

# TEESSIDE PENSION FUND

Administered by Middlesbrough Council

AGENDA ITEM 7

## TEESSIDE PENSION BOARD REPORT

26 FEBRUARY 2018

STRATEGIC DIRECTOR OF FINANCE, GOVERNANCE & SUPPORT – JAMES BROMILY

### TEESSIDE PENSION BOARD – PENSION CUSTOMER SERVICE STRATEGY

#### 1. PURPOSE OF THE REPORT

- 1.1 To inform the Members of the Teesside Pension Board (the Board) of proposals to enhance the customer services provided to both members and employers of the Teesside Pension Fund.

#### 2. RECOMMENDATIONS

- 2.1 That Members note the contents of the paper.

#### 3. FINANCIAL IMPLICATIONS

- 3.1 The financial implications of taking up this policy is approximately £200,000 a year plus one off costs for the redesign and enhancement to the Teesside Pension Fund website.

#### 4. BACKGROUND

- 4.1 At the meeting on 6<sup>th</sup> November 2017, the Board agreed for the proposals outlined in Agenda Item 9 be taken forward to the Pensions Committee meeting held on 21<sup>st</sup> December 2017.
- 4.2 The Pensions Committee agreed the report in principle and agreed that Mike Hopwood and Graeme Hall of Kier Workplace Services (KWS) will enter into detailed discussions with James Bromiley and Paul Campbell to finalise proposals for improving the scheme member and employer experience when they utilise pension administration services for the Teesside Pension Fund. A report will be provided at the March Committee meeting outlining the proposed changes for the board to consider and possibly approve.

#### 5. PROGRESS TO DATE

- 5.1 Initial discussions have taken place between KWS and Paul Campbell and an implementation plan and associated timeline on how this process will be implemented is being considered.
- 5.2 The Pension Board will be provided with a further update at their next meeting.

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