



Teesside Pension Fund

Service Delivery Report

2017/18

Teesside Pensions Fund

Headlines

Overview

Urgent Matters

Regulations and Guidance

May 2018

Local Government Pension Scheme (Amendment) Regulations 2018 (SI 2018/493)

The regulations come into force on 14 May 2018 but with certain provisions having effect from 1 April 2014. The regulations amend the LGPS Regulations 2013 [SI 2013/2356] and the LGPS (Transitional Provisions, Savings and Amendment) Regulations 2014 [SI 2014/525].

Much of the amendments were of a technical nature to correct drafting issues, etc. An edition of E-Fundamentals containing a breakdown and summary of the regulation changes, their impact and required actions was issued to all Fund employers and is available via http://www.employers.teespen.org.uk/pages/newsletters/fundamentals/july_2018.pdf

Other statutory items

Annual Benefit Statements

Annual Benefit Statements providing illustrations of benefits accrued in the Fund to 31 March 2018 were issued to all members of the Teesside Pension Fund within the statutory deadline of 31 July 2018, where the Pensions Unit had been provided with year-end data.

Pension Savings statements

Pension Savings Statements were issued to those members of the Teesside Pension Fund who have breached the annual allowance for the 2017/18 tax year within the statutory deadline of 6 October 2018, where the Pensions Unit had been provided with the required data.

Additional Work

Guaranteed Minimum Pension reconciliation exercise

All relevant queries were issued to HMRC by the 31 October 2018 deadline. XPS Administration is currently awaiting the response from HMRC which is expected April 2019.

Upon receipt of this HMRC response, XPS Administration will then be in position to complete Stage 2 of the GMP Reconciliation project and provide details of Stage 3.

Complaints

General

An overview of the complaints received for the quarter to 31st December 2018 are:

- 1 dependent claimed member was informed that there was a 10 year guarantee rather than 5 years. Member died post 5 years but within 10 years.
- 1 member complained that they experienced undue delays in being provided pension information. Delays were due to employer providing information and member wishing to combine concurrent service prior to benefits being calculated.

Internal Dispute Resolution Process

For the quarter to 31st December 2018 there are no known IDRP cases.

Pensions Ombudsman

For the quarter to 31st December 2018 there was 1 known case ruled by the Pensions Ombudsman. The member appealed the process used in calculating interest on late payment of benefits, which the Ombudsman upheld. The Ombudsman also stated that benefits should have been brought into payment at age 75 which the member is now appealing via the High Court.

Common Data

Data Item	Teesside Pension Fund		
	Max Population	Total Fails	% OK
NINo	72300	150	99.79%
Surname	72300	0	100.00%
Forename / Inits	72300	0	100.00%
Sex	72300	0	100.00%
Title	72300	993	98.63%
DoB Present	72300	0	100.00%
Dob Consistent	72300	0	100.00%
DJS	72300	0	100.00%
Status	72300	0	100.00%
Last Status Event	72300	422	99.42%
Status Date	72300	674	99.07%
No Address	72300	0	100.00%
No Postcode	72300	0	100.00%
Address (All)	72300	3782	94.77%
Postcode (All)	72300	3761	94.80%
Common Data Score	72300	5943	91.78%
Members with Multiple Fails	72300	3786	94.76%

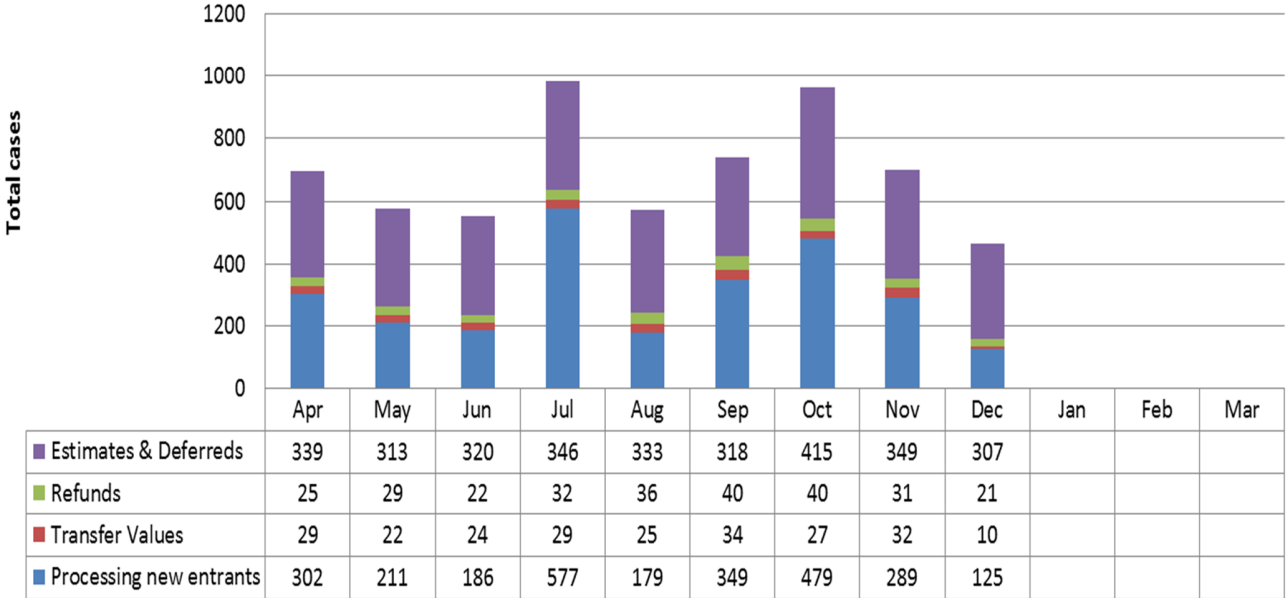
Conditional Data

XPS Administration are working on a method to report Conditional Data. Discussions are ongoing with Aquila Heywood on a cost for this reporting function along with investigation on whether this can be achieved internally.

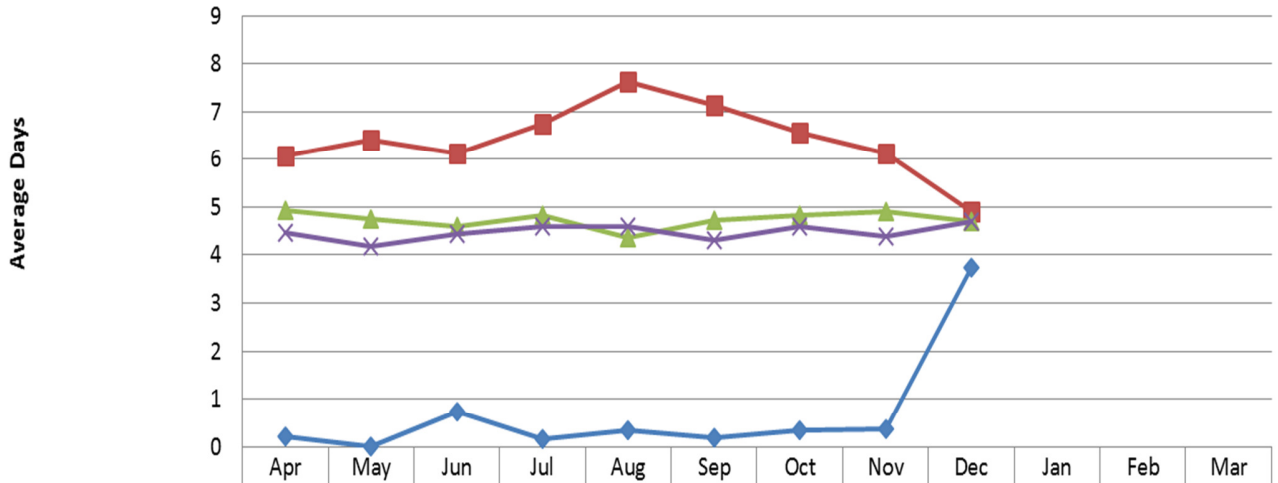
Performance Charts

Overall Demand

Demand by Task

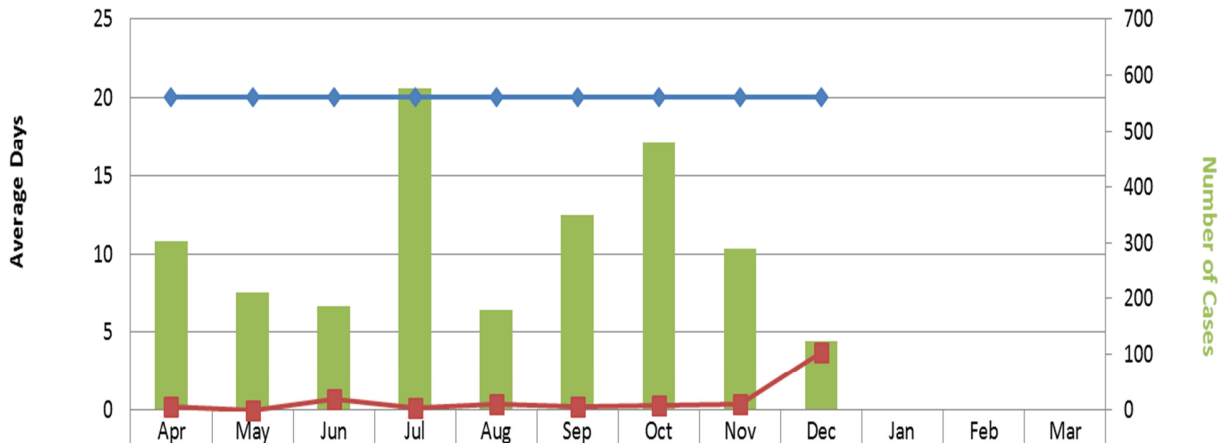


Average days by Task



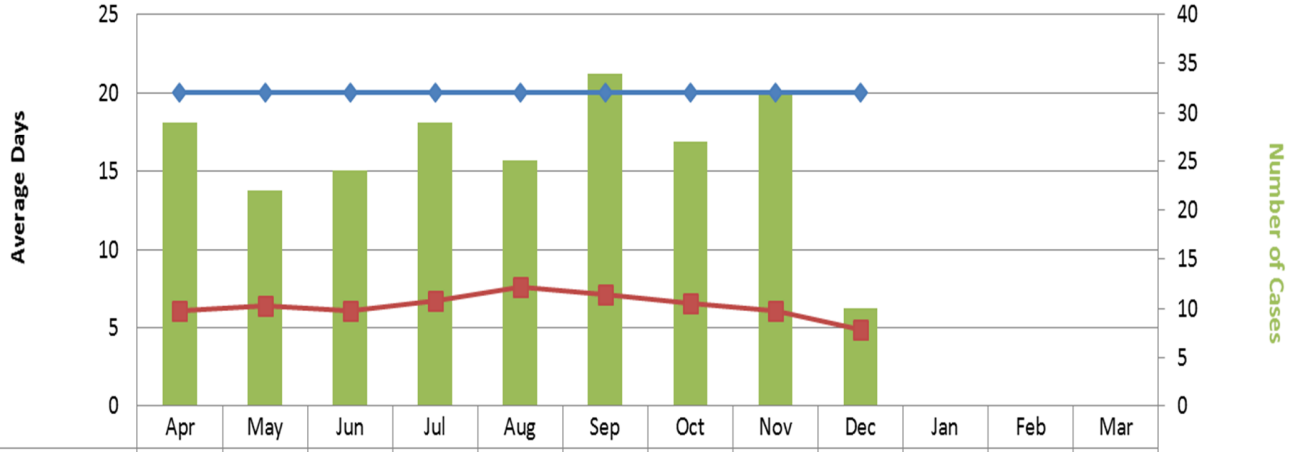
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Processing new entrants	0	0	1	0	0	0	0	0	4			
Transfer Values	6	6	6	7	8	7	7	6	5			
Refunds	5	5	5	5	4	5	5	5	5			
Estimates	4	4	4	5	5	4	5	4	5			

Processing New Entrants



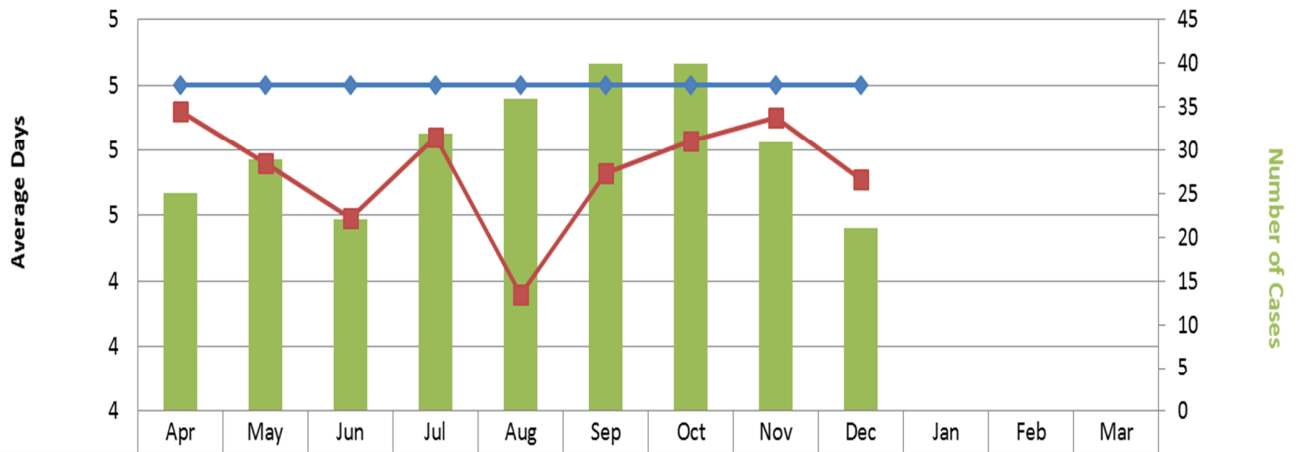
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cases	302	211	186	577	179	349	479	289	125			
SLA Days	20	20	20	20	20	20	20	20	20			
Average Days	0	0	1	0	0	0	0	0	4			

Processing Transfer Values



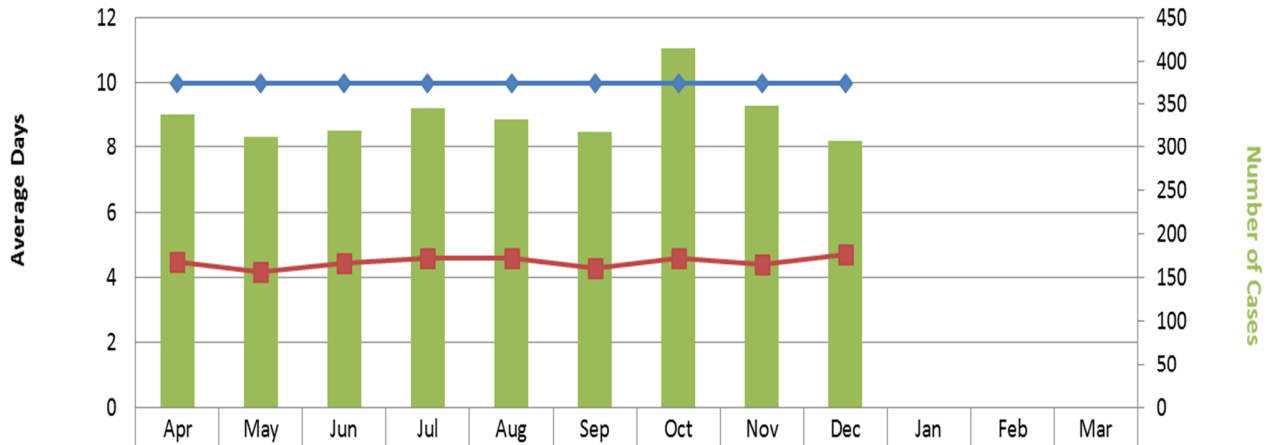
Cases	29	22	24	29	25	34	27	32	10			
SLA Days	20	20	20	20	20	20	20	20	20			
Average Days	6	6	6	7	8	7	7	6	5			

Processing Refunds



Cases	25	29	22	32	36	40	40	31	21			
SLA Days	5	5	5	5	5	5	5	5	5			
Average Days	5	5	5	5	4	5	5	5	5			

Processing Estimates & Deferreds



Cases	339	313	320	346	333	318	415	349	307			
SLA Days	10	10	10	10	10	10	10	10	10			
Average Days	4	4	4	5	5	4	5	4	5			

The following charts show performance against individual service level requirements.

April 2018

Standard Reference No.	KEY PERFORMANCE REQUIREMENTS (KPR)	MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly)	KPR Days	MINIMUM PERFORMANCE LEVEL (MPL)	ACTUAL PERFORMANCE LEVEL (APL)	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
F64	All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	100.00%	0.20	302	0	302	302
F65	Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100%	6	29	0	29	29
F67	Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied.	Monthly	5	98.75%	100%	5	25	0	25	25
F68 & F72	Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.0%	4	339	0	339	339
F78	Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100%	N/A	N/A	N/A		
F83	Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	April	98.75%	100%	N/A	N/A	N/A		
F86	Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information.	Monthly		98.75%	100%	N/A	N/A	N/A		
F87	Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100%	N/A	N/A	N/A		
F88	All calculations and payments are correct.	Monthly		98.75%	100%	N/A	N/A	N/A		

May 2018

Standard Reference No.	KEY PERFORMANCE REQUIREMENTS (KPR)	MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly)	KPR Days	MINIMUM PERFORMANCE LEVEL (MPL)	ACTUAL PERFORMANCE LEVEL (APL)	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
F64	All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	100.00%	0.01	211	0	211	211
F65	Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100%	6	22	0	22	22
F67	Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied.	Monthly	5	98.75%	100%	5	29	0	29	29
F68 & F72	Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.0%	4	313	0	313	313
F78	Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100%	N/A	N/A	N/A		
F83	Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	April	98.75%	100%	N/A	N/A	N/A		
F86	Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information.	Monthly		98.75%	100%	N/A	N/A	N/A		
F87	Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100%	N/A	N/A	N/A		
F88	All calculations and payments are correct.	Monthly		98.75%	100%	N/A	N/A	N/A		

June 2018

Standard Reference No.	KEY PERFORMANCE REQUIREMENTS (KPR)	MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly)	KPR Days	MINIMUM PERFORMANCE LEVEL (MPL)	ACTUAL PERFORMANCE LEVEL (APL)	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
F64	All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	100.00%	0.73	186	0	186	186
F65	Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100%	6	24	0	24	24
F67	Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied.	Monthly	5	98.75%	100%	5	22	0	22	22
F68 & F72	Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.0%	4	320	0	320	320
F78	Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100%	N/A	N/A	N/A		
F83	Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	April	98.75%	100%	N/A	N/A	N/A		
F86	Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information.	Monthly		98.75%	100%	N/A	N/A	N/A		
F87	Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100%	N/A	N/A	N/A		
F88	All calculations and payments are correct.	Monthly		98.75%	100%	N/A	N/A	N/A		

July 2018

Standard Reference No.	KEY PERFORMANCE REQUIREMENTS (KPR)	MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly)	KPR Days	MINIMUM PERFORMANCE LEVEL (MPL)	ACTUAL PERFORMANCE LEVEL (APL)	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
F64	All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	100.00%	0.15	577	0	577	577
F65	Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100%	7	29	0	29	29
F67	Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied.	Monthly	5	98.75%	100%	5	32	0	32	32
F68 & F72	Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.0%	5	346	0	346	346
F78	Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100%	N/A	N/A	N/A		
F83	Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	April	98.75%	100%	N/A	N/A	N/A		
F86	Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information.	Monthly		98.75%	100%	N/A	N/A	N/A		
F87	Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100%	N/A	N/A	N/A		
F88	All calculations and payments are correct.	Monthly		98.75%	100%	N/A	N/A	N/A		

August 2018

Standard Reference No.	KEY PERFORMANCE REQUIREMENTS (KPR)	MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly)	KPR Days	MINIMUM PERFORMANCE LEVEL (MPL)	ACTUAL PERFORMANCE LEVEL (APL)	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
F64	All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	100.00%	0.35	179	0	179	179
F65	Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100%	8	25	0	25	25
F67	Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied.	Monthly	5	98.75%	100%	4	36	0	36	36
F68 & F72	Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.0%	5	333	0	333	333
F78	Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100%	N/A	N/A	N/A		
F83	Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	April	98.75%	100%	N/A	N/A	N/A		
F86	Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information.	Monthly		98.75%	100%	N/A	N/A	N/A		
F87	Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100%	N/A	N/A	N/A		
F88	All calculations and payments are correct.	Monthly		98.75%	100%	N/A	N/A	N/A		

September 2018

Standard Reference No.	KEY PERFORMANCE REQUIREMENTS (KPR)	MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly)	KPR Days	MINIMUM PERFORMANCE LEVEL (MPL)	ACTUAL PERFORMANCE LEVEL (APL)	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
F64	All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	100.00%	0.18	349	0	349	349
F65	Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100%	7	34	0	34	34
F67	Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied.	Monthly	5	98.75%	100%	5	40	0	40	40
F68 & F72	Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.0%	4	318	0	318	318
F78	Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100%	N/A	N/A	N/A		
F83	Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	April	98.75%	100%	N/A	N/A	N/A		
F86	Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information.	Monthly		98.75%	100%	N/A	N/A	N/A		
F87	Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100%	N/A	N/A	N/A		
F88	All calculations and payments are correct.	Monthly		98.75%	100%	N/A	N/A	N/A		

October 2018

Standard Reference No.	KEY PERFORMANCE REQUIREMENTS (KPR)	MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly)	KPR Days	MINIMUM PERFORMANCE LEVEL (MPL)	ACTUAL PERFORMANCE LEVEL (APL)	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
F64	All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	100.00%	0.33	479	0	479	479
F65	Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100%	7	27	0	27	27
F67	Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied.	Monthly	5	98.75%	100%	5	40	0	40	40
F68 & F72	Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.0%	5	415	0	415	415
F78	Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100%	N/A	N/A	N/A		
F83	Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	April	98.75%	0%	N/A	N/A	N/A		
F86	Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information.	Monthly		98.75%	100%	N/A	N/A	N/A		
F87	Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100%	N/A	N/A	N/A		
F88	All calculations and payments are correct.	Monthly		98.75%	100%	N/A	N/A	N/A		

November 2018

Standard Reference No.	KEY PERFORMANCE REQUIREMENTS (KPR)	MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly)	KPR Days	MINIMUM PERFORMANCE LEVEL (MPL)	ACTUAL PERFORMANCE LEVEL (APL)	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
F64	All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	100.00%	0.36	289	0	289	289
F65	Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100%	6	32	0	32	32
F67	Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied.	Monthly	5	98.75%	100%	5	31	0	31	31
F68 & F72	Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.0%	4	349	0	349	349
F78	Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100%	N/A	N/A	N/A		
F83	Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	April	98.75%	0%	N/A	N/A	N/A		
F86	Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information.	Monthly		98.75%	100%	N/A	N/A	N/A		
F87	Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100%	N/A	N/A	N/A		
F88	All calculations and payments are correct.	Monthly		98.75%	100%	N/A	N/A	N/A		

December 2018

Standard Reference No.	KEY PERFORMANCE REQUIREMENTS (KPR)	MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly)	KPR Days	MINIMUM PERFORMANCE LEVEL (MPL)	ACTUAL PERFORMANCE LEVEL (APL)	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
F64	All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	99.20%	3.74	125	1	125	124
F65	Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100%	5	10	0	10	10
F67	Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied.	Monthly	5	98.75%	100%	5	21	0	21	21
F68 & F72	Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.0%	5	307	0	307	307
F78	Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100%	N/A	N/A	N/A		
F83	Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	April	98.75%	0%	N/A	N/A	N/A		
F86	Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information.	Monthly		98.75%	100%	N/A	N/A	N/A		
F87	Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100%	N/A	N/A	N/A		
F88	All calculations and payments are correct.	Monthly		98.75%	100%	N/A	N/A	N/A		

Customer Service

Since December 2016, XPS Administration have included a customer satisfaction survey with the retirement options documentation.

A summary of the main points are as follows:

Issued	Returned	%
9,821	1,874	19.08

Question	Previous Response	Current Response
1. It was easy to see what benefits were available to me	4.28	4.27
2. The information provided was clear and easy to understand	4.22	4.20
3. Overall, the Pensions Unit provides a good service	4.32	4.30
4. The retirement process is straight forward	4.06	4.05
5. My query was answered promptly	4.46	4.44
6. The response I received was easy to understand	4.42	4.43
7. Do you feel you know enough about your employers retirement process	77.43%	77.40%
8. Please provide any reasons for your scores (from 18/05/17)		
9. What one thing could improve our service		
10. Did you know about the www.teespen.org.uk website? (from 18/05/17)	46.45%	46.33%
11. Did you use the website to research the retirement process? (from 18/05/17)	26.77%	26.47%
12. Have you heard of Member Self Service (MSS)? (from 18/05/17)	22.31%	21.19%

During the 3 months to 31st December 2018 there were 226 responses. Of those that had comments:

- 26 were positive
- 12 were negative

Of the 12 negative responses, members highlighted delays in getting information (including from employer/payroll)

With regards to improvements to the service, the comments received were:

- 6 stating nothing needed to improve
- 12 provided improvements
 - 10 relating to service (able to receive information via email, more regular updates, ability to have a 1to1)
 - 3 mentioned an improved website offering
 - 1 asked for an easier to understand Annual Benefit Statement

Recruitment

Following the agreement of the Pensions Committee to fund enhancements to the Pensions Administration Services at their meeting of 7th March 2018, XPS Administration has looked to recruit into the roles required to provide this enhanced service.

With the sale of the Pensions Unit to XPS Group on 1st November 2018, recruitment has not progressed as expected. With XPS Group being a pensions and administration company it is expected that there are already resources that can be drawn on from within the company. It is intended that a full review of the staffing requirements will occur on 11th and 12th February 2019 along with a determination on whether resource already exists that can be moved to undertake the required work for the Teesside Pension Fund.

This is expected to mainly impact the communication and systems posts. The posts covering Employer Liaison are awaiting approval and advertising.

Short term, the Governance & Communications Manager will deal with Employer Covenant work, once this commences with assistance from Aon Hewitt (actuaries for LGPS). It is expected the majority of the Employer Liaison team will be in place early 2019.