

Scheme Administration

Linda Welsh - Pension Scheme Manager



Agenda

- Covid-19 – impact on administration
- SPF Performance
- Employer Performance
- What's next for the coming year?

The Last Year

- **Lockdown**
- **Business Critical Functions**
- **Statutory Obligations**





Draft 14 December 2018

SCOTTISH STATUTORY INSTRUMENTS

2019 No.

PUBLIC SERVICE PENSIONS

The Local Government Pension Scheme (Miscellaneous Amendments) (Scotland) Regulations 2019

Made - - - - - 2019
Laid before the Scottish Parliament 2019
Coming into force 2019

The Scottish Ministers make the following Regulations in exercise of the powers conferred by section 7 of the Superannuation Act 1972(a)(“the 1972 Act”) and sections 1, 2 and 3 and schedule 2, paragraph 3(b) of the Public Service Pensions Act 2013(b)(“the 2013 Act”) and all other powers enabling them to do so.

In accordance with section 7(5) of the 1972 Act, they have consulted such associations of local authorities as appeared to them to be concerned, such local authorities with whom consultation appeared to them to be desirable, and such representatives of other persons likely to be affected by these Regulations as appeared to them to be appropriate.

In accordance with section 21(1) of the 2013 Act, the Scottish Ministers consulted such persons or the representatives of such persons as appeared to the Scottish Ministers likely to be affected by these Regulations.

Citation, commencement and effect

1.—(1) These Regulations may be cited as the Local Government Pension Scheme (Miscellaneous Amendments) (Scotland) Regulations 2019, and come into force on {.....} 2019.
(2) Regulations 2 and 3 have effect from 1st June 2018.
(3) Regulation 4 has effect from 1st April 2015.

Amendment of the Local Government Pension Scheme (Scotland) Regulations 2018

2.—(1) The Local Government Pension Scheme (Scotland) Regulations 2018(c) are amended in accordance with paragraph (2) to (4).
(2) In the citation of the enabling powers, for “Public Services Pensions Act 2013” substitute “Public Service Pensions Act 2013”.
(3) In regulation 1(2) —

(a) 1972 c.11, section 7 was amended by the Public Service Pensions Act 2013, Schedule 8, paragraph 8; the functions of the Secretary of State under section 7 were transferred to the Scottish Ministers by virtue of S.I. 1999/170.
(b) 2013 c.25.
(c) S.I. 2018/141.

COMPLIANCE



Statutory Obligations

▪ Year end – Annual Benefit Statements

99% issued by 31st August 2020

- ▶ 46% issued via SPFOnline with notification by email
- ▶ 49% issued via SPFOnline with notification by letter
- ▶ 3% issued by post at member's request.

Your 2020 pension update

Mr Joe Bloggs
80 York Street
Glasgow
G2 8JX

FOR YOUR FUTURE

Your pension account at 31 March 2020

Scheme	Annual pension	Tax-free lump sum
80ths	£10000.00	£30000.00
60ths	£6000.00	
49ths / 60ths	£6000.00	
=		
Total	£22000.00	plus £30000.00

Your total benefits if you take your benefits on 31/12/2041

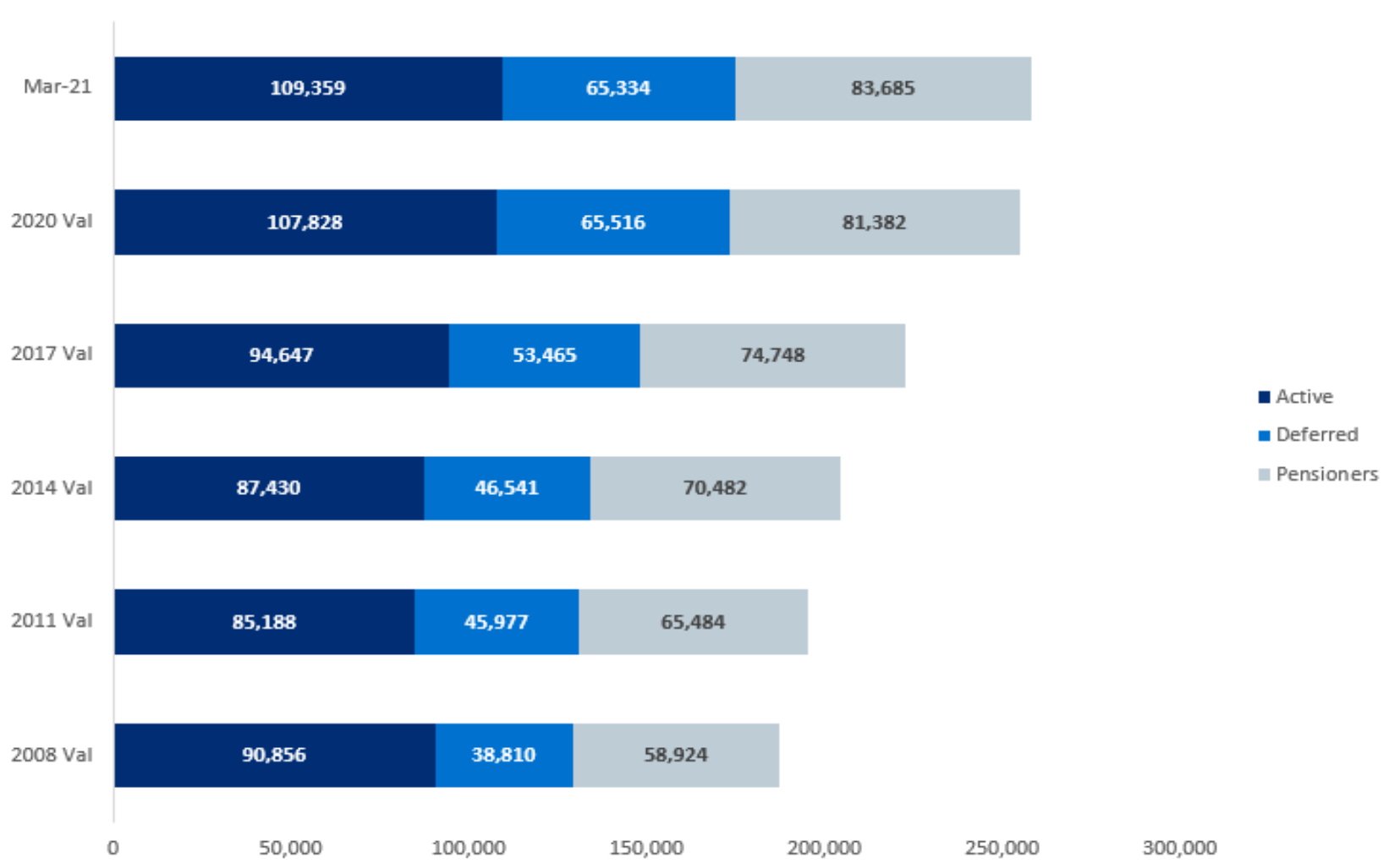
Scheme	Annual pension	Tax-free lump sum
80ths	£10000.00	£30000.00
60ths	£6000.00	
49ths / 60ths	£33000.00	
=		
Total	£49000.00	plus £30000.00
Or		
A smaller annual pension of	£34500.71	plus An increased tax-free lump sum of £203291.48

▪ Triennial Valuation

29,335 critical errors cleared.



Scheme Membership



SPF Performance 2020/21

		SPFO Targets			Statutory	
Process	Volumes	Target Days	Target %	Actual %	Deadline	SPF Actual %
Membership Transactions						
New Starts	11,571	15	95%	69%	1 month	99%
Refunds	1,849	7	90%	94%	As soon as reasonably practicable	N/A
Deferred Members	4,230	10	90%	60%	2 months	77%
Retiral Estimates	1,630	20	80%	92%	2 months	99%
Payments						
Pensions payroll run on due date	12	n/a	100%	100%	100%	100%
New retirals processed for due payroll date	766	n/a	95%	96%	n/a	n/a
Lump sums paid on retirement date	766	n/a	95%	94%	n/a	n/a
Contributions income received on due date	12	n/a	100%	100%	100%	100%

Customer Satisfaction

	Refunds	Retirals
Forms issued	1,849	2,493
Responses	803	556
Response rate (%)	43.4	22.3
Satisfaction Rating (%)	85.3	90.8
Target (%)	80.0	90.0
2019/20 full year (%)	84.4	90.7

Employer Performance

- Contributions
- Year end submissions
- Monthly submissions
- Continued engagement



What's Next?

- **Business Renewal**
 - ▶ *SPF structure*
 - ▶ *New ways of working*
 - ▶ *Recovery work plan*
 - ▶ *Digital Delivery/Communications*

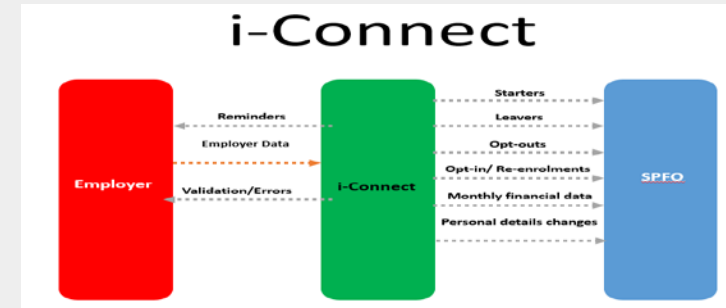
Digital Delivery

Website	Measure	2020/21 Actual	2020/21 Target	2019 Actual
www.spfo.org.uk	total weekly visits	6,933	7,700	7,259
	unique weekly visitors	3,877	4,800	4,692
SPFOnline	members registered	96,147	84,000	83,659
i-Connect	total extract returns	24	100%	23
	total online returns	91	100%	75

What's Next?

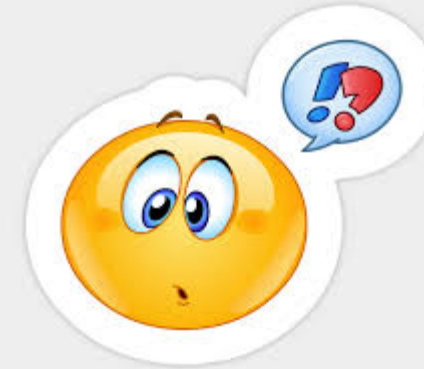
- On boarding of i-Connect

extended deadline of 31st December 2021



- McCloud Remediation

addresses age discrimination



- TPR – Single Code of Practice



Questions?



Strathclyde
Pension Fund