

WILTSHIRE COUNCIL

WILTSHIRE LOCAL PENSION BOARD

6 April 2017

PENSION FUND KEY PERFORMANCE INDICATORS

Purpose of the Report

1. The purpose of this report is to present a summary of the proposed basis for measuring the Fund's performance against its key performance indicators (KPIs) that was reported on at the Pension Committee meeting on 23 March 2017 and will be used to update future meetings of both the Committee and Board.

Background

2. As part of the Fund's 2015/18 Business Plan we have a commitment to introduce bi-annual performance reporting in order to improve management information, assist with performance monitoring and increase transparency of the administration performance. This objective fits in with our overriding objectives to ensure the effective management and governance of the Fund and to provide an effective, customer friendly benefits administration service. This Fund has a Pension Administration Strategy which this Board has reviewed and it can be seen on the link below:

<http://www.wiltshirepensionfund.org.uk/pension-administration-strategy-2015.pdf>

3. This commitment is also in line with the Pensions Regulator's increased focus on governance of public service pension schemes resulting from the extension of its remit to cover public service pension schemes via the Public Service Pension Act 2013 and the resulting *Code of Practice 14 - Governance and administration of public service pension scheme* which sets out the wide ranging governance requirements the Regulator expects to see adhered to.

Considerations for the Board

4. As part of its performance reporting the Fund has identified the following key indicators on which to report:
 - Putting benefits into payment on retirement;
 - Commencing payment of benefits for deferred members;
 - Provision of benefit estimates;
 - Provision of deferred benefit statements to early leavers;
 - Processing of transfer payments into and out of the Fund;
 - Provision of cash equivalent values in cases of divorce;
 - Processing of refunds of contributions;
 - Processing of inter-LGPS Fund transfers; and
 - Payment of death grants.
5. The attached shows a breakdown of the administration team's performance against the indicators outlined above.
6. The intention is to subdivide the time taken to complete each task into different tranches (0 to 5 days, 6 to 10 days, etc.), as well as setting out those instances where

performance was outside of the statutory time limits. This information, and the detailed reporting that sits behind it, will be used to better understand any potential issues impacting the day-to-day administration of the Fund (for example are we having to respond to urgent cases more quickly due to poor employer performance).

7. Separately we will be introducing reporting on the performance of scheme employers, including Wiltshire Council, in the accurate deduction of employee and employer contributions and their timely payment over to the Fund. We will also extend reporting on employer performance in due course to include the provision of information relating to retirements, early leavers and deaths in service.

Conclusions

8. This is the first time that the Fund has collated detailed information on its performance against key administrative tasks. Officers will now look to analysis the results going forward to identify and address any issues arising from this reporting, with the aim of ensuring continual improvement of the team's performance against the statutory standards. Furthermore we will also look to address the issue of individual scheme employer performance, in order that we can work with them to further improve the level of service to our membership.

Pension Committee Comments

9. The Pension Committee was asked to note these proposed KPIs and suggest any amendments they might wish to see to this reporting in the future. The stated that would like to see the inclusion of costs data where possible.
10. The Head of Pensions outlined this was a starting point and an easy to read dashboard would be developed with other areas of performance in due course.

Environmental Impact

11. There is no environmental impact from this report.

Financial Considerations

12. There are no immediate financial considerations resulting from the reporting of the Fund's performance against its key performance indicators.

Risk Assessment

13. There are no direct risks to the Fund associated with this reporting.

Legal Implications

14. There are no immediate legal implications arising from this report.

Safeguarding Considerations/Public Health Implications/Equalities Impact

15. There are no implications at this time.

Proposals

16. The Board is requested to note the proposed KPIs for measuring the summary of the Fund's performance against its key performance indicators.

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Treasurer to the Pension Fund

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