

# CAMBRIDGESHIRE PENSION FUND



## Pension Fund Board

4<sup>th</sup> October 2019

**Report by:** Head of Pensions

<b>Subject:</b>	<b>Administration Performance Report</b>
<b>Purpose of the Report</b>	To present the Administration Performance Report to the Pension Fund Board
<b>Recommendations</b>	<b>The Pension Fund Board are asked to note the Administration Performance Report</b>
<b>Enquiries to:</b>	Michelle Oakensen – LGSS Pensions Governance Officer <a href="mailto:moakensen@northamptonshire.gov.uk">moakensen@northamptonshire.gov.uk</a>

### 1. Background

- 1.1 One of the core functions of the Pension Fund Board is to ensure the effective and efficient governance and administration of the scheme. This report demonstrates a number of key areas of administration performance for consideration by the Pension Fund Board.

### 2. Administration Reporting

#### 2.1 Variances against the forecast of investments and administration expenses

- 2.1.1 The tables in **appendix 1** provide an update of the Fund account, investment and administration income and expenditure against the cash flow projection outlined in the Annual Business Plan as agreed by the Pension Fund Committee in March 2019.

#### 2.2 Key Performance Indicators – LGSS Pensions

- 2.2.1 The Pension Fund Committee has previously agreed a set of key performance indicators (KPIs) to assess the performance of LGSS Pensions.
- 2.2.2 For the period 1<sup>st</sup> June to 31<sup>st</sup> August 2019 the Fund has met all targets with the exception of three. The detail surrounding the performance of the service can be found in **appendix 2**.

#### 2.3 Receipt of Employee and Employer Contributions

- 2.3.1 Employers in the Fund have a statutory obligation to arrange for the correct deduction of employee and employer contributions and to ensure payment reaches the Pension Fund by the 19th of the month following the month of deduction. Providing an associated monthly statement/schedule in a format acceptable to the Administering Authority.

2.3.2 The table in **appendix 3** shows the percentage of employers in the Cambridgeshire Pension Fund who paid their employee and employer contributions and/or submitted their schedules on time or late for the period 1<sup>st</sup> August 2018 to 31<sup>st</sup> July 2019

2.3.3 Details of late paying employers for May, June and July 2019 can be found in the **private and confidential appendix (appendix 4)** of the report.

## **2.4 Breaches of the Law**

2.4.1 There are many and various laws relating to the Local Government Pension Scheme, with many and various people having a statutory duty to report material breaches of the law to the Regulator. The Cambridgeshire Pension Fund maintains a record of both material breaches that are reported to the Pensions Regulator as well breaches that are deemed not to be of material significance and so are not reported to the Pensions Regulator.

2.4.2 Breaches that have been identified for the period 1<sup>st</sup> June to 31<sup>st</sup> August 2019 have been listed below (please note – this excludes late payment of contributions as this is covered in appendix 3 and 4) –

<b>Type of Breach</b>	<b>Detail of Breach</b>	<b>Course of action</b>
Material Breaches	None	None
Non Material Breaches	Two annual benefit statements were not issued to active members by the statutory deadline of 31 <sup>st</sup> August 2019 due to the records needing further investigation with the respective employers (24,512 were issued to members by the statutory deadline).	The affected members have been contacted and the annual benefit statement will be issued by 31 <sup>st</sup> October 2019.  This breach has been entered onto the breaches log and not reported to the Pensions Regulator as the matter has not been deemed of material significance.

## **2.5 Internal Dispute Resolution Procedure**

2.5.1 Members, prospective members, and beneficiaries may not always agree with pension decisions that are made, or may be unhappy that decisions have not been made, by either an administering authority or a scheme employer. The Internal Dispute Resolution Procedure (IDRP) is the route by which they may raise their concerns and challenge such decisions.

2.5.2 Cases within the IDRP process as at 31<sup>st</sup> August 2019 can be found in the tables below:

### 2.5.3 Stage 1 disputes:

	Administering Authority*	Stage 1 Decisions:
No. of disputes brought forward from 2018/19:	0	N/A
No. of disputes raised as at 31 <sup>st</sup> August 2019:	0	
No. of disputes resolved as at 31 <sup>st</sup> August 2019:	0	
No. of disputes in progress as at 31 <sup>st</sup> August 2019:	0	

\*Please note that the Administering Authority is not always aware of stage 1 employer disputes.

### 2.5.4 Stage 2 disputes:

	Scheme Employer	Admin Authority	Stage 2 Decisions:
No. of disputes brought forward from 2018/19:	1	2	Both resolved disputes concerned recovery of an overpayment of pension. Neither complaint was upheld
No. of disputes raised as at 31 <sup>st</sup> August 2019:	2	1	
No. of disputes resolved as at 31 <sup>st</sup> August 2019:	0	2	
No. of disputes in progress as at 21 <sup>st</sup> August 2019:	3	1	

### 2.5.5 Disputes escalated to The Pensions Ombudsman (TPO)

	Scheme Employer	Admin Authority	TPO Decisions:
No. of disputes brought forward from 2018/19:	2	1	None
No. of disputes raised as at 31 <sup>st</sup> August 2019:	0	0	
No. of disputes resolved as at 31 <sup>st</sup> August 2019:	0	0	
No. of disputes in progress as at 31 <sup>st</sup> August 2019:	2	1	

## 2.6 Employers Admissions and Cessations

### 2.6.1 The following admission bodies have been admitted to the Cambridgeshire Pension Fund:

- Edwards and Blake (New Road Primary School)
- Easy Clean Contractors Ltd (Milton Primary CofE School)
- VHS Cleaning Services
- Caterlink Ltd
- CleanTec Services Ltd

### 2.6.2 The following scheduled body has been admitted to the Cambridgeshire Pension Fund:

- St John the Baptist Catholic MAT

2.6.3 The following bodies have ceased to be an employer within the Cambridgeshire Pension Fund:

- Aspens (Brampton Village Primary)
- Aspens (Willingham Primary)
- Aspens (Staploe Ed Trust)
- Advanced Cleaning Services (Ridgefield Primary School)
- ABM Catering Limited (Morley Memorial)
- Coram Cambridgeshire Adoption Limited
- Improve IT Ltd
- Pabulum Catering Ltd (Cottenham)
- Pabulum (Ely College)
- Pabulum (Sawtry Junior Academy)
- Pabulum (Swavesey)
- TNS Catering (WASP Cluster 2)

### 3. Relevant Pension Fund Objective

Have robust governance arrangements in place, to facilitate informed decision making, supported by appropriate advice, policies and strategies, whilst ensuring compliance with appropriate legislation and statutory guidance. <i>Objective 1</i>
Manage the Fund in a fair and equitable manner, having regard to what is in the best interest of the Fund's stakeholders, particularly the scheme members and employers. <i>Objective 2</i>
Ensure the relevant stakeholders responsible for managing, governing and administering the Fund, understand their roles and responsibilities and have the appropriate skills and knowledge to ensure those attributes are maintained in a changing environment. <i>Objective 3</i>
Continually monitor and measure clearly articulated objectives through business planning <i>Objective 4</i>
Continually monitor and manage risk, ensuring the relevant stakeholders are able to mitigate risk where appropriate. <i>Objective 5</i>
Put in place performance standards for the Fund and its employers and ensure these are monitored and developed as necessary. <i>Objective 8</i>
Administer the Fund in a professional and efficient manner, utilising technological solutions and collaboration. <i>Objective 10</i>

### 4. Risk Management

- 4.1 The Fund's Administration Strategy sets out the performance standards of both the scheme employer and the administering authority (LGSS Pensions). The Pension Fund Committee and Local Pension Board are expected to monitor performance standards through information contained within the Administration Report which is presented at each meeting.
- 4.2 The mitigated risks associated with this report has been captured in the Fund's risk register as detailed below -

<b>Risk No.</b>	<b>Risk</b>	<b>Residual risk rating</b>
5	Information may not be provided to stakeholders as required.	Green
7	Those charged with governance are unable to fulfil their responsibilities effectively	Green
16	Failure to provide relevant information to the Pension Committee/Pension Board to enable informed decision making	Green

- 4.3 The Fund's risk register can be found on the LGSS Pensions website at the following link:  
<https://pensions.cambridgeshire.gov.uk/app/uploads/2019/04/Cambridgeshire-Risk-Register.pdf>

## 5. Communication Implications

<a href="#">Direct communications</a>	The Fund publishes performance against the key performance indicators in the regular reports to the Pension Fund Committee and Pension Fund Board and in the Fund's Annual Report.
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## 6. Finance & Resources Implications

- 6.1 There are no financial and resource implications associated with this report.

## 7. Legal Implications

- 7.1 Not applicable

## 8. Consultation with Key Advisers

- 8.1 Consultation with the Fund's advisers was not required for this report.

## 9. Alternative Options Considered

- 9.1 Not applicable

## 10. Background Papers

- 10.1 Not applicable

## 11. Appendices

- 11.1 Appendix 1 Variances against the forecast of investments and administration expenses  
11.2 Appendix 2 Key Performance Indicators – LGSS Pensions  
11.3 Appendix 3 Receipt of Employee and Employer Contributions  
11.4 Appendix 4 Late payments of employee and employer contributions (private and confidential)

<b>Checklist of Key Approvals</b>	
Has this report been cleared by Head of Pensions?	Mark Whitby – 16 <sup>th</sup> September 2019

## Appendix 1 – LGSS Pensions Administration Report

### Variances against the forecast of investments and administration expenses – based on original setting of assumptions

Fund Account	2019-20 Estimate	2019-20 Forecast	Variance	Comments
	£000	£000	£000	
Contributions	131,000	131,000	0	
Transfers in from other pension funds	4,200	4,200	0	
<b>Total income</b>	<b>135,200</b>	<b>135,200</b>	<b>0</b>	
Benefits payable	-105,000	-105,000	0	
Payments to and on account of leavers	-9,100	-9,100	0	
<b>Total Payments</b>	<b>-114,100</b>	<b>-114,100</b>	<b>0</b>	
	<b>21,100</b>	<b>21,100</b>	<b>0</b>	
Management Expenses	-10,040	-8,589	-1,451	See analysis below
<b>Total income less expenditure</b>	<b>11,060</b>	<b>12,511</b>	<b>-1,451</b>	
Investment income	<b>36,000</b>	<b>36,000</b>	<b>0</b>	
Taxes on income	-	-	-	
Profit and (losses) on disposal of investments and changes in the market value of investments	<b>84,000</b>	<b>84,000</b>	<b>0</b>	
<b>Net return on investments</b>	<b>120,000</b>	<b>120,000</b>	<b>0</b>	
<b>Net increase/(decrease) in the net assets available for benefits during the year</b>	<b>131,060</b>	<b>132,511</b>	<b>1,451</b>	

<b>Management Expenses</b>	<b>2019-20 Estimate</b>	<b>2019-20 Forecast</b>	<b>Variance</b>	<b>Comments</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>	
Total Administration Expenses	-2,930	-2,965	-35	See analysis below
Total Governance Expenses	-550	-633	-83	Actuary fees understated (McCloud)
Total Investment Invoiced Expenses	-6,560	-4,991	1,569	Investment cost overstated
<b>Total Management Expenses</b>	<b>-10,040</b>	<b>-8,589</b>	<b>1,451</b>	

<b>Administration Expenses Analysis</b>	<b>2019-20 Estimate</b>	<b>2019-20 Forecast</b>	<b>Variance</b>	<b>Comments</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>	
Staff Related	-1,400	-1,400	0	
Altair System and payroll system	-310	-310	0	
Data Improvement Projects	-440	-440	0	
Communications	-30	-30	0	
Other Non-Pay and Income	-120	-120	0	
County Council Overhead Recovery	-630	-665	-35	External overheads have increased
<b>Total Administration Expenses</b>	<b>-2,930</b>	<b>-2,965</b>	<b>-35</b>	

## Appendix 2 - Key Performance Indicators – LGSS Pensions June, July and August 2019

Function/Task	Indicator	Target	Completed	Within Target	Over Target	% Within Target	RAG	Comments
Notify leavers of deferred benefit entitlement	Notify leavers of deferred benefit entitlements or concurrent amalgamation within 15 working days of receiving all relevant information.	90%	June: 97 July: 216 August: 239	97 193 236	0 23 3	100% 89% 99%	Green Amber Green	SLA target met SLA target not met* SLA target met
Payment of retirement benefits from active employment	Notify employees retiring from active membership of benefits award, from date payable or date of receiving all necessary information if later within 5 working days.	95%	June: 24 July: 52 August: 29	23 46 29	1 6 0	96% 88% 100%	Green Amber Green	SLA target met SLA target not met* SLA target met
Award dependant benefits – <b>Statutory</b>	Issue award within 5 working days of receiving all necessary information.	95%	June: 29 July: 37 August: 28	29 37 28	0 0 0	100% 100% 100%	Green Green Green	SLA target met SLA target met SLA target met
Provide a maximum of one estimate of benefits to employees per year on request – <b>Statutory</b>	Estimate in agreed format provided within 10 working days from receipt of all information.	90%	June: 87 July: 153 August: 103	82 148 95	5 5 8	94% 97% 92%	Green Green Green	SLA target met SLA target met SLA target met
Provide transfer-in quote to scheme member – <b>Statutory</b>	Letter issued within 10 working days of receipt of all appropriate information.	95%	June: 25 July: 32 August: 18	23 32 18	2 0 0	92% 100% 100%	Amber Green Green	SLA target not met** SLA target met SLA target met
Payment of transfer out – <b>Statutory</b>	Process transfer out payment – letter issued within 10 working days of receipt of all information needed to calculate transfer out payment.	90%	June: 9 July: 3 August: 11	9 3 11	0 0 0	100% 100% 100%	Green Green Green	SLA target met SLA target met SLA target met

\*Below SLA target but number completed within the SLA is within 10% of the SLA target. Missed target due to high volume of work alongside pension administration system issues. The system issues have now been resolved.

\*\*Below SLA target but all within statutory target of 2 months of request. Missed target due to a training issue which has now been resolved and will continue to be monitored.

Green: Equal to or above Service Level Agreement (SLA) target.

Amber: If there is a statutory target - below SLA target, but all within statutory target.  
If there is no statutory target - below SLA target, but number completed within target is within 10% of the SLA target.

Red: If there is a statutory target - below SLA target and not within statutory target.  
If there is no statutory target - below SLA target and number completed within target is not within 10% of the SLA target.

**Appendix 3 - Receipt of Employee and Employer Contributions**

Month/Year	% of Employers Paid on Time	% of Employers Paid Late	% of Employers that Submitted Schedule on Time	% of Employers that Submitted Schedule Late
August 2018	98.4	1.6	98.5	1.5
September 2018	99.5	0.5	97.2	2.8
October 2018	99.3	0.7	96.7	3.3
November 2018	100	0	99.6	0.4
December 2018	99.3	0.7	99.4	0.6
January 2019	99.8	0.2	99.6	0.4
February 2019	100	0	99.6	0.4
March 2019	99.4	0.6	98.4	1.6
April 2019	98.5	1.5	97.0	3.0
May 2019	97.6	2.4	98.0	2.0
June 2019	99.6	0.4	100	0
July 2019	98.7	1.3	95.9	4.1
<b>Average for period</b>	<b>99.2</b>	<b>0.8</b>	<b>98.3</b>	<b>1.7</b>