

**Report to:** Pension Committee

**Date of meeting:** 26 November 2018

**By:** Chief Operating Officer

**Title:** Officers' Report – Business Operations

**Purpose:** Update on current administration themes in relation to the service provided to the Pension Fund by Orbis Business Operations

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## **RECOMMENDATIONS**

**The Committee is recommended to consider and comment on the report**

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### **1 Introduction**

1.1 Business Operations within Orbis have prepared this summary of topical administration activities, projects and improvements that may have an impact on members of the pensions scheme. This report is provided for information and the Committee is invited to comment.

### **2 Key Performance Indicators**

2.1 **Appendix 1** shows the monthly performance summary for administration tasks for the 6 months leading to September 2018.

2.2 The performance in general has been positive with most key indicators met. September experienced a dip in performance in certain areas which was due to the exceptional workload as a result of Annual Benefit Statement (ABS) distribution and the subsequent query handling that inevitably occurs as a result from distributing c 45,000 statements. As referred to in the ABS breach report, there was also the requirement for resource to be utilised solely for record corrections identified which meant business as usual activities were somewhat negatively impacted. Furthermore, administration resource was also required to achieve the Annual Allowance exercise as described in section 4. It is expected that October results will show an improved performance.

### **3 Data cleanse plan**

3.1 The Committee will recall that Officers provided an update previously with regards to a Data Cleanse due to be carried out in advance of the 2019 Funding Valuation. This project will commence in November and a high level plan can be found at **Appendix 2**.

3.2 The plan also includes a timeframe for the work being carried out by Heywoods for the Common and Conditional data scoring as required for tPR Administration and Governance survey.

3.3 Once the results of the both data cleanses are known, a more detailed plan will be drafted and shared with the Committee. This will include using the address tracing data analysis previously referred to as provided by specialist agency call credit.

### **4 Annual Allowance**

4.1 The Committee may be aware of the requirement for the Administration to provide relevant scheme members with Pension Saving Statements on an annual basis. The deadline for this in 2018 was 6<sup>th</sup> October and we are pleased to report this statutory deadline was met with all 78 high earning members receiving their information prior to this date.

### **5 Resources & Training**

5.1 We are pleased to advise that two new key appointments have been made to the Pensions Administration team.

5.2 Michael Mann joined as Pensions lead manager on 1<sup>st</sup> October and will take responsibility for the Administration of all Orbis Pension schemes, splitting his time between Lewes and Kingston. Michael will be formally introduced to the Committee at this meeting.

5.3 In the newly created role of Service Support and Development Manager, Tom Lewis will take on responsibility for much of the planning aspects of Pensions Administration as well as the development of processes, people and technology. Tom will be predominately based in the Kingston offices.

5.4 A development plan will be produced and shared with the Committee at a future meeting. A key focus area will be increased member and employer engagement with a focus on education of the LGPS. In response to a specific request, employee presentations have already been delivered as a pilot for Brighton and Hove City Council (BHCC) active scheme members which was delivered across a number of sites. These presentations were well received by attendees and BHCC HR who requested this to take place.

5.5 A further focus will be to explore the benefits of a new online training and education centre developed by Heywoods due to be launched in November 2018. This online tool will allow staff to undertake courses in their own time and at their own pace with a training plan able to be set and progress tracked by team leaders and managers.

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