

CAMBRIDGESHIRE PENSION FUND

Pension Fund Board

2 July 2021

Report by: Head of Pensions

Subject	Administration Performance Report
Purpose of the Report	To present the Administration Performance Report to the Pension Fund Board
Recommendations	The Pension Fund Board are asked to note the Administration Performance Report
Enquiries to:	Joanne Walton, Governance and Regulations Manager joanne.walton@westnorthants.gov.uk

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. Key Performance Indicators – Pensions Service

- 2.1 The Pension Fund Committee has previously agreed a set of key performance indicators (KPIs) to assess the performance of the Pensions Service.
- 2.2 Full KPI details for the period 1 March to 31 May 2021 can be found in appendix 1.

3. Receipt of Employee and Employer Contributions

- 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.
- 3.2 The table in appendix 2 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 May 2020 to 30 April 2021.
- 3.3 There were no late payments of contributions for the period 1 December 2020 to 31 March 2021 and there were 4 late payments in April.

4. Breaches of the Law

4.1 There are various laws relating to the Local Government Pension Scheme, with various individuals, including the Pension Fund Board, 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.

4.2 For the period 1 March to 31 May 2021, the following breaches occurred:

Type of Breach	Detail of Breach	Course of action
Material Breaches	None	None
Non Material Breaches	13 refund of pension contribution payments were claimed by and paid to members outside of the statutory 5-year period.	No further action at this stage. It is likely that the legislation surrounding this will be amended to remove the 5 year requirement.

5. Internal Dispute Resolution Procedure

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.

5.2 In the period 1 February to 31 May 2021 the following activity occurred:

Nature of dispute	Stage 1 (Head of Pensions)	Stage 2 (Cambridgeshire County Council Monitoring Officer)	The Pensions Ombudsman
Membership records providing inconsistent details and associated delays incurred (received 23 April 2021).	Response due by 22 June 2021, extended to 3 July 2021 (a verbal update will be provided at this meeting).		
Delays in response to requests for information. Received an amount of money in error (which has since been recovered in full) (received 11 May 2021)	Response due by 10 July 2021.		
Nature of dispute	Stage 1 (Head of Pensions)	Stage 2 (Cambridgeshire County Council Monitoring Officer)	The Pensions Ombudsman
Request for a transfer of pension benefits denied due to not meeting the conditions required (received 13 May 2021).	Response due by 12 July 2021.		
Delay in payment of pension and tax issues relating to payment of child's pension (received 3 June 2021).	Response due by 2 August 2021.		
Request for a transfer of pension benefits denied due to not meeting the conditions required (received 3 December 2018).	Not upheld (29 January 2019)	Not upheld (15 May 2019).	Not upheld (18 May 2021). Member did not confirm their acceptance of the Ombudsman ruling so the Ombudsman closed the case 11 June 2021.

6. Employers Admissions and Cessations

6.1 The following admitted bodies were admitted to the Cambridgeshire Pension Fund:

- ABM Catering Limited (Priory Junior School, Holywell CofE Primary School and St Augustine's CofE Voluntary Aided Junior School)
- Aramark (Cambridge Regional College)
- Aspens-Services Limited (Brampton Village Primary School)
- Centre 33
- City Culture Peterborough Ltd
- Compass Contract Services (Anglian Learning Trust: Bassingbourne VC, Sawston VC and Netherhall)
- Easy Clean Contractors (Arbury Primary School, Thomas Deacon Education Trust: Thomas Deacon Academy, Warboys Primary School, Welbourne Primary School and Richard Barnes Academy)
- Fusion
- Goshen Multi-Services Limited Contract 2
- Hertfordshire Catering Limited (Petersfield CofE Aided Primary School, Meldreth Primary School, Melbourn Primary School, Hauxton Primary School, Harston & Newton Community Primary School and Barrington CofE VC Primary School)
- Industrial Site Maintenance Limited
- Lunchtime Company (CPET: Histon & Impington Junior School, Histon & Impington Infants School, Hatton Park Primary School, Trumpington Park Primary School and Somersham Primary School)
- Peterborough Investment Partnership

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

- ABM Catering Limited (Abbots Ripton CE Primary)
- Centre33 (entered and exited the scheme within a month)
- Easy Clean Ltd (Little Paxton)
- Edwards & Blake Limited (Spring Common Academy)
- Edwards and Blake (Little Paxton Primary)
- Spurgeons

7. Relevant Pension Fund Objectives

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. *Objective 1*

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. *Objective 2*

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. *Objective 3*

Continually monitor and measure clearly articulated objectives through business planning *Objective 4*

Continually monitor and manage risk, ensuring the relevant stakeholders are able to mitigate risk where appropriate. *Objective 5*

Put in place performance standards for the Fund and its employers and ensure these are monitored and developed as necessary. *Objective 8*

Administer the Fund in a professional and efficient manner, utilising technological solutions and collaboration. *Objective 10*

8. Risk Management

8.1 The Fund's Administration Strategy sets out the performance standards of both the scheme employer and the administering authority. The Pension Fund Committee and Pension Fund Board are expected to monitor performance standards through information contained within the Administration Report which is presented at each meeting.

8.2 The mitigated risks associated with this report has been captured in the Fund's risk register as detailed below -

Risk No.	Risk	Residual risk rating
6	Information may not be provided to stakeholders as required.	Green
8	Those charged with governance are unable to fulfil their responsibilities effectively	Green
17	Failure to provide relevant information to the Pension Fund Committee/Pension Board to enable informed decision making	Green

8.3 The Fund's risk register can be found on the Pensions website at the following link: [Cambridgeshire Pension Fund Risk Register.](#)

9. Communication Implications

[Direct communications](#)

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.

Employers of the Fund are guided through the admission process and directly kept up to date with requirements and progress.

Members who enter the Internal Dispute Resolution Procedure are kept informed of progress within the statutory timescales.

10. Finance & Resources Implications

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

11. Legal Implications

- 11.1 Legal advice was sought from the Fund's advisors in relation to the Internal Dispute Resolution Procedure as referenced in section 5.2.

12. Consultation with Key Advisers

- 12.1 Consultation with the Fund's advisors was not required for this report.

13. Alternative Options Considered

- 13.1 Not applicable

14. Background Papers

- 14.1 Not applicable

15. Appendices

- 15.1 Appendix 1 Key Performance Indicators – Pensions Service
- 15.2 Appendix 2 Receipt of Employee and Employer Contributions
- 15.3 Appendix 3 Late payment of employer contributions (**exempt**)

Checklist of Key Approvals

Has this report been cleared by Head of Pensions? Mark Whitby – 23/06/2021