 <b>Brent</b>	<b>Pension Board</b> 13 March 2019
	<b>Report from the Chief Finance Officer</b>
<b>Pensions Administration Performance Report</b>	

<b>Wards Affected:</b>	ALL
<b>Key or Non-Key Decision:</b>	Non-Key
<b>Open or Part/Fully Exempt:</b> (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	OPEN
<b>No. of Appendices:</b>	0
<b>Background Papers:</b>	N/A
<b>Contact Officer(s):</b> (Name, Title, Contact Details)	Conrad Hall, Chief Finance Officer Ravinder Jassar, Head of Finance

## 1.0 Purpose of the Report

1.1 This report updates the Pension Board on performance of the pensions administration contract with LPP.

## 2.0 Recommendation(s)

2.1 The board is recommended to note the report.

## 3.0 Detail

3.1 The administration of the Brent Pension scheme was transferred to LPP on 1 October 2018. This report reviews the performance of the LPP contract during February 2019.

3.2 The Pensions administration team are holding monthly meetings to monitor the performance of the contract looking at both the individual month and trends across months.

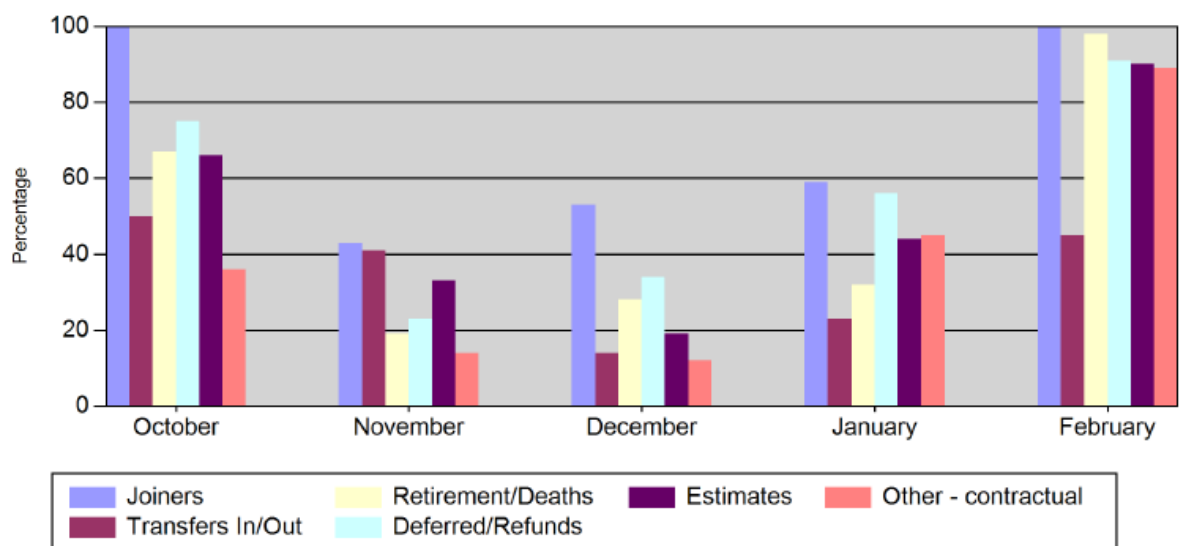
3.3 As of 28 February 2019 the Brent Pension Fund had 6,647 active members, 6,912 pensioners (including dependants), and 8,140 deferred pensioners.

3.4 Table 1 shows contract statistics for cases processed grouped by category. This includes cases bought forward, received, completed, completed on time and carried forward. Chart 1 below show progress by month since the contract commenced in October 2018.

Table 1:

Description	B/fwd	Rec'd	Complete	On Time	% OT	C/fwd	Average Completed Time	Average Elapsed Time
Joiners	65	62	54	54	100.00	73	0	13
Transfers In/Out	449	40	71	32	45.07	418	4	61
Retirement/Deaths	886	116	106	104	98.11	894	1	29
Deferred/Refunds	592	25	35	32	91.43	582	1	39
Estimates	88	40	44	40	90.91	84	0	6
Other - contractual	490	372	454	407	89.65	406	0	13
<b>Total</b>	<b>2570</b>	<b>655</b>	<b>764</b>	<b>669</b>	<b>87.57</b>	<b>2457</b>		

Chart 1:



3.5 Whilst the cases % completed on time significantly improved in February across all categories, the number of cases carried forward is disappointing. It is important to note that LPP inherited a large backlog of cases from the previous administration provider and the number of carried forward cases is 113 lower than the previous month.

3.6 Table 2 provides detail on the number of cases that have been completed early. Overall 47% of the 669 cases completed on time were completed early.

Description	1 Day Early	2 Days Early	3 Days Early	4+ Days Early
Joiners	9	4	3	6
Transfers In/Out	4	4	0	4
Retirement/Deaths	18	3	4	12
Deferred/Refunds	5	0	1	6
Estimates	6	4	0	3
Other - contractual	95	120	1	3
	137	135	9	34

3.7 As at the beginning of February 2019, there was 1 complaint and 1 IDR case outstanding. In February 2019 none of these cases were resolved and a further 6 cases were received. Of these 6 cases, 4 cases were complaints and 2 were IDR cases. 1 new case received was resolved. Brent and LPP are taking action to ensure that these cases are resolved swiftly however the complex nature of some cases means that this is not always possible.

#### **4.0 Financial Implications**

4.1 There are no direct financial implications from this report.

#### **5.0 Legal Implications**

5.1 Not applicable.

#### **6.0 Equality Implications**

6.1 Not applicable.

#### **7.0 Consultation with Ward Members and Stakeholders**

7.1 Not applicable.

#### **8.0 Human Resources**

8.1 Not applicable.

**Report sign off:**

**Conrad Hall**  
Chief Finance Officer