

Committee	Pensions Committee
Officer Reporting	Yvonne Thompson-Hoyte, Finance
Papers with this report	Appendix A - Hampshire Pensions Services Partnership Report Appendix B - LGPS Correspondence Update

## HEADLINES

At the Pensions Committee of 28 September 2021, it was reported that the provision of administration services had successfully been transferred from Surrey County Council (SCC) to Hampshire County Council (HCC) on 27 September 2021 under a new section 101 agreement. The final report from SCC was tabled at the September Committee and the agreement with them ended on 31 October 2021.

HCC have been fully functional and available to LBH members and employers from the point of takeover with the first payroll successfully run in October and second payroll for November also successfully executed. The first partnership report covering the performance of the administration service against service level agreements has been received and is attached to this report.

This is the first report since the transfer to HCC and where relevant the closing positions from SCC are included for comparison. The purpose of this report is to update the Committee on the performance of HCC against the agreed targets and to highlight regulatory changes.

## RECOMMENDATION

**That the Pensions Committee note the administration update.**

## PENSIONS ADMINISTRATION UPDATE

### Transfer of Records

All member records were successfully transferred to HCC in September. Members can now sign up to the new portal to access their records. Employer hub accounts have also been set up enabling employers to securely transfer member information to HCC and update member records electronically.

### Members Portal – Hampshire Pensions Services

The new members' portal at Hampshire Pensions Services (HPS) has now been fully set up and is available for Hillingdon members to register and access their records and services online. Members have been invited to sign up and there are also ongoing campaigns to raise awareness of the new portal and to encourage members to register.

The first half of the table below shows the final membership numbers and portal registration for SCC. This has been included for comparison and will not be shown in subsequent reports. The second half of the table below shows the membership numbers and the percentage that have signed up to use the HCC portal as at 31 October 2021.

Membership Category	SCC Final Membership numbers August 2021	SCC Final portal registration August 2021	HCC initial membership numbers October 2021	HCC portal registrations October 2021	% uptake
Active	9,797	4,201	8,639	1,835	21%
Deferred*	11,184	2,638	11,092	1,391	13%
Pensioners	7,275	1,616	7,579	556	7%
Total	<b>28,256</b>	<b>8,455</b>	<b>27,310</b>	<b>3,782</b>	<b>14%</b>
Former members due refund**			846		
<b>Grand Total</b>	<b>28,256</b>	<b>8,455</b>	<b>28,156</b>	<b>3,782</b>	

\*The deferred membership includes 3,008 leavers which are to be processed of which 451 are signed up to the HCC portal.

\*\*The 846 former members due refunds are included for completeness but are not counted for the purposes of reporting membership to the Pensions Regulator and DLUHC (previously MHCLG). These are individuals who have contributed to the fund for less than 2 years and therefore have not accrued any benefit.

This also explains the differences that were raised at the last Committee regarding the membership numbers

### Administration Performance

Hampshire Pension Services' performance against agreed service level agreements for key processes are monitored monthly. They are calculated based on the number of working days taken to complete the process and are adjusted for time that they are unable to proceed, due to requiring input from the member or third party.

The table below shows performance from 27th September to 31st October 2021.

Type of Case	SLA target Working days	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total	% completed on time	Total Cases (previous month)	% completed on time (previous month)
Active Retirement	15	19	3	0	0	0	0	22	100.00%	N/A	
Deferred Retirement	15	10	0	2	0	0	0	12	100.00%	N/A	
Estimates	15	7	2	15	0	0	0	24	100.00%	N/A	

Classification: Public

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<b>Deferred Benefits</b>	<b>30</b>	2	0	0	0	1	0	3	100.00%	N/A
<b>Transfers In &amp; Out</b>	<b>15</b>	0	0	1	0	0	0	1	100.00%	N/A
<b>Divorce</b>	<b>15</b>	1	0	1	0	0	0	2	100.00%	N/A
<b>Refunds</b>	<b>15</b>	4	9	4	0	0	0	17	100.00%	N/A
<b>Rejoiners</b>	<b>20</b>	1	0	0	2	0	0	3	100.00%	N/A
<b>Interfunds</b>	<b>15</b>	2	2	11	0	0	0	15	100.00%	N/A
<b>Death Benefits</b>	<b>15</b>	9	3	2	0	0	0	14	100.00%	N/A
<b>GRAND TOTAL</b>		<b>55</b>	<b>19</b>	<b>36</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>113</b>	<b>100.00%</b>	N/A

A schedule of outstanding work has been included in the HCC report that is attached. This will be expanded on in future reports to include the reason for the longer dated outstanding cases.

### Data Score Report 2021

HCC carried out the data score exercise for the scheme in October 2021. This exercise uses specialised software to examine the member records for accuracy. The common data score looks at the parts of the records that are not specific to being a member of the fund, for example names, addresses date of birth. and conditional data looks at the information that is specific to the fund for example, joining or leaving dates.

The total number of records checked were 27,873 with 4,595 records failing one or more of the common data checks and 4,983 records failing one or more of the conditional data checks.

The table below shows the results for October 2021 and the previous two years for comparison. Both the common and conditional scores are significantly down on the previous year by 5.1% and 12.7% respectively and are below the TPR expected levels.

The explanation is that the Data Analysis Reporting Tool (DART) used by HCC is more thorough than that used by the previous administrators, looks at more areas and as a result would detect more errors. HCC explained that they experienced a similar fall in data score when they switched from a previous software to DART.

Period	Common Data Score	Conditional Data Score
October 2021	83.0%	82.0%
October 2020	88.1%	94.7%
October 2019	80.6%	86.0%

A summary of the errors is attached in the HCC report and will be used to correct the records and improve the scores as part of the data improvement plan.

### **Compliments and Complaints**

There were no complaints received in relation to the HCC, one complaint was received relating to the previous administration service.

Three compliments were received over the period.

The full report from HCC is attached as Appendix A with an added sheet for regulatory updates. The Pensions Dashboard Programme has been expanded on in item 6 of the agenda.

### **FINANCIAL IMPLICATIONS**

Financial implications have been included in the body of the report

### **LEGAL IMPLICATIONS**

The legal implications are in the body of the report.