

|                 |                                 |
|-----------------|---------------------------------|
| <b>Meeting:</b> | Pension Board                   |
| <b>Date:</b>    | 23/04/2024                      |
| <b>Title:</b>   | <b>PENSION ADMINISTRATION</b>   |
| <b>Author:</b>  | Meirion Jones, Pensions Manager |
| <b>Purpose:</b> | For information only            |

## **1. Introduction**

This report provides a general overview of pension administration over the past year. It contains information on the work carried out over the period and an update on various previously mentioned projects.

## **2. Performance Management**

The Pension Fund is committed to improving its service delivery and will review the measures in place to monitor performance on an annual basis to identify where improvements can be made. Where areas of poor performance are identified, The Pension Service will review the reasons for poor performance and put in place appropriate processes to improve the level of service provision in the future. The service's core duties performance for 2023/24 compared to 2022/23 is as follows:

| <b>Core Activities</b>   | <b>Performance in 2022/2023</b> |                           | <b>Performance in 2023/2024</b> |                           |
|--|---------------------------------|---------------------------|---------------------------------|---------------------------|
|  | <b>Number of cases</b>          | <b>Average days taken</b> | <b>Number of cases</b>          | <b>Average days taken</b> |
| Average number of work days taken to send a quotation letter offering a transfer in                      | 351                             | 26.60                     | 233                             | 9.18                      |
| Average number of work days taken to send a quotation letter detailing a transfer out                    | 218                             | 17.11                     | 745                             | 13.26                     |
| Average number of work days taken to send process a refund of pension contributions                      | 287                             | 0.72                      | 397                             | 0.62                      |
| Number of working days on average taken to send a letter informing of the value of the deferred benefits | 2,015                           | 7.86                      | 2,800                           | 6.03                      |
| Average number of work days taken to send a letter informing value of benefits – estimates               | 2,056                           | 1.16                      | 2,611                           | 0.93                      |
| Average number of work days taken to send a letter informing value of benefits – actual                  | 797                             | 0.84                      | 919                             | 0.76                      |
| Average number of work days taken to notify dependents benefits  | 385                             | 1.61                      | 358                             | 1.44                      |

|   |        |      |        |      |
|---|--------|------|--------|------|
| Monthly pension payments processed and paid on time (figure based on number of payments in Month 12 of each year) | 11,999 | 100% | 12,526 | 100% |
| Number of cases where amended payments were necessary as a result of an error in the section                      | 0      | n/a  | 0      | n/a  |

As can be seen, the performance of the service has improved.

We will continue to work to improve the performance for all tasks during 2024/25.

### 3. **Member Satisfaction Survey**

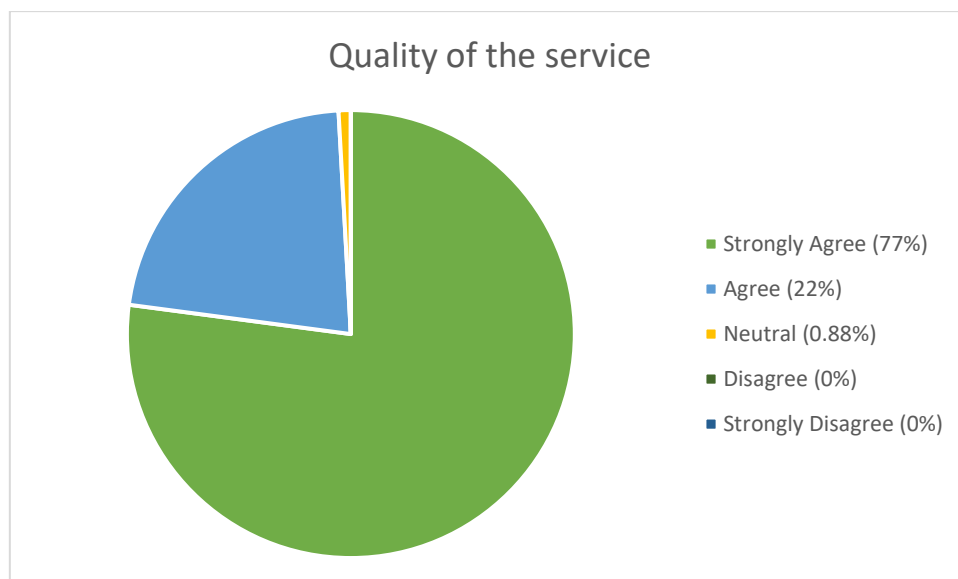
To ensure that we offer the best possible service to our members, a Member Satisfaction Survey is sent at the end of each process, e.g. retirements and payment of refunds for the members to give their opinion on the quality of the service received and their opinion about the service provided by the staff.

**162** members took part in this survey.

Here is a summary of the 2023/24 results:

#### **Quality of Service**

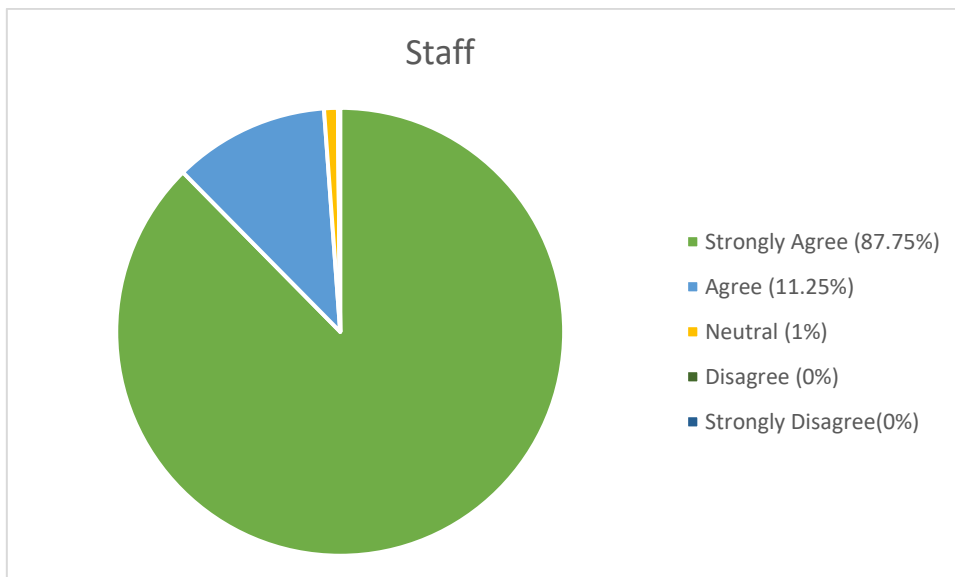
The chart below shows the percentage of users who are satisfied with four aspects of the service's performance based on: i) Service as a whole; ii) clear information; iii) Quality of service; iv) Time to deal with the enquiry.



As can be seen, **99%** of the users strongly agree or agree that the quality of the service provided is of a high standard. The percentage for 2022/23 was **95.34%**.

#### **Staff**

The chart below shows the percentage of users who are satisfied with four aspects of staff performance based on: i) Courtesy; ii) Punctuality; iii) Assistance given; iv) level of knowledge.

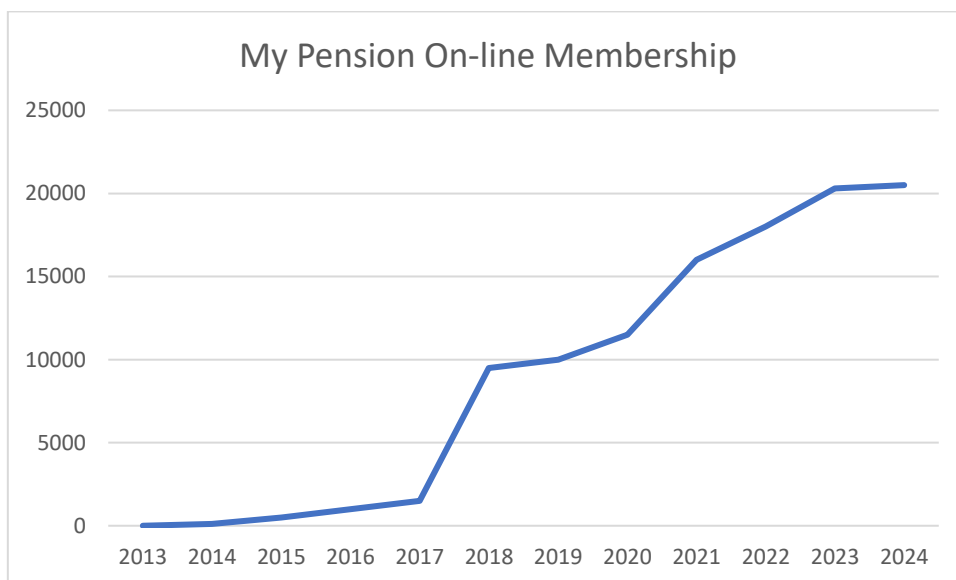


As can be seen, a high percentage once again (**99%**) of the users strongly agree or agree that the quality of the service provided is of a high standard in relation to the staff. The percentage for 22/23 was **98.04%**.

#### **4. My Pension Online**

The 'My Pension Online' system continues to be very popular, with a large number of members visiting the site daily.

Approximately 20,000 have registered for the service to date. The graph below shows an increase in the number of members joining the self-service system over the last 10 years:



The system allows members to:

- View and update personal details and addresses
- Find out how much benefits will be worth at retirement
- Calculate the amount of extra lump sum they can take in retirement
- View their service history, including any transmitted service
- View and update their nominated beneficiaries
- View their Annual Benefit Statements
- View payslips (Pensioners)

As stated in the last meeting, we have been working on a new version of the self-service website. This system has gone live 10/04/2024.

Not only does this development have a completely new look, but the new technology used means that there is much better functionality across the website. Further updates are still in progress, with the aim of continually better engaging members at the heart of the project. Some of the main developments on the site include:

- Simpler login, without the need for usernames and security questions. Members can use their email address and password to access.
- Better security with 2 factor authentication.
- Simplified navigation and design built with users in mind.
- Retirement planner.
- Personal explanatory videos for complex subjects, e.g. annual pension statements.
- Electronic ID authentication system.

All members who are already registered on the old site will have to move over to the new site, and work to promote this will begin to happen in the coming weeks.

## **5. The Pensions Regulator – Measuring Data**

In 2015, the Pensions Regulator (tPR) took over responsibility for Public Sector Pension Schemes. Before that, in June 2010, the tPR published guidance on what they consider to be good practice to measure the presence of members' data.

Over the last few years we have been commissioning our software provider, Aquila Heywood to produce a Data Quality Report for our Fund every September. We now have software to run this report internally.

The report is divided into two sections:

- **Common Data:** e.g. name, address, NI number, gender, date of birth, status and start date
- **Scheme Specific Data:** e.g. benefits in the scheme, transfer details, AVC, salary details, contributions, service, lifetime allowance, annual allowance and GMP.

We provide below a summary of the results:

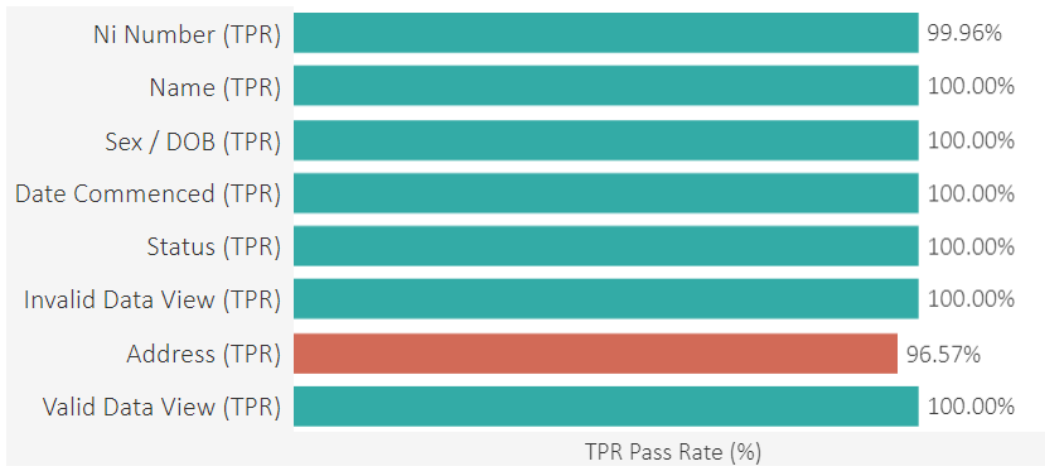
### **Summary of Common Data Results**

The graph below shows Gwynedd's performance for each data category.

7 of the 8 categories achieved the highest benchmark of more than 98% with 6 categories not recording a single failure. The only category that did not reach the highest benchmark in question was **members' addresses** with a score of **96.57%**. With the exception of members' addresses, the general quality of common data in Gwynedd is of a high standard. In order to improve the member address score we will be working with a company called ATMOS to carry out work to track the address of members recorded as having "disappeared".

The percentage of member records without a common data failure is **97.5%** (97.9% last year) at the date of preparing this report (12/04/2024).

## TPR Pass Rate % by Test Category



### Summary of Scheme Specific Data Results

The work of updating the 2023/24 records has not been completed at the moment, so it is not possible to give a fair comparison of the situation at the moment in relation to the specific data of the scheme.

An action plan will be developed in relation to the implementation of any data cleansing highlighted as part of this exercise and this data cleansing is expected to improve the data scores for next year.