

Pensions Committee

20 June 2018

Report title	Service Plan Monitoring and Key Performance Indicators Annual Review 2017-2018	
Originating service	Pensions – Governance and Corporate Services	
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Recommendations for noting:

The Committee is asked to note:

1. Performance against the Fund's Key Performance Indicators as an annual review for the year 2017 – 2018.
2. Delivery of the Fund's objectives as set out in 2017 – 2022 Service Plan.

1.0 Purpose

- 1.1 To provide an annual review of the Fund's performance against its Key Performance Indicators and to note the actions by the Fund in the delivery of its objectives as set out in the Service Plan 2017 – 2022.

2.0 Background

- 2.1 The Fund has identified a number of Key Performance Indicators (KPI's) which it believes highlights the critical areas of service for our members and employers. These areas are monitored for their effectiveness and their delivery is measured against a goal target of performance.
- 2.2 The Fund's Service Plan is a key document setting out the Objectives and Challenges faced by the Fund each year. While it is a rolling five-year plan, it is reviewed on an annual basis to ensure the Fund is best placed to address the ever-changing environment in which we operate.
- 2.3 This is the final quarter for monitoring performance of the 2017 – 2022 Service Plan following the approval of the 2018 – 2023 Service Plan at March Pension Committee.

3.0 Key Performance Indicators

- 3.1 Attached at Appendix One is an overview of the Fund's annual performance against its Key Performance Indicators. The overall review shows a marked increase in the Fund's performance for all service areas and is a reflection of the dedication of Fund employees to deliver a high-quality service to our members.
- 3.2 Over the year the Fund has seen notable improvements in the service delivery for Members with increased processing time for retirements (including benefits payable to dependents) and transfers. This is of significance as these areas provide members with the ability to plan for their financial future and facilitate decisions about their future life. In reviewing the actions taken in 2017 and to improve the service delivery for our members, the Fund developed tools to assist in the production of retirement options while awaiting the upgrade of the Pension Administration System, this helped to improve our performance in this area with the main impact being driven by the commitment of colleagues to improve delivery in this area.
- 3.3 The report also notes areas which are subject to ongoing development through the various initiatives which will improve data quality and maximise the production of benefit statements. Linked to this is the Fund's Data Improvement Plan and Customer Engagement Strategy which will seek to reduce complaints received by the Fund and create efficiencies in working practices. This in turn will aim to reduce the average cost per member which increased this year as expected following the ongoing investment in employee and business development, including the successful appointment to staffing posts which were vacant during the 2017 year.

3.4 A key focus for the Fund in 2017/18 was to invest in our employee and Trustee development, ensuring the Fund is well equipped to manage change and challenge. The KPIs show an increase in the number of employees holding a relevant qualification as well as an increase in the total number of training undertaken by our Trustees and Pension Board members. Although attendance rates for Trustee and Board Members has reduced, their commitment to their roles is evident in the recorded hours study. The Fund is in the process of preparing its Trustee and Pension Board training plan for the 2018/19 year in consideration of feedback received to ensure these events are scheduled to maximise attendance.

4.0 Service Plan 2017 – 2022

4.1 At its March meeting, Committee approved the Service Plan 2018 – 2023. As part of that development, the Fund has reviewed its delivery of the objectives set in the 2017 Service Plan to ensure it continues to deliver and develop its services for its customers. Attached at Appendix 2 is an update on the Fund Corporate Priorities for 2017-2022

4.2 This year the Fund has worked to develop its engagement on a national and local level and is recognised as a leading Fund in the areas of Data Protection, Transparency of Investment Management Costs, Customer Engagement and Communication with senior managers sitting on and representing the Fund at various national groups.

4.3 The Fund has continued to deliver high quality customer service through its external services teams offering employer coaching and member presentations.

4.4 In addressing the challenges identified by the Fund during 2017, the Fund has delivered Investment Pooling with the successful launch of LGPS Central on 1 April, noting the collaboration of partner funds. In addition, the Fund continues to develop its working practices and policies in line with changing legislation ensuring it communicates with its members, on issues which impact them.

4.5 The Fund continues to develop its investment strategy in line with changing economic conditions and funding risks and in consideration of the changing employer base and liability profile. Committee will recall the ongoing suitability of the current strategy was tested alongside the actuarial valuation in 2017 and reviewed earlier this year.

4.6 The Fund has reported on the work undertaken to develop our digital transformation as we move with our customers to increase electronic working and communication channels. At our AGM in November, the Fund showcased some of this development with its pensions portal and hosted an employer engagement session which has seen the delivery of employer worktrays for greater efficiency and transparency of member benefit processing and data quality review.

4.7 This year we saw the delivery of changes in data protection law and the General Data Protection Regulations, the Fund led on the production of national templates which have been praised by partner funds as key documents to assist in their preparations for the changes.

4.8 All of the work achieved through 2017 continues to be developed as we move forward with our 2018 – 2023 Service Plan and the continued priority of contributing together for our members' future.

5.0 Financial implications

5.1 Noted within the report

6.0 Legal implications

6.1 The Fund has a statutory duty to disclose information to members when required, including the production of annual benefit statements, failure to adhere to the statutory duty could result in fines imposed by the Pension Regulator.

7.0 Equalities implications

7.1 There are no implications

8.0 Environmental implications

8.1 There are no implications

9.0 Human resources implications

9.1 There are no implications

10.0 Corporate landlord implications

10.1 There are no implications

11.0 Schedule of background papers

11.1 Service Plan 2017 – 2022
<http://www.wmpfonline.com/CHttpHandler.ashx?id=12474&p=0>

12.0 Schedule of Appendices

12.1 Appendix 1 - Key Performance Indicators year on year comparator

12.2 Appendix 2 - Update on Corporate Priorities 2017 – 2022