

Monthly administration report

FEBRUARY 2022



Working in partnership with



West Sussex
Fire & Rescue Service

Contents

1.	Summary.....	2
2.	Background.....	2
3.	Membership	2
4.	Administration performance	2
5.	Unprocessed historic casework.....	4
6.	Call and email volumes.....	4
7.	Online services.....	5
8.	McCloud.....	6
9.	2022 End of Year timetable	6
10.	Pensions Dashboard Programme (PDP)	7
11.	Customer Service Excellence (CSE).....	8
12.	Audit	8
13.	2022 Software Development.....	8
14.	Scheme legislation updates	9
15.	Employer and Member Communications.....	9
16.	Quality Assurance	9
17.	Compliments and Complaints.....	10

1. Summary

- 1.1. The purpose of this report is to update the London Borough of Hillingdon with the current position of their local government pension scheme membership; performance against service level agreements and to provide other important and current information about the administration of the London Borough of Hillingdon Local Government Pension Fund.

2. Background

- 2.1. Hampshire Pension Services administer the Local Government Pension Scheme (LGPS) on behalf of the London Borough of Hillingdon (LBH) with effect from 27 September 2021.
- 2.2. Hampshire Pension Services also administer the LGPS for Hampshire County Council, West Sussex County Council and Westminster City Council; the Fire Pension Schemes for both West Sussex and Hampshire, and the Police Pension Schemes for Hampshire.

3. Membership

- 3.1. The table below details the number of members against status for each of the Local Government pension schemes and is correct as of the date this report was prepared.

Scheme	Active*	Deferred	Pensioner	Preserved Refunds**	Total
Local Government	12,574	7,747	7,680	884	28,885

*The active membership includes 3,855 historic leavers which are to be processed.

**The preserved refund members are included for completeness but are not counted for the purposes of reporting membership to the Pensions Regulator and DLUHC (previously MHCLG).

4. Administration performance

- 4.1. 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 we are unable to proceed, due to requiring input from the member or third party.
- 4.2. The table below shows performance from 1st February 2022 to 28th February 2022; the performance target for all cases is 15 days (except Deferred Benefits which is 30 days, and Rejoiners which is 20 days).

Time to Complete

Type of Case	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	2	0	1	0	0	0	3	100.00%	14	100.00%
Deferred Retirement	5	3	13	0	0	0	21	100.00%	19	100.00%
Estimates	5	8	33	0	0	0	46	100.00%	37	100.00%
Deferred Benefits	4	1	2	4	25	0	36	100.00%	85	100.00%
Transfers In & Out	0	0	2	0	0	0	2	100.00%	8	100.00%
Divorce	0	0	0	0	0	0	0	100.00%	2	100.00%
Refunds	2	1	0	0	0	0	3	100.00%	7	100.00%
Rejoiners	0	0	0	1	0	0	1	100.00%	10	100.00%
Interfunds	9	9	23	0	0	0	41	100.00%	14	100.00%
Death Benefits	8	0	5	0	0	0	13	100.00%	20	100.00%
GRAND TOTAL	35	22	79	5	25	0	166	100.00%	216	100.00%

4.3. The table below shows outstanding work as of 28th February 2022. The time outstanding reflects the time from date of receipt of the initiating request, and includes time whilst cases are on hold pending further information.

4.4. Those cases which currently exceed the agreed service level agreement are on hold waiting for information from the member, their employer or another party and the time taken to process will be adjusted once the work has been completed.

4.5. These cases do not include the inherited outstanding leavers which are discussed in section 6 below.

Time Outstanding								
Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31+ days	Total	Total Outstanding (previous month)
Active Retirement	3	4	0	0	0	0	7	6
Deferred Retirement	6	2	0	1	0	0	9	12
Estimates*	37	33	24	1	3	0	98	130
Deferred Benefits	25	10	18	12	33	0	98	80
Transfers In & Out	1	0	0	0	0	0	1	4
Divorce	0	0	0	0	0	0	0	1
Refunds	2	1	0	0	0	0	3	29
Rejoiners	0	1	1	1	1	0	4	5
Interfunds	7	10	1	1	1	0	20	20
Death Benefits	7	4	17	3	2	0	33	30
GRAND TOTAL	88	65	61	19	40	0	273	317

*Estimates include all 'quote' calculations for retirement, transfers, divorce, and refunds.

5. Unprocessed historic casework

- 5.1. As mentioned in section 3 above, the LBH dataset contains 3,855 historic unprocessed leavers. All of the dates of leaving for these members are prior to August 2021.
- 5.2. Of the 217 cases which have been prioritised – because they transferred to us as deferred members without an authorised deferred benefit calculation – the team have worked through 171 calculations, and 29 of these have needed additional work, including queries to employers regarding service or pay information.

6. Call and email volumes

- 6.1. Up to 28th February 2022, we received 207 calls from members of the LBH LGPS who had a general query about their pension – this does not include those who are calling for Member Portal support.
- 6.2. The total number of calls for all schemes we administer, received into the Pension Customer Support Team (PCST) were 4,791 and 94 of these were abandoned. Abandoned calls are caused by the member ending the call before we can answer, and in some cases, this can be because they have heard one of our automatic messages asking them to visit our website or Portal.

- 6.3. Our call reporting software does not allow us to report which of our ‘abandoned’ calls were LBH members, but based on the number of abandoned calls above, we answered 97.45% of all calls received.
- 6.4. PCST also monitor and handle all of the emails received from members into our main pensions inbox – not including those which have been passed to other teams to process, PCST responded to 143 LBH member emails.

7. Online services

Member Portal

- 7.1. Active, Deferred and Pensioner members of LBH LGPS have the ability to register for our Member Portal and update their personal details, death grant nominations, and bank details; securely view annual benefit statements, payslips and P60s; and run online estimates for voluntary retirements over age 55.
- 7.2. The table below shows the total number of current registrations for each status as of 28th February 2022.

Status	Registrations to date	% of total membership	Registrations to 31/01/2022	% of total membership
Active	3,059	24.32%	2,921	23.20%
Deferred	1,204	15.54%	1,139	14.72%
Pensioner	1,011	13.13%	872	11.37%
TOTAL	5,274	18.84%	4,932	17.62%

- 7.3. PCST handled 1,677 calls in February, from members of all schemes we administer, who were specifically asking for Member Portal support. We have seen a continued increase in member portal queries in February due to a communication issued to West Sussex pensioners to encourage them to register.
- 7.4. The table below is the last position of member portal stats from Surrey County Council.

Status	Registrations to date	% of total membership
Active	4,201	36.06%
Deferred	2,638	32.63%
Pensioner	1,616	21.32%
TOTAL	8,455	30.95%

Employer Hub

- 7.5. As of 28th February 2022, there are 119 LBH employers signed up to the Employer Hub, and 225 individual users with access.

8. McCloud

- 8.1. The deadline for McCloud data returns covering the period 1 April 2014 to 31 March 2021 was 31 January 2022.
- 8.2. We have received 57 of 124 completed service/break data sets from Hillingdon employers; initial data checks have been completed and queries sent to 48 employers.
- 8.3. A reminder was sent to employers in January 2022 and for any that are outstanding when we request the next data set for the period 1 April 2021 to 31 March 2022 – this will be in early March and the deadline will be set as 30th June 2022.
- 8.4. We have agreed with Civica to take a copy of all of our existing service history records, before any of the McCloud data returns are uploaded – therefore both sets of service will be stored in UPM so we can highlight any major discrepancies when processing remedy cases.
- 8.5. Considering the Employer Services team are now focussing on the 2022 annual returns and Valuation, we plan on starting the upload of McCloud data in August 2022.

9. 2022 End of Year timetable

- 9.1. We have agreed the timeline for the 2022 year end and the production of benefit statements. The table below details the key milestones for each step of the year end process.

Completed By	Task
15/03/2022	2021 Pensions Increase to be applied to all pensions in payment.
31/03/2022	Annual Return requests and templates sent to Employers.
March/April	Online employer annual return workshops
30/04/2022	Annual return deadline for Employers
06/05/2022	2022 Pensions increase applied to all deferred benefit members.

Completed By	Task
30/06/2022	Employer Services to complete upload of Annual Returns (AR); assuming all data received from, and queries answered by employers.
30/06/2022	CARE pension revaluation for Active members (to be run per employer, subsequent to AR upload)
15/07/2022	Valuation extracts to be provided to Fund Actuary
29/07/2022	Supplementary Pensions Increase calculated and paid.
31/07/2022	All Deferred Benefit Statements (DBS) to be produced.
31/08/2022	LG Active Benefit Statements (ABS) to be produced.
05/10/2022	Pensions Savings Statements sent – will be produced by employer as ABS have been completed
31/10/2022	E-comms sent to members with benefit statement available on Member Portal

9.2. **Pensions increase** – this is in progress for pensioner members and on schedule to be completed in time for April’s payroll. Once this has been completed for pensioner members, we will then move on to applying the increase to deferred members.

9.3. **Valuation** - Following the submission of 2021 valuation data provided in January 2022, Hymans have now provided a report with their findings on data and work to prioritise prior to the 2022 Fund Valuation. The report on data looks positive and we are confident that we will be able to clear most critical errors in advance of the 2022 submission – the exception to this is for historic leaver work, where more clarification on the priority order for Employers is required, as it will not be possible to clear all leavers for the 88 employers identified as having 20% or more of their actives to be processed as leavers.

10. Pensions Dashboard Programme (PDP)

- 10.1. On 28th February the consultation for the Pensions Dashboard regulations was published – responses must be submitted by 13th March 2022, and we are in the process of finalising our response which will be shared with all Partners.
- 10.2. We have attended all four of the webinars which were presented by the DWP and PDP, and have noted the following key points which will inform our response to the consultation;

- The latest staging date for Public Service Pension schemes is April 2024 and is dependent on the active and deferred membership numbers as of 31st March 2021.
 - Only Active and Deferred members are 'in scope' – Preserved Refunds and Pensioners are not currently included in the proposed regulations.
 - Pension Benefit (referred to as Value) data published to Dashboard users must have been calculated in the last 12 months.
 - Data for new joiners to the pension scheme must be available on the Dashboard within 3 months of their start date.
 - If Value data is not immediately available, the scheme administrator has 10 days to calculate pension benefits and provide the data to the Pensions Dashboard.
- 10.3. We have also attended Civica's first Pensions Dashboard working group – on 23rd February – and have asked them to prepare an indicative cost to engage them as our Integrated Service Provider (ISP) which is required to allow the upload of data to the Pensions Dashboard.

11. Customer Service Excellence (CSE)

- 11.1. As confirmed in last month's report, we received full reaccreditation for CSE in January, and the final report has since been shared with us and is attached in Appendix 1.

12. Audit

- 12.1. Work continues on the Pensions, Payroll and Benefit Calculations Audit and we are expecting an update in March.
- 12.2. A draft audit plan for 2022/2023 has been circulated internally which we anticipate will be finalised and included in the next monthly report.

13. 2022 Software Development

- 13.1. The first stage of our development roadmap is to implement the online identification and verification (ID & V) process, which will support our Life Certificate/Proof of Existence process in particular this year.

- 13.2. We have engaged with the third party company – GB Group – who provide the ID & V service, which will work alongside UPM and our Member Portal.
- 13.3. Our target completion date for this work is 31st May 2022 and following this, letters will be sent to all Overseas pensioners asking them to use the Member Portal to prove their existence – we will still be accepting the paper Life Certificate forms, as we are aware that some pensioners may not have the technology to use the online ID & V service.

14. Scheme legislation updates

- 14.1. Legislation updates that have been received during February 2022 for the Local Government Pension Scheme, are detailed in Appendix 2, including any actions that Hampshire Pension Services have taken.

15. Employer and Member Communications

- 15.1. **Employer communications** – In February we issued a Stop Press to promote the Annual returns workshops.
- 15.2. For Hillingdon employers specifically we ran 5 discretion workshops to raise the awareness and understanding of the requirement for Scheme Employers to have a published discretions policy, as well as the implications of not holding one. HPS will look to engage further with Scheme Employers towards the end of 2022. We had 21 attendees representing 15 Hillingdon employers.
- 15.3. **Member communications** – There were no bulk member communications issued in February.
- 15.4. **Pensioner Newsletters** – HPS has shared a draft of the pensioner newsletter with LBH and they have since provided feedback on this which has been taken into consideration for the final version. Pensioner newsletters will be published/issued in April at the same time as P60's are generated.

16. Quality Assurance

- 16.1. **Data Protection Breaches** – We have not identified any data protection breaches in February 2022.
- 16.2. **Data Subject Access Requests (DSAR)** – we have noticed an increase in these across all schemes and for Hillingdon in particular we have received one request in February, but

we are continuing to monitor this due to concerns that these requests may become a complaint or claim against the pension fund regarding previous transfers out.

17. Compliments and Complaints

- 17.1. In February 2022 we received one complaint from a member of the LBH LGPS. This was in relation to a member being unhappy with timescales for retirement, further detail can be found in Appendix 3.
- 17.2. We did not receive any compliments from members of the LBH LGPS in February.

