



# **LONDON BOROUGH OF BROMLEY**

  

# **PERFORMANCE MONITORING REPORT**

  

# **2022**

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

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## 1. Executive Summary

Appendix 2 provides tables for performance of key work items and customer feedback. The achievements against the performance indicators, customer feedback and the relatively small number of complaints indicate generally that the service standards are strong.

The significant tasks completed by Liberata since 1 April 2022 are:

**Valuation** – Member Data has been provided to Actuary

**FRS 101** - the data for the full year for the Academies has been provided to LBB for submission to the Actuary.

**SF3** - the data has been supplied to LBB.

**Annual Allowance** - all annual allowance calculations have been checked and statements have been issued by the 5<sup>th</sup> October 2022 deadline.

**Annual Benefit Statements** were issued to all active and deferred members by the statutory deadline, 31<sup>st</sup> August 2022.

**The pensions increase letters** were issued to all pensioners in April 2022.

## 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.

### 2.1 Key Performance Indicators (KPI)

A breakdown of the Process Cycle Times for general queries (excluding deaths; retirements and transfers which are covered later) 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	22	20	22	43	68	36						
<=10 days	22	20	22	43	68	36						
%<=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	26	51	25	33	40	43						
<=15 days	25	46	25	29	38	41						
%<=15 days	96	90	100	88	95	95						
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	32	16	27	31	25	22						
<=10 days	26	15	16	26	23	20						
%<=10 days	81	94	59	84	92	91						
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	0	0	1						
<=10 days	0	1	0	0	0	1						
%<=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	91	124	75	46	79	102						
<=20 days	91	123	75	28	73	102						
%<=20 days	100	99	100	61	92	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	8	8	5	14	23	9						
<=10 days	8	8	5	14	23	9						
%<=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	2	3	21	11	7	5						
<=10 days	2	3	21	11	7	5						
%<=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	9	17	16	14	22	16						
<=10 days	9	17	16	14	22	16						
%<=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	0	0	0	0	0	0						
<=5 days	0	0	0	0	0	0						
%<=5 days	100	100	100	100	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## 2.2 Retirements

In the year to September 2022, there were 168 retirement grants paid, of which 163 were met in the KPI. This is equivalent to a performance standard level of 96%.

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

## 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	27	32	22	21	30	36						
<=10 days	26	31	22	21	27	36						
%<=10 days	96	97	100	100	90	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	27	32	22	21	30	36						
<=10 days	26	31	22	21	27	36						
%<=10 days	96	97	100	100	90	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	27	32	22	21	30	36						
<=10 days	26	31	22	21	27	36						
%<=10 days	96	97	100	100	90	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## 2.3 Transfers

In the year to September 2022, there were 24 enquiries in relation to transfer, of which 23 were met in the KPI. This is equivalent to a performance standard level of 96%.

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	1	8	4	1	7	3						
<=10 days	1	7	4	1	7	3						
%<=10 days	100	88	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	1	5	3	1	0	4						
<=10 days	1	5	3	1	0	4						
%<=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	1	0	3	1	3						
<=10 days	2	1	0	3	1	3						
%<=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	13	7	8	5	8	6						
<=10 days	12	7	8	5	8	6						
%<=10 days	92	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	1	5	2	1	4	2						
<=10 days	1	5	2	1	4	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	5	8	6	3	4	6						
<=10 days	5	8	6	3	4	6						
%<=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	3	2	5	5	2						
<=10 days	3	2	2	5	5	2						
%<=10 days	100	67	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	2	1	0	0	4	0						
<=10 days	1	1	0	0	4	0						
%<=10 days	50	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	15	22	10	13	9	5						
<=10 days	15	21	10	10	9	5						
%<=10 days	100	95	100	77	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	4	8	5	6	18	5						
<=10 days	4	8	5	5	18	5						
%<=10 days	100	100	100	83	100	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## 2.4 Deaths

In the year to September 2022, there were 68 death cases, of which 64 were processed in the KPI. This is equivalent to a performance standard level of 94%.

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



## 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	12	6	5	17	6	8						
<=5 days	12	6	5	17	6	8						
%<=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	11	10	12	19	11	5						
<=5 days	9	9	11	19	11	5						
%<=5 days	82	90	92	100	100	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	4	0	0	2	1						
<=5 days	2	4	0	0	1	1						
%<=5 days	100	100	100	100	50	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## 2.5 Complaints

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

I set out below the complaints recorded since 1<sup>st</sup> April 2022:

Month	Member Complaint	Justified (Y/N)
April		
May	Delay in providing the retirement options	Y
	Time taken to process the widower pension	Y
June		
July	The calculation sheet included with the retirement letter included next year PI	Y
August	2x Annual Benefit Statement envelope was not sealed on	2x N
	Delay in payment of his pension and lump sum	Y
September	Address change not actioned	N

## 2.6 IDR P

### 3. Analysis of Fund membership data

The table below shows the latest membership data, as at 30<sup>th</sup> September 2022 and for the preceding months:

(taken from Membership Analysis Report - Excludes Councillors)

Date of Report	09-May-22		10-Jun-22		08-Jul-22		08-Aug-22		07-Sep-22		13-Oct-22	
Status as at	31-Mar-22	30-Apr-22	30-Apr-22	31-May-22	31-May-22	30-Jun-22	30-Jun-22	31-Jul-22	31-Jul-22	31-Aug-22	31-Aug-22	30-Sep-22
1 Active	6385	<b>6425</b>	6425	<b>6454</b>	6454	<b>6472</b>	6472	<b>6339</b>	6339	<b>6087</b>	6087	<b>6137</b>
2 Undecided leaver	732	<b>742</b>	742	<b>738</b>	738	<b>764</b>	764	<b>863</b>	863	<b>1124</b>	1124	<b>1113</b>
4 Deferred pensioner	6275	<b>6290</b>	6290	<b>6296</b>	6296	<b>6301</b>	6301	<b>6324</b>	6324	<b>6341</b>	6341	<b>6356</b>
5 Pensioner	5068	<b>5076</b>	5076	<b>5101</b>	5101	<b>5117</b>	5117	<b>5126</b>	5126	<b>5145</b>	5145	<b>5180</b>
6 Widow/dependant	722	<b>730</b>	730	<b>739</b>	739	<b>738</b>	738	<b>736</b>	736	<b>731</b>	731	<b>731</b>
9 Frozen refund	1050	<b>1049</b>	1049	<b>1056</b>	1056	<b>1050</b>	1050	<b>1054</b>	1054	<b>1056</b>	1056	<b>1061</b>
<b>Total membership</b>	<b>20232</b>	<b>20312</b>	20312	<b>20384</b>	20384	<b>20442</b>	20442	<b>20442</b>	20442	<b>20484</b>	20484	<b>20578</b>
3 Leaver - no liab	9803	<b>9779</b>	9779	<b>9807</b>	9807	<b>9829</b>	<b>9829</b>	<b>9848</b>	9848	<b>9880</b>	9880	<b>9899</b>
7 Death	4722	<b>4739</b>	4739	<b>4748</b>	4748	<b>4755</b>	<b>4755</b>	<b>4777</b>	4777	<b>4786</b>	4786	<b>4795</b>
8 Opt out within 3 mths	3042	<b>3036</b>	3036	<b>3050</b>	3050	<b>3075</b>	<b>3075</b>	<b>3090</b>	3090	<b>3103</b>	3103	<b>3105</b>
<b>Total on stats report</b>	<b>37799</b>	<b>37866</b>	37866	<b>37989</b>	37989	<b>38101</b>	38101	<b>38157</b>	38157	<b>38253</b>	38253	<b>38377</b>

Date of Report												
Status as at	30-Sep-22	31-Oct-22	31-Oct-22	30-Nov-22	30-Nov-22	31-Dec-22	31-Dec-22	31-Jan-23	31-Jan-23	28-Feb-23	28-Feb-23	31-Mar-23
1 Active												
2 Undecided leaver												
4 Deferred pensioner												
5 Pensioner												
6 Widow/dependant												
9 Frozen refund												
<b>Total membership</b>	<b>0</b>	<b>0</b>	0	<b>0</b>	0	<b>0</b>	0	<b>0</b>	0	<b>0</b>	0	<b>0</b>
3 Leaver - no liab												
7 Death												
8 Opt out within 3 mths												
<b>Total on stats report</b>	<b>0</b>	<b>0</b>	0	<b>0</b>	0	<b>0</b>	0	<b>0</b>	0	<b>0</b>	0	<b>0</b>

#### **4. Regulatory Compliance**

There have been no breaches logged since 1<sup>st</sup> April 2022.

##### **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.

## 5. Liberata's Cyber Security measures

### 5.1 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.

### 5.2 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.