

Bath & North East Somerset Council	
MEETING:	Avon Pension Fund – Local Pension Board
MEETING DATE:	4th March 2025
TITLE:	PENSION FUND ADMINISTRATION Performance Report
WARD:	ALL
AN OPEN PUBLIC ITEM	
<p>List of attachments to this report:</p> <p>Appendix 1 – Administration Update and Roadmap for 2025/26</p> <p>Appendix 2 – TPR Data Improvement Plan</p> <p>Appendix 3 – Exempt paper - Procurement Update</p> <p>Appendix 4 – Exemption Notice</p>	

1 THE ISSUE

The purpose of this report is to present the Fund's administration performance for the period up to and including 31st January 2025 vs key performance indicators (KPI's).

2 RECOMMENDATION

The Board:

Notes the service performance for the period ending 31st January 2025.

3 PERFORMANCE

Appendix 1 summarises service performance vs SLAs¹ to 31st January 2025. Reports show a sustainable improvement in KPI processing since August 2024. Performance dipped in January due to annual leave, sickness and vacancies.

4 Recruitment

The Fund is in late stages of recruitment for 13.4 vacant posts: 5.4 in Member Servicing, 4 in Digital Services and 2 in Business Change.

¹ service level agreements

5 McCloud

During Q1 2025 APF will write to all out-of-scope members requesting details of any additional public service pension that may put them in scope of the remedy.

350 pensioners and 20 death cases have been identified for remedy and are being resolved by the Quality Assurance team. This figure may increase once we complete checks on unaggregated cases and have a response from members for the additional public service pensions exercise (above).

Data errors have significantly reduced from 5,000 to 500 cases. Going forward McCloud data errors will form part of regular monitoring by the Quality Assurance team. The deadline for McCloud remedy is August 2025.

6 GMP

Following the decision in December's Committee, the Fund is planning the remedy stages of the project. We are updating records for members not currently in payment with an incorrectly recorded GMP. A bulk update will take place in March 2025 to reflect the correct GMP liability.

A more detailed plan will be given in the June Board in respect to the remedy of members with any over or underpayments.

7 Procurement & Pensions Dashboards

Appendix 3 will be discussed in an exempt session.

8 The Pension Ombudsman determinations

The Fund has received 2 determinations from the Pensions Ombudsman (TPO) in recent weeks.

The first is an historic complaint dating back to 2018. This went through stages 1 & 2 of the IDR process and was not upheld by the Fund. This subsequently went to TPO and a determination of maladministration against the Fund has been given. The Fund needs to pay compensation of £1,000 for distress and inconvenience, which the Fund has accepted.

The second case was raised in 2023 and subsequently went to the stage-1 of the IDR process, which was not upheld by the Fund. The member went to TPO which agreed with the Fund, even after appeal. This case has now been closed by TPO.

9 Data Improvement plan

Appendix 2 is a summary of the Fund's data position and shows a slight improvement in the overall score at 95.3%. Prior to implementation of the Pensions Dashboards, the Fund will use external data cleansing capacity to trace "gone away" members.

10 RISK MANAGEMENT

The Avon Pension Fund Committee is the formal decision-making body for the Fund, including responsibility for adequate risk management. It discharges this responsibility by ensuring the Fund has an appropriate investment strategy and investment management structure in place which is regularly monitored. It also

monitors benefits administration, the risk register and compliance with relevant investment, finance and administration regulations.

11 EQUALITIES STATEMENT

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

12 CLIMATE

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 addresses 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.

13 OTHER OPTIONS CONSIDERED

None.

14 CONSULTATION

The report and its contents have been discussed with the Head of Pensions representing the Avon Pension Fund and the Director of Financial Services, Assurance & Pensions, representing the administering authority.

Contact person	Claire Newbery Pensions Operations Manager 01225 395247
Background papers	Various statistical documents
Please contact the report author if you need to access this report in an alternative format.	