

From:	Chairman Superannuation Fund Committee Corporate Director of Finance
To:	Superannuation Fund Committee – 30 March 2022
Subject:	Pension Administration
Classification:	Unrestricted

Summary:

This report updates the Committee on the activity of the Administration team in recent months and covers the following areas:

- Breach of regulations
- KPIs
- i-Connect
- Members Self Service
- Backlog project
- Retirement of Pensions Manager and appointment of successor

Recommendations:

The Committee is recommended to note and comment on this update

1. Breach of the LGPS 2013 regulations

- 1.1 It was reported to the Committee in December 2021 that a regulatory breach had been reported to the Pensions Regulator in respect of the late provision of annual benefit statements to non-uniformed Kent Police scheme members. The Pensions Regulator advised that whilst they cannot waive the requirements of the Pensions Acts, they are able to take a risk-based approach and can apply an element of pragmatism.
- 1.2 The Regulator advised the Fund that no action would be taken so long as the annual benefits statements were provided by 31 December 2021. I can confirm that this deadline was met, and all outstanding statements were issued.

2. System and connectivity problems – impact on KPIs

- 2.1 It was reported to the Committee in December that there had been a significant deterioration in the quality of IT connectivity for staff working at home for a period of approximately 10 days. This had resulted in lack of productivity and reduction in overall Key Performance Indicators (KPIs).

2.2 The situation was resolved but the reduction in productivity will affect the KPIs reported at the end of the financial year. The team has been making a concerted effort to improve certain KPIs and this has seen improvement, however there will inevitably be a fall in the overall performance reported to the Committee at the next meeting.

2.3 I am pleased to report improvements in key areas, and this will be covered in greater detail at the next meeting.

3. Roll out of i-Connect to KCC's non-schools' payroll

3.1 Engagement with the Fund's employers is key to providing a high level of service to members, and one way in which this can be improved is to use technology to support information exchange. i-Connect is a service that the Fund uses, and I am pleased to report that the Fund is currently in discussion to onboarding KCC non-schools' payroll by the end of March 2022.

4. Member self-service to be extended to pensioner members

4.1 Following collaboration with the Fund's pension payroll provider, we will be offering Member Self Service (MSS) to the Fund's pensioners at the end of March 2022, and this will be communicated in our pensioner newsletter (Openlines).

4.2 Pension Payroll are also very keen to help advertise this service to the Fund's pensioners. The Fund is planning to amend the wording of our benefit award letter to mention this facility. Pensioners will be able to view their payslip and P60 figures online as well as informing us of any address changes and change of bank details. We will continue to post the payslips & P60s, but we are also working with our software provider to work towards being able to provide these documents in a PDF format so that they can be printed.

5. Backlog project – ITM support

5.1 The Committee will recall that ITM are supporting the Fund in addressing its backlog project. This arrangement was due to end on 31 March 2022, but due to availability of information and difficulty in engaging with certain employers the Fund has not been able to provide ITM with the necessary information to complete the work. As ITM have been engaged to undertake a set number of items of work, they have agreed to extend this arrangement at no additional cost to ensure that they can complete the contract.

6. Retirement of Pensions Manager

6.1 Barbara Cheatle, the Pensions Manager for the Kent Fund is due to retire from her role on 30 April 2022. Barbara has served the Kent Fund for almost 40 years and has delayed her retirement pending the outcomes of the Governance

review of the Fund. Barbara has been a loyal servant to the Fund, and I would like to take the opportunity to pay tribute to her work. I commend that Committee to mark her retirement in an appropriate way.

- 6.2 I am pleased to report that the Fund has been successful in appointing a successor to Barbara. Clare Chambers will be joining the Fund on 25 April 2022, and I look forward to welcoming Clare and introducing her to the Committee at future meetings.

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