

ADMINISTRATION REPORT

Committee	Pensions Committee
Officer Reporting	James Lake, Resources Directorate
Papers with this report	Hampshire Pensions Services Partnership Report

HEADLINES

Pensions administration services are provided by Hampshire County Council (HCC) under a section 101 agreement.

The attached report provides an update of HCC's performance as at April 2022.

Historic key performance indicators show 100% against all indicators, each month since the October 2021 inception.

Member portal registrations continue to improve month-on-month and now stand at 21.33%.

Annual cyber penetration testing of the pension administration system (UPM), the Member Portal and Employer Hub have been completed. The final results report can be found on the Members shared drive. HCC is working with both their IT department and Civica to address the medium and low risks identified.

Year-end employer annual returns are being received and at the time of reporting over 90% of employers and 95% of member data had been received. Other projects including Pensions Dashboard and McCloud, are moving forward and in accordance with expectations, with no concerns at this stage.

Triennial valuation is progressing in accordance with the timetable with initial data quality and system interfaces are being tested. No issues have been identified at this stage.

The actuary is refreshing the economic scenario generator to include the latest forecasts, whilst financial and demographic assumptions are being prepared for assessment and subsequent approval for inclusion in the actuarial modelling for the Fund. Results are due to be presented to Committee in September 2022.

RECOMMENDATIONS

That the Pensions Committee:

- 1. Note the administration update;**
- 2. Agree the updated Internal Disputes Resolution Policy and Death Grant signatories list; and**
- 3. Delegate authority to officers to maintain and update the Internal Disputes Resolution Policy and Death Grant signatories**

Internal Disputes Resolution Policy (IDRP) Stage 1 named post and Death Grant Signatories

Following Senior Management restructure this report is requesting that the Pensions Committee agree that the Head of Counter Fraud be named as the nominated officer in all Stage 1 appeals. The Head of HR remains the appointed Officer for stage 2 appeals.

In any case where the nominated officer has either been involved with the case or is the object of the complaint, then the complaint will continue to be heard by a Senior Officer who has had no previous involvement with the case.

This report is further requesting that named signatories for the approval of Death Grants includes:
Corporate Director of Finance
Head of Pensions, Treasury, Investments & Statutory Accounts
Director Service Finance & Transformation
Director Strategic & Operational Finance

It is also requested that officers maintain and update these designations from time-to-time and following staff restructure or post title changes.

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.