



Teesside Pension Fund

Performance Delivery Report

Committee Meeting on 25th September 2024



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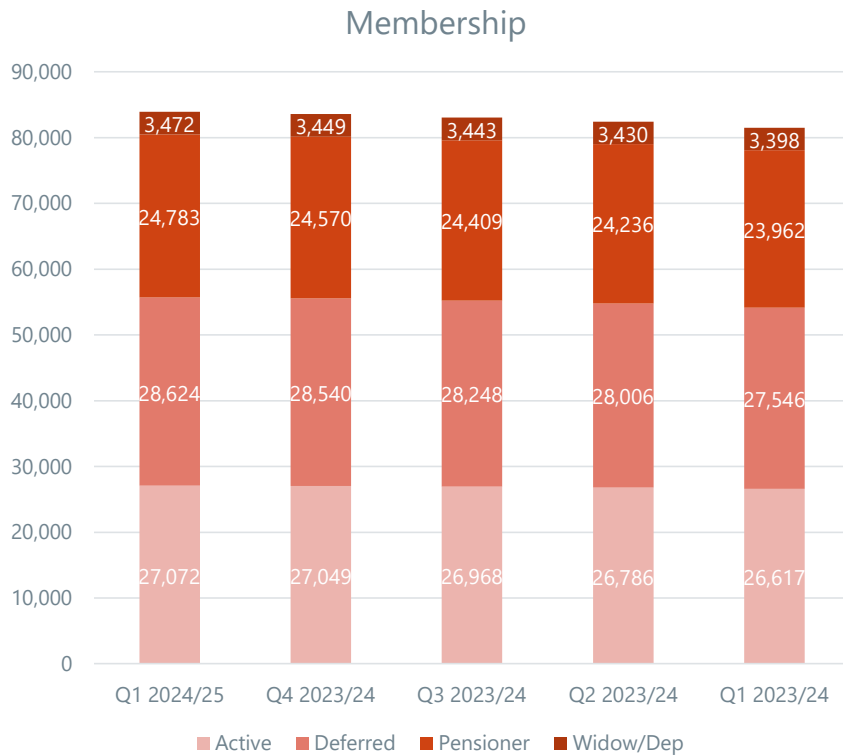
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Items requiring a decision or attention are marked in the report with this logo

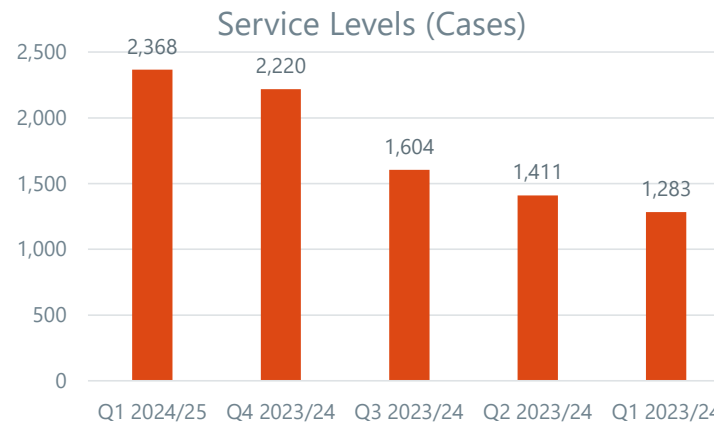
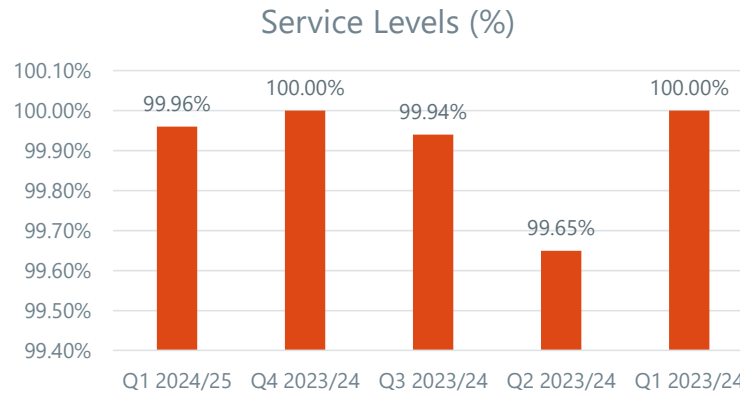


Highlights

Membership numbers



Service levels



Headlines

Members

Membership

- Membership continues to steadily increase over Q1 for active members
- Newsletters issued week comm 17th September

Scheme and Legislative

– Annual Benefit Statements

- Active and Deferred Benefit statements were issued by the legislative deadlines



Key items

- SLA: 99.96%
- Total membership is 83,951 members

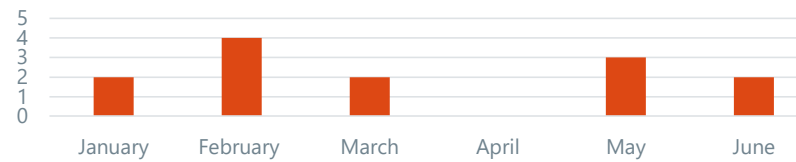
Errors and complaints



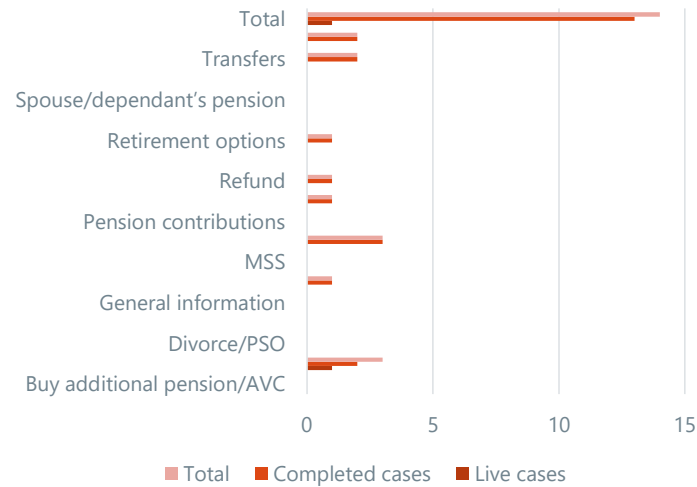
Complaint type	Live cases	Completed cases	Total
Buy additional pension/AVC	0	0	0
Dispute	1	2	3
Divorce/PSO	0	0	0
Errors	0	0	0
General information	0	0	0
Ill Health	0	1	1
MSS	0	0	0
Pension benefits	0	3	3
Pension contributions	0	0	0
Pension payments	0	1	1
Refund	0	1	1
Retirement date	0	0	0
Retirement options	0	1	1
RSS	0	0	0
Spouse/dependant's pension	0	0	0
Tax	0	0	0
Transfers	0	2	2
Other/unknown	0	2	2
Total	1	13	14

IDRP Description	Date received	Date completed	Comment
None			

2024 Total Monthly Complaints Recorded (by date received)



Total Number of Complaint Cases by Type



Member engagement – telephony

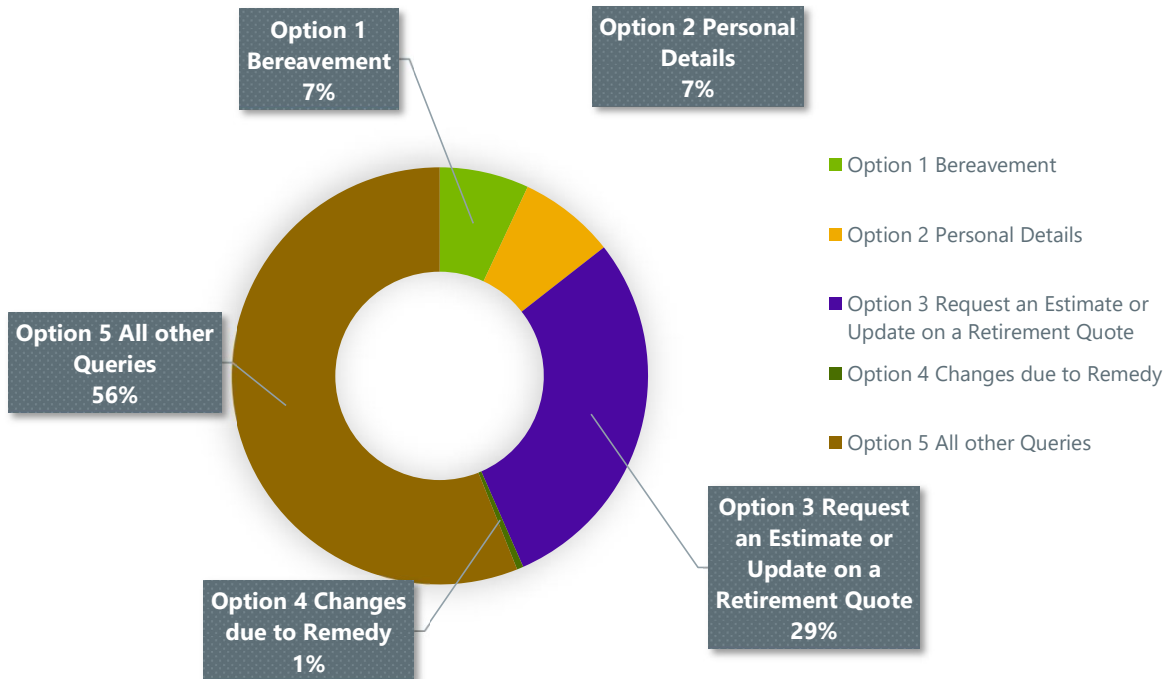
Telephone calls (Q1)

Total calls	Answered calls	Abandoned calls	Short Abandoned calls	Missed Calls
3631	3330	257	44	0

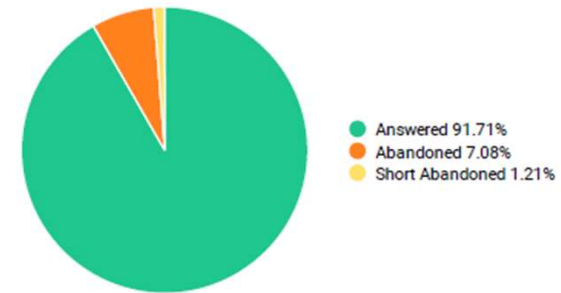
Average wait time	Average duration	Average abandon time
1 min 54 secs	11 min 02 secs	2 min 49 secs



Breakdown of Member Selection:



Performance Summary:



Member engagement – telephony



Summary of Performance

Highlights

Member Connect took over calls from admin on 22.04.2024.

May - 130 Calls Abandoned in waiting

Call trends due to Tax queries, general requests and members not receiving payslips where they have 2 records or more.

477 referral calls made to this hunt group in total with 462 (96.86%) of these answered. 2 of these calls were made to the team from other Local Government Administrators. An average wait time to get through of 00:00:43 with the longest wait time of 00:03:51.

June - 64 Calls Abandoned in waiting

Call trends due to Tax queries and general requests.

- 431 referral calls made to this hunt group in total with 414 (96.06%) of these answered. An average wait time to get through of 00:00:44 with the longest wait time of 00:05:53.

Key Achievements / Challenges

May - Weekly two-way feedback still in place to help support the onboarding of calls to my team and to update training documents with any process changes.

June - Weekly two-way feedback still in place to help support the onboarding of calls to my team and to update training documents with any process changes.

- Administration team finish at 16:30 on a Friday which means any calls which need a referral between 16:30 – 17:00 are tasked as a callback.

Member engagement

Teesside Pension Fund Website Traffic



Member engagement – Member Self Service



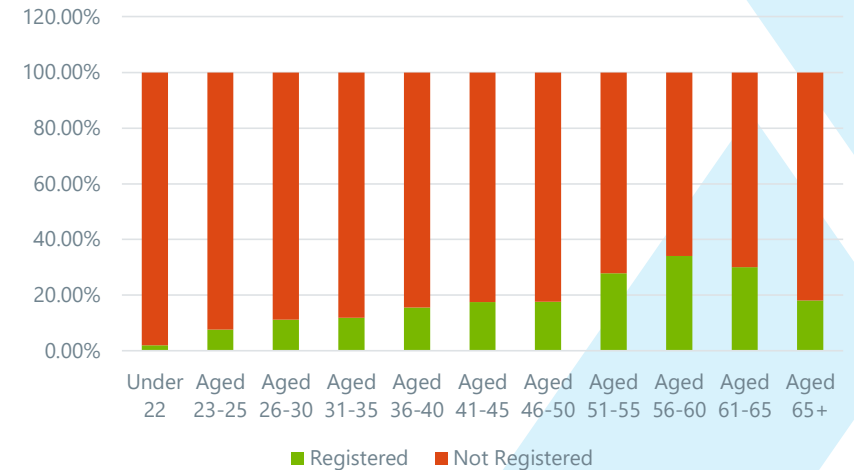
Age Profiles for members who have registered for self-service

Under 23	2.00%	Age 31-35	11.91%	Age 46-50	17.59%	Age 61-65	30.06%
Age 23-25	7.61%	Age 36-40	15.55%	Age 51-55	27.87%	Age 65+	18.15%
Age 26-30	11.25%	Age 41-45	17.53%	Age 56-60	34.05%		

Registrations for Teesside Pension Fund

Status Description (gro.)	Not Registered	Registered	Grand Total
1: Active	19,152	4,881	24,033
4: Deferred	17,560	1,891	19,451
5: Pensioner	18,756	2,693	21,449
6: Widow/Dependant	3,352	30	3,382
Grand Total	54,902	8,468	63,370

Registered MSS Users by Age



Membership

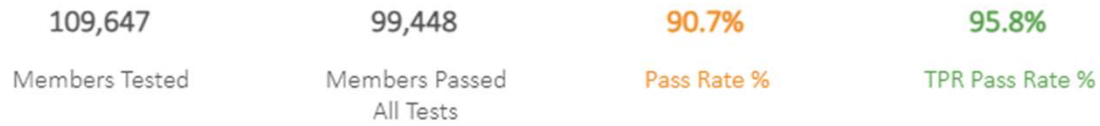
Membership	Period Ending 30/06/2024	Period Ending 31/03/2024	Period Ending 31/12/2023	Period Ending 30/09/2024
Active Members				
Total at period start	27,049	26,968	26,786	26,617
New Starters	646	886	984	1,327
New Leavers	436	643	682	924
Retirements	180	160	110	228
Death	7	2	10	6
Total at period End	27,072	27,049	26,968	26,786
Deferred Members				
Total at period start	28,540	28,248	28,006	27,546
New Deferred	309	556	518	771
New Leavers	55	86	69	101
Retirements	163	170	194	191
Death	7	8	13	19
Total at period End	28,624	28,540	28,248	28,006
Pensioner Members				
Total at period start	28,019	27,852	27,666	27,360
New Retirements	343	332	308	420
New Dependents	59	63	73	68
Notified (need further details)	6	10	2	5
Death/cessation	160	218	193	177
Total at period End	28,255	28,019	27,852	27,666
Total membership at period end	83,951	83,608	83,068	82,458



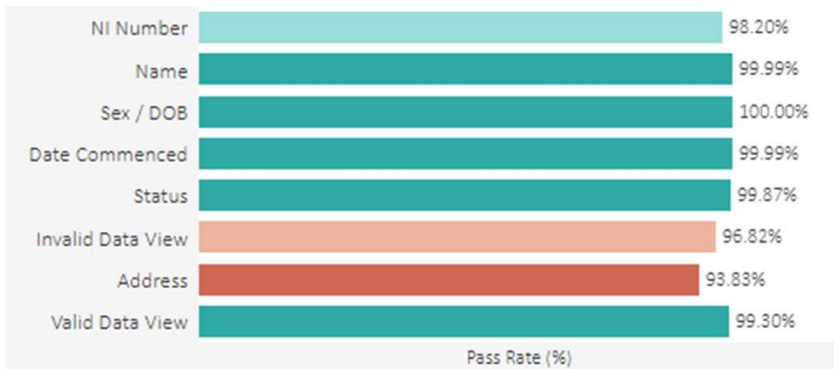
Data Quality



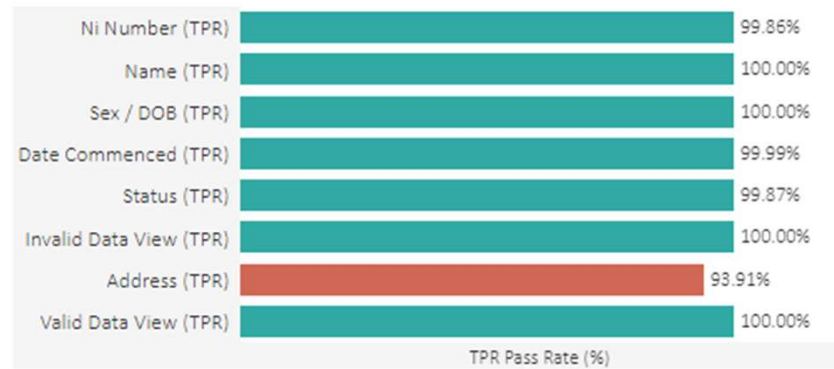
Data Quality | Summary



Pass Rate % by Test Category



TPR Pass Rate % by Test Category



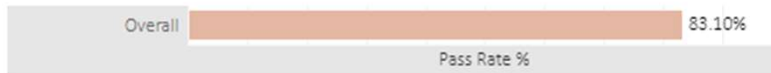
Data Quality



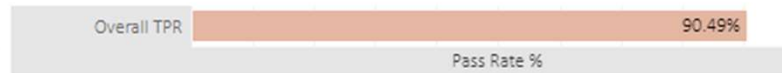
LGPS Scheme Specific Data Quality | Overall Summary

149,683	85,386	25,296	83.10%	90.49%
Member Records	Members Tested	Members Failed	Pass Rate %	TPR Pass Rate %

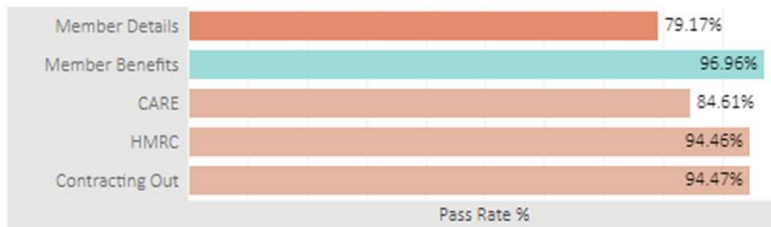
Grand Total | Pass Rate %



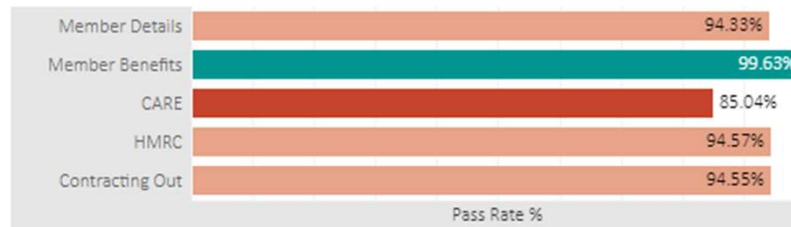
Grand Total | TPR Pass Rate %



Grand Total | Pass Rate % by Test Category



Grand Total | TPR Pass Rate % by Test Category



Regulations and Guidance

THE Local Government Pension Scheme (Information) Regulations 2024 (SI 2024/880)

have been laid before Parliament and will come into force on 23 September 2024 and will be backdated to 01/10/2023:

These remove the requirement for LGPS administering authorities to include estimated calculations relating to the McCloud remedy in members' annual benefit statements for the 2023/24 scheme year.

Academy LGPS guidance updated - On 7 May 2024, the Education and Skills Funding Agency published updated guidance on academies and LGPS liabilities. The updated guidance now includes a definition of 'pass-through arrangements'. The guidance is aimed at academy trusts, administering authorities and actuaries. It covers the LGPS academy guarantee provided by the Department for Education.

June 2024 New LGPS informer document launched

The Scheme Advisory Board along with the Institute of Chartered Accountants in England and Wales (ICAEW) has published an [informer document](#) to explain the timeline and information flow for the triennial valuation and accounting/audit purposes.

The document is intended to be a practical document that explains:

- how the LGPS works in practice
- key information flows between employing bodies, pension funds and actuaries
- the content and purpose of annual accounting reports and triennial valuations
- key accounting requirements for employing bodies
- the role of external auditors.



Regulations and Guidance

Publication of the Scheme Annual Report

On 12th June 2024 The Scheme Advisory Board has published its [eleventh Scheme Annual Report](#). The aim of the Scheme Annual Report is to provide a single source of information about the status of the Local Government Pension Scheme for its members, employers, and other stakeholders. This report aggregates information supplied in the 86 fund annual reports, as of 31 March 2023 for the reporting year 2022/23.

SAB Cost Management Process now complete

The Government Actuary's Department has now completed the scheme cost assessment required under Regulation 116 of the LGPS Regulations 2013. [The final report](#) was completed using methodology and assumptions determined by the Board, following discussion at the Cost Management, Benefit Design and Administration (CMBDA) Committee.

Scheme costs were assessed as being 20.5 per cent of pensionable pay, 1 per cent above the 19.5 per cent target overall cost. This is within the range where the Board may make recommendations to amend benefits to bring scheme costs back towards the target cost but is not obliged to. Following discussion, the Board agreed not to recommend any changes [in its letter informing the Secretary of State](#) of the outcome.

DLUHC reverts to MHCLG - Following the Labour Party's victory at the 2024 General Election, Angela Rayner was appointed Deputy Prime Minister and Secretary of State for Levelling Up, Housing and Communities on 5 July 2024. The department reverted to its former name, the Ministry of Housing, Communities, and Local Government (MHCLG), on 8 July 2024.

New Minister for the LGPS - On 6 July 2024, Jim McMahon MP was appointed Minister of State at MHCLG. The role includes ministerial responsibility for local government, including the LGPS.

Government launches pensions review - On 20 July 2024, the Government announced a pensions review as part of its mission to 'boost growth and make every part of Britain better off'. The review will be jointly led by HM Treasury and the Department for Work and Pensions. Working closely with Jim McMahon, the review will look at how to 'unlock the investment potential of the £360 billion LGPS' and 'tackle the £2 billion that is being spent on fees'. As part of this, the Government will consider legislating to mandate pooling if insufficient progress is made by March 2025. The review will also consider the benefits of further consolidation to cut down on 'fragmentation and waste' in the LGPS.



Regulations and Guidance



The King's Speech 2024 - Following the general election on 4 July 2024, the State Opening of Parliament took place on 17 July 2024 and the King's Speech set out the Government's plans and priorities for the first parliamentary session. Of potential interest is the Bill on Audit Reform and Corporate Governance. This could be a potential vehicle for separation of pension fund from host authority audit in England, as is already the case for LGPS funds in Scotland and Wales. The Board called for this in a letter to MHCLG in August 2022. The idea was supported by the Chartered Institute of Public Finance and Accountancy (CIPFA), the Institute of Chartered Accountants in England and Wales (ICAEW) and the Levelling Up Select Committee in the last Parliament. The Board was previously assured that its recommendation would be taken forward once a suitable legislative vehicle had been identified.

Updated flexible retirement guidance On 16 August 2024, MHCLG issued updated flexible retirement guidance. This replaces the guidance dated 28 April 2016 and is effective immediately. The guidance includes a revised methodology for calculating Death Grants.

S13 report published - review of the LGPS 2022 fund valuations - The Government Actuary's Department (GAD) has published its report on the 2022 fund valuations, as required by section 13 of the Public Service Pensions Act 2013, to MHCLG. The purpose of the report is to examine whether the separate 87 fund valuations have achieved the four aims set out in the Act – these are compliance, consistency, solvency and long-term cost efficiency.

Letter to MHCLG re SCAPCs

The Board Secretariat has written to MHCLG officials to ask for a review of the actuarial factors and regulations surrounding shared cost additional pension contributions (SCAPCs). This was one of the first recommendations of the Gender Pensions Gap working group. It was approved by the Board when it met in July 2024. The current regulations impact those (predominantly female) members with caring responsibilities who may lose pension when they have to take occasional days or weeks as authorised unpaid leave. The letter asks that the rules around buying back pension 'lost' during unpaid authorised leave should be made easier to understand and more flexible to implement.

Appendix 1 - Service Level Reports



The table below shows our performance against the Service Level Agreement during the reporting period. This is from the date the contract started, 1st October 2023, and therefore has commenced from Quarter 3.

Membership	Cases completed	Cases completed within target	Cases completed outside target	%age within target
October	529	528	1	99.81%
November	586	586	0	100%
December	489	489	0	100%
Quarter 3 2023/24	1604	1603	1	99.94%
January	582	582	0	100%
February	742	742	0	100%
March	896	896	0	100%
Quarter 4 2023/24	2220	2220	0	100%
Year - Total	3824	3823	1	99.97%
April	805	805	0	100.00%
May	718	718	0	100%
June	845	844	1	99.88
Quarter 1 2024/25	2368	2367	1	99.96%

Appendix 1 - Service Level Reports



KPR Requirements

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)	Apr-24				May-24				Jun-24					
						Number of Cases	Over target	TOTAL (cases)	Within Target	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target	Average Case Time (days)	Number of Cases	Over target	TOTAL (cases)	Within Target
All new entrant processed within twenty working days of receipt of application.	Monthly	20	98.50%	100.00%	1.36	372	0	372	372	2.68	243	0	243	243	1.58	410	0	410	410
Transfer Values - To complete the process within one month of the date of receipt of the request for payment.	Monthly	20	98.50%	100.00%	6.30	37	0	37	37	6.65	26	0	26	26	6.38	32	0	32	32
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%	100.00%	4.93	15	0	15	15	4.95	19	0	19	19	4.50	18	0	18	18
Merged Estimate Of Benefits and Deferred Benefits	Monthly	10	98.25%	100.00%	4.89	264	0	264	264	4.78	306	0	306	306	4.85	255	0	255	255
Pension costs to be recharged monthly to all employers.	Monthly		98.75%	100.00%	N/A	N/A	N/A			N/A	N/A	N/A			N/A	N/A	N/A		
Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year.	Annual	31-Aug	98.75%	N/A	N/A	N/A	N/A			N/A	N/A	N/A			N/A	N/A	N/A		
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%	100.00%	3.70	117	0	117	117	3.80	124	0	124	124	3.95	130	1	130	129
Pay eligible pensioners a monthly pension on the dates specified by the Council.	Monthly		100%	100.00%	N/A	N/A	N/A			N/A	N/A	N/A			N/A	N/A	N/A		
All calculations and payments are correct.	Monthly		98.75%	100.00%	N/A	N/A	N/A			N/A	N/A	N/A			N/A	N/A	N/A		

Appendix 2 – Administration Team

Key contacts

Laura Pelmear	Client Relationship Manager	laura.pelmear1@xpsplc.com
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Other contacts

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