

From:	Chairman Superannuation Fund Committee Corporate Director of Finance
To:	Superannuation Fund Committee – 8 September 2021
Subject:	Pension Administration
Classification:	Unrestricted

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**Summary:**

This report provides members with an update on recent system and connectivity problems experienced by the administration team and makes members aware of a breach of the Local Government Pension Scheme (LGPS) regulations and options for reporting the breach to the Pensions Regulator.

**Recommendations:**

The Committee is recommended to note the update and to endorse the Board's decision regarding the breach of the scheme regulations.

**For Decision**

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**1. System and connectivity problems**

- 1.1 In order to administer the LGPS the Aquila Heywood hosted pension administration service is used with staff connecting to this service. Since working from home staff have reported problems with connecting to the service and in general staff would report that their productivity has diminished when compared to previous office working. As a result KCC's IT section together with Aquila Heywood have been collaborating to investigate different methods of connecting to the service to improve the situation.
- 1.2 However I need to report that during the middle of August, for approximately 10 days, the situation deteriorated further with all staff majorly impacted with slow connection to the service which in turn has led to further reductions in productivity and an adverse impact on our KPIs.
- 1.3 The situation has subsequently returned to how the connection was previously and staff are trialling different methods of connectivity the results of which will be reported to KCC's IT section and Aquila Heywood in order that the best option can be used by all staff.

## **2. Breach of the LGPS 2013 regulations**

- 2.1 The breach was reported to the Pensions Board at their meeting on 1 September and members were recommended to agree that the breach be recorded and that reporting of the breach to the Pensions Regulator is not required. A copy of the report is at appendix 1.
- 2.2 There will be a verbal report of the Board's discussion and their decision to the Committee.

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