

# TEESSIDE PENSION FUND

Administered by Middlesbrough Council

AGENDA ITEM 9

## TEESSIDE PENSION BOARD REPORT

23 JULY 2018

STRATEGIC DIRECTOR OF FINANCE, GOVERNANCE & SUPPORT – JAMES BROMILY

### TEESSIDE PENSION BOARD – PENSION CUSTOMER SERVICE STRATEGY

#### 1. PURPOSE OF THE REPORT

- 1.1 To provide the Members of the Teesside Pension Board (the Board) details of the administration achievement against KPI's and general administrative data for the Teesside Pension Fund.

#### 2. RECOMMENDATIONS

- 2.1 That Members note the contents of the paper.

#### 3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications.

#### 4. BACKGROUND

- 4.1 To enable the Pension Board to gain an understanding of the work undertaken by the Administration Unit and whether they are meeting the requirements of the contract. The report is contained within Appendix A.

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