

Lancashire Local Pension Board
Meeting to be held on 8 July 2015

Electoral Division affected:
None

Lancashire County Pension Fund Pension Administration Quality of Service Report April 2015
(Appendix 'A' refers)

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Executive Summary

This report sets out the Lancashire County Pension Fund's Pension Administration Quality of Service report as at April 2015.

Recommendation

The Board is recommended to note the information set out in the report and to comment as appropriate.

Background and Advice

Lancashire County Pension Fund has a service level agreement setting out the standards of service required of the Pension Administration function. These 22 indicators are measured on a monthly basis and reported to management in the format attached at Appendix 'A'. They also form the core indicators in the annual administration report which was considered by the Pension Fund Committee at its last meeting.

The remit of the Local Pension Board has a clear focus on the effectiveness of the administration service and the Board may wish to consider whether it would find additional information useful and also whether both the indicators and targets within the Service Level Agreement (SLA), which was devised some considerable time ago remain appropriate, and advise the Pension Fund Committee accordingly.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

There are no significant risk management implications.

List of Background Papers

Paper	Date	Contact/Tel
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N/A

Reason for inclusion in Part II, if appropriate

N/A