

	<h2>Local pension Board</h2> <h3>11 February 2019</h3>
<p style="text-align: right;">Title</p>	<p>Performance Report</p>
<p style="text-align: right;">Report of</p>	<p>Director of Finance</p>
<p style="text-align: right;">Wards</p>	<p>N/A</p>
<p style="text-align: right;">Status</p>	<p>Public</p>
<p style="text-align: right;">Urgent</p>	<p>No</p>
<p style="text-align: right;">Key</p>	<p>No</p>
<p style="text-align: right;">Enclosures</p>	<p>Appendix A – Capita Performance Report: November to December 2019</p>
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<h3>Summary</h3>
<p>This paper provides the Board with the pensions administration performance report for the period November to December 2018. Capita will present their performance report to the Board.</p>

<h3>Recommendations</h3>
<p>The Board are asked to note the current performance levels.</p>

1. WHY THIS REPORT IS NEEDED

- 1.1 The report set out in Appendix A provides an overview of performance of operational pensions administration delivered by Capita.
- 1.2 The efficient delivery of benefits is reliant upon effective administrative procedures being in place. It is important that the Board hold Capita accountable to ensure members are receiving the customer service expected.
- 1.3 Board members will note that there has been an increase (8.4%) in cases requiring third party information. Officers from Capita are requested to provide commentary around how they propose to improve the quality and timeliness of information provided to them.
- 1.4 The Board will also note the significant reduction (67.4%) in workable items. Officers from Capita are requested to provide commentary around how they made significant progress on workable items over the period November to December 2018.
- 1.5 Tasks relating to 'leavers' and 'retirements' remain at 'amber' rating – this means that there is a delay when paying some member benefits, meaning some members could be in financial hardship between employment and drawing their pension. Officers from Capita are requested to provide commentary around how they propose to improve the SLA's for 'leavers' and retirements'.
- 1.6 The complaints included on page 5 don't appear to include all complaints that remain outstanding. For example, the Scheme Manager has been assisting Capita with a transfer in request that was not processed correctly – this is not included within the complaints section.

2. REASONS FOR RECOMMENDATIONS

- 2.1 Not applicable in the context of this report.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 Not applicable in the context of this report.

4. POST DECISION IMPLEMENTATION

- 4.1 Not applicable in the context of this report.

5. IMPLICATIONS OF DECISION

- 5.1 **Corporate Priorities and Performance**

5.1.1 The Local Pension Board supports the delivery of the Council's strategic objectives and priorities as expressed through the Corporate Plan 2015 – 2020 by assisting in maintaining the integrity of the pension Fund by monitoring the administration and compliance of the Fund.

5.2 **Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

5.2.1 Not applicable in the context of this report.

5.3 **Social Value**

5.3.1 Not applicable in the context of this report.

5.4 **Legal and Constitutional References**

5.4.1 The LGPS Regulations 2013 place responsibility for the local administration of pensions and other benefits under these Regulations on the administering authority, which is the London Borough of Barnet. The Local Government Pension Scheme Regulations 2015 requires the Council to establish a Pension Board, whose role is to assist the Council in securing compliance with legislation, regulation and best practice, including as set out in the Pension Regulator's Code of Practice.

5.5 **Risk Management**

5.5.1 Risk management is central to the LGPS. LGPS pension funds are in themselves risk management tools, managing the risk that future employer income streams will be able to meet future pensions liabilities by creating a reserve from which future liabilities will be met. Good governance is essential to managing the risks of the pension fund.

5.6 **Equalities and Diversity**

5.6.1 Pursuant to the Equalities Act 2010, the Council is under an obligation to have due regard to eliminating unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; advancing equality of opportunity between persons who share a relevant 'protected characteristic' and those who do not share it; and fostering good relations between persons who share a relevant 'protected characteristic' and persons who do not share it. The 'protected characteristics' are: age, disability, gender reassignment, pregnancy, and maternity, race, religion or belief, sex and sexual orientation.

5.6.2 The rules governing admission to and participation in the Pension Fund are in keeping with the public sector equality duty. The Public Sector Equality Duty requires public authorities in carrying out their functions, to have due regard to the need to achieve the objectives set out under s149 of the Equality Act 2010. Good governance arrangements will benefit everyone who contributes to the fund.

5.7 Corporate Parenting

5.7.1 Not applicable in the context of this report.

5.8 Consultation and Engagement

5.8.1 Where relevant, consultation and engagement is discussed in the paper.

6. BACKGROUND PAPERS

6.1 None