

# LONDON BOROUGH OF HAMMERSMITH & FULHAM

**Report to:** Pensions Board

**Date:** 9<sup>th</sup> February 2022

**Subject:** Pension Administration KPI Performance

**Report author:** Eleanor Dennis, Head of Pensions

**Responsible Director:** Rhian Davies, Director of Resources

---

## SUMMARY

This paper sets out a summary of the performance of Surrey County Council (SCC) in providing a pension administration service to the Fund. The Key Performance Indicator (KPI) for the final period of their role as pension administrator of the Hammersmith & Fulham pension Fund. October 2021 – December 2021 inclusive as shown in Appendix 1.

---

## RECOMMENDATIONS

1. That the Pension Board consider the contents of this report.

---

**Wards Affected: None**

---

<b>Our Values</b>	<b>Summary of how this report aligns to the H&amp;F Values</b>
Being ruthlessly financially efficient	Ensuring good governance for the Pension Fund should ultimately lead to better financial performance in the long run for the Council and the council taxpayer.

## Financial Impact

None

## Legal Implications

Under Regulation 53 of the Local Government Pension Scheme Regulations 2013, the Council, as the administering authority of the Pension Fund “is responsible for managing and administering the Scheme in relation to any person for which it is the appropriate administering authority under these Regulations”. Therefore, it is

responsible for ensuring that the Pension Fund is administered in accordance with the Regulations and wider pensions law and other legislation.

Legal implications verified by Adesuwa Omoregie, Assistant Director , Legal Services 31 January 2022

---

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

**None**

---

## **DETAILED ANALYSIS**

### **Proposals and Analysis of Options**

1. The KPI's have been set out in the delegation agreement between SCC and the London Borough of Hammersmith & Fulham (LBHF). The Pensions Manager ensures performance measures are discussed and reviewed between both parties on a monthly basis. In accordance with Code 14 of the Pension Regulator's Code of Practice that states that the scheme manager should hold regular meetings with their service providers to monitor performance.
2. The KPI's as detailed in Appendix 1 of this report cover the period October to December 2021 inclusive, remained steady.

### **Performance in key areas**

3. Processing of deaths over the last 3 months has remained steady with most death cases processed within the agreed SLA of 5 days. The KPI's were met for all death cases in the months of October and December 2021.
4. Unfortunately, the performance of retirements fell below the agreed KPI's for most of this quarter with a low in October of 31% but being picked back up to 100% in December.
5. The processing of refunds remained steady but improved overall to meeting our set KPI's in December 2021.
6. The processing of transfers remained steady, with a small dip in issuing of transfer in quotations. This fall was due to resources at SCC being diverted to focus on another Fund exit.

### **Summary**

7. SCC have continued to provide a satisfactory pension administration service to the Fund in most areas with some improvement in performance for this last full quarter of work processed. The poor performance in October and November was a result of resources at SCC being diverted to focus on another Fund's exit. Overall SCC have remained committed to providing a satisfactory service in the months prior to the Fund's exit from their services in January 2022.

## **LIST OF APPENDICES**

**Appendix 1** - KPI Performance figures for the period October – December 2021 inclusive