

Bath & North East Somerset Council	
MEETING:	Avon Pension Fund Committee Meeting
MEETING DATE:	27 th June 2025 Item 12
TITLE:	PENSION FUND ADMINISTRATION Overview & Summary Performance Report
WARD:	ALL
AN OPEN PUBLIC ITEM	
List of attachments to this report: Appendix 1 – KPI performance report	

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 Committee:

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.

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

¹ service level agreements

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 Pensions Administration System (PAS) & Pensions Dashboard including Integrated Service Provider (ISP)

With the procurement now complete, APF have begun planning:

- The move to a hosted environment with their PAS provider in July.
- The implementation and connection to the dashboard by October. This includes access to data reports and setting of matching criteria for ISP. Engagement with AVC providers to ensure alignment to APF matching rules is underway.

8 Data Improvement plan

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.

9 BUDGET MONITORING

The budget outturn for the 2024-25 year was an underspend of £1.178m.

Service Plan Category	Status	Comment if significant under/over
Administration		Lower salary spend re. delayed restructure vs budget in Pension Ops (£0.67m). Also underspend on information systems vs budget for software budgeted for but not taken up (£0.28m).
Governance & Compliance		Not significantly under or over.
Pensions Board		Not significantly under or over.
Total		

Key:

	Significant underspend
	On budget (not significantly under or over)
	Significant overspend

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.	