

Date:	29 November 2016
Classification:	General Release
Title:	Pension Administration Strategy (PAS) and Discretionary Policies
Report of:	Jo Meagher Head of Operational People Services
Wards Involved:	All
Policy Context:	Service Delivery
Financial Summary:	Limited

1. Executive Summary

- 1.1 As requested by the Pension Board, this report sets out to update board members on implementing a PAS and the publication of our discretionary policies

2. Current Position

- 2.1 A draught PAS has been drawn up and it is proposed that this will be implemented in the new financial year.
- 2.2 The reason that we are unable to implement earlier is that the BT contract is still falling below the level specified in regards their involvement in pension administration. Until we have brought all payments and records up to date since our go live date of April 2015 any adherence to a PAS would be difficult to administer for all parties involved in pension administration, this includes both WCC and outsourced/admitted bodies.
- 2.3 In regards to the issues at 2.2 BT have a plan in place which has been agreed by Tri Borough to rectify the pensions' issues. This Service Recovery and Improvement plan was presented by BT to the Tri-borough Chief Executives on the 8th July 2016. The plan includes the following:
 - Outstanding programme deliverables.
 - Recovery plan for payroll service including a root cause analysis to prevent recurring issues.
 - Quality improvement plan for all services.

- Performance measures.
 - Resource profile plan to complete the remedial work which does not place dependences on operational resources in the BT Shared Service Centre (SSC).
 - The WCC Enhanced ICF team, BT programme and BT SSC are working jointly together to deliver the outstanding activity and to improve the quality of the service across all the functions of Finance, HR & Payroll/Pensions and service support.
 - Payroll and Pensions has been the agreed priority for the Recovery and Improvement Plan, both stabilisation phase (including control / exception reports) and long term sustainability of build.
- 2.4 A new resource has been appointed to work within the WCC Pension/Payroll Team to provide admin support. It is envisaged that a part of their role will be the monitoring of the PAS.
- 2.5 Discretionary Policies are available but are not currently published on WCC pension sites. These are due to be reviewed and will be published once this is done. The reason they have not been reviewed is the additional work that the failings of the BT contract has caused the Payroll and Pensions team within People Services.

3. Summary

- 3.1 People Services recognise that both the PAS and the Discretionary policies are important and we intend to implement both as soon as possible but at present our focus is working with BT on their improvement plan to ensure that from April 2017 all systems and processes have been revisited and we will have a stable position to build on