

Bath & North East Somerset Council	
MEETING:	Avon Pension Fund – Local Pension Board
MEETING DATE:	3rd June 2025
TITLE:	PENSION FUND ADMINISTRATION Performance Report
WARD:	ALL
AN OPEN PUBLIC ITEM	
List of attachments to this report: Appendix 1 – Administration Update Appendix 2 – TPR Data Improvement Plan	

1 THE ISSUE

The purpose of this report is to present the Fund's administration performance for the period up to and including 30th April 2025 vs key performance indicators (KPI's).

2 RECOMMENDATION

The Board:

Notes the service performance for the period ending 30th April 2025.

3 PERFORMANCE

Appendix 1 summarises service performance vs SLAs¹ to 30th April 2025.

4 Recruitment

The fund has successfully recruited 11 new officers joining the Operations and Business Change teams in the last month, 10 of which were in Administration. This leaves a further 4.5 vacant posts including 1 within Business Change team, recruitment is ongoing.

¹ service level agreements

5 McCloud

Whilst there is still a lot of work to do for McCloud, the team are on track to complete the known McCloud cases before the 31st August. We have remediated more than 2/3rds of the 360 pensioner cases identified and have also completed the death cases, trivial commutations and certain types of transfers out (Non club and interfund's).

There are still some complex cases to work through including club transfers and divorce cases.

We still need to review and link members with multiple records to ensure that all potential qualifying records are considered for McCloud. This piece of work has been delayed due to problems with the Heywood solution, for which a potential fix was in the recent May 2025 release. A project will also need to be undertaken to confirm dates of LGPS membership from other Funds to ensure we are compliant with statutory guidance in identifying all qualifying McCloud service. This work will identify more members with an underpin that will then need to be worked through, but based on numbers to date, it is not believed that these will be of significance.

6 GMP

The reconciliation project identified 4,740 specific cases where the scheme member was under state pension age (SPA) and where HMRC had identified a GMP figure, but APF member record indicated zero amount. Further data interrogation identified 1,329 members with more than one employment and where the GMP figure was already present on another record. These cases have been excluded from the exercise.

Of the remaining 3,411 cases; 1,262 relate to pension members in payment and 2,149 relate to current active or deferred members.

Officers are currently working to upload the data following completion of the annual year end pensions increase and CARE revaluation exercise.

The next stage of the project will focus on a review of members where a potential underpayment of pension has occurred due to an incorrect GMP figure being held on record. This stage is currently in the planning stage with other APF priority projects.

7 Procurement & Pensions Dashboard ISP

APF have awarded a 7-year contract via Softcat with Heywood's for the Pensions Administration Software and ISP provider. This includes moving to a hosted arrangement from July 2025. A further update will be given at the meeting.

8 Pensions Dashboard & ISP (Integrated Service Provider)

With the procurement now complete, APF have begun planning the implementation and connection to the dashboard including access to data reports and setting of matching criteria. User Acceptance testing has commenced. Engagement with AVC providers to ensure alignment to APF matching rules is underway. A further update will be given at the meeting.

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 95.4%.

A member tracing project to trace c6000 "gone away" members is underway prior to connection to the Pension Dashboard. Early results indicate a 50% hit for new member addresses, these members will be written to for confirmation of new address.

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.	