



Report to the Local Pension Board 1st January 2018 – 30th April 2018

London Borough of Barnet Pension Fund

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Performance Summary

Performance for period 1st January to 30th April 2018

This report has been designed to provide a summary of the performance of the administration of the London Borough of Barnet Pension Fund for the period specified above.

The table below outlines a summary of the transactions in the period:

Table 1: Overall Summary

Case Group / Category	Volumes
<i>All work outstanding at the beginning of the period</i>	2536
<i>Cases received in the period</i>	4810
<i>Cases completed in the period</i>	3941
<i>Cases re-categorised during the period</i>	583
<i>All work outstanding at the end of the period</i>	2822
<i>Number of outstanding cases awaiting 3rd party information</i>	1880
<i>Number of workable items</i>	942
<i>Total</i>	2822
<i>Cases completed within standard LGPS targets</i>	3748

• Please note that “re-categorisation” of cases relates to the scenario where the categorisation of casework on our workflow system is not fully accurate. In order to ensure that the correct calculations and documentation is issued to the member, the case can be re-categorised to reflect the correct case type. In order to avoid any double-counting, the original case is terminated and a new case created, backdated to the date of receipt. All terminated cases are subject to specific independent audit scrutiny to validate the integrity of reported performance statistics.

During the period **3941** cases were completed in the period, and **3748** were completed within target which represents an overall aggregated SLA compliance figure of **95.10%**.

Performance Breakdown

In order to provide a greater understanding of the key transactions completed in the period, the following table sets out our performance against those transactions showing the starting and finishing position during the period and the performance level achieved against each Case Type in the period:

Table 2: Summary Breakdown by Case Group

Case Group	Start	Received	Completed	Terminated	Carried F/Ward	Completed Within Target	SLA %	RAG
<i>Change of details</i>	13	217	193	21	16	171	88.60%	
<i>Enquiries</i>	131	917	802	51	195	785	97.88%	
<i>Request for Estimate of Benefits</i>	110	377	286	54	147	270	94.41%	
<i>Leavers</i>	617	288	190	79	636	177	93.16%	
<i>New Starters</i>	184	438	382	11	229	345	90.31%	
<i>Retirements</i>	121	146	96	41	130	80	83.33%	
<i>Transfers In</i>	46	43	11	9	69	8	72.73%	
<i>Transfers Out</i>	22	23	27	3	15	24	88.89%	
<i>Bereavements</i>	128	98	87	3	136	80	91.95%	
<i>Other</i>	1164	2263	1867	311	1249	1808	96.84%	
Total	2536	4810	3941	583	2822	3748	95.10%	

In addition, to provide greater clarity and visibility of monthly performance within the period, a further breakdown is provided below:

Case Group	Jan SLA %	RAG	Feb SLA %	RAG	Mar SLA %	RAG	Apr SLA %	RAG
<i>Change of details</i>	80.39%		95.74%		90.48%		88.68%	
<i>Enquiries</i>	99.11%		96.20%		96.76%		98.73%	
<i>Request for Estimate of Benefits</i>	89.13%		96.97%		97.18%		96.49%	
<i>Leavers</i>	87.50%		95.74%		90.70%		98.08%	
<i>New Starters</i>	77.94%		93.06%		92.72%		92.31%	
<i>Retirements</i>	84.85%		76.00%		85.71%		88.24%	
<i>Transfers In</i>	66.67%		-		100.00%		50.00%	
<i>Transfers Out</i>	75.00%		100.00%		83.33%		100.00%	
<i>Bereavements</i>	82.35%		92.31%		91.67%		100.00%	
<i>Other</i>	96.20%		96.61%		99.13%		95.66%	
Total	92.84%		95.50%		96.13%		95.87%	

For the purposes of SLA reporting, a RAG rating is assigned based on the following levels of compliance:

- Lower than 80% - **RED**
- Between 80% and 90% - **AMBER**
- Over 90% - **GREEN**

Ultimately, our aim is to achieve overall SLA compliance to be over 95% at all times. A schedule of the SLA targets that form the basis of this compliance analysis is shown at **Appendix 1**.

Focus during the next quarter will be to continue further educate employers and payroll providers to improve the quality and timeliness of data received. As part of the Employer Forum held during March, it was apparent there is a genuine need to improve the understanding of the retirements process in order to eliminate delays that are ultimately impacting the members in these circumstances. During the period, the Pensions Technical Team produced an employer procedure manual which has been fully circulated, and loaded onto the Council website. This will provide a valuable resource and reference point for employers to check their understanding of when to notify the Pension team of member retirements and the information required to allow pension calculations to be finalised.

We continue to focus on Retirements as a priority. Whilst performance has not yet reached desired levels there has been an improvement during the period. The Pensions Team will continue to monitor employer compliance in this area, and target further training (where required). Unfortunately, SLA performance continues to be slightly distorted by the completion of older cases that have previously exceeded SLA target. The same applies in the case of the Transfers In category where one older case completed in April (from a population of 2) resulted in the 'Red' RAG rating assigned.

It is hoped that via planned initiatives within the Scheme Communications Strategy, we will be able to impress a greater degree of awareness of the role of the employer and the consequence of not complying with their responsibilities as set out in the Fund Administration Strategy. Ultimately, this should help eliminate any possibility of a member facing potential delays in receiving their pension payments, thereby improving the member experience and customer satisfaction rates.

Quality

In February, the Pensions Team implemented a new Accuracy Monitoring functionality within the Workflow system as a means of monitoring quality. Initial results are encouraging with monthly performance scores of **97.4%** (February), **98.2%** (March), and **96.1%** (April). There are no underlying trends / root cause evident in the quality results. We will continue to analyse data to ensure that individual

errors are being attributed to the relevant Administrators to support their personal and professional development.

Work In Progress Position

The following table provides a breakdown of the age profile of the cases that can be progressed by Capita and those cases that require third party information before further action can be taken as summarised in **Table 1**.

Table 3: Case Age Summary

<3 Months		3 - 6 Months		6 - 12 Months		12 - 18 Months		18 - 24 Months		>24 Months	
Capita	3rd Party	Capita	3rd Party	Capita	3rd Party	Capita	3rd Party	Capita	3rd Party	Capita	3rd Party
309	530	116	199	354	456	135	217	10	331	18	147

A complete breakdown of all outstanding casework, split between workable items and non-workable items is shown as **Appendix 2**.

Actions Required:

- We are currently in the process of drafting a formal policy on the future handling of historic / legacy third party casework. The aim is to agree an acceptable approach to cease activity due to lack of contact, and ensure this stands up to audit scrutiny and also reduce outstanding work levels. This will be shared with the HR SRO by end of May for review and it will be presented to the next Local Pensions Board.

Administration Update

Service Rectification Plan / Consolidated Project Plan

Working closely with LBB, Capita has continued to deliver activities contained within the Service Rectification Plan (SRP) with monthly meetings being held with the HR SRO to review progress. Activities contained within the SRP are now complete, and we have developed a Consolidated Project Plan in conjunction with HR SRO to capture planned activities during 2018, these include:

- Record Keeping (Data) – Common Data Cleanse activities & Conditional Data Analysis
- End of Year Data & Annual Benefit Statements
- Communications & Engagement (Member & Employers)
- Statutory & Regulatory Requirements
- Pension Fund Annual Accounts
- Scheme Valuation
- Admitted Bodies & Bonds Renewals
- Local Pensions Board Reporting
- Internal Audit Findings / Assurance

End of Year Data Collection – Employer Compliance

The End of Year Data Collection plan remains on schedule for delivery to support the issue of Annual Benefit Statements by 31st August 2018. The deadline for receipt of employer data was 30th April 2018, and there remains 14 / 79 participating employers where data is outstanding. This has been escalated to LBB for a further reminder to be issued. It should be noted that outstanding information correlates to only 181 members within the scheme, with remaining data being fully provided by employers. The data is currently being validated by the Pensions Team.

Communication Strategy

A formal Communications Strategy has been produced for the Scheme and this is presented to the Board for approval. This incorporate key activities planned to support members and employers of the Scheme, and a refresh of information contained on the Council's website.

During March an employer Forum was held at Hendon Town Hall, and further information has been circulated to all employers to further educate the requirements of the Fund Administration Strategy. The next Forum is scheduled for the end of September.

The Pensions Team have continued to actively meeting with Unison during the period and respond to any member queries raised.

Scheme Calendar Overview

The scheme calendar has been updated for 2018. The events scheduled for the current quarter and the next quarter are set out below:

Quarter 1 2018						
Month	Category	Activity	Req'd by	Status	Achieved	Comment
January	Event	Submit Annual Event Report to HMRC	31/01/2018	Complete		
January	Event	Submit quarterly Accounting for Tax report to HMRC	31/01/2018	Complete		
January	SIP	Commence Common Data rectification tasks	31/03/2018	Ongoing		Work scheduled to be completed in March 2018
February	Planning	Establish any additional data requirements for Annual Benefit Statements following receipt of guidance from LGA	28/02/2018	Complete		Year End data request submitted with appropriate instructions
February	SIP	Run data quality checks against Hyman's data portal - The Brain	28/02/2018	Complete		Data validation to be performed twice per year
February	Planning	Establish any requirements for corresponding with pensioners regarding pensions increase	28/02/2018	Ongoing		Content for New sletter agreed with Technical and will be shared with LBB
February	SIP	Continuation of Common Data rectification tasks	31/03/2018	Ongoing		
February	Planning	Agree message to be displayed on pensioner payslips advising of rate of the annual pension increase for 2018	28/02/2018	Complete		
February	Planning	Issue 2018 ABS Project Milestone timetable	28/02/2018	Complete		Also communicated at initial Employer Forum
February	Finance	Contact Scheme Employers on behalf of Actuary seeking confirmation if they require an FRS17 report	31/03/2018	Complete		Work has commenced on compiling data for those employers requesting a valuation
March	Data	Run all Pre PI reports in advance of April PI date	31/03/2018	Ongoing		On track
March	Planning	Agree content and format of Annual Benefit Statement for Deferred members	31/03/2018	Complete		Content and format agreed and issued to Design team for sign off
March	Compliance	Contact Employers to seek confirmation that they have reviewed their Discretions Policy and that it is reflective of current regulations	31/03/2018	Outstanding		Exercise deferred until April/May to allow employers to focus on End of Year data
March	SIP	Conditional Data test results to be presented to LBB	31/03/2018	Outstanding		Awaiting date to be agreed to discuss fundings with LBB
March	SIP	Commence Conditional Data rectification work	30/09/2018	Outstanding		To be completed in period March to Sept 2018 inclusive
March	Planning	Issue End of Year data template, supporting guidance and associated deadlines to all Scheme Employers and / or their payroll provider	05/03/2018	Complete		Issued to all employer contacts
March	Compliance	Full Data Plan to be in place in line with tPR requirements	31/03/2018	Complete		Detailed plan in place which will be subject to development as data rectification activities progress

Quarter 2 2018						
Month	Category	Activity	Req'd by	Status	Achieved	Comment
April	Event	Submit quarterly Accounting for Tax report to HMRC	30/04/2018	Complete		
April	Event	Run annual pension increase and apply results against pensioner payroll records	06/04/2018	Complete		Increases applicable from the 6th of April and paid on April pay dates
April	Planning	Agree wording of communication to employers that do not submit accurate annual EOY Return data by 30 April	30/04/2018	Outstanding		List confirmed in May. Awaiting confirmation that chaser correspondence has been issued
April	Finance	Submit updated HEFCE data to Finance	30/04/2018	Complete		Middlesex University query also resolved
April	Finance	Submit FRS17 data to Scheme Actuary for those employers requesting a report	30/04/2018	Complete		
May	Compliance	Run reports to obtain relevant data for the Annual Report and Accounts	Aim for within 10 days of date of request	Outstanding		
May	Planning	Issue agreed communication to delinquent employees that have not submitted accurate annual EOY Return data by the agreed deadline	1st week in May	Outstanding		
May	Event	Calculate, print and issue Annual Benefit Statements to Deferred members	31/05/2018	Outstanding		
June	Planning	Identify all delinquent employers who fail to submit accurate and complete EOY data by 31 May and advise LBB. Agree next steps, including any early notification to tPR and any possible consequence for the employer.	15/06/2018	Outstanding		
June	Data	Upload all validated EOY data to HartLink and deal with any emerging queries	30/06/2018	Outstanding		
June	Compliance	Respond to any Audit and / or Finance queries relating to the data provided for the Annual Report and Accounts	30/06/2018	Outstanding		

Complaints:

Details of all outstanding complaint cases in the period are shown in the table below. It has been agreed that, in future, further narrative will be provided regarding the outcome of the complaint and the conclusion of the issue for the member.

Member Ref.	Date Rec'd	Details	Justified	Resolution	Status
Member P	13/11/17	Member is querying whether pension in payment has been increased correctly.	Tbc	A review of the pension in payment is required to establish if all elements have been increased correctly over the years	The pension increase history on this case is not clear. A further analysis of the case taking into account recent changes in legislation regarding the increases applicable to GMP and state pensions in advance of the 2018 increase is underway to ensure that the correct increase is applied moving forward. It would appear that an anomaly dating back to 2016 means that the increase history is flawed. This will be corrected in 2018 but may result in an overpayment.
Member Y	19/1/18	Although this member is active in the scheme she has requested a transfer estimate. To produce this we require salary information from her payroll provider which has not yet been provided. Member has now complained about the delay. A case has been created to chase the payroll provider.	N	Further example of receiving accurate and timely details from employer. A number of chasers have been issued to the employer for salary information. This is still outstanding	
Member AB	16/2/18	Member has requested an updated pension statement but we are unable to provide this until we receive revised salary and service data from her payroll provider. Her IFA is advising her to refer matter to Pension Ombudsman if this is not resolved soon.	N	We have continued to chase payroll provider for salary details. These were eventually received on 15/3/18 and the updated statement is in the process of being calculated.	Case now complete – all information provided
Member AC	26/2/18	Member has contacted CES to advise that she left service in September 2017. We have requested leaver details from her employer but these have not been received	N	Leaver details have not been received from employer/payroll provider. A chaser was issued on 12/3/18 but information is still outstanding	

Member AD	2/3/18	Member is shown as a Deferred member but is claiming to be in Active service. We are waiting for confirmation from employer	N	Awaiting confirmation of employment status from employer	
Member AE	12/3/18	Member complaining at lack of communication between Payroll and Pensions. Opting out notification not provided to Pensions. Change of address not notified to Pensions. Opting in wef December 2017 not notified to Pensions in timely fashion	N	Investigation into communication channel underway	
Member AF	13/3/17	Employer requested pension quote for specific individual but received a quote for another individual who shared the same name	Y	Case investigated by manager who was satisfied that this was a human error and not due to a systematic problem. A revised quote was issued immediately to the employer and the error has been raised with the administrator	No further action required
Member AG	14/3/18	Proof of continued eligibility sent to wrong member following notification of bereavement. Member sent response to incorrect address and has had to submit evidence again. Member complaining about inconvenience	Y	Pension to be reinstated on receipt of proof of existence. Member incorrectly identified as deceased on receipt of death notification	
Member AH	15/3/18	Delay in paying flexible retirement options. Timescale suggested by contact centre not met by back office	Y	All benefits now paid and apology offered	
Member AI	19/3/18	Member complained due to email encryption	N	Apology offered with explanation that IT security measures need to be adhered to. All correspondence re-issued to ensure receipt	
Member AJ	20/3/18	IFA complained regarding delay in receiving CETV information requested in December 2017. Details reliant on information from HMRC which is still outstanding	N	Further chaser sent to HMRC but unable to progress until GMP information received	
Member AK	24/4/18	Member is querying FTE salary used in the initial calculation of pension entitlement and is dissatisfied at the delay taken to provide a breakdown of calculation	Tbc	The case is currently being investigated with the relevant employer	

Regulatory Compliance

Regulation Breaches

The Pensions Act 2004 requires us to report breaches of the regulations to the Pensions Regulator (tPR). Breaches will be reported to the Scheme Manager in the first instance via the formal route. Where breaches occur, they will be classified under the following levels:

Level	Description
Red	Where the cause, effect, reaction and wider implications of a breach, when considered together, are likely to be of material significance
Amber	Where the cause, effect, reaction and wider implications of a breach, when considered together, may be of material significance
Green	Where the cause, effect, reaction and wider implications of a breach, when considered together, are not likely to be of material significance

Disclosure Breaches

In the event of a breach in disclosure requirements, we will report the reason and the corrective actions we have taken to the Scheme Manager. Subject to agreement with the Scheme Manager, details of the breach are captured on the formal breaches log (see below).

There have been 6 disclosure breaches in the reporting period, all of which are classified as 'Green'.

Unauthorised Payments

The Registered Pension Schemes (Provision of Information) Regulations 2006 legislates for unauthorised payments. If we become aware of an unauthorised payment, we will notify the Scheme Manager.

There have been no unauthorised payments in the reporting period.

Accounting for Tax (AfT)

No payments have been made where a tax charge has arisen, which must be reported to HMRC.

Data Protection Act

The Data Protection Act sets out the principles that must be adhered to when dealing with "personal data". Personal data is classed as any information about a living person that can be used to identify them, such as their name, address or date of birth.

There have been no Data Protection breaches in the reporting period.

Breaches Log

Date	Category (e.g. administration, contributions, funding, investments, criminal activity)	Description and cause of breach	Possible effect of breach and wider implications	Reaction of relevant parties to breach	Reporting / Not Reported (with justification if not reported and dates)	Outcomes of report and / or investigations	Outstanding Actions
26/02/18	Administration	Death in Retirement case that is in breach of Regulation 21 of Disclosure Regulations 2013. Solicitors sent confirmation of spouse information on 20/11/2017 and further information not requested until 06/02/18.	Delay in relation to spouse benefits going into payment, which has now been fully completed. Trawl of all other cases completed and confirmed this is an isolated instance.	Pensions Administration Team have reviewed internal controls and the approach to allocation of work to minimise the risk of re-occurrence.	<i>Case logged on Breach Register and recommended this is classified as 'Green' and deemed 'Not Reportable' following assessment of the cause, effect, reaction and wider implications of a breach.</i>	The spouse's benefits are in payment and no outstanding actions are required. Corrective actions have been taken to support the allocation of work / training to minimise the risk of re-occurrence.	None
26/02/18	Administration	Member request for CETV that is in breach of the Provision of Information Regulations 2000. Request for CETV received on 24/08/2017. Salary information to complete the associated calculation was not requested from the employer payroll Team until 06/02/18.	Delay in the provision of information to the member. Trawl of all other cases completed and confirmed this is the only case type and is therefore an isolated instance.	Pensions Administration Team have reviewed internal controls and the approach to allocation of work to minimise the risk of re-occurrence.	<i>Case logged on Breach Register and recommended this is classified as 'Green' and deemed 'Not Reportable' following assessment of the cause, effect, reaction and wider implications of a breach.</i>	Salary information has been requested from the employer and the case is subject to 'Third Party' pend awaiting this information to conclude the member request.	Pensions Administration Team are awaiting salary information to conclude the case.
26/02/18	Administration	Member TVIN quotation that is in breach of Regulation 14 of the Disclosure Regulations 2013. Member completed associated forms but information completed outside of two month period.	Delay in the provision of information to the member, which is now complete. Trawl of all other cases completed and confirmed this is an isolated instance.	Pensions Administration Team have reviewed internal controls and the approach to allocation of work to minimise the risk of re-occurrence.	<i>Case logged on Breach Register and recommended this is classified as 'Green' and deemed 'Not Reportable' following assessment of the cause, effect, reaction and wider implications of a breach.</i>	The request is now complete and information provided to the member. TVIN to be completed as awaiting payment of transfer from the previous scheme. Corrective actions have been taken to support the allocation of work / training to minimise the risk of re-occurrence.	None
26/02/18	Administration	Member TVIN quotation that is in breach of Regulation 14 of the Disclosure Regulations 2013.	Delay in the provision of information to the member, which is now complete. Trawl of all other cases	Pensions Administration Team have reviewed internal controls and the approach to allocation of work to minimise the risk	<i>Case logged on Breach Register and recommended this is classified as 'Green' and deemed 'Not Reportable' following assessment of the</i>	The request is now complete and information provided to the member, and TVIN complete.	None

Date	Category (e.g. administration, contributions, funding, investments, criminal activity)	Description and cause of breach	Possible effect of breach and wider implications	Reaction of relevant parties to breach	Reporting / Not Reported (with justification if not reported and dates)	Outcomes of report and / or investigations	Outstanding Actions
		Member completed associated forms but information completed outside of two month period.	completed and confirmed this is an isolated instance.	of re-occurrence.	<i>cause, effect, reaction and wider implications of a breach.</i>	Corrective actions have been taken to support the allocation of work / training to minimise the risk of re-occurrence.	
26/02/18	Administration	Member TVIN quotation that is in breach of Regulation 14 of the Disclosure Regulations 2013. Previous scheme provided required information and the calculation of member options completed outside of two months.	Delay in the provision of information to the member, which is now complete. Trawl of all other cases completed and confirmed this is an isolated instance.	Pensions Administration Team have reviewed internal controls and the approach to allocation of work to minimise the risk of re-occurrence.	<i>Case logged on Breach Register and recommended this is classified as 'Green' and deemed 'Not Reportable' following assessment of the cause, effect, reaction and wider implications of a breach.</i>	The request is now complete and information provided to the member, and TVIN complete. Corrective actions have been taken to support the allocation of work / training to minimise the risk of re-occurrence.	None
26/02/18	Administration	Member TVOUT quotation that is in breach of Regulation 14 of the Disclosure Regulation 2013. Member requested a TVOUT quotation and further GMP information was requested from HMRC. The case was incorrectly left on 'Third Party' pend on 05/08/2016 and this information was not requested until 28/11/2017.	Delay in the provision of information to the member, which is now complete. Trawl of all other cases completed and confirmed this is an isolated instance.	Pensions Administration Team have reviewed internal controls and the approach to allocation of work to minimise the risk of re-occurrence.	<i>Case logged on Breach Register and recommended this is classified as 'Green' and deemed 'Not Reportable' following assessment of the cause, effect, reaction and wider implications of a breach.</i>	The request is now complete and information provided to the member. Corrective actions have been taken to support the allocation of work / training to minimise the risk of re-occurrence.	None

Appendix 1

Standard LGPS SLA Measures

Case Type	Measurement
Change of Personal Details	Process change to member details within 10 days of receipt of request
General Enquiries	Provide response to member or beneficiary within 10 days of receipt of correspondence
Request for Estimate of Benefits	Issue benefit quotation within 10 days of receipt of request
Leavers on Termination / Opting Out	Provide statement of Preserved Benefits within 20 days of notification of exit
	Process payment of refund of contributions within 10 days of receipt of notification
	Process payment of transfer value within 10 days of receipt of all relevant documentation
New Starters	Creation of system record within 4 days of receipt of notification
Retirements	Issue retirement quote to members 7 months prior to their normal retirement date
	Issue retirement quote within 10 days of receipt of request
	Process payment of pension lump sum on normal retirement date of within 10 days of receipt of preferred options where appropriate
Transfers In	Issue request for transfer details to previous scheme within 5 days of receipt of new starter details
	Issue request for payment of transfer value within 10 days of receipt of member's confirmation to

	proceed
	Update member record with details of transfer in within 7 days of receipt of transfer value payment
Transfers out	Provide details of deferred pension and transfer value within 20 days of receipt of request from new scheme
	Process payment of transfer value within 10 days of receipt of member's confirmation to proceed
Bereavements	Issue initial correspondence to beneficiary following notification of death within 5 days
	Issue details of benefits payable on death within 5 days of receipt of completed documentation
	Process payment of death lump sum within 5 days of receipt of documentation
Miscellaneous (or Other)	Issue appropriate documentation / response to requests for information within 10 days of receipt of request

- Any reference to “day” (or “days”) should be interpreted as Working Day which means a day Monday to Friday excluding English Bank and public holidays.

Appendix 2

Aged Breakdown of Outstanding Cases

Table 3: Case Age Breakdown

Case Group	<3 Months		3 - 6 Months		6 - 12 Months		12 - 18 Months		18 - 24 Months		>24 Months	
	Capita	3rd Party	Capita	3rd Party	Capita	3rd Party	Capita	3rd Party	Capita	3rd Party	Capita	3rd Party
<i>Change of details</i>	13	0	0	0	0	0	0	0	0	0	0	3
<i>Enquiries</i>	72	31	9	20	1	25	0	7	0	12	0	18
<i>Request for Estimate of Benefits</i>	45	35	7	15	3	19	0	14	0	7	0	2
<i>Leavers</i>	31	170	10	51	6	43	3	61	5	197	11	48
<i>New Starters</i>	6	54	0	1	1	143	0	4	0	17	0	3
<i>Retirements</i>	11	53	5	15	2	15	0	10	0	11	0	8
<i>Transfers In</i>	3	32	0	11	2	4	1	5	0	3	0	8
<i>Transfers Out</i>	2	6	0	1	2	2	0	2	0	0	0	0
<i>Bereavements</i>	11	46	0	9	0	37	0	19	0	8	0	6
<i>Other</i>	115	103	85	76	337	168	131	95	5	76	7	51
Total	309	530	116	199	354	456	135	217	10	331	18	147

Appendix 3

Glossary of Terms

Term	Description
Case	Any enquiry, request or transaction that requires action from Capita that is logged onto Capita's workflow system and measured against specific performance targets, as set out in Appendix 1.
Complaint	Any expression of dissatisfaction with any service provided by Capita or a member of its staff or any third party whether made in writing or verbally
Fund Administration Strategy	A formal statement from the Scheme Manager setting out the roles and responsibilities of all stakeholders in relation to the administration of the Pension Fund and the standard of performance that all stakeholders should expect.
GAD	Government Actuary's Department – responsible for providing actuarial advice to public sector clients
Operational Governance	A record of the procedural and systematic controls operated in the administration of the Fund to ensure compliance with all regulatory and client specific requirements
Pension Fund Risk Register	A formal register of all known and emerging risks and mitigating actions that the Scheme Manager will monitor and review on an ongoing basis to evidence effective governance
Scheme Calendar	A record of all cyclical activities that occur over a scheme year, some of which that relate to regulatory compliance that are managed outside of member services.
Service Level Agreement	An agreed schedule of performance measures that sets out the targets for completing specific transactions within defined timescales that are built into and reported through Capita's operational MI
Third Party	Any individual, organisation or representative which Capita may rely on to provide information or documentation to complete an administrative process.

Appendix 4

“Other” Category

Appendix 2 above provides a breakdown of the categories of outstanding work. The nature of enquiries handled by the pension administration team can be varied and, consequently, the number of categories of work can be extensive.

Appendix 2 includes the case type “Other” which represents a number of miscellaneous categories of work that are undertaken in the administration of the Fund. Typical examples of the types of work that are captured under this category are:

HMRC tax code changes

HMRC enquiries

GMP notifications

GMP enquiries

Child pension reviews

Continued eligibility queries

New entrants

Pension abatement

DWP enquiries

Change in working hours

Maternity leave

Nomination enquiries

Change in nomination details

Processing original certificates

BACS rejects

Payment reissues

NFI processing

Pensionable service updates

Power of Attorney / Court order deductions