

CAMBRIDGESHIRE PENSION FUND



Pension Fund Board

Date: 19 October 2018

Report by: Head of Pensions

Subject:	LGSS Pensions Service Administration Performance Report
Purpose of the Report	To present the Administration Performance Report to the Pension Fund Board to report key areas of administration performance.
Recommendations	The Pension Fund Board are asked to note the Administration Performance Report
Enquiries to:	Michelle Oakensen – LGSS Pensions Governance Officer moakensen@northamptonshire.gov.uk

1. Background

- 1.1 One of the core functions of the Pension 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 Pensions Committee in March 2018.

2.2 Key Performance Indicators – LGSS Pensions Service

- 2.2.1 The Pension Committee has previously agreed a set of key performance indicators (KPIs) to assess the performance of LGSS Pensions Service.
- 2.2.2 For the period 1 June to 31 August 2018 the Fund has met all targets. The detail surrounding the performance of the service can be found in **appendix 1**.

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.

- 2.2.2 The table in **appendix 1** of the report 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 August 2017 to 31 July 2018.
- 2.2.3 Details of late paying employers for May, June and July can be found in **appendix 2 (private)** of the report.

3. 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. <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. Finance & Resources Implications

- 4.1 The financial and resource implications are set out in the Business Plan

5. Risk Management

- 5.1 The Fund's Administration Strategy sets out the performance standards of both the scheme employer and the administering authority (LGSS Pensions). The Pension Committee and Local Pension Board are expected to monitor performance standards through information contained within the Administration Report which is presented at each meeting.
- 5.2 The risks associated with either scheme employer or the administering authority failing to meet those performance standards have been captured in the Fund's risk register as detailed below.

Governance (risk 18)	Failure to provide adequate information to the Pension Committee/Pension Board.	Green
Investment and Funding (risk 19)	Contributions to the Fund are not received on the correct date and for the correct amount.	Amber
Administration and Communication (risk 45)	Effective performance management is not in place for the administration of the Fund.	Green

Governance (risk 1)	Failure to administer the scheme in line with regulations and policies.	Green
Governance (risk 13)	Failure to have formal monitoring of Key Performance Indicators in place leading to officers being unable to produce accurate performance management reports.	Green

- 5.3 The full version of the Fund risk register can be found at the following link
<http://pensions.northamptonshire.gov.uk/governance/key-documents/cambridgeshire/shire.gov.uk>

6. Communication Implications

Direct Communications	The Fund publishes its performance against the key performance indicators in the regular reports to the Pension Committee and Pension Fund Board and in the Fund's Annual Report.
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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 LGSS Pensions Service Administration Report
- 11.2 Appendix 2 Details of late paying employers – private appendix

Checklist of Key Approvals	
Has this report been cleared by Head of Pensions?	Mark Whitby – 25 September 2018

Appendix 1 – LGSS Pensions Service Administration Report

Variances against the forecast of investments and administration expenses

Fund Account	2018-19 Estimate	2018-19 Forecast	Variance	Comments
	£000	£000	£000	
Contributions	-129,000	-129,000	-	
Transfers in from other pension funds:	-4,907	-4,907	-	
Total income	-133,907	-133,907	-	
Benefits payable	101,000	101,000	-	
Payments to and on account of leavers	7,246	7,246	-	
Total Payments	108,246	108,246	-	
Management Expenses	8,494	8,494	-	
Total income less expenditure	-17,167	-17,167	-	
Investment income	-30,000	-30,000	-	
Taxes on income				
(Profit) and losses on disposal of investments and changes in the market value of investments	-77,000	-77,000	-	
Net return on investments	-107,000	-107,000	-	
Net (increase)/decrease in the net assets available for benefits during the year	-124,167	-124,167	-	

Contributions and benefits are based upon underlying trends in membership and contribution rates, pensions in payment and expected increases. Transfers in and out have been based upon the average of individual transfers in and out of the scheme over the period 2015/16 to 2017/18.

Administration Expenses Analysis	2018-19 Estimate	2018-19 Forecast	Variance	Comments
	£000	£000	£000	
Staff Related	1,436	1,392	(44)	Expected underspend due to vacant posts
Altair System	287	287	-	
GMP/Payroll Reconciliation Project	60	60	-	
CRM and new website	25	25	-	
Communications	23	23	-	
Other Non-Pay and Income	212	212	-	
County Council Overhead Recovery	615	615	-	
Total Administration Expenses	2,658	2,614	(44)	

*The GMP and Payroll reconciliation costs are intended to be a one-off expenditure in order to meet the requirements of HMRC as a result of the introduction of the new state pension and cessation of contracting-out in defined benefit schemes. External expertise is required to complete this project in the most effective manner. This project will continue into 2018/19 and the unused budget from 2017/18 has been carried forward to meet this.

Management Expenses	2018-19 Estimate	2018-19 Forecast	Variance	Comments
	£000	£000	£000	
Total Administration Expenses	2,658	2,614	-	
Total Governance Expenses	449	449	-	
Total Investment Expenses	5,387	5,387	-	
Total Management Expenses	8,494	8,450	(44)	

Investment expenses are mainly driven by fees paid to managers and are based upon the current year uplifted by 3% per annum. Governance and investment expenses are expected to remain at levels similar to the current year, increasing in line with inflation. Within the governance expenses for 2018/19 is £100,000 in respect of ACCESS related costs (2017/18 £100,000).

Key Performance Indicators – LGSS Pensions Service June, July and August 2018

Function/Task	Indicator	Target	Completed	Within Target	Over Target	% Within Target	RAG	Comments
Payment of retirement benefits from active employment	Payment of lump sum within 5 working days of payable date or date of receiving all necessary information if later. First pension paid in the month of leaving or in month of receiving all necessary information if later.	95%	June: 34 July: 38 August: 39	33 38 37	1 0 2	97% 100% 95%	Green Green Green	SLA target met SLA target met SLA target met
Award dependant benefits – Statutory	Issue award within 5 working days of receiving all necessary information.	95%	June: 30 July: 13 August: 26	30 13 26	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 – Statutory	Estimate in agreed format provided within 10 working days from receipt of all information.	90%	June: 105 July: 93 August: 94	103 92 93	2 1 1	98% 99% 99%	Green Green Green	SLA target met SLA target met SLA target met
Provide transfer-in quote to scheme member – Statutory	Letter issued within 10 working days of receipt of all appropriate information.	95%	June: 16 July: 16 August: 35	15 16 35	1 0 0	94% 100% 100%	Amber Green Green	* SLA target met SLA target met
Payment of transfer out – Statutory	Process transfer out payment – letter issued within 10 working days of receipt of all information needed to calculate transfer out payment.	90%	June: 4 July: 13 August: 13	4 13 13	0 0 0	100% 100% 100%	Green Green Green	SLA target met SLA target met SLA target met

*Below SLA target, but all within statutory target of 2 months of request. This was as a result of a training issue and low volume.

Green: Equal to or above 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.

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 2017	97.6	2.4	97.3	2.7
September 2017	98.0	2.0	97.7	2.3
October 2017	97.2	2.8	95.8	4.2
November 2017	98.8	1.2	98.4	1.6
December 2017	99.1	0.9	99.1	0.9
January 2018	98.6	1.4	98.6	1.4
February 2018	99.3	0.7	99.3	0.7
March 2018	99.3	0.7	98.6	1.4
April 2018	97.8	2.2	95.0	5.0
May 2018	96.7	3.3	96.9	3.1
June 2018	99.8	0.2	98.7	1.3
July 2018	99.6	0.4	98.7	1.3
Average for period	98.5	1.5	97.8	2.2

