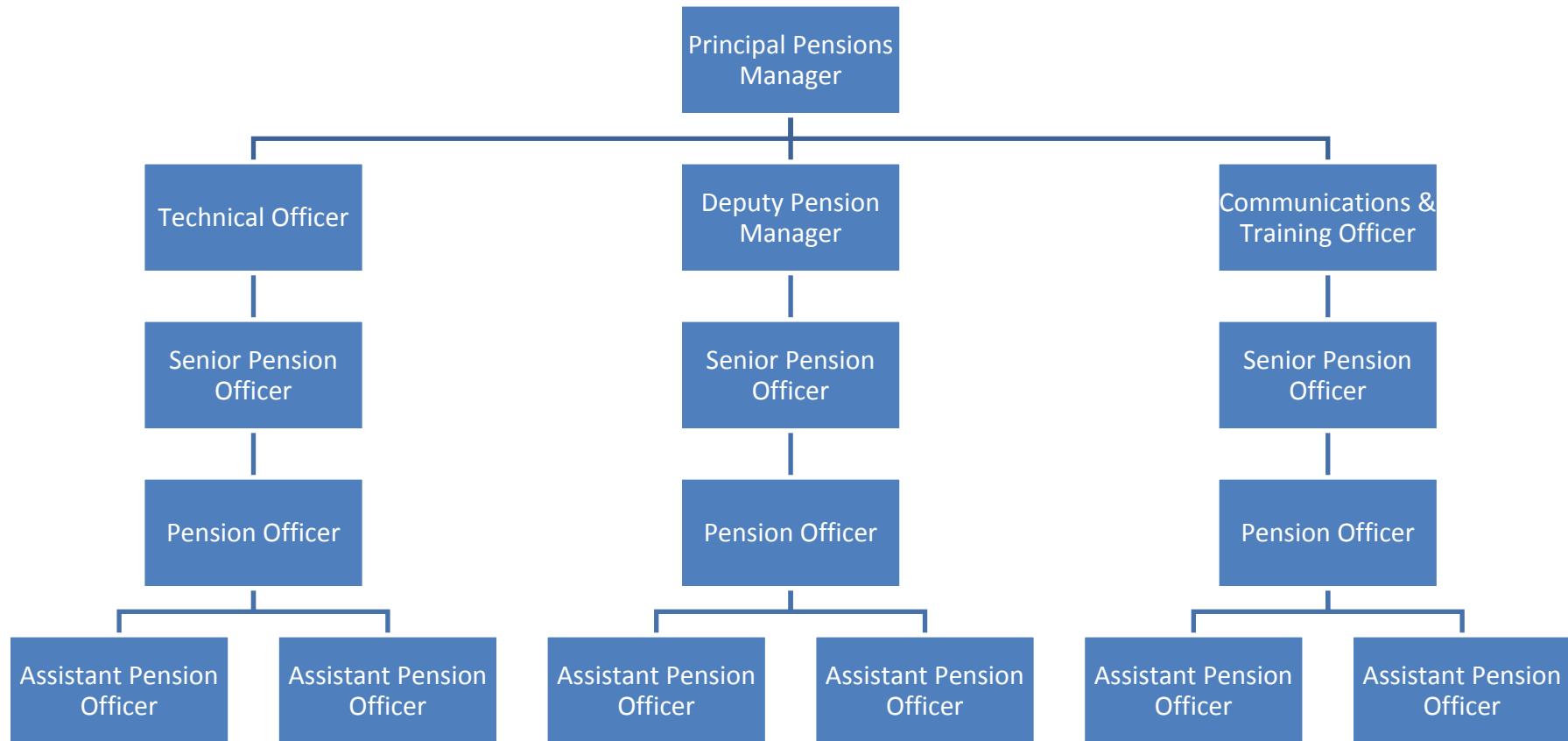
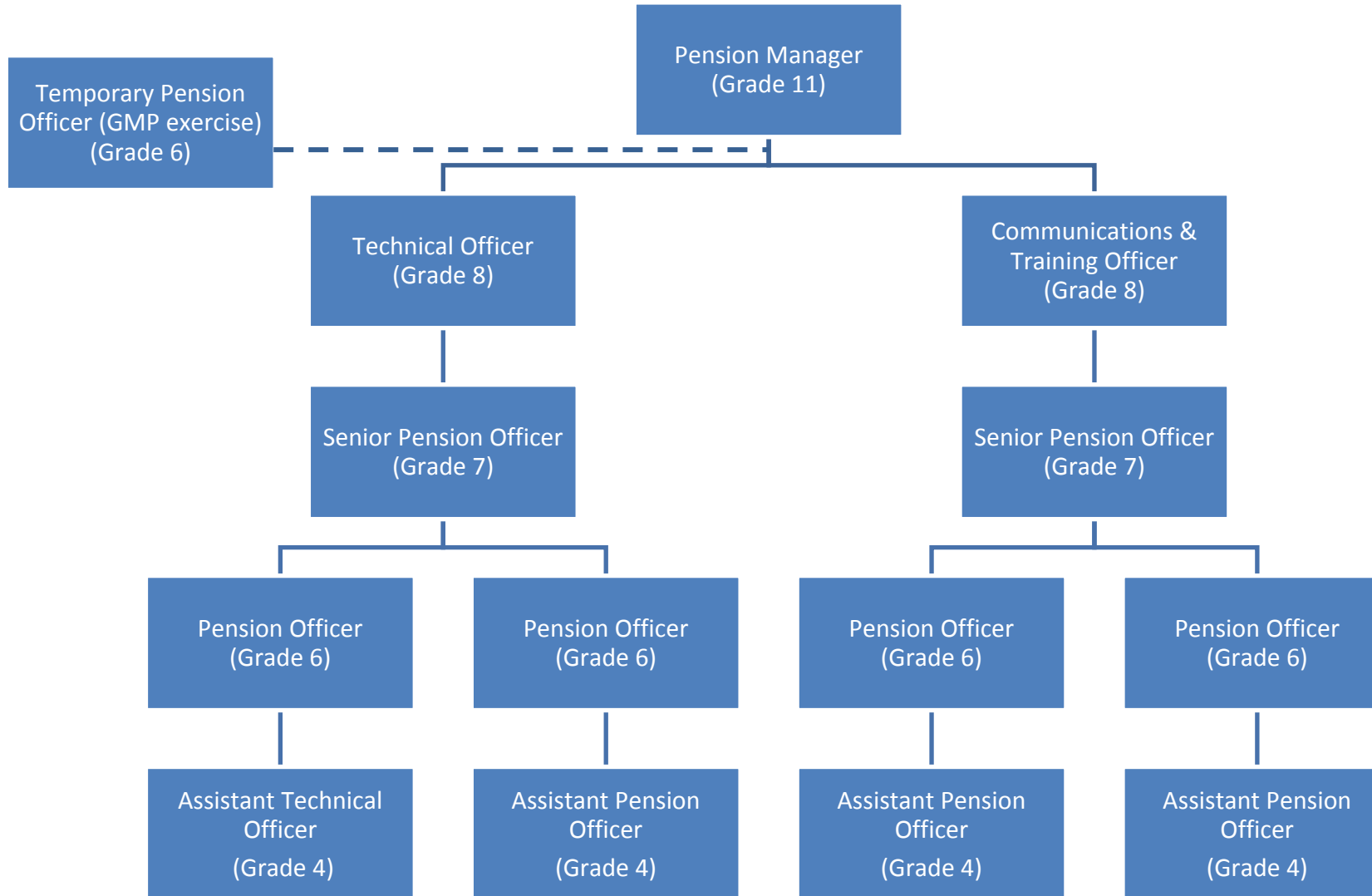


Pension Section Structure October 2009



Pension Section Structure November 2016



Examples of increased complexity and shortened timescales as a result of LGPS 2014 and PSPA 2013

Change	Impact
Aggregation of previous LGPS membership with current membership	Prior to 2014, the only consideration was if new pensionable pay was lower than previous pay. Now there are numerous options available to the member dependent upon the length of time between the two periods of membership and whether to bring the membership across as Final Salary or CARE. This results in greater technical knowledge required by the pension administrator to understand which options apply and also a higher expectation of queries from the member
Annual Benefit Statements	At the time of the 2009 review, Annual Benefit Statements had to be produced within 12 months of Scheme Year End (31 st March). The current requirement is for the Statements to be provided within 5 months of year end (i.e. by 31 st August) and date of production is monitored by tPR. This increases pressure on the timescale of Year End Reconciliation due to the timeliness and quality of data received from the employers.
Change of earliest voluntary retirement age to 55	Due to full early retirement reductions applying when benefits are accessed at voluntary terminations between 55 - 60 (i.e. the 85 year rule is switched off), there is a need for additional communication with the member to ascertain if they wish the benefits to be paid, usually leading to additional estimate calculations and a longer period between date of termination and date benefits paid
Actuarial Valuation of Fund	Data has to be sent to the Actuary around a month earlier than previous due to the additional requirement to submit data to the Government Actuaries Department (GAD) by 30 th September under Section 13 of PSPA 2013. This increases pressure on the timescale of Year End Reconciliation due to the timeliness and quality of data received from the employers.

Calculation of benefits	The hybrid of Final Salary and CARE Schemes has caused greater complexity to the calculation of benefits, leading to increased queries from Scheme members to understand their benefits. In addition, membership enhancement awarded for Tier 1 and 2 ill health and death in service is calculated at an assumed rate of pay rather than actual pay adding an additional layer of calculation.
Annual/Lifetime Allowances	The restrictions placed on these allowances have diminished on a regular basis since 2011, thus adding to an increased number of allowance breaches. Breach of Annual Allowance has to be notified by 5 th October following Scheme year end, therefore adding to time pressures already experienced with the Annual Benefit Statement exercise
Automatic Enrolment legislation	The advent of automatic enrolment has increased movement within the Scheme and generally increased pension awareness
Freedom and Choice	The opportunity for members to transfer their pension out of the LGPS to a personal pension in order to access it all as a lump sum (with tax liabilities) has increased requests for cash equivalent transfer quotations as well as the complexity of ensuring compliance

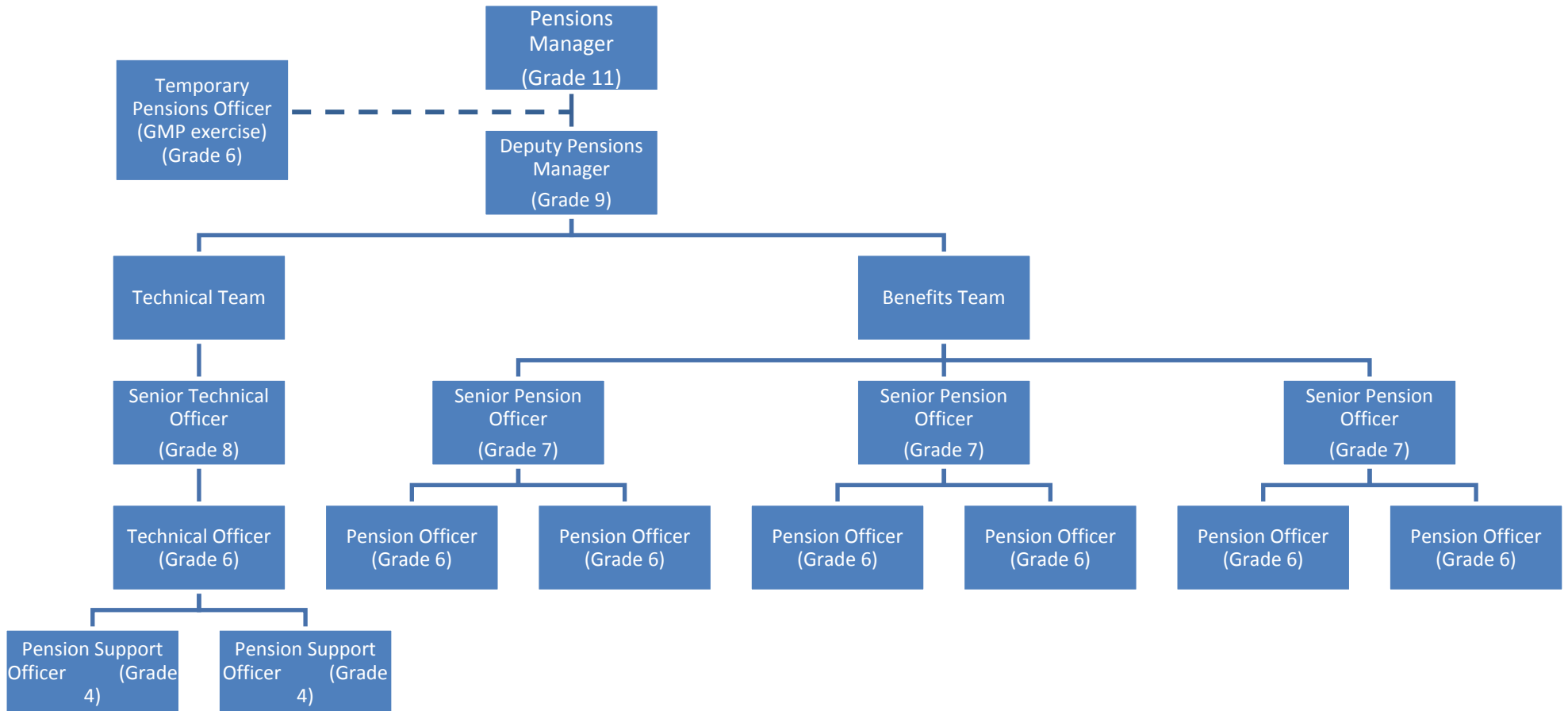
Comparison of Membership data 2008 to 2016

31/03/2008	30/09/2016	No of Part Time members	% Increase		Total Records closed/created during 2015/16
			%		
14805	17621	9159 (52%)	18%	Active	
5877	11472		91%	Deferred	
10314	12045		13%	Pensioners/ Dependants	
30996	41138		33%	Total	6206 = 15.35% of Fund Membership

Gap analysis

Gap	Solution
Validation of Pension Officers' work – the volume of calculations required as a result of increased membership numbers, the high profile of pensions, the complexity of LGPS 2014 and other statutory requirements and large scale ad-hoc events (e.g. ER/VR exercises) has led to a bottle-neck at Senior Pension Officer validation, resulting in a delay in service delivery and possible risk of non-compliance	Additional Senior Pension Officer appointed. Workload spread over 3 rather than 2 staff thus ensuring work flows in a more timely manner and meeting service delivery targets
Work allocated at wrong grade due to increased technical complexity from LGPS 2014	Move work from Assistant Pension Officer (Grade 4) to Pension Officer (Grade 6) to allow for increased technical complexity and increase number of Pension Officers from 4 to 6 to deal with additional workload and improving flexibility as well as improve service delivery which has deteriorated with the advent of LGPS 2014 and increased large scale ad-hoc events
IT development – pensions administration is moving at a fast pace with no sign of slowing down and therefore there is a requirement to ensure that the IT systems within the Section are relevant and time spent on developing their capabilities. Under the present structure the Technical Officer also has shared responsibility for the supervision and management of the Section as well as deputising for the Pension Manager	Remove the supervision and management role and cover for Pension Manager from the job description so that the Senior Technical Officer can concentrate of developing the IT systems as well as have overall responsibility for providing reporting statistics to meet statutory requirements. Increase the Communications & Training Officer's grade by 1 (to Grade 9) to allow for additional supervision and management and solo deputy for Pension Manager
Ensuring that data quality meets statutory requirements	Amend 2 Assistant Pension Officers to Pension Support Officers with their main responsibility to ensure the pension database is maintained to statutory standards. Increase the grade of the Technical Officer by 1 to Grade 6 to allow for additional responsibility in the role
Ensuring clear lines of responsibility – currently there is a cross-over in duties between database maintenance and benefit calculation which caused workload imbalance and a risk of breaching statutory timescales	Separating the roles into two distinct teams, a Benefits Team and a Technical Team, will ensure that the different pressures provided by the different work issues are separated allowing statutory timescales to be met

Proposed Structure



Proposed duties

Management

Pension Manager	Deputy Pension Manager (Communications)
<ul style="list-style-type: none"> • Administration of LGPS/Compensation Regulations/overriding legislation • Operational management of Pension Section • Service delivery and development • Employer Liaison • Advise Senior Management Team on pension matters • Delivery of presentations/surgeries/roadshows • Pension representative at IDRPs • Admission Agreements • Bulk Transfers • Legislation/Regulation Updates • Attendance at National Forums • Report to Pension Committee/ Local Pension Board • Valuation process • Develop/manage AA Polices • Appraisals • Managing Absence • Recruitment/Selection • Staff Issues • Provision of management/Fund administration information • Monitoring of monthly performance reports • Annual Pensions Increase • Internal/External Audit 	<ul style="list-style-type: none"> • Support and deputise for Pension Manager • Administration of LGPS/Compensation Regulations/overriding legislation • Assist with operational management of Pension Section • Service delivery and development • Delivery of presentations/surgeries/roadshows • Employer Liaison • Training staff/members/employers • AVC administration • Maintenance of Web Site • Communication with staff, members, employers • Setting up new / revised documentation • Establish/Maintain procedures • Monitoring of monthly performance reports • Annual Allowance/ Lifetime Allowance • Communication Policy • Pension Administration Strategy • Appraisals • Recruitment/Selection • Managing Absence • Staff issues • Western Union/ATMOS/Tell Us Once administration • Assist with Year End reconciliation • Assist with Valuation • Annual Benefit Statement Exercise • Attendance at relevant meetings • Legislation/Regulation Updates • Assist with development/management of EA Polices • Assist with provision of management /Fund administration information • Assist with annual Pensions Increase • Participate as part of a team in the overall service delivery of the Pensions Section

Benefits Team

Senior Pension Officers	Pension Officers
<ul style="list-style-type: none"> • Validate/monitor Pension Officers' work (except where otherwise indicated) • Allocate/monitor workloads to ensure service delivery targets met • Working knowledge of LGPS/Compensation Regulations/overriding legislation/AA & EA policies • Support Management Team • National Fraud Initiative • Impending Event Reports • Assist with Annual Pensions Increase • Assist with Year End reconciliation • Assist with Valuation • Assist with Annual Benefit Statement exercise • Leave of Absence • Additional Pension Contributions • AVCs (annuity options) • Arrears of Contributions • Pension Sharing – Actual • Re-employed Pensioners • Re-assessment of CAY on termination • Monthly payroll reconciliation • Suspension of pensions • GMP's • Continued eligibility of children's pensions • Assist with staff training • Participate as part of a team in the overall service delivery of the Pensions Section 	<ul style="list-style-type: none"> • Working knowledge of LGPS/Compensation Regulations/overriding legislation/AA & EA policies • Ensure service delivery targets met • Support Senior Pension Officers by management of workload/provision of benefit calculations • Estimates • Actual retirements • AVCs (Lump Sum) • Transfers In/Out • Interfunds • Pension Sharing Quotations • GMP's • Concurrent Transfers • Aggregations • Deferred Benefits • Checking deferred benefits, concurrencies aggregations and refunds • Death Benefits • Suspension of pensions • Payment of outstanding pension • Overpayment of pensions • ATMOS/Tell Us Once notifications • Re-calculations • Provision of information/guidance in relation to benefits/transfers/etc • Assist with Annual Pensions Increase • Assist with Year End reconciliation • Assist with Valuation • Assist with Annual Benefit Statement exercise • Participate as part of a team in the overall service delivery of the Pensions Section

Technical Team

Senior Technical Officer	Technical Officer	Pension Support Officers
<ul style="list-style-type: none"> • Provide technical support to Pension Manager • Develop and maintain pension systems • Year End Reconciliation • Analyse reports from Altair/Management Statistics to provide to Pensions Manager • Annual Pensions Increase exercise • Data Extract for Valuation • Development/maintenance of Task Management • Attendance at CLASS User Group • Liaison with software providers • Western Union/ATMOS/Tell Us Once admin • Annual Benefit Statement Exercise • Maintenance of Website • Maintain knowledge of LGPS/Compensation Regulations/overriding legislation) • Maintenance of required staff knowledge to operate pension systems • Allocate/monitor workloads to ensure service delivery targets met • Support Management Team • Participate as part of a team in the overall service delivery of the Pensions Section 	<ul style="list-style-type: none"> • Support Technical Officer • Assist in development/maintenance of pension systems • Impending Event Reports • Monthly Performance Reports • Assist with Task Management • National NI Database • Setting up new / revised documentation • Assist with maintenance of Web Site • Assist with Annual Pensions Increase • Assist with Year End reconciliation • Assist with Valuation • Assist with Annual Benefit Statement exercise • Working knowledge of LGPS/Compensation Regulations/overriding legislation/AA & EA policies • Participate as part of a team in the overall service delivery of the Pensions Section 	<ul style="list-style-type: none"> • Support Technical Officer • Mail • Scanning Mail • Maintenance of database • (new starters, changes, leavers), ensuring RTI maintained • Issue New Starter Pack • Death Grant Expression of Wish maintenance • Initiate transfer process/early leaver options letter • Refunds • CEP Payments • Working knowledge of LGPS/Compensation Regulations/overriding legislation/AA & EA policies • Stationery Orders • Assist with Annual Pensions Increase • Assist with Year End reconciliation • Assist with Valuation • Assist with Annual Benefit Statement exercise • Maintenance of database for monthly AVC notifications • Process invoices • Participate as part of a team in the overall service delivery of the Pensions Section