

Report Title:	Administration Report
Contains Confidential or Exempt Information?	YES - Part I
Member reporting:	Councillor Lenton, Chairman Berkshire Pension Fund and Pension Fund Advisory Panels
Meeting and Date:	Berkshire Pension Fund and Pension Fund Advisory Panels – 11 March 2019
Responsible Officer(s):	Kevin Taylor, Deputy Pension Fund Manager, Philip Boyton, Pension Administration Manager
Wards affected:	None

www.rbwm.gov.uk



REPORT SUMMARY

1. This report deals with the administration of the Pension Fund for the period 1 October 2018 to 31 December 2018
2. It recommends that Members (and Pension Board representatives) note the Key Administrative Indicators throughout the attached report.
3. Good governance requires all aspects of the Pension Fund to be reviewed by the Administering Authority on a regular basis
4. There are no financial implications for RBWM in this report

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Panel notes the report and:

- **All areas of governance and administration as reported**
- **All key performance indicators**

Please note that Administration Reports are provided to each quarter end date (30 June, 30 September, 31 December and 31 March) and presented at each Panel meeting subsequent to those dates.

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

The Pension Panels have a duty in securing compliance with all governance and administration issues.

3. KEY IMPLICATIONS

Failure to fulfil the role and purpose of the Administering Authority could lead to the Pension Fund and the Administering Authority being open to challenge and intervention by the Pensions Regulator.

4. FINANCIAL DETAILS / VALUE FOR MONEY

Not applicable.

5. LEGAL IMPLICATIONS

None.

6. RISK MANAGEMENT

None.

7. POTENTIAL IMPACTS

None.

8. CONSULTATION

Not applicable.

9. TIMETABLE FOR IMPLEMENTATION

Not applicable.

10. APPENDICES

None.

11. BACKGROUND DOCUMENTS

None.

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date issued for comment	Date returned with comments
Cllr. John Lenton	Chairman – Berkshire Pension Fund Panel		
Rob Stubbs	Section 151 Officer		



THE ROYAL COUNTY OF
BERKSHIRE
PENSION FUND

ADMINISTRATION REPORT

QUARTER 3 – 2018/19

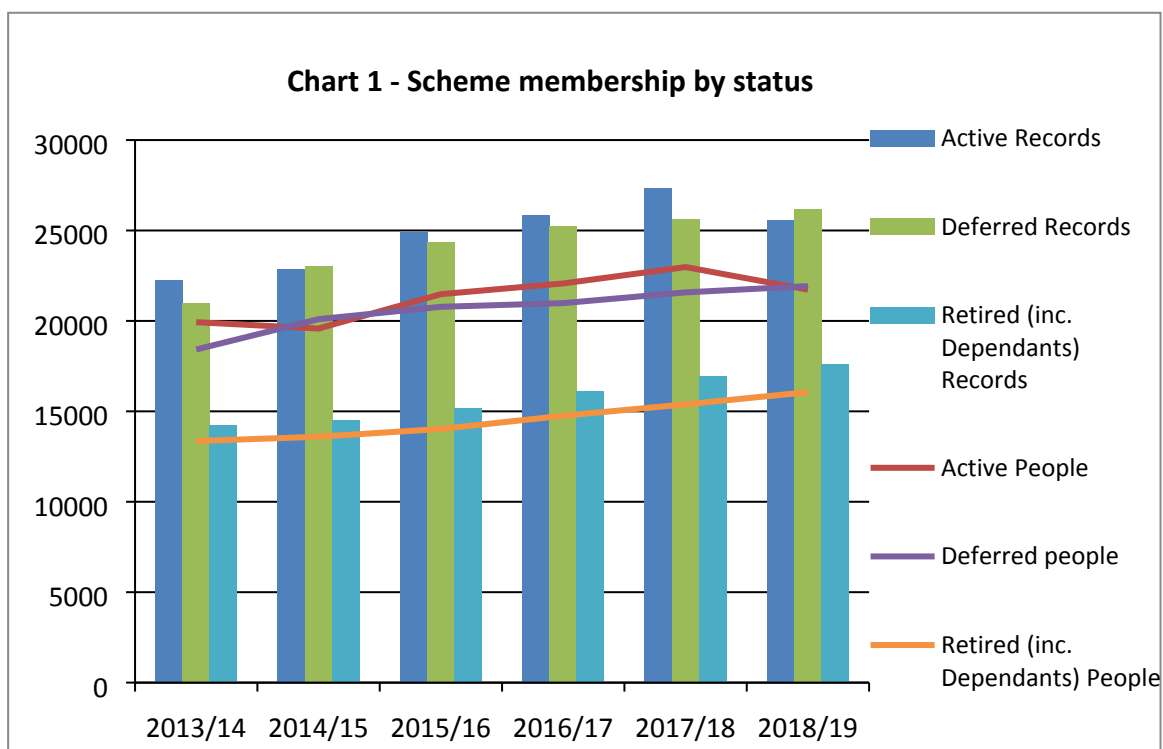
1 October 2018 to 31 December 2018

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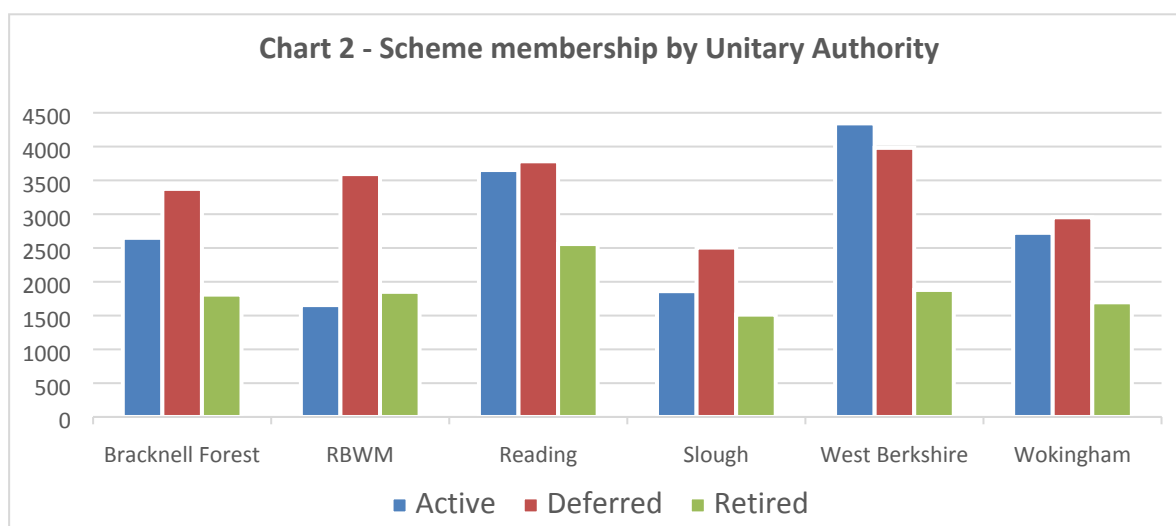
1. ADMINISTRATION

1.1 Scheme Membership



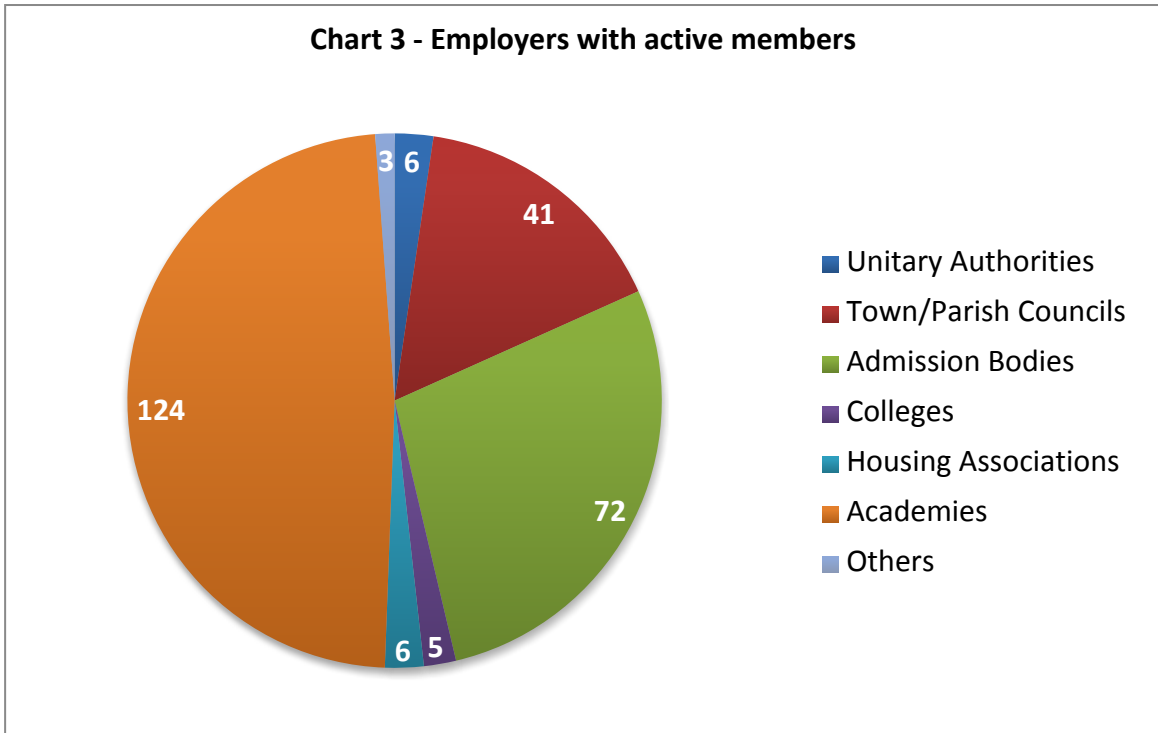
TOTAL MEMBERSHIP			
Active Records	25,547	Active People	21,729
Deferred Records	26,179	Deferred People	21,924
Retired Records	17,603	Retired People	16,061
TOTAL	69,329	TOTAL	59,714

1.2 Membership by Employer



Membership movements in this Quarter (and previous Quarter)						
	Bracknell	RBWM	Reading	Slough	W Berks	Wokingham
Active	-112 +105	-126 -97	-363 -397	-20 -147	-173 -317	-128 +24
Deferred	+33 -4	-10 -25	+15 -66	-3 -100	+117 +7	+103 +114
Retired	+26 +42	+70 +29	+41 +36	+19 -10	+53 +38	+42 +21

1.3 Scheme Employers

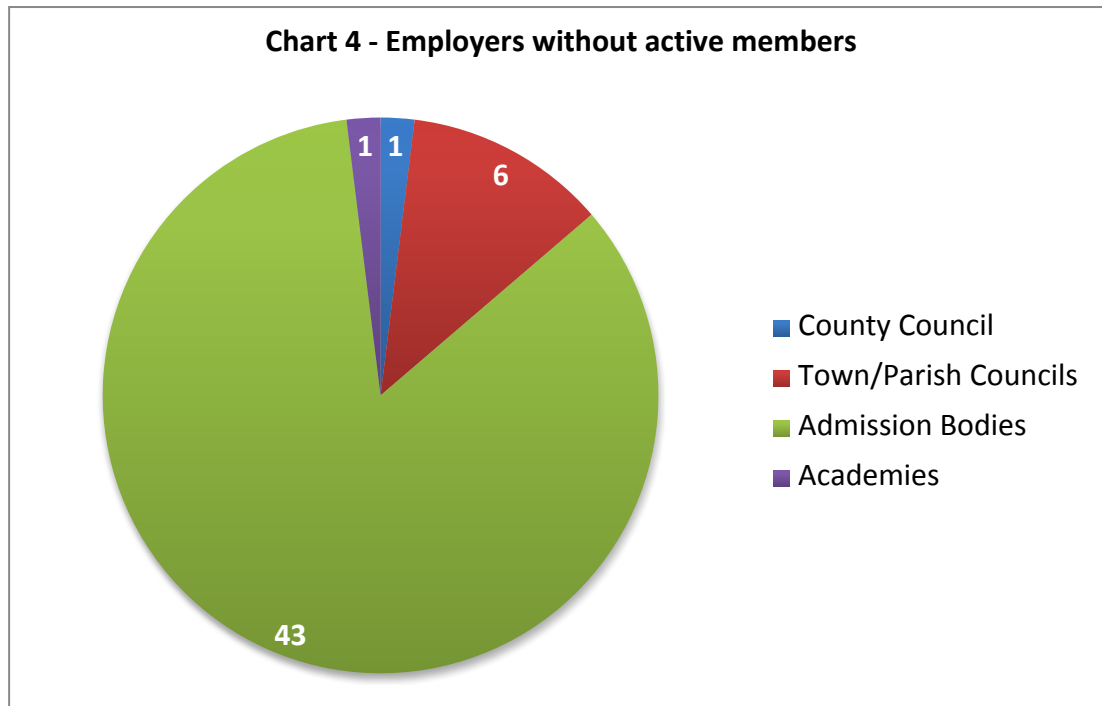


New employers since last report:

Admission Bodies: Aspens Services Ltd (catering staff at Waingels College), Compass Contract Services Ltd (catering staff at The Holt school), KGB Cleaning Ltd (cleaning staff at Denefield School).

Academies: Orchard Hill College Academy Trust

Town/Parish Councils: Bucklebury PC



Exiting employers: None

1.4 Scheme Employer Key Performance Indicators

Employer	Starters	Leavers	Changes	Total	Achieved
RBWM	109	80	362	551	95.2698%
Reading BC	306	563	1,370	2,239	98.9262%
W Berkshire	335	160	973	1,468	97.5274%
Wok BC	110	58	759	927	99.5261%
Acad/ Sch	186	125	962	1,273	92.0624%
Others	32	14	312	358	93.6524%
Totals	1,440	1,049	10,253	12,742	94.7848%

NOTES: Table 1A above shows all transactions through i-Connect for the third quarter of 2018/19. Changes include hours/weeks updates, address amendments and basic details updates.

The benefits of i-Connect are:

- Pension records are maintained in 'real-time';
- Scheme members are presented with the most up to date and accurate information through *mypension* ONLINE (Member self-service);
- Pension administration data matches employer payroll data;
- Discrepancies are dealt with as they arise each month;
- Employers are not required to complete year end returns;
- Manual completion of forms and input of data onto systems is eradicated removing the risk of human error.

Exception report – less than 90% achieved

None

Employer	Starters	Leavers	Total	This Quarter	Trend		
					Quarter <1	Quarter <2	Quarter <3
	In/Out	In/Out					
Bracknell	23/28	64/109	87/137	38.84%	41.10%	38.05%	45.73%
RBWM	1/8	34/42	35/50	41.18%	51.13%	11.11%	23.91%
Reading	0/0	51/193	51/193	20.90%	6.01%	18.75%	50.94%
Slough	54/17	22/31	76/48	61.29%	56.32%	51.97%	62.50%
W Berkshire	2/3	46/289	48/292	14.55%	6.28%	24.62%	48.61%
Wokingham	0/2	27/9	27/11	71.05%	38.64%	19.64%	63.16%
WBC Schs.	14/68	3/41	17/109	13.49%	5.61%	6.29%	15.42%
Academies	54/133	26/130	80/263	23.32%	33.28%	18.35%	24.72%
Colleges	14/8	4/1	18/9	66.67%	37.84%	8.06%	27..27%
Others	29/7	35/54	64/61	51.20%	41.99%	27.78%	40.38%
Totals	191/274	287/899	478/1173	28.95%	27.30%	19.33%	35.41%

NOTES: Some employers listed in Table 8B above will also be listed in Table 8A. This is because not all employees of a scheme employer are paid through the scheme employer's payroll e.g. some non-teaching staff at Local Authority maintained schools may be paid via a third party payroll provider which is not an i-Connect user although those individuals are employees of the relevant Unitary Authority.

Details of starters and leavers only are recorded by the team. Other pension record changes may or may not have been received by the Pension Fund via payroll or from the scheme member direct. Experience tends to show that individuals may notify payroll of certain data changes but not always pensions and that payroll may not always forward information to the pension team.

Many missing data items are found through the year-end process which can be a long, labour intensive exercise for both the Pension Fund and the scheme employer. Employers using i-Connect do not have a year-end process to deal with as all data is uploaded and verified on a monthly basis.

1.5 Key Performance Indicators

Chart 5A - KPI 1 - Starters processed within 20 working days

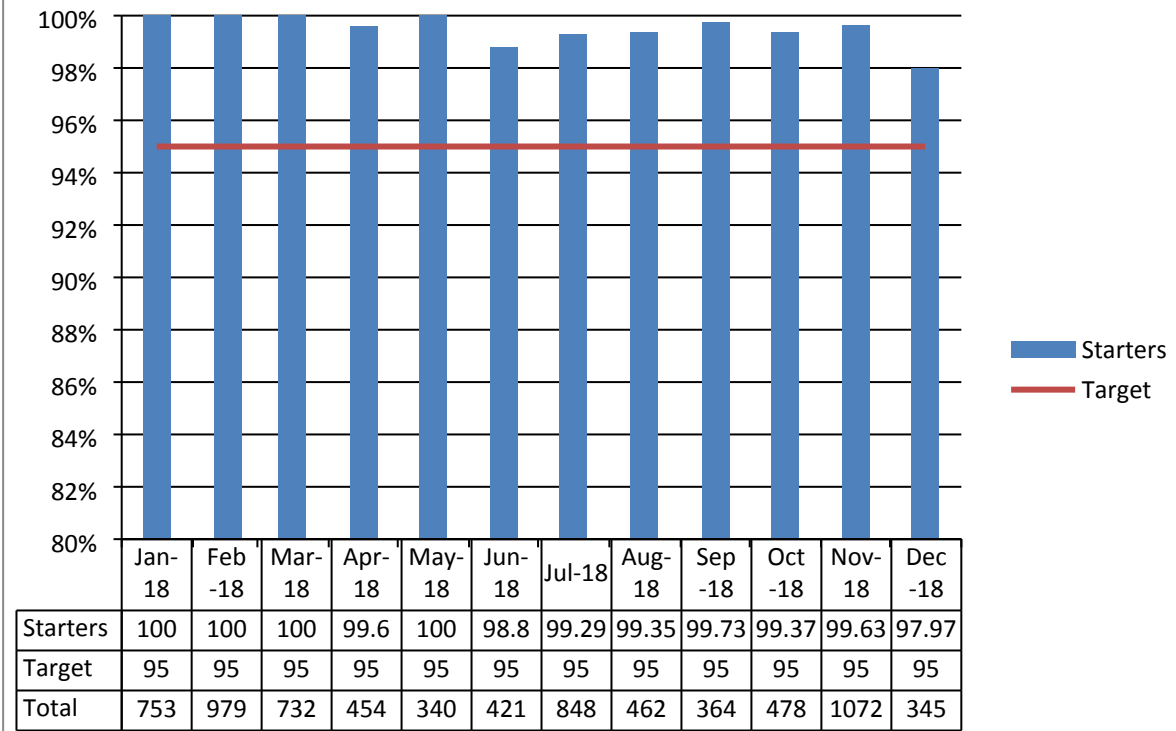
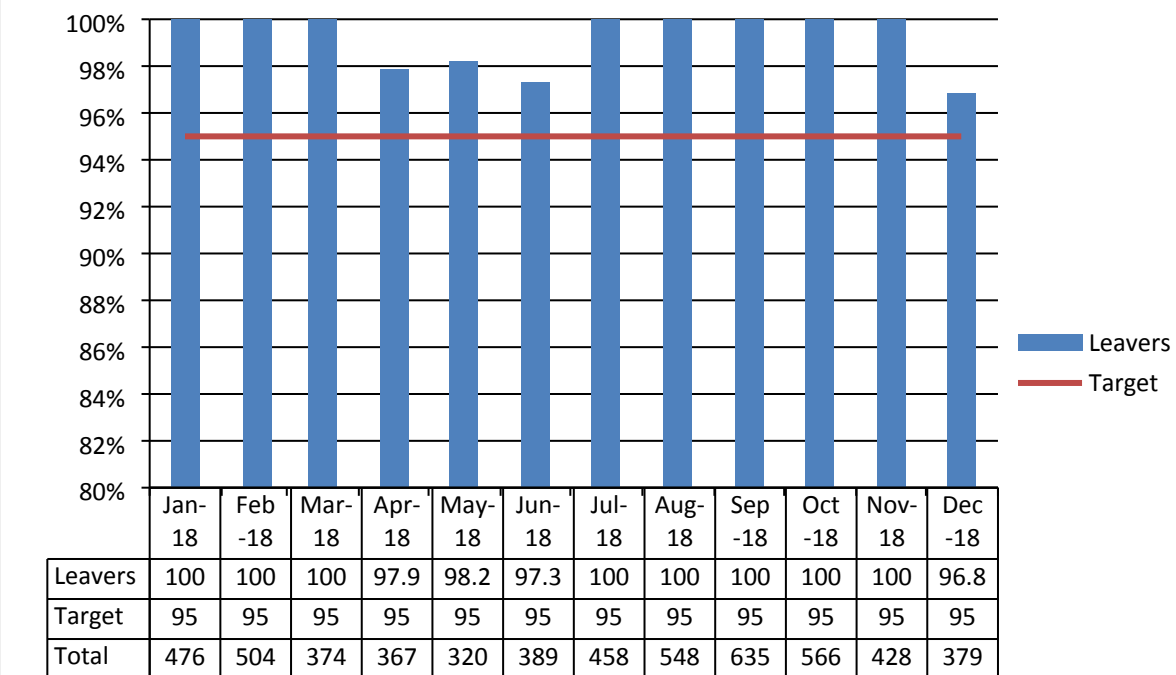


Chart 5B - KPI 2 - Leavers processed within 15 working days



**Chart 5C - KPI 3 - Transfers out Oct 17 to Jun 18
Refunds Jul 18 to Sep 18 - processed within 15 working days**

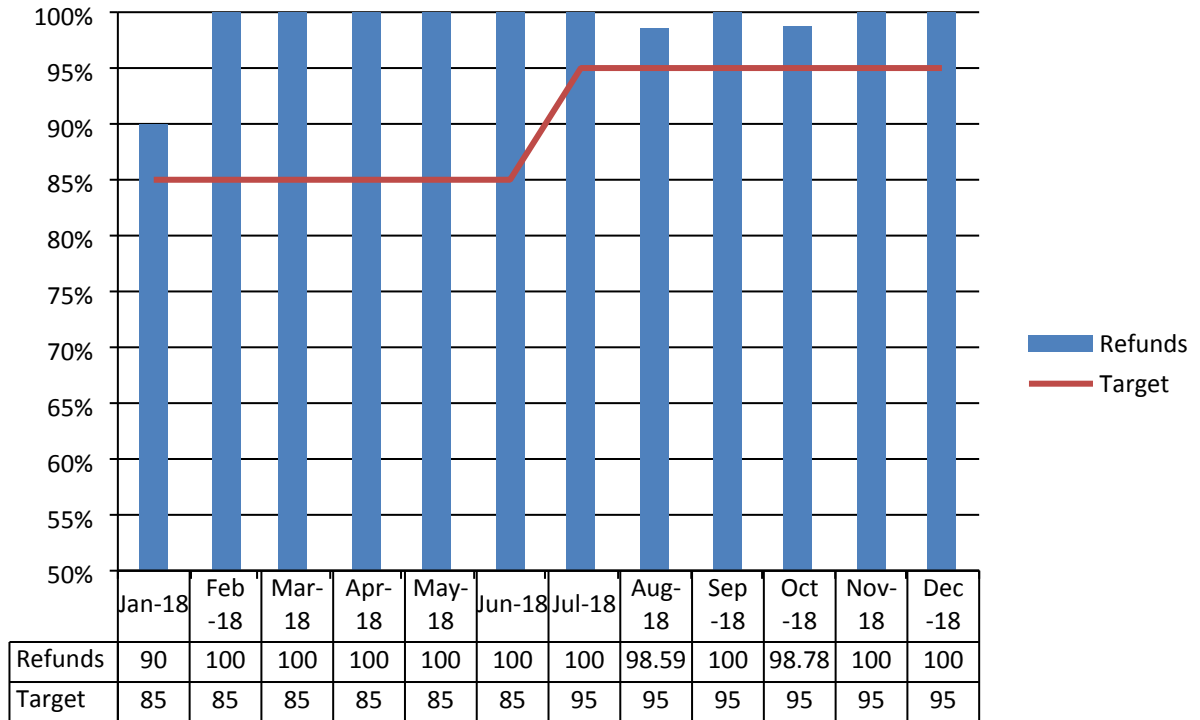
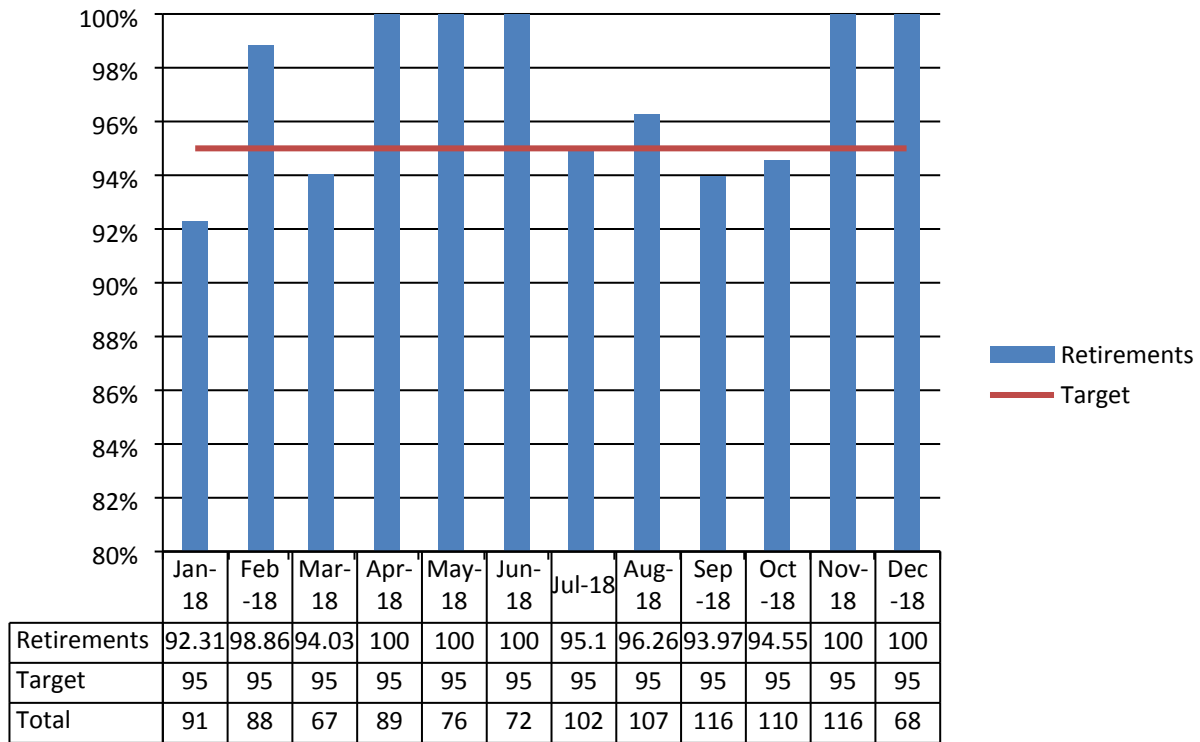
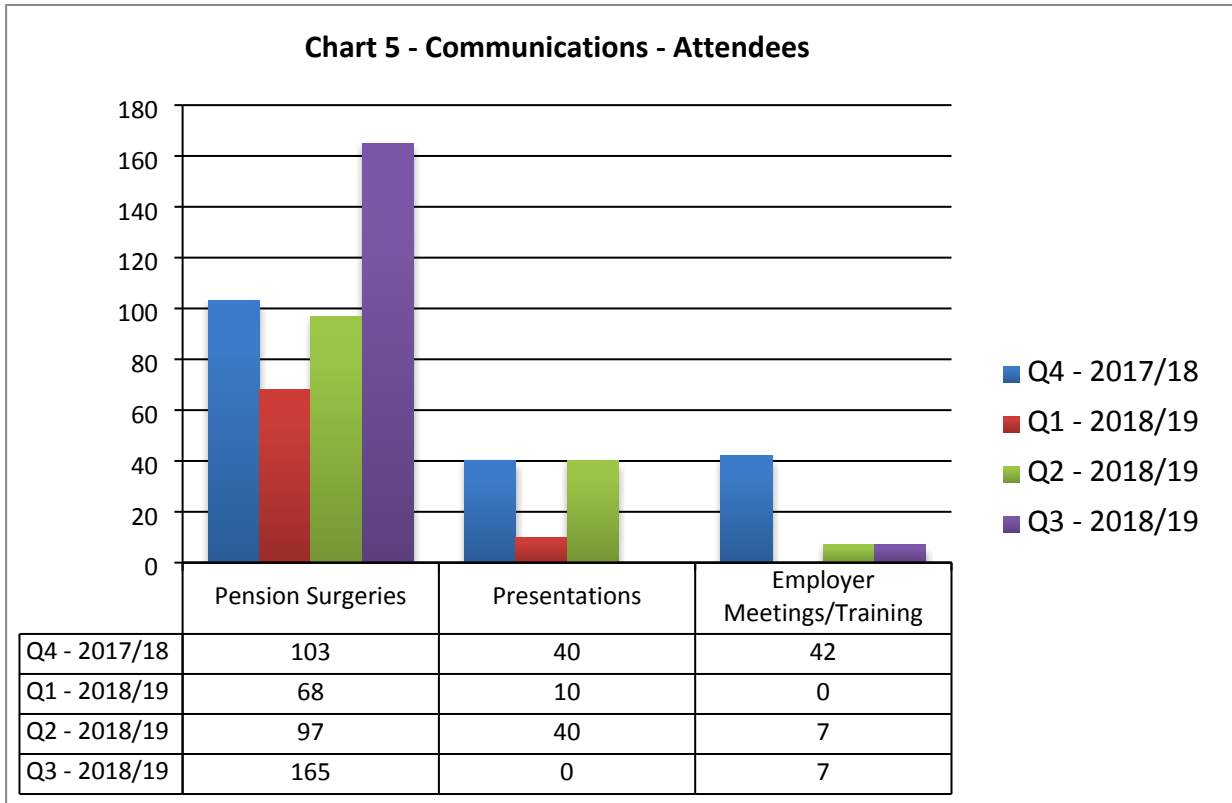


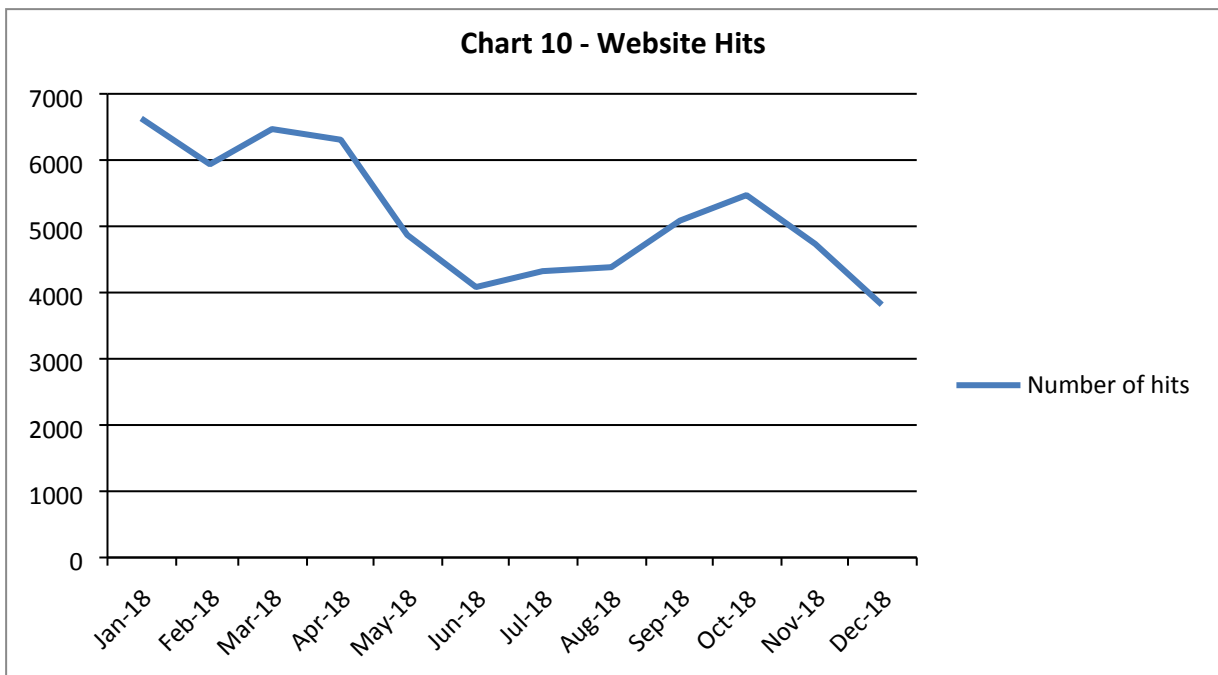
Chart 5D - KPI 4 - Retirements processed within 5 working days



1.6 Communications



1.7 Website Hits



1.8 Stakeholder Feedback

As part of the Pension Fund’s aim to achieve Pension Administration Standards Association (PASA) accreditation it is a requirement to report to Members the comments and complaints received from scheme employers and their scheme members on a periodic basis.

SCHEME MEMBER NAME	DATE RECEIVED	METHOD RECEIVED	WORK AREA	FEEDBACK RECEIVED
LP	16/10/2018	E-mail	Refund	You recently processed my pension refund claim. I would just like to thank you for your efficiency in this process. I was extremely impressed with how the claim was handled and how quickly the process took place.

2 SPECIAL PROJECTS

2.1 *i-Connect Update*

Officers are pleased to report since November 2018 data is now received in respect of 70% of the current total active scheme membership across 53 scheme employers. This represents a 13% increase of active scheme member data received over three months.

Following the successful on boarding of Bracknell Forest Council in January 2019 the implementation of i-connect remains on going to bring on board the two remaining unitary authorities, Slough Borough Council and Wokingham Borough Council (Schools) due to be completed by 31 March 2019 and 31 May 2019 respectively.

The scheme employers already submitting their scheme member data are listed below:

Altwood C of E School
 Avenue School Special Needs Academy
 Berkshire College of Agriculture
 Berkshire Maetros
 Bracknell Forest Council
 Bracknell Town Council
 Brighter Futures for Children
 Charters School
 Cox Green School
 Desborough College
 Evendons Primary School
 Forest Bridge Academy
 Furze Platt Senior School
 Geoffrey Field Infant School
 Geoffrey Field Junior School
 Highdown School & 6th Form Centre
 Holy Family Roman Catholic School
 Holyport College
 Kendrick School
 Langley Grammar School
 Newlands Girls School
 Optalis Limited (RBWM)
 Optalis Limited (Wokingham)
 Pippins School
 Prospect School
 Queen Anne Royal Free School
 RBWM Property Company Limited

Reading Borough Council
Royal Borough of Windsor & Maidenhead
Royal County of Berkshire Fire & Rescue Service
Slough Borough Council
Slough Children's Services Trust
Southcote School
Thatcham Town Council
The Downs School
The Heights Primary School
The Priory School
West Berkshire Council
Wokingham Borough Council (In-house)
Woodley Town Council

Multi Academy Trusts (MATs)

Ashley Hill Schools Trust
Bellevue Place Education Trust
Bonitas Multi Academy Trust Limited
CfBT School Trust
Marish Academy Trust
NET Academies Trust
Oxford Diocesan Schools Trust
Park Federation Academy Trust
Reach2 Academy Trust
Royal County of Berkshire Schools Trust
Sash Education Trust
Specialist Education Trust
Windsor Learning Partnership

The ongoing success experienced means Officers have chosen to mandate the use of i-connect across all remaining scheme employers using a phased approach.

Communication has already been made with the scheme employers and assurance and commitment given by Officers to fully train, support and guide scheme employers throughout the on boarding process to be concluded by 1 April 2021.

2.2 *GMP Reconciliation*

With the removal of the contracted-out nature of public service pension schemes the Pension Fund entered into a period of reconciliation against DWP records to ensure that the correct GMP (Guaranteed Minimum Pension) values are held by the Pension Fund for Pensioner and Dependant scheme members. Officers successfully completed the priority reconciliation and correction of Pensioner and Dependant scheme member benefits during February 2018. This process is now followed by Officers ensuring that the correct GMP values are held for Active and Deferred scheme members.

The deadline by when all Pension Funds must complete their reconciliation of all scheme member records was 31 December 2018. Despite Pension Funds having had since April 2016 to complete this exercise the Local Government Association (LGA) has confirmed many Pension Funds are only now starting to focus their attention on it. Officers are therefore waiting longer to receive a reply to queries raised with HM Revenue & Customs in respect of Active and Deferred scheme members than was experienced for Pensioner and Dependant scheme members.

2.3 *Data Quality Exercise*

The Pensions Regulator (tPR) expects all UK pension schemes to measure the presence and accuracy of the data they hold, and put plans in place to resolve issues where they find them.

Since Officers received the results of the first data cleanse from heywood's, the provider of the Pension Fund's *altair* pension administration software, efforts have been on going to improve the results in respect of Common and Scheme Specific data in readiness for the next data cleanse scheduled for October 2019.

A reminder of the respective scores received during the first data cleanse in October 2018 are shown below:

Data Item	Pass rate	Member records without a single failure
Common	98.85%	91.3%
Scheme Specific	97.58%	86.1%

2.4 *Wokingham Schools - Selima*

A number of historical items currently remain unresolved but action is being taken to bring this matter to a conclusion. These concern non-active members of the scheme (those who no longer contribute but have in the past). For example a number of 'missing' records have been identified that require both a starter and a leaver form to be provided by Selima. Many of these records are now being set up on the pension administration system but Officers have identified a number where leaver forms are still required. Once received action will be taken to notify all affected individuals of their pension options.

Wokingham BC's contract with Selima runs out on 31 March 2019 with a new external payroll provider being appointed from 1 April 2019. Work is already underway with the new provider to on-board i-Connect by 31 May 2019.