

## London Borough of Hammersmith & Fulham

**Report to:** Pension Board.

**Date:** 13/01/2019

**Subject:** Local Government Pension Scheme (LGPS) Administration  
Performance Update Report.

**Report of:** Assistant Director People and Talent

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### Summary

The day to day administration of the LBHF LGPS is delegated to Surrey County Council (SCC) under a Section 101 agreement effective from 1<sup>st</sup> September 2015.

The Section 101 agreement includes Key Performance Indicators (KPIs) which are generally consistent with national standards, these are monitored by the Bi-Borough Pensions and LBHF People and Talent teams.

This report provides an update of performance against the agreed KPIs deliverables.

### Recommendations

That the Pensions Board notes the contents of this report.

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**Wards Affected:** None

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### H&F Priorities

<b>Our Priorities</b>	<b>Summary of how this report aligns to the H&amp;F Priorities</b>
<ul style="list-style-type: none"><li>• Building shared prosperity</li></ul>	Continuing to provide assurance regarding the governance of the LGPS thereby encouraging employees to join and/or remain members of the scheme.
<ul style="list-style-type: none"><li>• Being ruthlessly financially efficient</li></ul>	To review and assess governance and efficiency of the LGPS, recommending and making changes where necessary.
<ul style="list-style-type: none"><li>• Taking pride in H&amp;F</li></ul>	Ensuring a high standard of governance of the LGPS that continues to underpin the retention and recruitment of employees.

## **Financial Impact**

None

## **Legal Implications**

None

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## **Contact Officer(s):**

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## **Background Papers Used in Preparing This Report**

None

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## **DETAILED ANALYSIS**

### **1. Proposals and Analysis.**

- 1.1. SCC's performance against the agreed KPIs is shown in Appendix 1 it covers the monthly performance from September 2018 to September 2019.
- 1.2. In addition to the KPIs, an agreed priority of the pensions administration service is that SCC would focus resources on the resolution of queries at the first point of contact carried via a dedicated help desk.
- 1.3. The aim is to resolve matters and enhance the user experience by providing a speedy reply to routine queries.
- 1.4. As a result, in September 2019 of the 644 personal contacts were made by employees in the LBHF LGPS to the SCC help desk. Of these 86% (567) were resolved at the first point of contact.
- 1.5. Typically, those not resolved at the first point of contact are the more complex queries that are sent on to the specialist teams to resolve and then become subject to the agreed KPIs.
- 1.6. Challenges to the overall resolution of cases tend to result from when SCC are required to collect information from other organisations such as previous employers. In this instance it is only the SCC performance that is recorded within the KPI and not the delays that were caused by other organisations.

1.7. Overall sixteen (16) of the seventeen (17) KPIs stand at 100%.

1.8. Monthly monitoring of all KPIs will continue.

## **2. Equality Implications**

2.1. None

## **3. Risk Management Implications**

3.1. None

### **List of Appendices:**

**Appendix 1:** Detailed analysis of the SCC performance against the agreed KPIs over a 13-month period.

