

Bath & North East Somerset Council	
MEETING:	LOCAL PENSION BOARD
MEETING DATE:	9 June 2022
TITLE:	PENSION FUND ADMINISTRATION Overview & Summary Performance Report
WARD:	ALL
AN OPEN PUBLIC ITEM	
List of attachments to this report: Appendix 1 – Performance against SLA & Workload Appendix 2 – TPR Data Improvement Plan Appendix 3 - Progress on Key Projects	

1 THE ISSUE

1.1 The purpose of this report is to present the Fund's performance for the three months to 31st March 2022 against its key performance indicators (KPI's) in relation to the administration of pension benefits.

2 RECOMMENDATION

The Pension Board is asked to Note:

2.1 Fund performance for the three months to 31st March 2022.

3 COVID-19 AND BUSINESS CONTINUITY

3.1 As COVID restrictions are removed, APF officers are undertaking a more blended working approach in line with arrangements introduced by Bath & North East Somerset Council. Whilst the Civic Centre remains closed temporary working arrangements remain in place in the short term to occupy 15 workstations in the Guildhall.

3.2 Arrangements for alternative future long term office space have been discussed with accommodation secured in Keynsham at the Riverside Suit. Planning and design of the space are currently taking place with the Preparing for the Future team with an expected relocation towards the end of 2022.

4 WORKLOAD & PERFORMANCE

- 4.1 Appendix 1 provides details of APF performance down to the end of the last quarter for KPI's measured against the current SLA. With Increasing volumes of work the Fund continues to operate below its desired target of >90% for most case types (Annex 1) and the case-by-case breakdown (Annex 2) demonstrates an overall general maintenance from the previous quarter. Generally, however, KPI benchmarking performance has declined over the past year (Annex 3).
- 4.2 A contributory factor relating to underperformance can be associated with the inclusion of the current backlog project and the processing of historic workload cases impacting KPI's. Including the ongoing training with the shift from a bucket task list to an alpha split requiring the team to be multi skilled and the continued loss of experienced staff.
- 4.3 The Backlog project has exceeded the original six-months allocated timeframe. The final cases are more complex requiring Senior Pensions Officer's sign off and cases waiting for outstanding information that will be dealt with outside the backlog project.
- 4.4 Detail on progress made to clear the backlog are shown below and is in the final stages of completion. Cases currently flagged as reply due will be re-stated as completed.

4.5

Member Services Backlog Dashboard as at 26/05/2022 16:29:04

Project Start	11/10/2021	Starting Backlog	4218	Completed	3138 74.40%	Outstanding	548 12.99%	Reply Received	26 0.62%	Reply Due	505 11.97%
Todays Date	26/05/2022										
Project End	31/03/2022										

5 RESOURCE RECRUITMENT & TRAINING

- 5.1 Recruitment and retention remain a key factor impacting business operations. Employer Services currently have 4 FTE vacancies and member services teams have 3 FTE vacancies in addition the Technical & Compliance post remaining unfilled. The administration is also carrying three maternity absences across the service at this time. The Fund is currently engaging with a specialist recruitment agency to secure 4 technical posts on a temporary basis pending ongoing recruitment campaigns
- 5.2 Recruitment continues to backfill vacant posts, maternity cover and secondment to projects and overstaffing is being considered at Assistant Pensions Officer level to mitigate the impact of further staff movement.
- 5.3 To mitigate operational workload some project work has already been outsourced. In particular; GMP reconciliation project and the address tracing project. Mercer consultants continue to provide Technical & Compliance advice and guidance.

6 SUMMARY OF FUND MEMBERSHIP DATA QUALITY

- 6.1 The Fund continues to maintain a Common Data score above 95%, the TPR DIP report provides an overview and annual trending view of the outstanding cases for the last 12 months, please refer to Appendix 2.

7 PROGRESS ON KEY PROJECTS

- 7.1 Appendix 3 provides the current position on a number of key operational projects currently in progress with an outline of further actions to be taken.

7.2 This is not a comprehensive list of all strategic administration projects, and the report will continue to evolve, reflecting APF expectations measured against those as set out in the service plan.

8 RISK MANAGEMENT

8.1 The Avon Pension Fund Committee is the formal decision-making body for the Fund. As such it has responsibility to ensure adequate risk management processes are in place. It discharges this responsibility by ensuring the Fund has an appropriate investment strategy and investment management structure in place that is regularly monitored. In addition, it monitors the benefits administration, the risk register and compliance with relevant investment, finance and administration regulations.

9 EQUALITIES STATEMENT

9.1 A proportionate equalities impact assessment has been carried out using corporate guidelines and no significant issues have been identified.

10 CLIMATE CHANGE

10.1 The Fund is implementing a digital strategy across all its operations and communications with stakeholders to reduce its internal carbon footprint in line with the Council's Climate Strategy. The Fund acknowledges the financial risk to its assets from climate change and is addressing this through its strategic asset allocation to Paris Aligned Global Equities, Sustainable Equities and renewable energy opportunities. The strategy is monitored and reviewed by the Committee.

11 OTHER OPTIONS CONSIDERED

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

12 CONSULTATION

12.1 The Report and its contents have been discussed with the Service Director – Financial Control & Pensions representing the Avon Pension Fund and the Service Director – Commercial & Governance representing the administering authority.

Contact person	<i>Geoff Cleak, Pensions Manager; Tel 01225 395277</i>
Background papers	<i>Various statistical documents.</i>
Please contact the report author if you need to access this report in an alternative format	