



# **LONDON BOROUGH OF BROMLEY**

# **PERFORMANCE MONITORING REPORT**

# **2023-2024**

**LONDON BOROUGH OF BROMLEY - LOCAL PENSION BOARD  
PERFORMANCE REPORT  
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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 2023 are:

**End of Year Returns** - Liberata are uploading the data from the end of year returns; there are a few returns missing so are currently issuing chaser emails to the employers concerned.

**MSS** - Liberata are currently testing the MSS and have a meeting scheduled for 13 June 2023 to discuss the launch and function of MSS with Bromley client side.

**Annual Pension Increase Exercise** - the pension increase has been applied to Altair for pensioner and deferred members.

**Active and Deferred Annual Benefits Statements** - these have been produced and were despatched during the middle of September 2023.

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

**Annual Allowance** - all annual allowance calculations will have been checked and statements have been issued by 5 October 2023 deadline.

## 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	53	61	37	35	61	85						
<=10 days	53	61	37	35	61	85						
%<=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	28	33	52	40	51	37						
<=15 days	28	31	52	39	50	33						
%<=15 days	100	94	100	98	98	89						
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	15	22	32	24	18	22						
<=10 days	15	22	29	24	18	19						
%<=10 days	100	100	91	100	100	86						
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	0						
<=10 days	0	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

## Starters

Starter Cases within 20 days

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Processed	95	79	67	76	92	104						
<=20 days	95	79	67	76	91	99						
%<=20 days	100	100	100	100	99	95						
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	6	2	7	6						
<=10 days	3	2	6	2	7	6						
%<=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	11	11	8	7	4	9						
<=10 days	11	11	8	7	4	9						
%<=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	13	24	18	15	17						
<=10 days	7	13	24	18	15	17						
%<=10 days	78	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	3	0						
<=5 days	0	0	0	0	3	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 30 September 2023, there were 149 retirement grants paid, of which 147 were met in the KPI target. This is equivalent to a performance standard level of 99%.

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	23	21	24	30	30	21						
<=10 days	23	21	23	30	29	21						
%<=10 days	100	100	96	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	23	21	24	30	30	21						
<=10 days	23	21	23	30	29	21						
%<=10 days	100	100	96	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	23	21	24	30	30	21						
<=10 days	23	21	23	30	29	21						
%<=10 days	100	100	96	100	97	100						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## 2.3 Transfers

In the year to 30 September 2023, there were 15 enquiries in relation to transferring in, of which 14 were met in the KPI. This is equivalent to a performance standard level of 93%.

There were 28 enquiries in relation to transferring out, of which 25 were met within the KPI. This is equivalent to a performance standard level of 89%.

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	8	3	0	2	1	1						
<=10 days	8	3	0	2	1	0						
%<=10 days	100	100	100	100	100	0						
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	1	0	1	1	0						
<=10 days	1	1	0	1	0	0						
%<=10 days	100	100	100	100	0	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	0	0	3	1	3	1						
<=10 days	0	0	3	0	2	1						
%<=10 days	100	100	100	0	67	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	3	5	3	11	12	10						
<=10 days	3	4	3	9	12	10						
%<=10 days	100	80	100	82	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	2	2	5	4	5						
<=10 days	1	2	2	5	4	5						
%<=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	5	7	4	6	5						
<=10 days	3	5	7	3	6	5						
%<=10 days	75	100	100	75	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	2	8	2	5	7	4						
<=10 days	2	5	2	5	7	4						
%<=10 days	100	62	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	0	1	0	0	2	1						
<=10 days	0	1	0	0	2	1						
%<=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	4	6	11	26	19	18						
<=10 days	4	5	10	23	19	13						
%<=10 days	100	83	91	88	100	72						
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	5	11	12	4	8	5						
<=10 days	5	9	12	3	8	2						
%<=10 days	100	82	100	75	100	40						
Target 100%	100	100	100	100	100	100	100	100	100	100	100	100

## 2.4 Deaths

In the year to 30 September 2023, there were 69 death cases, of which 69 were processed in the KPI. This is equivalent to a performance standard level of 100%.

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	10	24	14	13	7	25						
<=5 days	10	24	14	13	7	25						
%<=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	14	8	9	5	15	18						
<=5 days	14	8	9	5	15	18						
%<=5 days	100	100	100	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	4	1	2	1	3	1						
<=5 days	4	1	2	1	3	1						
%<=5 days	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 1<sup>st</sup> April 2023:

Month	Member Complaint	Justified (Y/N)
April	None	
May	None	
June	None	
July	None	
August	None	
September	Time delay for payment of refund of contributions	1
	<b>Total Complaints in 2023-24</b>	<b>1</b>

### 3. Analysis of Fund membership data

The table below shows the latest membership data, as at 30 September 2023 and for the preceding months:

(taken from Membership Analysis Report - Excludes Councillors)

Date of Report	14-Apr-23	10-May-23	05-Jun-23		07-Jul-23		07-Aug-23					
Status as at	31-Mar-23	30-Apr-23	30-Apr-23	31-May-23	31-May-23	30-Jun-23	30-Jun-23	31-Jul-23	31-Jul-23	31-Aug-23	31-Aug-23	30-Sep-23
1 Active	6509	6509	6509	6499	6499	6462	6462	6460	6460	6155	6155	6208
2 Undecided leaver	1096	1093	1093	1084	1084	1080	1080	1113	1113	1425	1425	1387
4 Deferred pensioner	6443	6461	6461	6473	6473	6524	6524	6533	6533	6552	6552	6591
5 Pensioner	5282	5277	5277	5278	5278	5293	5293	5310	5310	5321	5321	5336
6 Widow/dependant	737	737	737	739	739	742	742	741	741	732	732	728
9 Frozen refund	1068	1071	1071	1089	1089	1099	1099	1103	1103	1119	1119	1114
<b>Total membership</b>	<b>21135</b>	<b>21148</b>	<b>21148</b>	<b>21162</b>	<b>21162</b>	<b>21200</b>	<b>21200</b>	<b>21260</b>	<b>21260</b>	<b>21304</b>	<b>21304</b>	<b>21364</b>
3 Leaver - no liab	10005	10016	10016	10043	10043	10070	10070	10090	10090	10119	10119	10143
7 Death	4903	4939	4939	4972	4972	4983	4983	5000	5000	5018	5018	5037
8 Opt out within 3 mths	3175	3188	3188	3194	3194	3204	3204	3216	3216	3223	3223	3239
<b>Total on stats report</b>	<b>39218</b>	<b>39291</b>	<b>39291</b>	<b>39371</b>	<b>39371</b>	<b>39457</b>	<b>39457</b>	<b>39566</b>	<b>39566</b>	<b>39664</b>	<b>39664</b>	<b>39783</b>

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

There have been no breaches logged since 1<sup>st</sup> April 2023.

##### **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.