

Appendix 1 - Westminster KPI report – Q2 2016/17

1. KPI summary and revisions to KPI reporting

The KPI report in the existing format provided to the Westminster Pension Fund has been updated for Quarter 2 and this is contained in Appendix 2.

Surrey recognises that an improvement in performance is required in a few areas and is fully committed to the aim of providing a first class service to the members of the pension fund. In October 2016 we appointed a new team leader with a specific focus on ensuring mechanisms are in place internally to improve service delivery for our customers. We are confident that this new appointment will swiftly bring about the improvements that Westminster are demanding.

Recent discussions have also been held with Westminster colleagues in which Surrey acknowledged that the traditional reporting summary, although adequately reporting the core elements of administration, would benefit from some enhancement in order to provide improve levels of transparency and assurance for Committee and Board members.

A productive meeting was held between representatives from Surrey and Westminster on 26 October 2016 at which proposed extensions to current reporting were discussed. A draft of the new KPI reporting table is attached as Appendix 3 with new areas highlighted. Indicative quarterly volumes based on Q2 are also provided where these are available in order to provide a base guide for future reporting but note the comments accompanying these.

It is proposed that the new summary be adopted for reports provided for cases from 1 December 2016 onwards. This will allow Surrey to modify existing reporting mechanisms to ensure they are fit for purpose for all new measures.

2. Current External Factors Impacting on Surrey

Surrey's ability to deliver an effective administration service is impacted from time to time by influences outside of our control and which can have a direct impact on performance and resourcing. In the spirit of partnership, Surrey will work with Westminster colleagues to minimise the impact on service delivery where possible but it is important that the Board and Committee are aware of the problems Surrey is encountering. A brief summary of current issues is shown overleaf.

- 1) **Starters/Changes interface.** Surrey has yet to receive any interface files of joiners data from BT in the current financial year. This means significant numbers of pension records are out of date or absent. In particular, this places a real burden on the administration team and helpdesk who are spending valuable resource time responding to enquiries from frustrated scheme members who understandably expect their pension records to be up to date. In extreme cases, a member could have joined and left the scheme with Surrey having no record of that member. Surrey is working collaboratively with BT to help reach a swift resolution to the missing information. Delayed submission also results in the creation of backlogs which then require additional resourcing.
- 2) **Leaver Information.** When a member leaves the scheme, Surrey requires detailed 'final salary' and CARE pay information in order to calculate a member's entitlements. In the case of a number of employers, this information is not being provided in a timely manner. The major source of absent information currently is BT who are not routinely providing leaving information for those members who are leaving prior to retirement. As above, this causes additional work for the administration team through avoidable queries/complaints from scheme members as well as the stockpiling of cases which then need to be resourced.
- 3) **Annual Benefit Statements** not issued. Immediately prior to the production process, Surrey were advised that a number of benefit statements needed to be withheld because the year-end information provided by BT (which drives the content of the statements) was incorrect. This delayed the whole process for all members but has also created additional enquiries from members as well as additional expense as a further statement print run will be required once the revised data is received.
- 4) **GAD guidance on transfers.** Following GAD changes to transfer factors and methodology earlier this year a number of system upgrades were required in order to process certain cases. Although these updates have now been applied, additional resource will need to be applied to bring the outstanding cases up to date. It is important to stress that any delays with the processing of transfers do not impact on the member's benefits.

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