

| Pensions Administration & Performance |  | Item 5 |
|---------------------------------------|--|--------|
| <i>Committee</i>                      | Pensions Committee   |        |
| <i>Contact Officers</i>               | Tunde Adekoya – Finance  |        |
| <i>Papers with this report</i>        | Hampshire Administration Annual Report March 2025<br>CEM Benchmarking Slides - Hampshire |        |

## REASON FOR ITEM

The provision of administration services for the Hillingdon Pension Fund is delivered in partnership with Hampshire County Council (HCC) through Hampshire Pension Service (HPS) under a section 101 agreement. The agreement includes Key Performance Indicators (KPIs) which are generally consistent with national standards.

The purpose of this report is to update the Pensions Committee on pensions administration activities and the performance of the administration provider against the agreed indicators.

## RECOMMENDATIONS

1. That the Pensions Committee note the administration update

## INFORMATION

The March 2025 annual report attached provides an update on administration activities for the period 24/25. Highlights include:

- 100% delivery against performance targets. ([page 4 - partnership report](#))
- Data quality – the TPR common and conditional data scores have both increased by 3% from 89% in 2023 to 92% in 2024. ([page 7 - partnership report](#))
- 99.38% of active benefit statements and 100% of deferred benefit statements produced and published within the statutory deadline.
- Continued increase in Member Portal registrations – 50.09% of all members registered, with uptake across all membership groups. ([page 11 – partnership report](#))
- Low number of complaints in comparison to the total membership and casework processed. ([5 complaints, page 5 – partnership report](#))
- Historic leavers now reduced to 275 from original figure of 4,158 as of 1<sup>st</sup> September 2021. ([page 9 – partnership report](#))
- Regular project meetings and weekly monitoring of progress against McCloud milestones. ([pages 14 & 15 – partnership report](#))

- Ongoing development of our online services for both Members and Employers, in response to their feedback and to further encourage use of both the Portal and Hub.
- Significant work undertaken to monitor and improve Cyber Security. ([Page 16 – partnership report](#))
- Hampshire Achieved re-accreditation of Customer Service Excellence award, with 8 'compliance pluses' where expectations are exceeded.

Hampshire Pension Services participated for a second year in the CEM administration benchmarking survey which considered cost and service for 2023/24. The survey provides a comparison of their effectiveness, using various measurement metrics against peers worldwide. The results showed an increase in their service score, and they also retained their position in the high service, low-cost quadrant.

The attached CEM Benchmarking slide showed HPS as second-best administration provider amongst 16 peers in the UK and shown to be a cost effective administration service provider by being positioned in the High Service, Low cost quadrant.

## **FINANCIAL IMPLICATIONS**

Financial implications are included in the body of the report.

## **LEGAL IMPLICATIONS**

Legal implications have been included in the body of the report.