



Report of: Interim Section 151 Officer

Meeting of	Date	Agenda Item	Ward(s)
Pension Board	24 March 2020		

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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. The information is in respect of the period from 1 November 2019 to 31 January 2020 and includes the number of LGPS members auto-enrolled into the scheme for this period.
- 1.2 The report provides a mock-up of the proposed revamped Pension pages on Islington Council's website and document information for inclusion attached as Appendix 1.
- 1.3 The report also provides information regarding the Internal Dispute Resolution Procedure, compliments and complaints.

2. Recommendations

- 2.1 To note the performance against key performance indicators for the relevant period.
- 2.2 To note the number of members' auto-enrolled into the Local Government Pension Scheme during the relevant period.
- 2.3 To note the numbers, department and salary profile of Islington employees who are not members of the LGPS as at January 2020.
- 2.4 To consider and agree the proposals for future inclusion of information available to staff on the Pensions page of Islington Council's website attached as Appendix 1

- 2.5 To note the information in respect of the Internal Dispute Resolution Procedure, compliments and complaints.

3. Background – Statistics and key performance indicators

- 3.1 The membership profile at 31 October 2019 and 31 January 2020 is shown in the following table.

Category	Oct - 19	Jan - 20
Number of current active members	6,508	6,481
Number of preserved benefits	8,034	8,215
Number of Pensions in payment	6,205	5,864
Number of Spouses/dependants pensions in payment	1,047	966
Total	21,794	21,526

- 3.2. Key performance indicators from 1 November 2019 to 31 January 2020:

Process	Target days to complete	Volume	Target % Achievement	% Achieved within target days	Actual average days
Deaths	5	35	95%	92.04%	5.62
Retirement benefits	5	88	95%	86.29%	7.85
Pension estimates	10	48	95%	78.33%	14.90
Preserved benefit calculations	15	38	95%	84.19%	17.25
Transfer-in quotation	10	24	95%	100.00%	9.10
Transfer-in actual	10	24	95%	100.00%	8.60
Transfer out actual	12.5	33	95%	96.10%	12.80
Transfer out quotation	15	33	95%	95.00%	17.16
Legacy Cases - Valuation	=		=	=	=
All processes	=	323		87.50%	

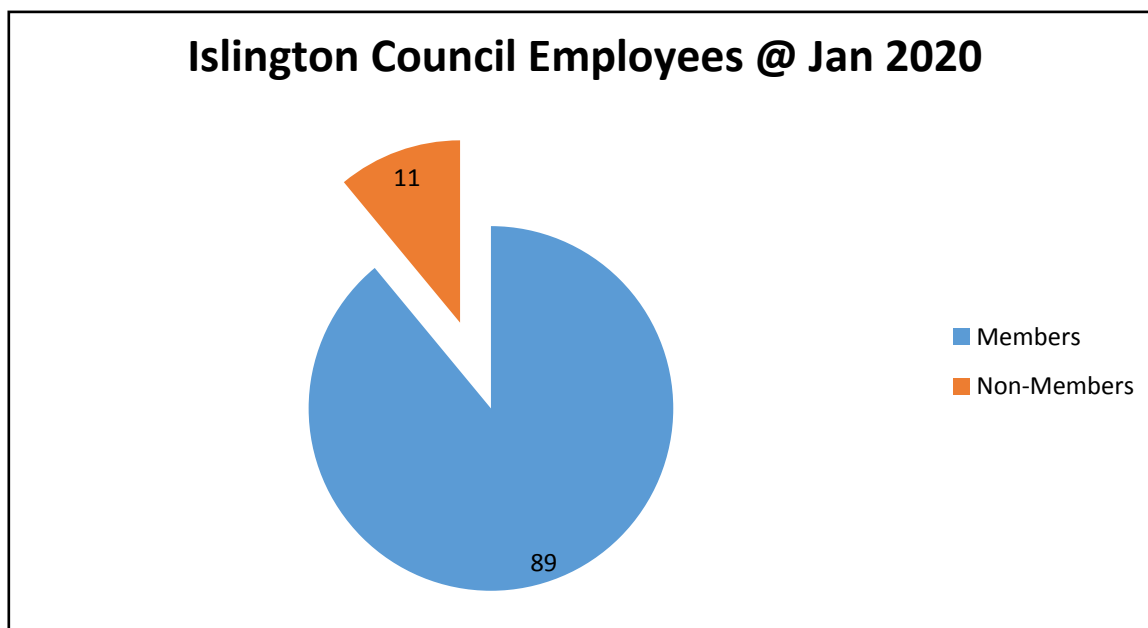
- 3.3 There has been a 5% overall performance improvement from the 82.10% achievement of processes completed within the target days as at the end of October 2019.

- 3.4 Number of members auto-enrolled into the LGPS from November to January 2020:

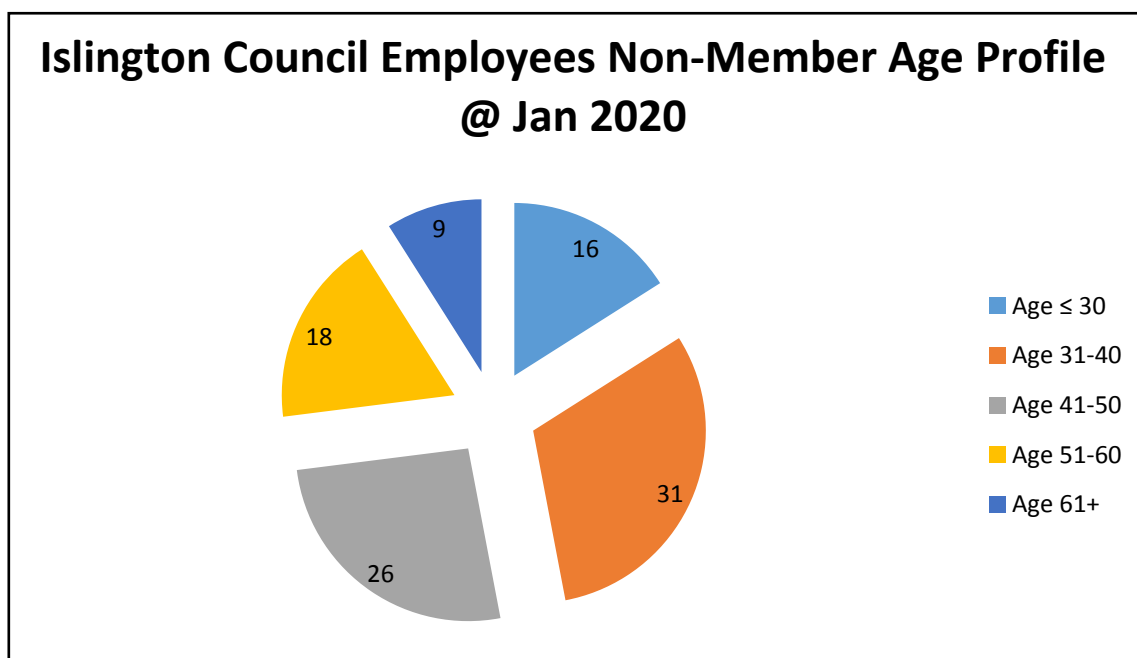
Month	Starters No.	Opt Outs	Opt Out %
November	77	4	5.19
December	42	4	9.52
January	40	2	5.00
Total	159	10	6.29

Non Members of LGPS Profile

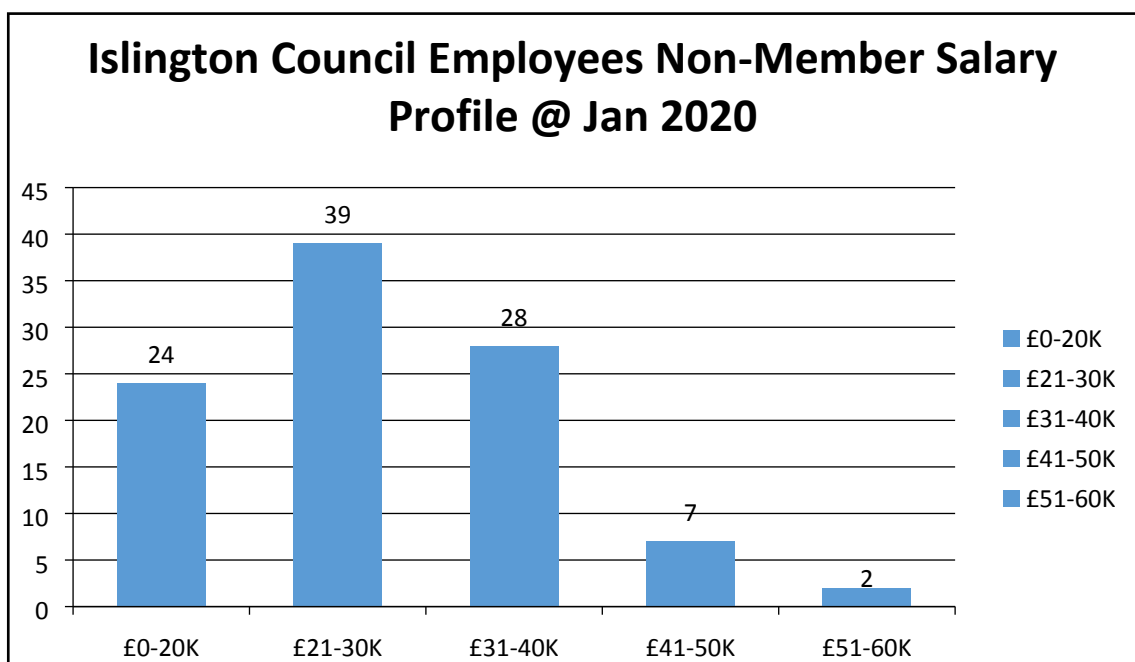
3.5 Set out in the pie chart below is the percentage of Islington employees who are members alongside non-members of the LGPS:



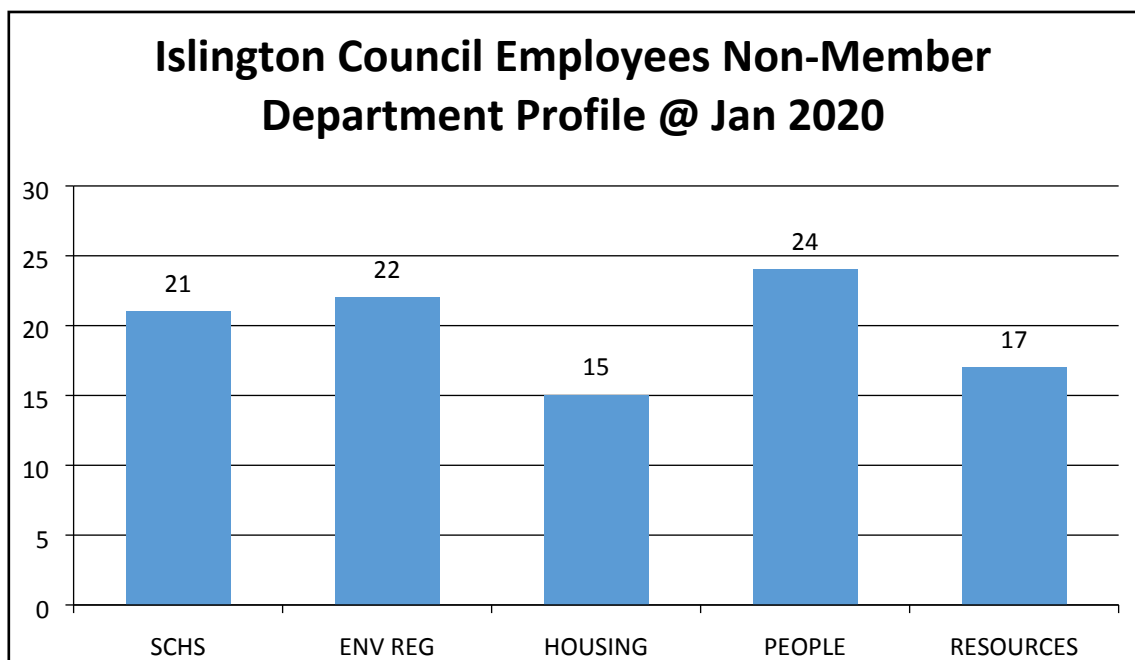
3.5.1 The age profile of Islington Council employees who are non-members of the LGPS is as follows:



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



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



3.6 In terms of total numbers, Islington Council as at 31st January 2020 employed 6030 members of staff (excluding Teachers, Public Health Workers and Consultants) of which 625 were not members of the LGPS.

3.7 Since the December 2019 meeting of the board five communications have been received thanking Pension Administration staff for their service.

3.8 There are no Internal Disputes to report.

3.9 **Islington Council's Pension Website**

Appendix 1 attached, details the mockup of the proposed revamped Islington Council's Pensions Website. Members are asked to consider and agree the proposals for future inclusion of information available to staff on the Pensions page of Islington Council's website.

4 **Implications**

4.1 **Financial Implications**

4.1.1 The cost of administering the LGPS 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 and contribution to achieving a net zero carbon Islington by 2030:**

None applicable to this report. Environmental implications will be included in each report to the Pension Board Committee as necessary. The current agreed investment strategy statement for pensions outlines the policies and targets set to April 2022 to reduce the current and future carbon exposure by 50% and 75% respectively compared to when it was measured in 2016 and also invest 15% of the fund in green opportunities. The link to the full document is <https://www.islington.gov.uk/~media/sharepoint-lists/public-records/finance/financialmanagement/adviceandinformation/20192020/20190910londonboroughofislingtonpensionfundinvestmentstrategystatement.pdf>

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 and dispute resolution. Members are also asked to consider and agree proposal to amend the Council's pension communication website.

Background papers:

None

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