

Administration and Communications Summary

September 2024

Administration Performance

Key Performance Indicators	3 months to 31 July 2024		12 months to 31 July 2024	
	% completed within KPI	Change in % completed within KPI*	% completed within KPI	Change in % completed within KPI*
Legal	84%	▲ +1.74%	86%	▼ -3.61%
Overall	69%	▼ -3.18%	74%	▲ +2.77%
CPF	85%	▲ +4.63%	85%	▼ -4.79%

*Compared to previous 3 month and 12 month periods respectively

Case Levels	New cases added over the last 3 months	Completed cases over the last 3 months	Outstanding cases	Change in outstanding cases compared to previous 3 months
31 July 2024	8,416	8,049	6,647	▲ +5.0%

IDRP's	Outstanding IDRPs cases against the Fund	Outstanding IDRPs cases against Employers	Ongoing Pensions Ombudsman Cases
31 July 2024	0	2	0

Commentary

In relation to the KPIs the legal measure and the CPF measure for this 3 month period across the combined processes is up on the previous 3 month period due to there being significant improvements in a number of the individual KPIs over the period. The CPF retirement KPI measure is up 18% compared to the previous 3 month period which is particularly positive and reflects the priority the Fund gives to retirements. The main areas where performance against the Overall KPI is lower than the previous three-month period relate to refunds and quotations.

The case level volumes received and completed have remained broadly consistent with the previous reporting period and there are no new IDRPs cases.

A detailed update on the administration performance will be provided at the November Committee meeting and more information can be provided on request.

Business Plan

The Committee approved the Business Plan for 2024/25 at the March meeting. Since the approval, there have been no new items or exceptions to report, and work is ongoing.

Ref	Key Action -Task	2024/25 Period				Later Years	
		Q1	Q2	Q3	Q4	2025/26	2026/27
Essential Regulatory-Driven Areas							
A1	McCloud judgement	x	x	x	x	x	
A2	National Pensions Dashboard	x	x	x	x	x	
A3	Implement Survivor Benefits Changes (dates unknown)		x	x	x		
A4	Other Expected National Changes (dates unknown)						
A5	Preparation of Member Data for Interim Valuation and Triennial Valuation	x	x			x	
Priority Fund-Driven Projects							
A6	Review Administration & Communications Related Policies and Strategies	x	x	x	x	x	x
A7	Implement the updated Communications Strategy	x	x	x	x	x	x
A8	Benefit payment decisions and requirements	x					
A9	Employer escalation procedure	x					
Employer Liaison Team (ELT) Projects							
E1	Expand ELT to more employers	x					

Three tasks are in progress but behind schedule due to other areas of work taking priority. Additional testing is required for the employer escalation procedure (A9) before it can be fully implemented and suitable timescales are being agreed in relation to expanding ELT services to a further employer. It is expected that these tasks will be completed by the end of Q2.

Major Projects:

McCloud

Overall programme health status is green. The main focus of work is finalising the data collection and updating member records. Data is outstanding for a very small number of

employers and we are engaging with these employers. 67.5% of data received has been updated in the member records. Benefit rectification is expected to be able to commence once further guidance has been received, albeit previous public service pension information will be processed as the Public Sector Service forms are returned from scheme members (see Communications below). Identifying the potential McCloud impact and updating records based on these forms will be a major exercise.

Pensions Dashboard

Overall programme health status is green. The procurement process to appoint an Integrated System Provider is underway and project initiation documentation is being developed. The main focus of work continues to be data cleansing in preparation for onboarding to the eco-system. The project governance structure and roles were approved at the last Committee meeting and the first PMG meeting has been scheduled for next month.

Risk Register

All risks are reviewed monthly in line with the recently approved Risk Management Policy and the only changes made to the Risk Register, since the last update at the June Committee meeting, are to update some actions and internal controls based on progress being made. Please see the attached Administration and Communications Risk Register.

Risk 1: Insufficient suitably trained administration and communications staff – this risk continues to be carefully monitored (amber). The new management structure has been approved. An action plan has been agreed for recruitment, retention and succession planning which will include pay grade benchmarking and this has been added as a new action.

Risk 3: significant changes required to existing administration and communications processes and procedures - this still remains the highest (red) risk and a key reason for its status is largely due to the McCloud project work where a high degree of manual effort is still needed until further national guidance and software updates are received.

Communications

Annual benefit statements for deferred and active members have all been issued within the statutory deadline with the inclusion of a Public Sector Service form for members to complete and return. This will assist in identifying members in scope for benefit rectification in relation to McCloud.

Delegated Actions

The Pension Fund Committee has delegated a number of responsibilities to officers or individuals. No delegations have been used since the last Committee.

Any Other Matters

Nothing to report.