



Report of: **Corporate Director of Resources**

Meeting of	Date	Agenda Item	Ward(s)
Pension Board	26 November 2018		

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SUBJECT: PENSION ADMINISTRATION PERFORMANCE

1. Synopsis

- 1.1 This report provides the Board with information on the administration activities of the Pension Administration section of the Human Resources Department. The information is in respect of the period from 1 August 2018 to 31 October 2018.
- 1.2 The report also provides information regarding the Internal Dispute Resolution Procedure, and compliments and complaints.
- 1.3 There is information provided on the number of Local Government Pension Scheme (LGPS) members auto-enrolled into the scheme, for each month from August 2018 to October 2018.

2. Recommendations

- 2.1 To note the performance against key performance indicators for the relevant period.
- 2.2 To note the number and age profile of Islington employees who are not members of the LGPS, together with details of the Islington employees who auto-enrolled into the Local Government Pension Scheme during the relevant period.
- 2.3 To note the information in respect of the Internal Dispute Resolution Procedure, and compliments & complaints.
- 2.4 To note the nomination for Retired Members Representative closed on 5th November and the single applicant has been contacted.

3. Background – Statistics and key performance indicators

3.1 The membership profile at 31 July 2018 and 31 October 2018 is shown in the following table.

Category	Jul - 18	Oct - 18
Number of current active members	6,183	6,172
Number of preserved benefits	6,763	6,772
Number of Pensions in payment	5,836	5,911
Number of Spouses/dependants pensions in payment	1,073	1,069
Total	19,855	19,924

3.2. Key performance indicators from 1 August 2018 to 31 October 2018:

Process	Target days to complete	Volume	Target % Achievement	% Achieved within target days	Actual average days
Deaths	5	24	95%	95.83%	3.67
Retirement benefits	5	62	95%	95.16%	4.76
Pension estimates	10	104	95%	98.08%	4.61
Preserved benefit calculations	15	23	95%	95.65%	13.65
Transfer-in quotation	10	5	95%	80.00%	9.60
Transfer-in actual	10	2	95%	100.00%	3.50
Transfer out actual	12.5	17	95%	94.12%	3.30
Transfer out quotation	15	13	95%	100.00%	2.60
All processes	-	423	-	94.09%	-

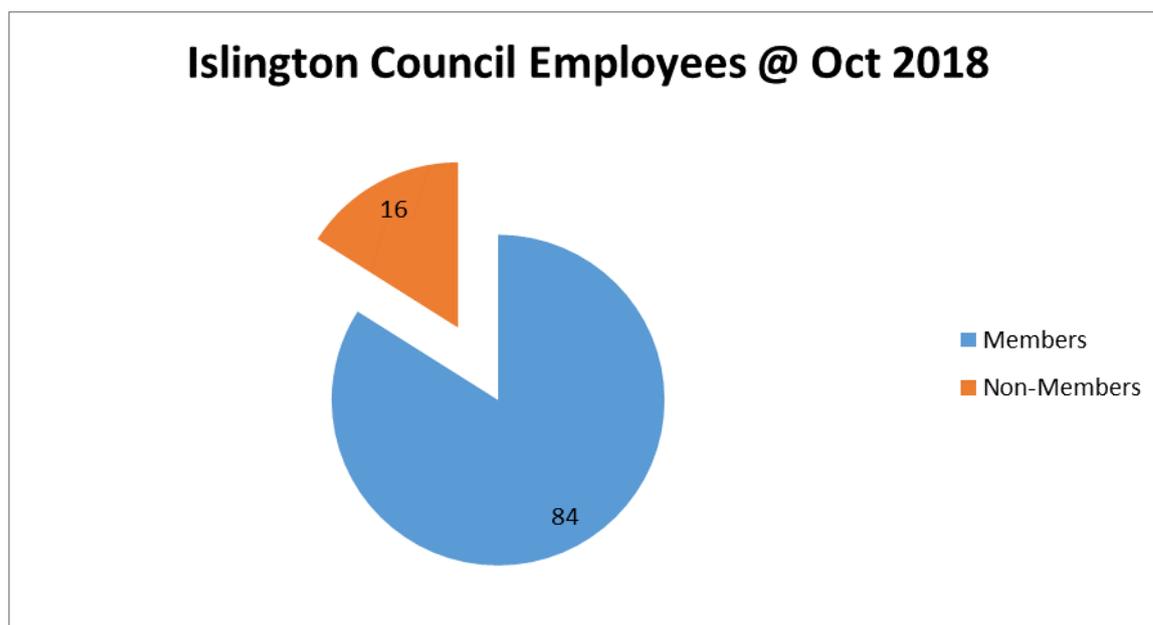
3.3 The overall performance shows an improvement on the 93.28% for the previous period to 31 July 2018.

3.4 Number of scheme members auto-enrolled into the LGPS from August 2018 to October 2018:

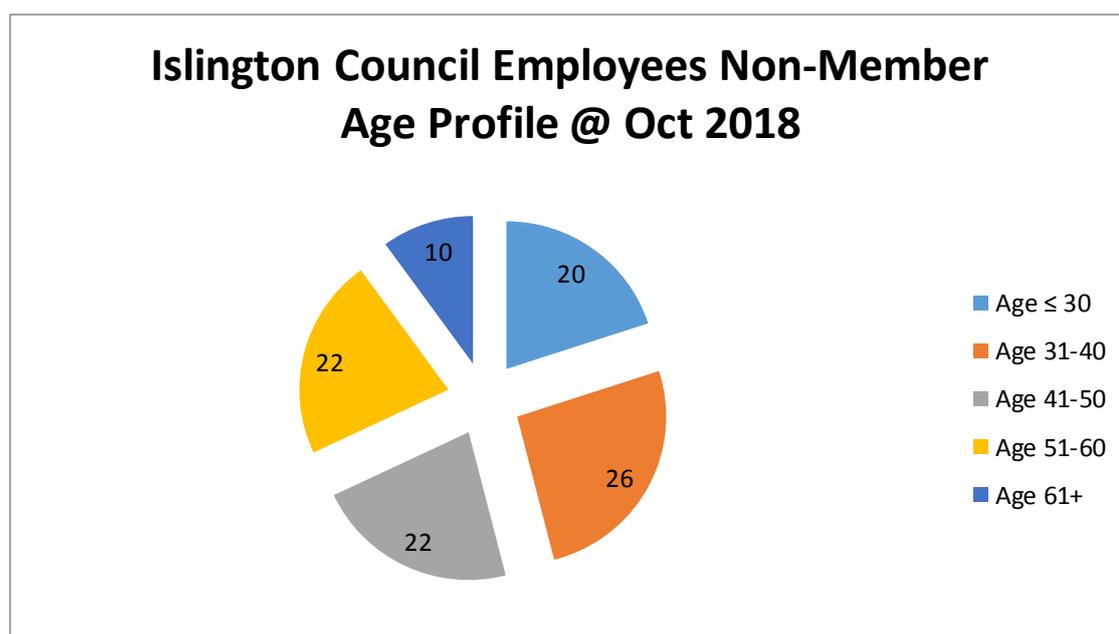
Month	No. of new entrants
August 2018	59
September 2018	146
October 2018	92
Total	297

3.5 Since the September 2018 meeting of the board 4 communications have been received thanking Pension Administration staff for their service.

3.6 Set out in the pie chart below is the percentage of Islington employees who are members alongside non-members of the LGPS:



3.7 The age profile of Islington Council employees who are non-members of the LGPS is as follows:



3.8 In terms of total numbers, Islington Council as at 31st October 2018 employed 6719 members of staff (excluding teachers and public health officers) of which 1080 were not members of the LGPS.

3.9 Islington Council like other public bodies will be undertaking the auto re-enrolment exercise early next year to target employees who are not in the Pension Scheme. Our communication strategy need to be reviewed and updated to encompass all channels and means of communication that we have access to, including an online advertising campaign, pension workshops with staff, concise and relevant information on the corporate website, meetings with key actors like the trade unions, senior managers and other stakeholders. It is imperative that we communicate effectively the affordability; portability and attractiveness of the LGPS, emphasising the many benefits of being a member of the LGPS prior to the formal process of auto-re-enrolment.

3.10. There have been no complaints during the period and there are no Internal Disputes to report.

3.11. Vacancy of Board Representatives

Members were notified of the passing of one of our joint pensioner representative at the September meeting. As this representative is also appointed to the Board, a vacancy has also arisen on the Pension Board. Following a canvass of all our current pensioners, we received one nomination before the deadline of 5th November. Officers are contacting the nominee to confirm she will accept the position after which, in accordance with the Board's Constitution, a recommendation will be made to the Council's Audit Committee seeking confirmation of the appointment.

3.11.1 There are two more vacancies on the Board that need to be filled, an employer and independent representatives. As these roles are voluntary, officers will canvass existing employers of the Fund for any volunteers. Any nominees will then be appointed by the Audit committee in time for the next Board meeting in March 2019.

4. Implication

4.1 Financial Implications

4.1.1 The cost of administering the Local Government Pension Scheme is chargeable to the Pension Fund.

4.2 Legal Implications

4.2.1 There are no specific legal implications in this report.

4.3 Resident impact assessment

4.3.1 The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

4.3.2 In respect of this report, a Resident Impact Assessment is not being made because the contents of the report relate to processes that are strictly in accordance with the statutory Local Government Pension Scheme Regulations. The LGPS Regulations are made under the

Superannuation Act 1972, and the Council has a statutory duty to comply with the LGPS Regulations.

4.4 Environmental Implications

4.4.1 The environmental impacts have been considered and it was identified that the proposals in this report would have no adverse impacts

5 Conclusion and reasons for recommendations

5.1 The report will be made to each meeting of the Pension Board and is provided in order to assess administration performance.

Background papers:

None

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