

Pension Fund Committee

Date:	18 October 2018
Classification:	General Release
Title:	Pension Administration Update
Report of:	Lee Witham, Director of People Services
Wards Involved:	All
Policy Context:	Service Delivery
Financial Summary:	Limited

1. Executive Summary

- 1.1.** This report provides a summary of the performance of the City Council, Surrey County Council and BT. The report gives an update on the Key Performance Indicator (KPI) performance of the pension administrators Surrey County Council (SCC) for the period June to September 2018. The detailed KPIs are shown in Appendix 1.

2. Surrey County Council (SCC) Performance

- 2.1.** The scope of the KPIs in this report have been agreed between WCC and SCC based on the section 101 agreement, however they will continue to be reviewed on feedback from all parties, including committee members.
- 2.2.** This paper covers only the period of June to September 2018. The last period reported to committee on the 21st of June 2018 ended at May 2018. As this report includes four whole months no prior periods are included the trend is taken from within the months included. The next review meeting with Surrey has not been agreed at the time of drafting this paper but is expected to be in late October 2018.
- 2.3.** Surrey have now appointed a new Pension Manager, Michael Mann, officers have yet to meet him but contact with Surrey remains strong.
- 2.4.** The headlines from the KPI performance in appendix 1 is summarised below:

- 2.4.1. Interfunds Out Actual.** In September 2018 there was 1 case late taking our KPI down to 83% that month, Prior months in the period had been 100%. Although important failure in this KPI does not indicate a member has had a delay to any benefit due them.
 - 2.4.2. Respond to Correspondence and Response.** This KPI has seen 1 case in each late in September 2018. Surrey have been asked to provide details on the case but responses in other months were 100%.
 - 2.4.3. Retirement Survey Response.** Surrey sent surveys to a number of retirees following the processing of benefits in July to September 2018. Surrey are reporting an 87.5% positive response in that the people involved were either satisfied or very satisfied 3 responses for each giving 6 responses in total. One response indicated the member was dissatisfied with the service that they received giving a negative response of 14.29%. The survey is anonymous and this individual did not elect to give their contact details for anyone to contact them regarding their response.
- 2.5.** People Services continue to prioritise resources for the move of backroom support services for finance, payroll and HR from BT to Hampshire. The service is on track to go live with Hampshire on the 1st of December 2018. There is a communication plan in place to support employees during the transition to Hampshire and post contract go live. People services will be liaising with Hampshire to support any immediate retirement cases where information is required from the legacy BT agresso system to complete the case.

3. BT Performance

- 3.1** BT have been completing urgent pension leaver forms as requested by People Services in a reasonable timeframe.
- 3.2** BT service has been adequate, though they have been losing some staff ahead of the transfer of the contract in December and some responses have slowed. People Services will continue to support and push BT where possible.

4. Risk Register

- 4.1** The main risk for People Services remains Risk 27 Operational Administration and the move from BT to HCC will be our focus to ensure that people get paid accurately and that pension is deducted correctly as well.

5. Western Union Global Existence Transaction (GET).

- 5.1** People Services advised the committee at the last meeting of the intention to engage Western Union to check existence for our overseas pensioners of which we have approximately 266. There has been a delay in completing the whole exercise because Western Union require the full name of the individual to match to identity provided for existence. However WCC have proceeded with running for 168 where we have full names and have asked Western Union to contact 98 further individuals to request confirmation of their full names so that we can update our altair data base and run this exercise going forward each year.
- 5.2** Due to delay in completing “existence checking” Surrey have run a traditional life certificate exercise on behalf of the fund. Certificates were sent out in the first week of September to 105 people, over 80, living overseas. 35 responses have been received at the date of writing this report confirming we hold correct details for the member concerned. We have had 3 responses on record confirming the member has moved from the address we hold and the pension for those members is being suspended. One response has been received but needs further information to accept in full.

6 Life Time Allowance and Annual Allowance Talks

- 6.1** A number of fund members at risk of exceeding the Life Time Allowance (LTA) Limit or an Annual Allowance (AA) Limit have been written to advise them of the potential issue in the September or October. People Services have invited members potentially impacted to a 2 hour presentation with a benefit consultant from Barnett Waddingham on the 26th of October or the 22nd of November. The aim of people services is to engage with these members so that they can make informed decisions regarding their benefits.

7. Summary

- 7.1** The focus for people services between now and Christmas will be in supporting the transfer of the BT contract to Hampshire on the 1st of December 2018. We will then need to ensure that Hampshire work with Surrey and People services to make sure that interaction for WCC employees is a positive one.