



LONDON BOROUGH OF BROMLEY

PERFORMANCE MONITORING REPORT

2020

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

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1. Executive Summary

Liberata received 2,397 enquiries between 1st April 2020 and 30th September 2020, of which 2,373 enquiries were met or exceeded and 24 enquiries 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	632	323	413	374	308	347	2397
<= SLA	628	323	410	369	303	340	2373
> SLA	4	0	3	5	5	7	24
Performance standard	99.4%	100.0%	99.3%	98.7%	98.4%	98.0%	99.0%

The table below shows Liberata's **main** type of queries, the number of enquiries and the performance standard between 1st April 2020 and 30th September 2020 (i.e. meeting SLA by responding to query within 5, 10 or 20 working days depending on the type of enquiry).

The performance standard between 1st April 2019 and 30th September 2019 is presented for comparison purpose of the performance under the same time period.

Type of queries	Number of enquiries April to Sept 2020	Performance standard April to Sept 2020	Number of enquiries April to Sept 2019	Performance standard April to Sept 2019
E-mails and written enquiries	288	100%	175	99.4%
Transfer-in quotations	45	100%	34	97.1%
Transfer-out quotations	32	90.6%	39	94.9%
Retirement grants (lump sums)	185	98.9%	180	100%

Annual benefit statements were issued to all active and deferred members by statutory deadline, 31st August 2020.

The pensions increase letters were issued to all pensioners in April 2020.

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.

Overall, the total volume of enquiries has increased significantly compared to the same time period last year. This is likely due to Covid-19 because members are likely to be more conscious about their retirement benefits than ever before. From April to September, the number of benefit estimate requests were 40% higher in 2020 than in 2019 (176 and 125 requests respectively).

Volumes of work received in September are 7% 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 10% when compared to August.

Due to Covid-19 disruption, only a small number of Liberata’s employees were able to be in their office at the time, therefore, this have had a minor impact on their post duty. However, they have created a rota to ensure a sufficient number of employees (but still a safe environment) are in the office at all time to mitigate this issue.

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	33	34	63	82	27	49						
<=10 days	33	34	63	82	27	49						
%<=10 days	100	100	100	100	100	100						
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	130	17	13	35	54	38						
<=15 days	128	17	13	34	54	37						
%<=15 days	98	100	100	97	100	97						
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	47	20	20	50	15	24						
<=10 days	45	20	19	50	15	21						
%<=10 days	96	100	95	100	100	88						
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	0	1	0	2	0	0						
<=10 days	0	1	0	2	0	0						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Starters

Starter Cases within 20 days

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	103	39	137	45	55	63						
<=20 days	103	39	137	45	55	63						
%<=20 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Combining

Combining Cases within 10 days

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	3	2	1	3	10	7						
<=10 days	3	2	1	3	10	7						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Opt Out

Process Opt out Cases within 10 days

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	3	5	12	3	3	8						
<=10 days	3	5	12	3	3	8						
%<=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	32	38	29	15	9	14						
<=10 days	32	38	29	15	9	14						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Redundancy

All Redundancies to be processed within 5 days

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	2	0	0	0	2	1						
<=5 days	2	0	0	0	2	1						
%<=5 days	100	100	100	100	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	60	21	22	28	24	30						
<=10 days	60	21	22	28	23	29						
%<=10 days	100	100	100	100	96	97						
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	60	21	22	28	24	30						
<=10 days	60	21	22	28	23	29						
%<=10 days	100	100	100	100	96	97						
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	60	21	22	28	24	30						
<=10 days	60	21	22	28	23	29						
%<=10 days	100	100	100	100	96	97						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Death - Initial Acknowledgement Letter

All Death benefits notified within 5 days of notification

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	25	16	13	8	12	5						
<=5 days	25	16	13	8	12	5						
%<=5 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Deaths - Processed

All Death benefits processed within 5 days of receipt of necessary information

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	32	48	17	7	9	5						
<=5 days	32	48	16	7	8	5						
%<=5 days	100	100	94	100	89	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Deaths - Death Grant Payment

All Death Grants processed within 5 days of receipt of necessary information

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	2	2	3	3	7	1						
<=5 days	2	2	3	3	7	1						
%<=5 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 2020, there were 42 enquiries in relation to transfer, of which all were met. This is equivalent to a performance standard level of 100%, an increase compared to August and July performance standard level, 97% and 89% respectively.

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

Transfer-In Quote

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

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	15	5	17	0	3	5						
<=10 days	15	5	17	0	3	5						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Transfer-In Request Payment

Request Transfer in Payments Transfer-in payments within 10 days of notification

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	0	1	0	2	1	2						
<=10 days	0	1	0	2	1	2						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

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	3	1	2	0	1						
<=10 days	2	3	1	2	0	1						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Interfund-In Quote

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

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	4	7	1	3	5	7						
<=10 days	4	7	1	3	5	7						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Interfund-In Request Payment

Request Interfund-in payments within 10 days of notification

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	0	1	1	0	0	4						
<=10 days	0	1	1	0	0	4						
%<=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	4	2	4	1	5	1						
<=10 days	4	2	4	1	5	1						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Transfer-Out Quote

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

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	3	4	4	12	5	4						
<=10 days	3	4	4	9	5	4						
%<=10 days	100	100	100	75	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	0	0	1	1	0	2						
<=10 days	0	0	1	1	0	2						
%<=10 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

Interfund-Out Quote

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

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	3	3	4	9	7	6						
<=10 days	3	3	4	9	6	6						
%<=10 days	100	100	100	100	86	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	6	4	6	8	6	8						
<=10 days	6	4	5	7	6	8						
%<=10 days	100	100	83	88	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 19th day of the following month to that which they relate if paid by cheque or by 22nd 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.

During Q1 2020, there were a few academies that paid the incorrect employer contribution rates. This was due to the newly published employer contribution rates from April 2020, following the 2019 actuarial valuation. The relevant academies and their Trusts have been made aware of the issue and they have confirmed that this issue will be rectified going forward.

2.4 Complaints

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

Two complaints have been recorded since 1st April 2020, including one being escalated to stage 1 IDRPs.

There were eight complaints in the period between 1st April 2019 and 31st March 2020, including one being escalated to stage 1 and stage 2 IDRPs. Another stage 1 IDRPs was received in this financial year relating to a case that was previously brought to the Pension Ombudsman.

The two complaints received this year were in relation to transfer value:

1. The member was not aware that she/he would be a charge for a transfer value if she/he has already received a quotation in the last 12 months. Liberata waived the fee of the second transfer value as the charge caveat was not clear in the member's communication letter. The letter has since been updated.
2. The member made a loss in her/his investment after taking a transfer value to an overseas pension scheme. I investigated and completed this IDRPs case at stage 1, I found that Liberata has not failed their duty as the complainant has described.

3. Analysis of Fund membership data

The table below shows the latest membership data, as at 30th September 2020 and the membership data as at 31st March for the last four years.

Status	Sept 2020	March 2020	March 2019	March 2018	March 2017
Active Members	5,875	6,253	6,316	6,198	6,076
Deferred	6,076	5,945	5,746	5,537	5,258
Pensioners	4,878	4,841	4,630	4,442	4,343
Widow/Dependent	750	751	740	743	727
Total	17,579	17,790	17,432	16,920	16,404
Undecided Leavers	750	457	375	256	228
Frozen Refunds	1,038	968	874	835	733
Total membership	19,367	19,215	18,681	18,011	17,365

4. Regulatory Compliance

There have been no breaches logged since 1st April 2020.

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: A member took her complaint to the Ombudsman in March 2018. In May 2019, the Ombudsman asked the member's employer to reconsider her ill-health application and was ordered to pay the complainant £1,000 in compensation for the delay and distress caused. Her employer reconsidered her application and upheld their original decision and the member has repealed at stage 1 of the IDRP.

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	2019/20 Budget £000	2019/20 Actual £000	2018/19 Budget £000	2018/19 Actual £000
Audit fee	21	21	21	21
Bank charges/transaction costs	349	243	349	306
London CIV implementation & service charge	100	90	100	90
Advice & other costs	175	251	175	144
Internal recharges	555	570	555	550
Total administration costs	1,200	1,175	1,200	1,111
Fund Management fees	3,900	4,144	3,900	3,807
Total	5,100	5,319	5,100	4,918

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

Cost	2019/20 £000	2018/19 £000	2017/18 £000	2016/17 £000
Total administration costs (gross)	5,319	4,918	4,768	4,197
Fund Management fees	4,144	3,807	3,655	2,975
Total administration costs (net)	1,175	1,111	1,113	1,222
Cost per member:	£	£	£	£
Advice & other costs	61.15	59.47	61.82	70.35
Internal recharges	279.82	263.22	264.74	241.68

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 (pensions@bromley.gov.uk)

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.