in Membership

3.1 **Appendix 1** provides a detailed breakdown of employer/member ratio and split between whole time and part-time membership as well as a snapshot of individual employer and member make up. Continued development of data reporting going forward will enable further understanding of the demographic nature of employer type and associated member make up as employers continue to evolve.

4. Late Payers Report

4.1 The Fund is required to monitor the receipt of contributions and report materially significant late payments to the Pensions Regulator.

4.2 The Fund maintains a record of all late payments, showing the days late, the amount of payment and reason for delay and whether the amount is of significance.

4.3 **Appendix 2** reports late payers in the 3 month period to 31st December 2015. There were a small number of materially significant late payments in the reporting period. However, the Scheme has taken mitigating action in each case to ensure employers are aware of their responsibilities going forward.

5. Avon Pension Fund – Administration Performance

Balanced Scorecard detailing Key Performance Indicators for the 4 Months to 31st January 2016

5.1 The information provided in this report is based on the Avon Pension Fund's Service Level Agreement which falls in line with the industry standards set out by the LGPC & used in CIPFA benchmarking. All standards fall within the regulatory guidelines set out in The Occupational & Personal Pension Schemes (Disclosure of Information) Regulations 2015 which require provision of information to members.

5.2 Full details of *performance against target*, in tabular and graph format, are shown in **Appendix 3**. All reports are being reviewed as part of the Task Workflow Project and it is expected that new and updated versions will be available for approval by the Committee in June 2016.

6. Admin Case Workload

6.1 The level of work outstanding from tasks set up in the period (Item C4 and associated annex 1 & 2) in the 3 month period is reported in **Appendix 3A** by showing what *percentage* of the work is outstanding. As a snapshot, at 31st January 2016 there were 6234 cases outstanding of which 38.50% represents actual workable cases and 61.50% represents cases that are part complete, pending a third party response. All reports are being reviewed as part of the Task Workflow Project and it is expected that new and updated versions will be available for approval by the Committee in June 2016.

7. CUSTOMER SATISFACTION FEEDBACK IN 4 MONTHS TO 31st January 2016 – Retirements

9.1 **Appendix 4** reports on the customer satisfaction based on 50 questionnaires returned from members retiring from both active and deferred status (out of a total

of 299 questionnaires issued in respect of the reporting period). 100% of deferred members rated the service as good or excellent, with 88% of actives rating the service as good or excellent.

8 The pensions Regulator Data Improvement Plan

8.1 Initial testing as at 1 August 2015 of core data, against TPR's requirement of 100% completeness of data, identified 8887 queries, equating to 99.13% completeness of data.

8.2 There has been a net reduction of 1444 queries over the last quarter. This has mainly been due to ongoing work to resolve missing casual hours from records, tracing and payment of historical frozen refunds, tracing deferred member addresses as well as the ongoing exercise from last year end to resolve missing starter and leaver forms from employers.

8.3 With the initial year end 2016 spreadsheets all employers have been provided with a list of their outstanding TPR queries with a request to investigate these as part of their year-end preparation.

8.4 Summary of Data Improvement Plan Data as at 31 January 2016 is shown below with a comprehensive breakdown attached in **Appendix 5**

Data type	Cases brought forward	New cases in period	Completed in period	Outstanding	Completeness of date as % of membership
Actives	3348	209	1192	2365	99.50%
Deferreds	5082	138	547	4673	98.83%
Pensioners	339	9	56	292	99.83%
Dependants	72	6	11	67	99.75%
Total	8841	362	1806	7397	99.48%

8.5 Data improvement reports will be updated on a monthly basis and reported to Committee quarterly. Reports will be developed to demonstrate work undertaken on the correction of historic cases already identified and new cases identified during each reporting period.

9 EQUALITIES

9.1 No items in this Report give rise to the need to have an equalities impact assessment.

10 CONSULTATION

10.1 None appropriate.

11 ISSUES TO CONSIDER IN REACHING THE DECISION

11.1 There are no other issues to consider not mentioned in this Report.

12 ADVICE SOUGHT

12.1 The Council's Monitoring Officer (Divisional Director – Legal & Democratic Services) and Section 151 Officer (Divisional Director - Business Support) have had the opportunity to input to this report and have cleared it for publication.

Contact person	Geoff Cleak, Acting Pensions Manager Tel: 01225 395277
Background papers	Various Statistical Records
Please contact the report author if you need to access this report in an alternative format	