

Trafalgar House launches administration governance self-assessment tool

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Trafalgar House, the pensions administration specialist, today announced the launch of an administration standards self-assessment tool, the Administration Governance Assessor (AGA).

The tool is designed for trustees, pension managers and anyone responsible for running a pension scheme. AGA empowers trustees to boost their knowledge of how well their administrator is performing. By entering some easily-available data, trustees can benchmark the performance of their scheme and then track it on an ongoing basis.

The tool assesses a range of key factors, including:

- Strategy
- Controls
- Management
- Service resilience
- Performance
- Governance
- Fees
- DC processing

Daniel Taylor, Director at Trafalgar House commented: “Pensions administration has become a hugely complex task. Delivering a sustainable service depends on a raft of factors ranging from technology to staff training; it’s not all about service level performance. Getting a grip on what really matters, and what you need to understand to measure success, has become an overwhelming task.

“Practical guidance is needed to help trustees achieve a clearer understanding of their administration responsibilities; our tool is designed to do precisely that. AGA provides a comprehensive insight into how the wider administration function is performing, highlighting areas of over- or under-performance and signposting areas of concern.

“Using our specialist knowledge, we created AGA to help trustees understand what questions to ask and the significance of the answers.”

AGA can be accessed [here](#).

(ENDS)

Notes to editors:

Trafalgar House is a pensions administration specialist, providing expert administration, payroll, accounting & treasury and trustee secretarial services to all types of occupational scheme.

We deliver services through a single team of named contacts – no functional teams or offshoring – enabling clients and their scheme members to enjoy a personal service from a team of UK-based experts. Our highly-experienced team is also supported by state-of-the-art systems. Alongside direct contact with our administration experts, pension scheme members can access My Work Pension, a cutting-edge online self-service solution. Working in partnership with specialist communication consultants we have also crafted a suite of highly-engaging core communications that are available to all clients.

Our long track record of excellent service delivery is evidenced by our Investor in Customers Gold Award, held for the last two years. Trafalgar House was also named Third-Party Administrator of the Year at the Professional Pensions UK Pension Awards 2018 and Administrator of the Year at the Pensions Age Awards 2019. Trafalgar House is an AAF 01/06 accredited operation.

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