

your
pension
service

LANCASHIRE COUNTY PENSION FUND

Interim Administration Report 1 April to 30 September 2015



Administered by

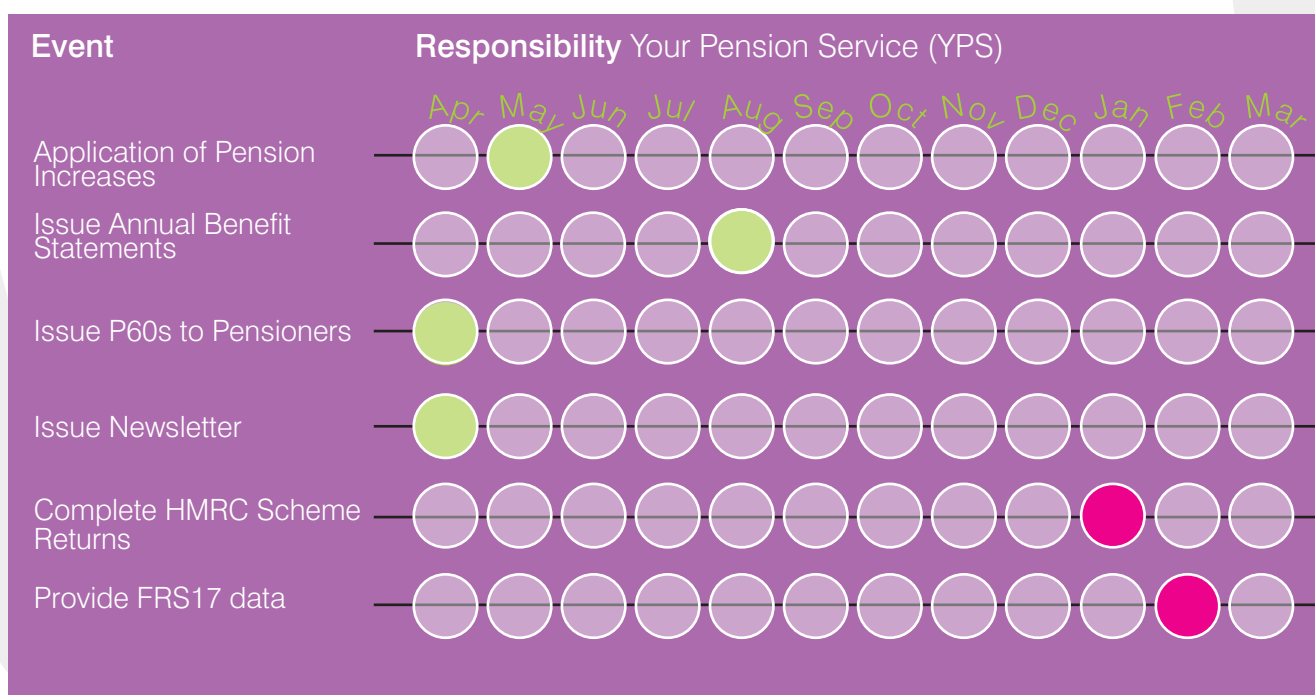


1. Introduction

Purpose

This administration report is produced in accordance with the Service Level Agreement (SLA) for the provision of pension administration services to Lancashire Pension Fund. The report describes the performance of Your Pension Service (YPS) against the standards set out in the SLA during the period 1 April to 30 September 2015.

Annual Plan – 2015/16



2. Performance

EPIC Update

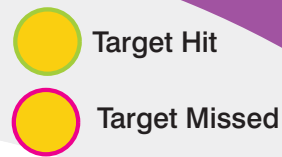
Since 1 April 2014 employers have been submitting monthly files to Your Pension Service, which replace many of the forms that they used to complete, and enable YPS to accurately post and reconcile contributions and pensionable pay to individual member records.

YPS use an internally designed system called "EPIC" to do this. EPIC has helped YPS to ensure that member data is accurate and up to date, and that every member receives their correct pension pot entitlement. We are happy to report that the use of EPIC has led

to the successful production of online annual benefit statements within the new statutory deadline.

It is also important to have up to date and accurate data in order to properly assess the liabilities of the Fund. Work is ongoing to ensure the continued submission of monthly data files from employing organisations in readiness for the 2016 Actuarial Valuation.

Performance Standards



Service Level Agreements

During the reporting period 12,670 individual calculations/enquiries were completed, of which 12,149 met the performance standard; an overall performance of 95% was achieved.

LGPS

Performance Standard

Performance Standard	Cases received	Cases completed	Within SLA	% Within SLA	Target	Cases outstanding
Estimate benefits within 10 working days	2,714	2,668	2,515	94%	90%	139
Payment of retirement benefits within 10 working days	978	1,004	962	96%	90%	40
Payment of death benefits within 10 working days	669	695	675	97%	90%	45
Implement change in pensioner circumstance by payment due date	1,774	1,846	1,793	97%	95%	628
Respond to general correspondence within 10 working days of receipt	1,413	1,395	1,332	95%	90%	74
Action transfers out within 10 working days	783	774	722	93%	90%	78
Action transfers in within 10 working days	290	283	257	91%	90%	63
Pay refunds within 10 working days	373	373	342	92%	90%	26
Provide leaver statement within 10 days	2,195	2,205	2,142	97%	90%	246
Amend personal records within 10 working days	151	165	163	99%	95%	8
VR Estimates	1,184	1,129	1,115	99%	100%	77
VR Payments	134	133	131	98%	100%	11
Total	12,658	12,670	12,149	96%		1,435

Fund membership at 30 September 2015



3. Customer Service

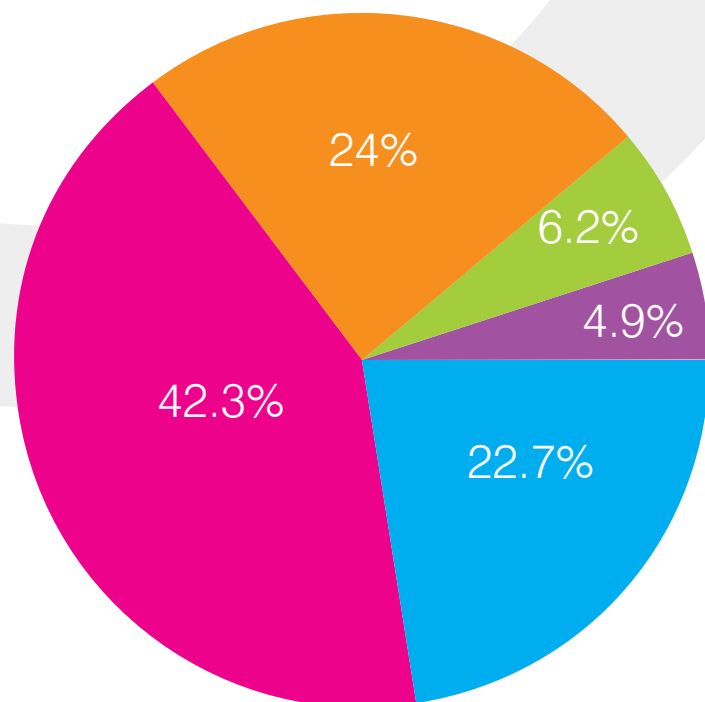
During July 2015 Your Pension Service was re-accredited with the Governments Customer Service Excellence Award. This award focuses on developing customer insight, understanding scheme members' experience and delivering a first class service. The Service has held this award since 2008. This section reports the ongoing work being undertaken to develop further customer insight, to better understand the customers experience and to consider improvements in service provision.

My Pension Online Survey

Members who are signed up to the online service were surveyed and below are the most recent results. The results will be used to consider improvements to the user experience.

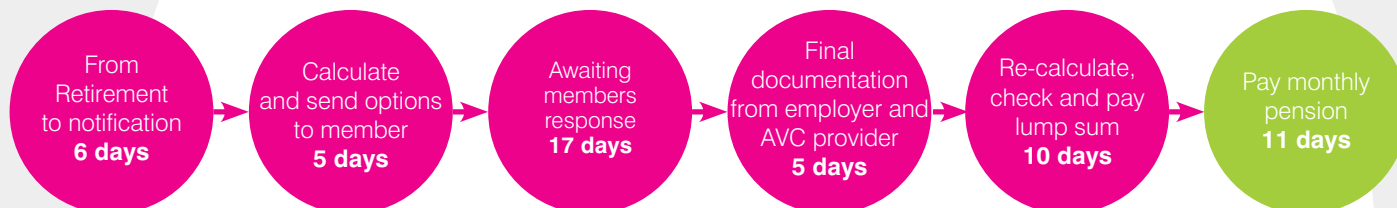
If you are registered for the "My Pensions Online" system how useful do you find this?

- 793 Extremely useful
- 1480 Very useful
- 838 Moderately useful
- 216 Not so useful
- 170 Not at all useful



Retirement Experience

The average time spent to complete each part of the retirement process has been analysed. A guide to the retirement process has been produced to aid the members understanding. (See annex A)



(average 54 days) Further work will be undertaken to reduce the retirement process.

Compliments/Complaints

During the period the service received 5 compliments and they related to the excellent online services and the helpful service provided by the staff within Your Pension Service.

There were eight complaints received with the majority of them relating to the late payment of pension.

Complaints in this context are complaints received by the Chief Executives/Leaders Office as well as complaints received directly to YPS.

Telephone helpdesk

A dedicated helpdesk AskPensions provides the first point of contact for members and employers. The helpdesk has a target to answer 90% of calls offered. Between 1 April and 30 September 33,258 calls were offered and 94% of calls were answered. The average wait time was 55 seconds.

During the period 16,968 emails were received, 98.9% of emails were answered by 30 September .

4. Appeals

Members who disagree with decisions taken by their employer or administering authority may appeal using the Internal Dispute Resolution Procedure (IDRP) under the LGPS rules. The IDRP is a formal appeal procedure which contains two stages. The first stage allows the person to ask the body who originally made the decision to review it, i.e. either the employer or the administering

authority. The second stage allows the person, if they are not satisfied with the outcome at the first stage, to ask the Appeals Officer at the administering authority to review the disagreement.

Both appeals relate to ill health, and are currently being dealt with under stage 1 of the appeals process.

Period 01/04/2015 - 30/09/2015



5. Admissions

The Local Government Pension Scheme is open to 2 main types of employers, "Scheduled Bodies and Admissions Bodies". Scheduled Bodies are listed within the LGPS regulations and if they meet criteria are eligible to participate. Two bodies were set up during the period, a parish council and a sponsoring academy.

written contractual agreement and the majority of cases are established when outsourcing a service or function, where the new contractor wishes to provide continued LGPS membership. We are currently working on 18 of these agreements started in this period.

Admissions Bodies participate through a

Admissions to fund – 01/04/2015 – 30/09/2015



6. Communications

The Team

Communications are delivered by the Partnerships Team. The team consists of a Manager and three Client Liaison Officers. They are the link between Your Pension Service scheme members and employers. The Team have been very busy lately hosting a wide range of events and services for both employers and scheme members alike.

Employers

The second edition of the employer e-zine was issued to all employers, this included articles on the 2016 Valuation, fund discretions, the redundancy cost cap and upcoming events

The Partnerships Team have also begun the Annual Employer Visits provided automatically to all employers who have at least 100 active members. The Annual Employer visits are extremely popular; scheme employers really value the face to face communication. The visits provide the opportunity to build and maintain excellent working relationships with employers.

Employees/Scheme Members

During the period member communications have been around the annual benefit statements and the Scheme Talk newsletter. The communications included details on booking an appointment at one of the many pension surgeries being held throughout the County.

As well as the routine presentations that are carried out which include attending pre-retirement courses and ad-hoc 'Scheme Basics' presentations, particularly at schools across the County, who find it difficult to get time away from work to attend main events,

The Partnerships Team have continued to deliver roadshow presentations for active Members across the county, highlighting the flexibility of the LGPS.

With many organisations going through restructures, The Partnerships Team have produced tailored presentations at the request of scheme employers to support staff and provide information on how their pension benefits may be effected.

The first annual Fund Members Meeting was held at the Guildhall in Preston on 11th November with over 250 members in attendance and proved a great success. The agenda included delivery of the Fund Annual Report, investments, the Local Pension Board and the Lancashire and London Pensions Partnership.

The annual practitioner conference for fund employers was held at Woodlands on 12 October with over 100 delegates in attendance.

The day included a presentation from Pensionwise, an update on the amendment regulations and the e vision of YPS.

Coming up

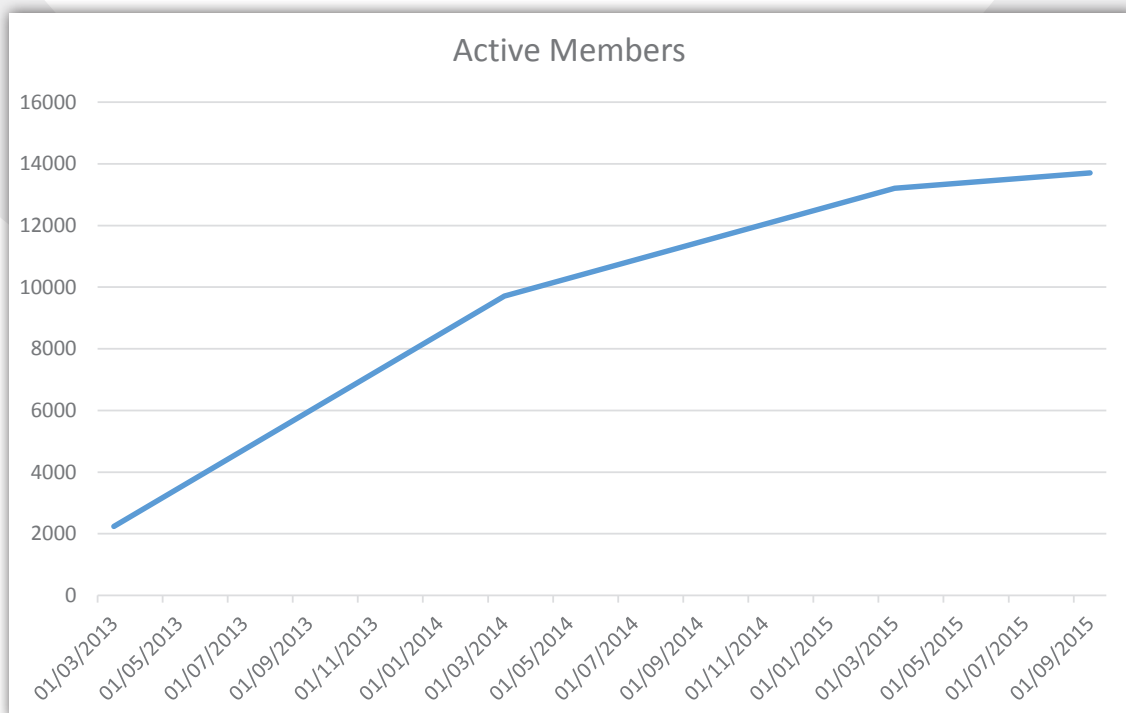
The annual Directors Brief is to be held at Woodlands in December. This meeting is the annual update to Chief Executives and Chief Finance Officers from the Director of Pensions. There will also be presentations on investments, administration and an update from the Fund Actuary.

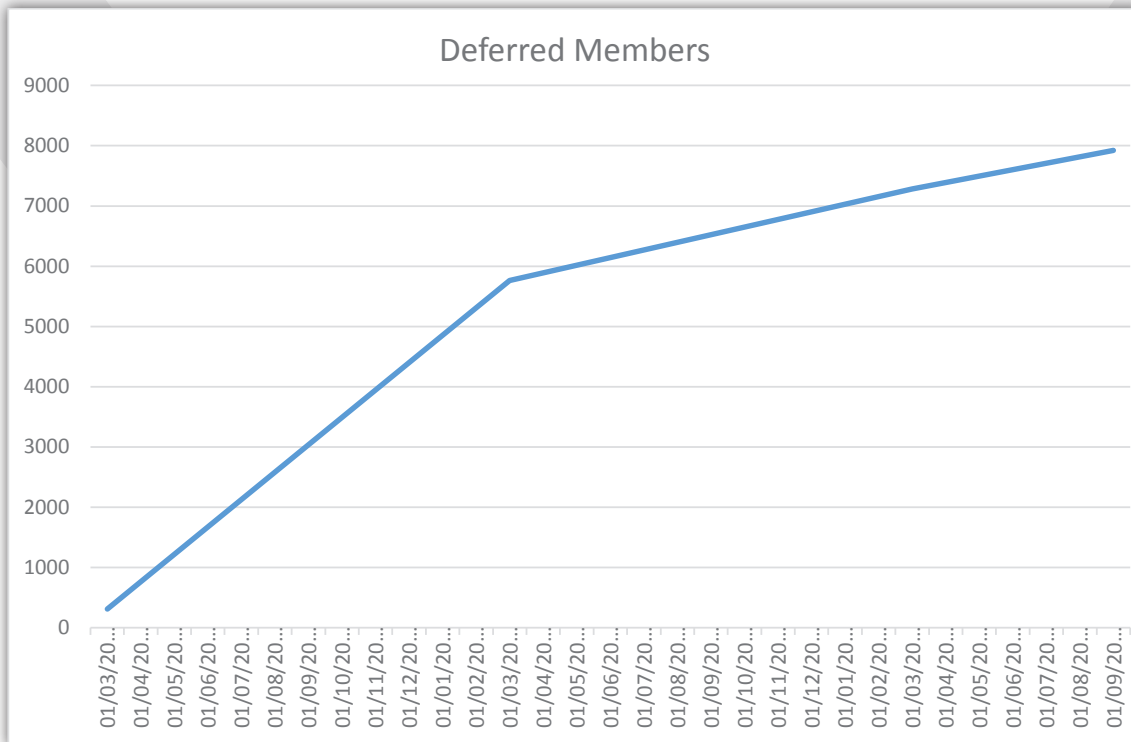
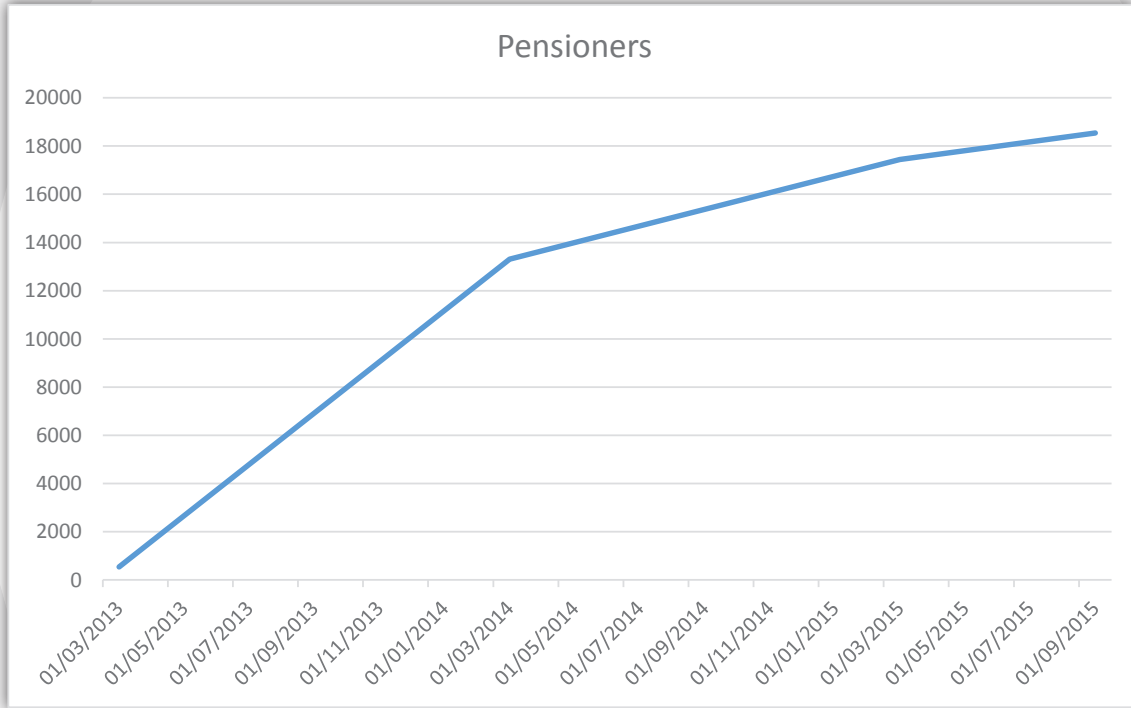
My Pension Online (MPO)

My Pension Online is an online facility that was developed in 2012 and launched comprehensively throughout 2013. Through 'My Pension Online' members can view their details and also securely update any changes in contact details. As well as this members can run various pension estimates assisting with planning for retirement. Members can also view their annual benefit statement via My Pension Online. Other benefits of the system include: allowing members to view their nominated beneficiaries; access to a host of forms and guides and also means that Your Pension Service can communicate with registered members via email. Currently 40,168 members are registered online.

At every opportunity The Partnerships Team promote 'My Pension Online' always encouraging members to get signed up online, also including the benefits of 'My Pension Online' in all presentations. Throughout the period the team continued to deliver "drop in sessions" where members can sign up and be shown how to navigate the service and these have been held throughout the county.

Below is a summary of how membership of 'My Pension Online' has grown since 01/03/2013.





LOCAL GOVERNMENT PENSION SCHEME RETIREMENT GUIDE

PRE – RETIREMENT

Before you retire your employer may arrange for you to go on a pre retirement course to help you with:

- Investments
- Keeping Active
- Pension Benefits
- Health & Lifestyle
- Future Planning

Your employer will inform Your Pension Service of your retirement.

INTENTION TO RETIRE

Within 10 working days of receiving all relevant pensions documents Your Pension Service will write to you regarding:

- Your choices if your benefits are due to be reduced
- Options on how to increase your tax free lump sum (to ensure tax limits are NOT exceeded)
- Ask for information regarding entitlement to other pension benefits
- Request where applicable Birth, Marriage and Other certificates
- Request your bank account details to pay both your pension and lump sum
- If you have AVC's your options and choices you have on drawing these too.



When you receive these details you can contact us if you need any further help:

- By Phone
- Email
- Letter
- Face to Face
- Looking at our website

Please see contact details at the end of this guide.

ONCE YOUR PENSION SERVICE HAVE ALL YOUR DETAILS WE WILL

- Calculate your pension benefits
- Send you confirmation and payment details
- Pay your lump sum within 10 working days of your retirement date or receiving ALL the information (including your final pay details from your employer) which ever is the later
- Inform the tax office you have retired.

WHEN YOU HAVE RETIRED

- Make pension payments on the last banking day of each month (small pension payments are made annually in March)
- Apply annual increases to your pension each year in line with inflation
- Issue a combined payslip and P60 every April
- Provide you with an annual newsletter
- Tell you how to register to check your payslips on line
- if you move abroad we can pay your pension overseas

PLEASE TELL US IF ...

- You retired on ill health and you have found another job
- You move or change your bank account
- You wish to make or change any nomination details (death grant or co-habiting partner nomination)



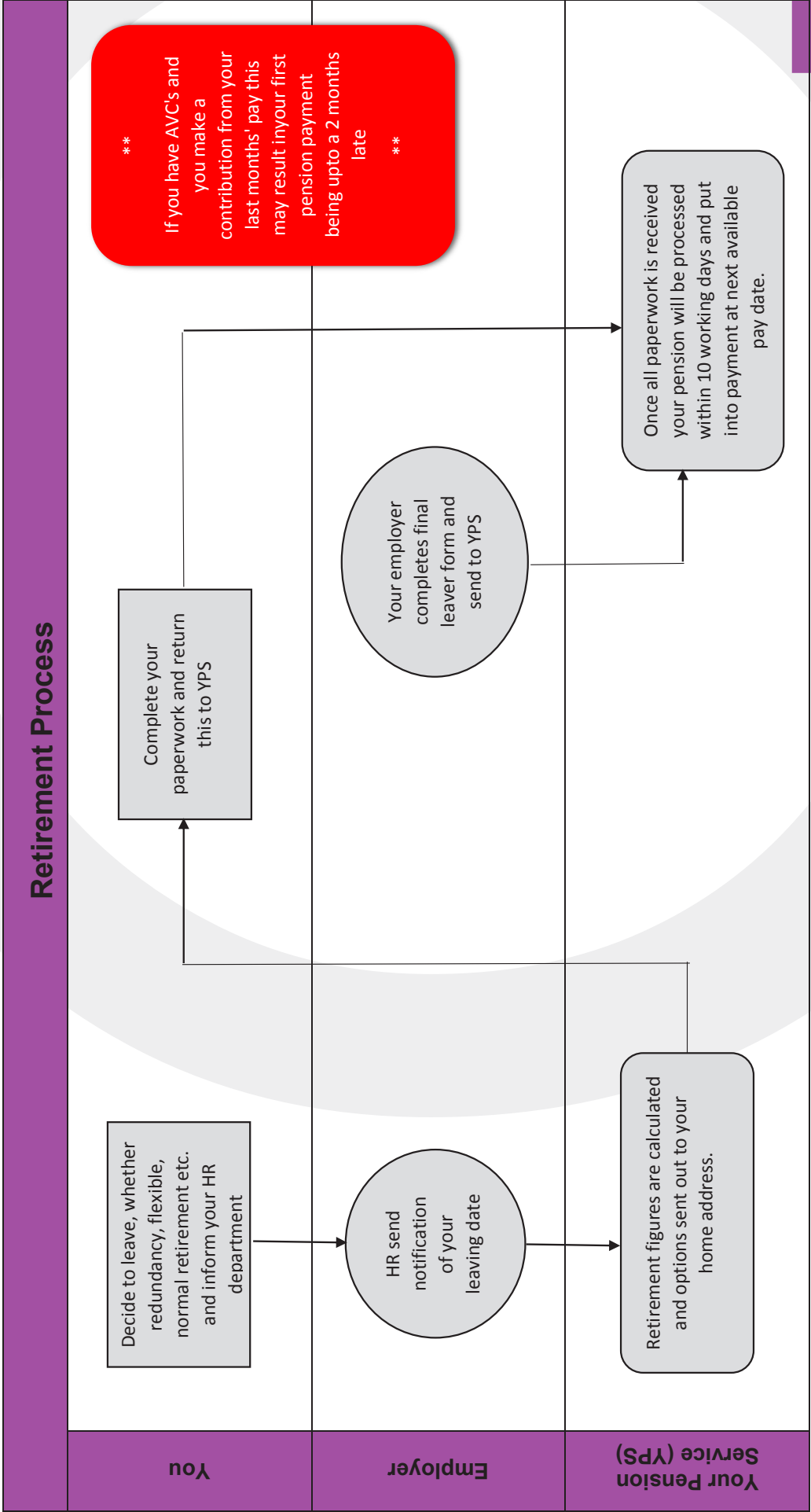
CONTACT US:

By Phone: Our helpdesk is manned Monday to Friday from 8.00am to 18.00pm 01772 530530

By Email: 24 hour automated response Askpensions@lancashire.gov.uk

Website: www.yourpensionservice.org.uk

By Post: Your Pension Service, PO.Box 100, Preston, PR1 0LD



***Please note – If you would like to access your payslips/P60 please register for our online service [here](#). If you are already registered please make sure you update your e-mail address if you previously used your work e-mail to register.**