

ADMINISTRATION REPORT

Committee	Pensions Committee
Officer Reporting	James Lake, Finance
Papers with this report	<ol style="list-style-type: none">1. Hampshire Pensions Services Annual Partnership Report2. April 2023 Hampshire Pensions Services Partnership Report

BACKGROUND

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 February 2023. Historic monthly reports are included in the member shared drive.

RECOMMENDATIONS

That the Pensions Committee:

1. **Note the 2022/23 administration headline achievements; and,**
2. **Note the latest administration update.**

INFORMATION

2022/23 Headline administration achievements.

- 100% delivery against performance targets.
- Improved data quality in relation, to annual returns, tPR Data Score and historic backlog rectification.
- Annual Benefit Statements and Pension Savings Statements published within the statutory deadline, and 100% of both active and deferred benefit statements produced.
- A significant increase in Member Portal registrations – 33.10% of all members registered and 2.2% higher than of the maximum figure achieved by Surrey over their 5-year tenure of 30.9%.
- Good progress made in the collection of McCloud service data, and significant time spent on reviewing accuracy of data received, before uploading to member records.
- Continued low number of complaints in comparison to the total membership and casework processed.
- Efficient call response time.
- Achieved re-accreditation of Customer Service Excellence award, with 6 'compliance pluses' where expectations are exceeded.
- Good progress on the Pension Dashboard
- Substantial assurance on internal audit assessments
- The actuary complimented Hampshire on their support during the valuation stating this was the best experience to date.

Classification: Public

Pensions Committee - 8 June 2023

- High levels of employer engagement
- Improved cyber security measures
- Hampshire's engagement with the Committee and Board and their transparency and assistance with the cyber testing.

April 2023 Report

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 as at April 2023 now show 36.23%, up from 33.1% in March 2023,

Inherited backlog cases continue to be cleared with 1203 cases processed from the initial 4158.

FINANCIAL IMPLICATIONS

Financial implications have been previously disclosed.

LEGAL IMPLICATIONS

The legal implications are in the body of the report.