

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Pension Fund Committee

Date: 28 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 Indicators (KPI's) for the final period in their role as pension administrator of the Hammersmith & Fulham pension Fund. October 2021 – January 2022 inclusive as shown in Appendix 1.

RECOMMENDATIONS

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

Wards Affected: None

Our Values	Summary of how this report aligns to the H&F Values
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 tax payer.

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 Angela Hogan, Chief Solicitor, Legal Services 16th February 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 2021 to January 2022 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. This fell slightly in January 2022 to 90%.
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 picked back up to 71% in December 2021 before dipping again in January 2022 to 67%.
5. The processing of refunds remained steady but improved overall to meeting our set KPI's in January 2022.
6. The processing of transfers saw some improvements most notably the processing of transfers ins rising from 41% in October 2021 to 80% in January 2022. With a 3% fall in transfer outs.

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.

Equality Implications

None

Risk Management Implications

None

Climate and Ecological Emergency Implications

None

Consultation

None

LIST OF APPENDICES

Appendix 1 - KPI Performance figures for the period October 2021 – January 2022 inclusive