

**Item 9**

**London Borough of Enfield**

<b>UPDATE TO</b>	<b>Local Pension Board 28<sup>th</sup> March 2019</b>
<b>SUBJECT</b>	<b>Briefing Update – Pension Team Performance</b>
<b>LEAD OFFICER</b>	<b>Tim O’Connor – Pension Manager</b>
<b>Date</b>	<b>12.03.2019</b>
<p><b>1. RECOMMENDATIONS</b></p> <p>1.1 To note the contents of this update</p>	

**2. EXECUTIVE SUMMARY**

2.1 The purpose of this update is to highlight the ongoing development work surrounding the completion of all administration work by the team against benchmark.

**3. BACKGROUND**

3.1 The following performance data relates to work completed in this financial year and has been broken down in Q1, Q2, Q3 up to 31 December 2018. Q4 results will be available in April.

3.2 The reference to ‘Other work’ covers all other areas of work such as Opt Outs, GMPs, Retirement estimates, Divorce estimates, etc. These could also be reported on if required by the Board.

**3.3 Performance Data**

Table 1

	<b>2018/19</b>		
<b>Description</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
<b>Deaths</b>	33	32	43
<b>Retirements</b>	80	123	120
<b>Deferred benefits</b>	41	329	480
<b>Leaver*</b>	22	55	321
<b>Transfer Ins</b>	20	17	39
<b>Transfer out</b>	8	8	17

<b>Divorce</b>	0	0	1
<b>Starters</b>	163	182	137
<b>Sub Total</b>	367	746	1,158

<b>All other work</b>	1,080	1,244	3,356
<b>Total quarter</b>	1,447	1,990	4,514

\* (less than 2 yrs.)

Table 2

2018/19			
<b>Description</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
<b>% completed in timescales</b>	76.23%	68.89%	80.57%

- 3.4 The work shown in Table 1 covers completed work only. Therefore, although most of the work covering divorce work is estimates for court proceedings, these rarely translate to actual pension sharing orders as evidenced by the one actual case listed in Q3 above.
- 3.5 Table 3, below highlights the amount of work that has been completed by year over the last five years. As the table demonstrates, the amount of work completed has increased incrementally over the last 5 years.
- 3.6 The drop in percentage of cases completed within the internal completion dates set within the pension IT system, is a reflection, alongside the increase of work completed, that older outstanding work are now been completed and cleared. This will increase the total but reduce the percentage of cases completed in time. As this older work is cleared, the percentage will increase.

\*To note, current year is incomplete and does not include Q4.

Table 3

<b>Year review</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>
<b>Total completed</b>	2,158	3,828	5,352	5,264	9,773
<b>% completed in timescales</b>	83.39%	81.25%	61.16%	73.87%	75.38%

#### 4. FORWARD

- 4.1. The aim for 2019 is to work with employers to review and establish new service level agreements whilst also incorporating CIPFA performance indicators within the pension system. This will provide the team with the ability to report against both levels if these differ. For example, in the CIPFA Guide to LGPS administration (Appendix 1), providing a retirement estimate on request

has a completion date of 15 working days. As a Fund, Enfield may decide that retirement estimates should be completed within 10 working days.

**CIFPA Guide to LGPS administration (AON)**

[http://img.response.aonunited.com/Web/AonUnited/%7Bcb50ce42-a42c-454e-9b19-fa9cf01a1310%7D\\_CIFPA\\_Administration\\_in\\_the\\_LGPS.pdf](http://img.response.aonunited.com/Web/AonUnited/%7Bcb50ce42-a42c-454e-9b19-fa9cf01a1310%7D_CIFPA_Administration_in_the_LGPS.pdf)