LONDON BOROUGH OF BROMLEY

PERFORMANCE MONITORING REPORT

2022-2023

LONDON BOROUGH OF BROMLEY - LOCAL PENSION BOARD
PERFORMANCE REPORT
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1.   Executive Summary

Appendix 1 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 5th October 2022 deadline.

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

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

For the 2023 pensions increase, Liberata have calculated the Pension Increase and finalised the spreadsheet for release to Payroll and distributor and provided the draft letters and notes to the printers for despatch.

Pension Webinar - Liberata provided a pension webinar to 300+ employees on 8th December 2022. Providing an overview of the pension scheme, entitlement and explanation of the figures provided in the annual benefit statements. The feedback from the webinar was very positive, but caused large volumes of enquiries from members and for one to one meetings.

External Audit - Liberata have provided the documentation to EY (the Auditors) to enable them to commence their review of the pension processes.

Factsheets and Forms for the LBB LGPS webpage - all documents have been updated, supplied and uploaded to the webpage.

Mortality Screening - a new upload of data has been provided to Target for the ongoing monthly mortality screening.

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	47	68	38	57	30	35
<=10 days	22	20	22	43	68	36	47	68	38	57	30	35
%<=10 days	100	100	100	100	100	100	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	36	35	19	24	54	38
<=15 days	25	46	25	29	38	41	35	34	18	23	46	35
%<=15 days	96	90	100	88	95	95	97	97	95	96	85	92
Target 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	14	23	15	25	23	8
<=10 days	26	15	16	26	23	20	13	22	15	23	20	7
%<=10 days	81	94	59	84	92	91	93	96	100	92	87	88
Target 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	0	0	0	0	0	0
<=10 days	0	1	0	0	0	1	0	0	0	0	0	0
%<=10 days	100	100	100	100	100	100	100	100	100	100	100	100
Target 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	73	93	99	93	103	130
<=20 days	91	123	75	28	73	102	73	93	97	91	101	130
%<=20 days	100	99	100	61	92	100	100	100	98	98	98	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	2	7	3	6	8
<=10 days	8	8	5	14	23	9	10	2	7	3	6	8
%<=10 days	100	100	100	100	100	100	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	19	13	7	15	3	12
<=10 days	2	3	21	11	7	5	19	13	7	15	3	12
%<=10 days	100	100	100	100	100	100	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	12	16	3	5	23	12
<=10 days	9	17	16	14	22	16	11	16	3	5	20	12
%<=10 days	100	100	100	100	100	100	92	100	100	100	87	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	0	0	0	0	0	0
<=5 days	0	0	0	0	0	0	0	0	0	0	0	0
%<=5 days	100	100	100	100	100	100	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 31 March 2023, there were 318 retirement grants paid, of which 307 were met in the KPI target. This is equivalent to a performance standard level of 97%.

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	27	40	12	23	31	17
<=10 days	26	31	22	21	27	36	25	37	12	23	30	17
%<=10 days	96	97	100	100	90	100	93	92	100	100	97	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	27	40	12	23	31	17
<=10 days	26	31	22	21	27	36	25	37	12	23	30	17
%<=10 days	96	97	100	100	90	100	93	92	100	100	97	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	27	40	12	23	31	17
<=10 days	26	31	22	21	27	36	25	37	12	23	30	17
%<=10 days	96	97	100	100	90	100	93	92	100	100	97	100
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

2.3 Transfers

In the year to 31 March 2023, there were 42 enquiries in relation to transferring in, of which 41 were met in the KPI. This is equivalent to a performance standard level of 98%.

There were 56 enquiries in relation to transferring out, of which 56 were met within the KPI. This is equivalent to a performance standard level of 100%.

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

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	2	1	3	4	3	5
<=10 days	1	7	4	1	7	3	2	1	3	4	3	5
%<=10 days	100	88	100	100	100	100	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	1	5	3	1	0	4	1	1	2	0	0	2
<=10 days	1	5	3	1	0	4	1	1	2	0	0	2
%<=10 days	100	100	100	100	100	100	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	3	0	0	0	1	2
<=10 days	2	1	0	3	1	3	3	0	0	0	1	2
%<=10 days	100	100	100	100	100	100	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	7	4	4	3	12	15
<=10 days	12	7	8	5	8	6	7	4	4	3	12	15
%<=10 days	92	100	100	100	100	100	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	1	5	2	1	4	2	2	3	2	3	3	9
<=10 days	1	5	2	1	4	2	2	3	2	3	3	9
%<=10 days	100	100	100	100	100	100	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	8	1	1	2	1	7
<=10 days	5	8	6	3	4	6	8	1	1	0	1	7
%<=10 days	100	100	100	100	100	100	100	100	100	0	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	5	7	1	9	6	8
<=10 days	3	2	2	5	5	2	5	7	1	9	6	8
%<=10 days	100	67	100	100	100	100	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	2	1	0	0	4	0	4	1	0	0	2	2
<=10 days	1	1	0	0	4	0	4	1	0	0	2	2
%<=10 days	50	100	100	100	100	100	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	15	22	10	13	9	5	7	16	10	17	15	9
<=10 days	15	21	10	10	9	5	7	16	10	15	15	9
%<=10 days	100	95	100	77	100	100	100	100	100	88	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	3	6	7	7	12	16
<=10 days	4	8	5	5	18	5	3	6	7	7	9	15
%<=10 days	100	100	100	83	100	100	100	100	100	100	75	94
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

2.4   Deaths

In the year to 31 March 2023, there were 127 death cases, of which 122 were processed in the KPI. This is equivalent to a performance standard level of 96%.

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	12	18	11	27	15	6
<=5 days	12	6	5	17	6	8	12	18	11	27	15	6
%<=5 days	100	100	100	100	100	100	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	7	10	6	12	9	15
<=5 days	9	9	11	19	11	5	7	10	6	11	9	15
%<=5 days	82	90	92	100	100	100	100	100	100	92	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	1	1	3	3	1	1
<=5 days	2	4	0	0	1	1	1	1	3	3	1	1
%<=5 days	100	100	100	100	50	100	100	100	100	100	100	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 1st April 2022:

Month	Member Complaint	Justified (Y/N)
April	*None*	
May	Delay in providing retirement options	Y
June	*None*	
July	Letter included retirement benefits with next year's pensions increase	Y
August	2X Annual Benefit Statement envelopes unsealed	2X N
	Delay in payment of pension and lump sum	Y
September	Address change not actioned	N
October	*None*	
November	Lack of Action	N
December	*None*	
January	No pension figures supplied for her retirement due to outstanding information from a previous transfer	N
February	None	
March	Non-provision of pension figures due to admitted body status not being finalised - unfounded	N
	Total Complaints in 2022-23	**9**

3. Analysis of Fund membership data

The table below shows the latest membership data, as at 31st March 2023 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	6425	6425	6454	6454	6472	6472	6339	6339	6087	6087	6137
2 Undecided leaver	732	742	742	738	738	764	764	863	863	1124	1124	1113
4 Deferred pensioner	6275	6290	6290	6296	6296	6301	6301	6324	6324	6341	6341	6356
5 Pensioner	5068	5076	5076	5101	5101	5117	5117	5126	5126	5145	5145	5180
6 Widow/dependant	722	730	730	739	739	738	738	736	736	731	731	731
9 Frozen refund	1050	1049	1049	1056	1056	1050	1050	1054	1054	1056	1056	1061
Total membership	20232	20312	20312	20384	20384	20442	20442	20442	20442	20484	20484	20578
3 Leaver - no liab	9803	9779	9779	9807	9807	9829	9829	9848	9848	9880	9880	9899
7 Death	4722	4739	4739	4748	4748	4755	4755	4777	4777	4786	4786	4795
8 Opt out within 3 mths	3042	3036	3036	3050	3050	3075	3075	3090	3090	3103	3103	3105
Total on stats report	37799	37866	37866	37989	37989	38101	38101	38157	38157	38253	38253	38377

Date of Report	10-Nov-22		05-Dec-22		06-Jan-23		10-Feb-23		13-Mar-23		14-Apr-23	
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	6137	6173	6173	6289	6289	6371	6371	6420	6420	6439	6439	6509
2 Undecided leaver	1113	1102	1102	1092	1092	1081	1081	1092	1092	1096	1096	1096
4 Deferred pensioner	6356	6369	6369	6387	6387	6385	6385	6403	6403	6423	6423	6443
5 Pensioner	5180	5210	5210	5218	5218	5234	5234	5248	5248	5269	5269	5282
6 Widow/dependant	731	731	731	730	730	732	732	729	729	733	733	737
9 Frozen refund	1061	1065	1065	1062	1062	1064	1064	1060	1060	1067	1067	1068
Total membership	20578	20650	20650	20778	20778	20867	20867	20952	20952	21027	21027	21135
3 Leaver - no liab	9899	9915	9915	9933	9933	9941	9941	9958	9958	9981	9981	10005
7 Death	4795	4813	4813	4838	4838	4848	4848	4876	4876	4895	4895	4903
8 Opt out within 3 mths	3105	3126	3126	3140	3140	3145	3145	3159	3159	3161	3161	3175
Total on stats report	38377	38504	38504	38689	38689	38801	38801	38945	38945	39064	39064	39218

4. Regulatory Compliance

There have been no breaches logged since 1st 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 (pensions@bromley.gov.uk)

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.