Administration and Communications Summary

November 2024

Administration Performance

Key Performance Indicators	3 months to 31 October 2024		12 months to 31 October 2024	
	% completed within KPI	Change in % completed within KPI*	% completed within KPI	Change in % completed within KPI*
Legal	88%	▲ +4.92%	85%	▼ -4.55%
Overall	79%	▲ +10.05%	74%	▲ +2.08%
CPF	89%	▲ +4.25%	85%	▼ -3.86%

*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 October 2024	9,182	9,571	6,241	▼ -6.11%

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

Commentary

In relation to the KPIs the legal, overall, and the CPF measure for this 3 month period across the combined processes are up on the previous 3 month period due to there being improvements in a number of the individual KPIs achieved over the period. The most significant improvements in the overall measure relates to leavers, transfers in and quotations with the overall leaver measure increasing by 20% compared to the previous 3 month period.

Focusing on the 12 month measures, the main areas where performance against the legal and CPF measure is lower than the previous reporting period relate to refunds and transfers out which is due to prioritising more urgent cases such as retirements and deaths.

The case level volumes received and completed have both increased since the last reporting period. A proportion of the c600 increase in new cases relate to the public service forms for

McCloud being returned which were sent out with the Annual Benefit Statements. The decrease of over 6% in outstanding cases is positive.

There are no new IDRP or Pensions Ombudsman cases.

A detailed update on the administration performance will be provided at the February 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					

In relation to A1 – McCloud judgement - the bulk of the automation is now complete and therefore, more timely manual solutions are needed for the remaining data upload which could impact on the target date for completion. This is being carefully monitored with regular

discussions ongoing at internal meetings. Although there were some delays in completing four items (A5, A8, A9 and E1) they have now either been completed or will be completed by the end of Q3. This includes the preparation of member data for the interim valuation, which is a major area of work, which has now been completed. In relation to A6, the overpayment and underpayment of benefits policy review is now complete (see the delegated actions section below). Work has commenced on the review of the Administration Strategy and development of the Data Quality Policy which are expected to be completed in Q4; however we are aiming to include any outcomes from the Good Governance review as part of this and therefore may consider delaying the Administration Strategy if the Good Governance review consultation is not published in time.

Major Projects:

McCloud

The overall programme health status is green. The main focus of work remains to finalise the data collection and update member records. Data is outstanding for a very small number of employers and we are engaging with these employers. Over 70% of data received has now been updated in the member records. Testing and planning has commenced for Benefit rectification, and this is expected to be able to commence early in 2025 now the final phase of LGA's administration guide has been published.

Pensions Dashboard

The overall programme health status is green. The first Programme Management Group (PMG) meeting has taken place and all procurement documentation to appoint an Integrated Service Provider has been approved. It is intended to appoint the existing software provider, Heywood using the direct award process as part of the National LGPS Frameworks (noting the Committee have already delegated the approval of this to the PMG, subject to the Head of Clwyd Pension Fund and the Pensions Administration Manager being present when any key decisions are being made). Project initiation documentation is now complete. The main focus of work continues to be data cleansing in preparation for on-boarding to the eco-system.

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 September Committee meeting, are to update some actions and internal controls based on progress being made. Please see the attached Administration and Communications Risk Register.

The two risks furthest away from their target are as follows:

Risk 1: Insufficient suitably trained administration and communications staff – this risk continues to be carefully monitored (amber). The action relating to recruitment, retention and succession planning is underway and is expected to support with reducing this risk in the longer term.

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. Furthermore, HMT's Pensions Review will require careful monitoring as further information on this emerges. At this stage the focus is mainly on investments, however, if LGPS changes look like there may be wider impacts on administration then the risk register will be updated.

Communications

Pension Saving Statements have all been issued to those members who may have exceeded their annual allowance tax limit for the year 2023/24 within the statutory deadline of the 6th October.

In accordance with the Communication Strategy, an employer satisfaction survey was issued as part of the September employer meeting. The results of this will be shared as part of the full Administration report for the February Committee meeting.

Delegated Actions

The Pension Fund Committee has delegated a number of responsibilities to officers or individuals. Since the September Committee the following delegations have been approved (as per appendices 3, 4,5 and 6):

- Application for admitted body status for Flintshire Libraries and Leisure
- Application for admitted body status for Dolce Ltd
- Technical changes to the Fund's Policy on the overpayment and underpayment of pension scheme benefits
- Approach and treatment of overpayment of an individual member's benefits

Any Other Matters

Nothing to report.