

London Borough of Enfield

Pension Board

30 September 2020

Subject: Pension Team Update

Cabinet Member: Cllr Maguire

Executive Director: Executive Director Resources

Purpose of Report

1. The purpose of this report is to provide The Local Pension Board with an update on issues, developments and performance.

Proposal

2. Pension Board is recommended to note the contents of this update

Reason for Proposal(s)

3. No actions are required.

Background

General Updates

4. The general update covers impact of Covid-19 on the work of the team, the attest on the upgrade to Member Self Service, Pension Fund branding, access to Tell Us Once and the issue of Annual Benefit Statements.
5. Due to the onset of the Covid-19 epidemic in March the Pension Team transitioned from working at Thomas Hardy House to permanently working from home. The service was not disrupted although the team did experience an increase in member queries and requests.
6. In April the upgrade to Member Service Self (MSS) went live. MSS is currently available to active members. The plan is to roll MSS out to deferred members and pensioners before the end of the year. MSS enables members to check and amend their personal data, access forms and information as well as run future benefit estimates.
7. Currently 609 members have signed up to use MSS, with 110 registering on the system since April. The team has started a project to increase registration by advertising and sign posting members to the site.
8. Most Pension Funds have adopted branding to help their members recognise the Fund they are a member of and to provide members with a trusted, consistent, professional look and feel that they have confidence in.

9. Currently the Fund lacks consistency and is disjointed in terms of the look of the website, MSS, benefit statements, documents, letters and emails sent out to members and employers.
10. The Pensions Administration Team has been working with the Council's internal design and print service who have creative an initial design in four colours which are attached in Appendix One.
11. Once the branding and colour scheme is agreed it will be used for the following:
 - Pension website
 - MMS site
 - Annual Pension Fund Report
 - Investment reporting
 - Annual benefit statements
 - All letter heads – from both admin and investments
 - Newsletters
 - New Employer pack for new admission bodies
 - Reports to Pensions Board
 - Reports to Pensions Committee
12. The cost of the design work is:
 - Brand design: £450
 - Leaflet artwork: £100
 - Fact sheets: £150
 - Newsletter: £200
 - Stationary: £50
13. The Pension Team now has access to the Tell Us Once Service. This enables the Team to access registered deaths in the UK and cross reference against membership data.
14. In August Annual Benefit Statements were issued to current and deferred members. The Team are currently dealing with an increase in membership queries as a result.

Performance

15. The two tables below set out work completed from April to June (Quarter 1) against targets.

Table One: Specific Targets

Activity	Target (Working days)	Total Cases processed	% achieved within target
Retirements	25	69	88%
Deaths	40	38	100%
Transfers In	45	12	75%
Transfers Out	15	8	63%
Deferred Benefits	15	390	68%
Opt outs	15	36	100%
Statutory notice	5	464	92%

Table Two: Miscellaneous Activity and Requests

Activity	Total Cases processed	Number completed within target	% achieved within target
Miscellaneous	1,919	1,647	86%

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Appendices

Appendix One: Pension Funding Branding

Background Papers

None