



# **LONDON BOROUGH OF BROMLEY**

  

# **PERFORMANCE MONITORING REPORT**

  

# **2019**

**LONDON BOROUGH OF BROMLEY - LOCAL PENSION BOARD  
PERFORMANCE REPORT  
INDEX**

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## 1. Executive Summary

Liberata received 1,465 enquiries between 1 April 2019 and 30 September 2019, of which 1,451 were met or exceeded and 14 were not met. This is equivalent to an overall performance standard level of 99.0%

	April	May	June	July	Aug	Sept	Total
Total enquiries process	199	249	226	257	258	276	<b>1465</b>
<= 10 days	196	247	225	254	255	274	<b>1451</b>
> 10 days	3	2	1	3	3	2	<b>14</b>
<b>Performance standard</b>	<b>98.5%</b>	<b>99.2%</b>	<b>99.6%</b>	<b>98.8%</b>	<b>98.8%</b>	<b>99.3%</b>	<b>99.0%</b>

The table below shows Liberata's **main** type of queries, the number of enquiries and the performance standard between 1 April 2019 and 30 September 2019 (i.e. meeting SLA by responding to query within 10 working days).

The performance standard between 1 April 2018 and 31 March 2019 is presented for comparison purposes.

Type of queries	Number of enquiries April to Sept 2019	Performance standard April to Sept 2019	Performance standard 2018/19
E-mails and written enquiries	175	99.4%	99.4%
Transfer-in quotations	34	97.1%	100%
Transfer-out quotations	39	94.9%	98.9%
Retirement grants (lump sums)	180	100%	98.9%

Annual benefit statements were issued to all active and deferred members by statutory deadline, 31<sup>st</sup> August 2019.

The pensions increase letters were issued to all pensioners in April 2019.

## 2. Performance Monitoring

In order to provide a greater understanding of the key transactions completed in the period, the following tables provide some key performance data.

Volumes of work received in September are 13% higher than those received in August. This is due to an increase in areas relating to the schools returning and associated activities increasing and some enquiries as a result of issuing annual benefit statements.

Volumes of work cleared in September have increased by 9.5% when compared to August. Although Liberata faced staff challenges during the month, they are in the process of recruiting additional staff to support the team. This will enable them to reduce the aged work going forward.

### 2.1 Key Performance Indicators (KPI)

A breakdown of the Process Cycle Times for general queries (excluding transfers) is below:

#### Correspondence

*All Written Correspondence replied to within 10 days*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	23	24	18	31	57	22						
<=10 days	23	24	18	31	57	21						
%<=10 days	100	100	100	100	100	95						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

#### Deferred Benefits

*All Deferred Benefits processed within 15 days*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	17	28	26	61	36	65						
<=15 days	16	27	26	60	35	65						
%<=15 days	94	96	100	98	97	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

#### Estimates

*All Estimates processed within 10 days*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	19	28	25	16	10	27						
<=10 days	19	28	25	16	10	27						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## AVC / Added Years / ARCs

AVC, Added Years and ARCs Actuals within 10 days

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	8	1	0	0	0	0						
<=10 days	8	1	0	0	0	0						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## Refunds

All Refunds to be processed within 10 days

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	14	21	18	27	20	21						
<=10 days	13	20	18	26	20	21						
%<=10 days	93	95	100	96	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## Retirement Notification

Issue of Retirement documentation 10 days before retirement or on notification of retirement, whichever is the later.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	30	30	31	27	30	32						
<=10 days	30	30	31	27	30	32						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## Retirement Grants

All Retirement Grants to be paid 10 days from date of retirement or notification of retirement, whichever is the later.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	30	30	31	27	30	32						
<=10 days	30	30	31	27	30	32						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## Retirement Pension Paid

All Retirement Pension Paid to be paid 10 days from date of retirement or notification of retirement, whichever is the later.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	30	30	31	27	30	32						
<=10 days	30	30	31	27	30	32						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## 2.2 Transfers

In September 2019, there were 43 enquiries in relation to transfer. 42 were met or exceeded, 1 was not met. This is equivalent to a performance standard level of 97.7%, an increase compared to August and July performance standard level, 92.9% and 96% respectively.

A breakdown of the Process Cycle Times for transfers is below:

### Transfer-In Payment

*All Transfer-in payments to be processed within 10 days of notification*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	2	6	3	2	3	2						
<=10 days	2	6	3	2	3	2						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

### Interfund-In Payment

*All Interfund-in payments to be processed within 10 days of notification*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	0	0	0	0	0	0						
<=10 days	0	0	0	0	0	0						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

### Transfer-Out Payment

*All Transfer-out payments to be processed within 10 days of notification*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	3	8	1	0	1	4						
<=10 days	3	8	1	0	1	4						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

### Interfund-Out Payment

*All Interfund-out payments to be processed within 10 days of notification*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	1	4	1	1	5	5						
<=10 days	1	4	1	1	5	5						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## 2.3 Contributions

A contribution schedule is included in the monthly Pensions Administration report, setting out all contributing employers and their monthly contribution amount.

Contributions are required by statute to be paid into the Fund by the 19<sup>th</sup> day of the following month to that which they relate if paid by cheque or by 22<sup>nd</sup> if paid by bank transfer.

A quarterly contribution reconciliation exercise is carried by the LBB's Pensions Manager to ensure the contribution data recorded by Liberata is in line with the contribution payments received by LBB. Late and outstanding contribution payments can also be identified and appropriate actions will be taken against the employing authorities. The Pension Regulations allow the Council to charge interest on contributions that are not paid on time.

## 2.4 Complaints

Customer satisfaction is monitored through the volume of repeat enquiries and complaints.

Four complaints have been recorded since 1 April 2019 and this is the same number of complaints compared to the period between 1 April 2018 and 31 March 2019.

Three of these complaints were corrected prior to case completion. One complaint was due to an IT issue and the complaint email was not received by the administration team. An investigation has been launched to resolve the IT issue and action has been put in place to prevent this issue arising in the future.

## 3. Analysis of Fund membership data

The table below shows the latest membership data, as at 30 September 2019 and the membership data as at 31 March for the last four years.

Status	Sept 2019	March 2019	March 2018	March 2017	March 2016
Active Members	6,072	6,316	6,198	6,076	6,234
Deferred	5,828	5,746	5,537	5,258	5,237
Pensioners	4,754	4,630	4,442	4,343	4,373
Widow/Dependent	748	740	743	727	711
<b>Total</b>	<b>17,402</b>	<b>17,432</b>	<b>16,920</b>	<b>16,404</b>	<b>16,555</b>
Undecided Leavers	643	375	256	228	171
Frozen Refunds	901	874	835	733	657
<b>Total membership</b>	<b>18,946</b>	<b>18,681</b>	<b>18,011</b>	<b>17,365</b>	<b>17,383</b>

## 4. Regulatory Compliance

There have been no breaches logged since 1 April 2019

### 4.1 The Pensions Ombudsman

The Pensions Ombudsman is an independent organisation set up to investigate complaints about pension administration.

When a member has tried to resolve a problem with the London Borough of Bromley regarding their pensions and isn't satisfied with the outcome, they can contact the Pensions Ombudsman for support and advice.

When a complaint is submitted to the Pensions Ombudsman, the London Borough of Bromley will be notified and rigorous procedure has been set up to deal with the complaint.

*Commentary: No outstanding cases to report. However, in October 2019 the Ombudsman did find against LBB in a case relating to historic service history being incorrectly recorded. We were ordered to pay the complainant £1,000 in compensation.*

## 5 Admin Costs (including fund management fees)

The table below shows the actual costs of administering the Fund and its investments are compared to the original budget:

Cost	2018/19 Budget £000	2018/19 Actual £000	2017/18 Budget £000	2017/18 Actual £000
Audit fee	21	21	21	21
PSAA refund re 16/17 audit	0	0	0	-3
Bank charges/transaction costs	349	306	253	337
London CIV implementation & service charge	100	90	75	100
Advice & other costs	175	144	50	164
Internal recharges	555	550	471	495
<b>Total administration costs</b>	<b>1,200</b>	<b>1,111</b>	<b>870</b>	<b>1,114</b>
Fund Management fees	3,900	3,807	3,500	3,654
<b>Total</b>	<b>5,100</b>	<b>4,918</b>	<b>4,370</b>	<b>4,768</b>



The table below shows the total administration cost and the unit cost of administration per Fund member in the last four years:

Cost	2018/19 £000	2017/18 £000	2016/17 £000	2015/16 £000
Total administration costs (gross)	4,918	4,768	4,197	3,501
Fund Management fees	3,807	3,655	2,975	2,617
<b>Total administration costs (net)</b>	<b>1,111</b>	<b>1,113</b>	<b>1,222</b>	<b>884</b>
<b>Cost per member:</b>				
	£	£	£	£
Advice & other costs	59.47	61.82	70.35	50.69
Internal recharges	263.22	264.74	241.68	200.80

## 6. Liberata's Cyber Security measures

### 6.1 Disaster Recovery (DR)

This annual DR test is undertaken to comply with Trustmarque's contractual obligations to Liberata. The test deals with recovery of data via Trustmarque's Cloud Infrastructure in situ at the Studley Recovery facility. The DR test will include total loss of the Altair Pension Database.

Once the infrastructure in scope has been successfully recovered, network connectivity to the recovered environment will be established to enable remote testing by nominated client end users. Test objectives below have been submitted and testers shall be based in their client service sites as in the live production environment.

Test Objective	Process tested
1	Access to the Altair Pension Database
2	To be able to run calculation within Altair
3	To be able to produce letters via Altair
4	The ability to view scanned documents held on member's record on Altair
5	Connect to Resourcelink
6	Connect to I-Trent
7	Add a printer and print documents locally
8	Access to Pensions and Windows profiles shared Network Drive or equivalent
9	Able to access the Bromley Pensions, and Bromley Pensions ( <a href="mailto:pensions@bromley.gov.uk">pensions@bromley.gov.uk</a> )

After testing has been completed, a report is produced to confirm disaster recovery contingency plan was successful.

## **6.2 Communications**

Communications regarding Cyber Security are shared regularly with Liberata's staff members, including information on GDPR, phishing emails, data protection, and communication. Staff members are required to take a small test every two/four weeks to ensure they are aware of the potential risks and understand what procedure they need to take in the event of a cyberattack or data breach.