

APPENDIX I - Administration Review

Increasing workload

Cases and Tasks

Workload can be measured using the number of workflow cases (procedures) created that contain tasks (processes) and the table below shows the increase over last 3 years:

	2017/18	2018/19	2019/20
Cases	11,618	11,816	14,058
Tasks	81,312	87,476	94,994

Retirement processing

Volume of retirements has significantly increased because of regulatory change that reduced retirement age from 60 to 55.

The table below shows the number of retirement cases created during the last 3 years and the percentage increase over the 3 year period:

	2017/18	2018/19	2019/20	Increase
All retirements	1,842	2,053	2,945	60%
Active	633	769	931	47%
Deferred	842	938	1,627	93%

The table below shows the average retirement age reduces in the year the regulations came into force, 2018/19¹ for active members and 2019/20² for deferred members:

	2017/18	2018/19	2019/20
Active retirals	62.06	61.05	61.04
Deferred retirals	61.22	61.29	59.82

McCloud

Work on McCloud age discrimination has just commenced with programs received from our supplier to extract members in scope. The draft regulations stated that the date from which protection will no longer apply will be 1 April 2012 and using this date the following data is output:

	Service history extract	Service break extract
Distinct members	16,362	1,664
Distinct employments	17,657	1,751
Rows of data	27,530	3,056

¹ LGPS (Scotland) Regulations 2018 came into force June 2018.

² LGPS (Miscellaneous Amendments) (Scotland) Regulations came into force June 2019

If the date from which protection no longer applies changes to cover all members with final salary service then the output will be:

	Service history extract	Service break extract
Distinct members	22,682	2616
Distinct employments	25,321	2834
Rows of data	41,059	5083

The Fund has commenced work in advance of the final regulations being published:

- Started to review output based on draft regulations and are confident that data held on our system is good because we have continued to receive changes in hours and breaks in service for members through I-Connect monthly returns from our employers.
- For those members that we query with employers we will be able to provide data in a template to populate any service amendments required that can be interfaced back into our system.
- For those members that have left that will qualify for protection we do not have recalculation routines for certain statuses that may be in scope.
- Still a significant amount of current active membership have final salary service.
- Irrespective of when the protection date will be all funds will be faced with calculating final salary and care benefits separately for decades to come.

Impact of pandemic

We have established that it takes longer to process benefits while working from home and this is evidenced by our PAS performance for first 3 quarters of 2020/21.

Q1 2020/21	Q2 2020/21	Q3 2020/21
77.6%	79.8%	79.1%

This remains significantly down on overall percentages achieved for previous 3 years.

2017/18	2018/19	2019/20
95.1%	95.9%	93.5%

With no immediate prospect of getting staff safely back in the office it was important to see what further changes to processes could be made to gain efficiencies and improve member outcomes in the short term.