

CAPITA



January 2019

Report to the Local Pension Board 1st November – 31st December 2018

London Borough of Barnet Pension Fund

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Performance Summary

Performance for period 1st November to 31st December 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>	2153
<i>Cases received in the period</i>	2106
<i>Cases completed in the period</i>	1870
<i>Cases re-categorised during the period</i>	288
<i>All work outstanding at the end of the period</i>	2101
<i>Number of outstanding cases awaiting 3rd party information</i>	1930
<i>Number of workable items</i>	171
Total	2101
<i>Cases completed within standard LGPS targets</i>	1800

• 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 **1870** cases were completed in the period, and **1800** were completed within target which represents an overall aggregated SLA compliance figure of **96.26%**.

There continues to be a reduction in workable items across the period. Workable items now stand at 171 reduced from 524. There has been a slight increase in cases requiring third party information during the period (currently 1930 outstanding in comparison to 1768).

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>	16	129	133	3	9	132	99.25%	
<i>Enquiries</i>	160	350	355	34	122	349	98.31%	
<i>Request for Estimate of Benefits</i>	112	180	149	36	107	140	93.96%	
<i>Leavers</i>	681	145	103	23	699	88	85.44%	
<i>New Starters</i>	111	169	176	3	101	175	99.43%	
<i>Retirements</i>	131	42	45	11	117	39	86.67%	
<i>Transfers In</i>	76	21	7	1	89	7	100.00%	
<i>Transfers Out</i>	21	41	23	0	39	23	100.00%	
<i>Bereavements</i>	153	45	31	3	164	28	90.32%	
<i>Other</i>	692	984	848	174	654	819	96.58%	
Total	2153	2106	1870	288	2101	1800	96.26%	

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

Case Group	Nov SLA %	RAG	Dec SLA %	RAG
Change of details	98.90%	GREEN	100.00%	GREEN
Enquiries	97.67%	GREEN	99.29%	GREEN
Request for Estimate of Benefits	93.59%	GREEN	94.37%	GREEN
Leavers	85.25%	AMBER	85.71%	AMBER
New Starters	98.72%	GREEN	100.00%	GREEN
Retirements	96.00%	GREEN	75.00%	RED
Transfers In	100.00%	GREEN	100.00%	GREEN
Transfers Out	100.00%	GREEN	100.00%	GREEN
Bereavements	93.33%	GREEN	87.50%	AMBER
Other	97.15%	GREEN	95.79%	GREEN
Total	96.53%	GREEN	95.89%	GREEN

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**.

In relation to member retirements processed during December, it is noted that 5 / 20 cases were processed outside of the SLA measure and hence the 'Red' RAG rating assigned.

Quality

The Pensions Team utilise an Accuracy Monitoring tool within the Workflow system as a means of monitoring quality. Results are encouraging with monthly performance scores of **99.6%** (November) and **99.4%** (December). 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**.

<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
82	597	40	394	31	449	13	188	1	147	4	155

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

Actions Required:

The Team are continuing to focus on both the aged work and the reduction of the 3rd party cases.

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 BE	18/10/18	Delay in retirement process	Y	In progress	Ongoing, still missing information from payroll and employer
Member BG	26/10/18	Member unhappy with time taken to provide estimate	Y	Complete	Apology issued, team currently working aged cases
Member BI	10/10/18	Delay in providing information in relation to Payment Input Period	Y	Complete	Apology issued, Case complete
Member BJ	12/11/18	Member unhappy with the level of benefits quoted, significantly less than anticipated	Y	In progress	Sent Retirement Options 10/2018 awaiting reply from member. Apology issued and explained the error.
Member BK	12/11/18	Member unhappy with time taken to resolve issues with records and issue a further benefit statement	Y	Complete	Member rec'd ABS update December 2018. Apology issued.
Member BL	15/11/18	Delay in dealing with transfer in request	Y	In progress	Awaiting payment from Cardiff since December, Information finally received 23/1 – case can now progress
Member BM	23/11/18	Member unhappy with the delay in resolving issues with pensions record	Y	Complete	Reviewed and updated
Member BN	4/12/18	Member unhappy due to delay in providing response to query	Y	Complete	Cases completed 15/01/19 Pension in payment. Apology issued.
Member BO	5/12/18	Payments suspended due to lost contact. POA document subsequently provided	N	Complete	Pension reinstated 07/12/2018. Rec'd returned mail, had no POA, Pension suspended as per processes.
Member BP	7/12/18	Member unhappy with overpayment	Y	In progress	
Member BQ	27/12/18	Member unhappy with delays	Y	Complete	Completed 17/11/18. All payments have been made.
Member BR	28/12/18	Inadequate information provided	Y	In progress	Under review

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 Scheme breaches log.

There have been no disclosure breaches in the reporting period.

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 2018 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.

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>	2	4	0	0	0	1	0	0	0	0	0	2
<i>Enquiries</i>	6	40	2	26	0	28	0	18	0	2	0	0
<i>Request for Estimate of Benefits</i>	2	57	4	29	1	12	0	2	0	0	0	0
<i>Leavers</i>	6	182	20	185	13	172	1	31	1	38	1	49
<i>New Starters</i>	0	0	0	0	0	40	0	17	0	28	0	16
<i>Retirements</i>	5	47	0	20	0	21	0	10	0	6	0	8
<i>Transfers In</i>	3	33	0	16	5	21	0	3	0	0	2	6
<i>Transfers Out</i>	5	28	0	3	0	2	0	0	0	1	0	0
<i>Bereavements</i>	5	34	0	17	2	38	2	30	0	20	0	16
<i>Other</i>	48	172	14	98	10	114	10	77	0	52	1	58
Total	82	597	40	394	31	449	13	188	1	147	4	155

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