

Monthly administration report

October 2023



Working in partnership with



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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. To support the monitoring of change in membership numbers, the table now compares the membership detailed in the OBC with the current month to show the total growth in membership since the start of the partnership.

	Active*	Deferred	Pensioner	Preserved Refunds**	Total
OBC	9,020	11,400	7,036	-	27,456
October 2023	10,863	10,894	8,330	1,591	31,678
Growth	20.43%	-4.43%	18.39%	-	15.37%

*Leavers which are waiting to be processed are included in the active membership. However, the OBC deferred figure included both 2,045 leavers waiting to be processed and 1,256 preserved refunds.

**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 October – 31st October 2023; 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

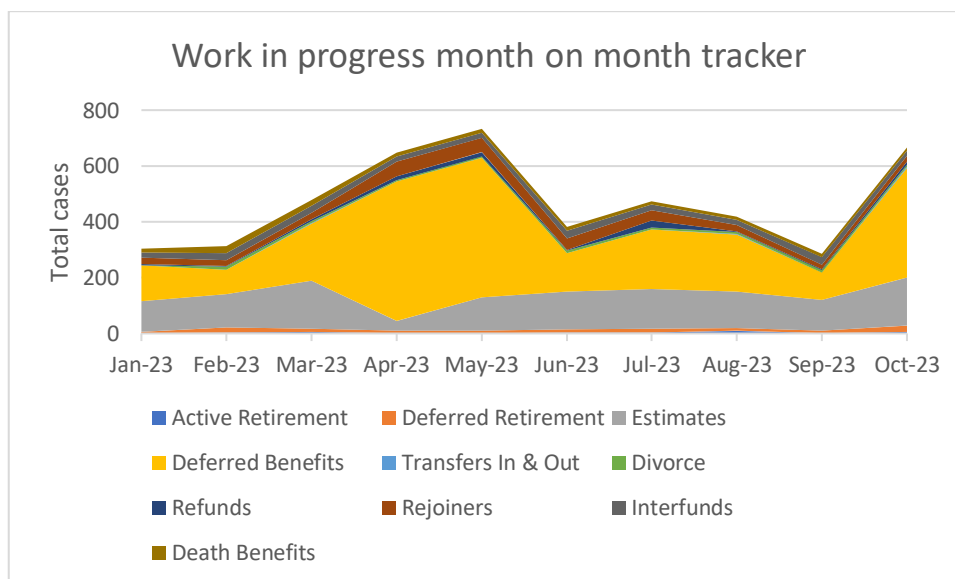
Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total	% completed on time	Average days to complete process	Total Cases (previous month)	% completed on time (previous month)
Active Retirement	9	2	0	0	0	0	11	100.00%	3	17	100.00%
Deferred Retirement	2	11	6	0	0	0	19	100.00%	9	22	100.00%
Estimates	7	15	3	0	0	0	25	100.00%	7	54	100.00%
Deferred Benefits	1	3	3	8	46	0	61	100.00%	23	149	100.00%
Transfers In & Out	4	2	0	0	0	0	6	100.00%	5	1	100.00%
Divorce	2	0	0	0	0	0	2	100.00%	3	2	100.00%
Refunds	1	3	10	0	0	0	14	100.00%	11	9	100.00%
Rejoiners	2	0	4	3	0	0	9	100.00%	12	11	100.00%
Interfunds	8	12	26	0	0	0	46	100.00%	9	12	100.00%
Death Benefits	9	2	3	0	0	0	14	100.00%	5	5	100.00%
GRAND TOTAL	45	50	55	11	46	0	207	100.00%		326	100.00%

- 4.3. The table below shows outstanding work as of 31st October 2023. 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. Work which has been pended is monitored by the team and is also pushed for review by the system at pre-determined intervals. This means that all pended casework is regularly reviewed, and actions taken to ensure it can be moved and processed.
- 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.

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	4	1	0	0	0	0	5	1
Deferred Retirement	14	6	3	0	0	0	23	8
Estimates*	86	64	17	5	0	0	172	111
Deferred Benefits	18	98	101	127	49	0	393	98
Transfers In & Out	1	2	1	0	0	0	4	1
Divorce	2	4	0	1	0	0	7	9
Refunds	7	4	0	0	0	0	11	3
Rejoiners	7	9	5	1	0	0	22	16
Interfunds	8	10	0	0	0	0	18	27
Death Benefits	3	1	4	0	2	0	10	12
GRAND TOTAL	150	199	131	134	51	0	665	286

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

- 4.5. We have included a tracker below which monitors the movement in work outstanding month on month.



- 4.6. Following the release of updated 'Club' transfer factors – the fourth set of factors to be updated following the SCAPE discount rate amendment – and the Club Memorandum effective from 1 October 2023, we are currently unable to process Club and Interfund transfers. As it stands, there are currently no cases on hold for LBH.

5. Unprocessed historic casework

- 5.1. At the point of onboarding, there were 3,840 unprocessed leavers – the date of leaving for these members was prior to 1st September 2021.
- 5.2. As of 1st October 2023, the unprocessed leavers position is as follows.

Unprocessed Leavers transferred from Surrey, at point of onboarding.	3,840
Additional unprocessed leavers identified since onboarding	318
Total unprocessed leavers	4,158
Leavers processed and records finalised by HPS	2,384
Outstanding leavers to be processed	1,774

- 5.3. Of the 1,774 cases outstanding, 1,218 of these are Dataplan.
- 5.4. The top 5 employers with outstanding leavers are as follows:

Employer	Number of leavers outstanding
Charville Primary - Academy	31
Heathrow Primary School	31
Pftrust - Lake Farm Academy	31
Qed - Northwood Academy	31
Pftrust - Wood End Park Academy	30

6. Call and email volumes

- 6.1. The table below sets out the call statistics for Hillingdon for the month of October 2023:

Calls Received	150
Calls Answered	148
Calls Answered Percentage	98.67%
Calls Abandoned	2
Abandoned Percentage	1.33%
Average Wait Time	62 seconds

Calls Answered Within 5 Minutes	145
Calls answered waiting for longer than 5 mins	3
Percentage Of Calls Answered Within 5 Minutes	97.97%

- 6.2. 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. The total number of calls received were 3,358 and the statistics above are included in this number.
- 6.4. Our Pension Customer Support Team (PCST) record the number of emails received into our main Pension Services inbox. The table below shows the combined (Hampshire, West Sussex, Westminster, and Hillingdon) volumes, for the current and previous month.

Month	Total Emails Received	Response from PCST	Forms and Emails Forwarded to another team*
September	5,952	5,244	708
October	5,956	5,113	843

- 6.5. Of the emails responded to by PCST, 182 of these were for Hillingdon members.
- 6.6. In October 2023, we received 65 'My Messages' from Hillingdon members via the member portal, which are dealt with via our normal 5 working day response time.

Change to phone availability

- 6.7. From December our phone lines will be open between 9am - 4.30pm Monday to Friday. The support team is still working and available to answer emails/secure messages between 8.30am and 5pm but this change allows us to focus the resource where there is most demand for it as we receive over 90% of all our calls between 9am-4pm.
- 6.8. Making this small change will make a big difference as we can re-work the rotas within the support team and provide more time for post call work which will also help the quality of the information we hold on the system.

7. Online services

Member Portal

- 7.1. Active, Deferred and Pensioner members of the 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; run online voluntary retirement estimates; and complete their membership option and retirement declaration forms online.

- 7.2. The table below shows the total number of current registrations for each status as of 30th October 2023.

Status	Registrations to date	% of total membership	Registrations to 30/09/2023	% of total membership
Active	4,681	43.09%	4,668	42.07%
Deferred	3,694	33.91%	3,619	33.51%
Pensioner	3,303	39.65%	3,257	39.19%
TOTAL	11,678	38.81%	11,544	38.22%

- 7.3. The table below sets out the number of Member Portal log ins, for the current month and previous month for comparison.

Month	Active	Deferred	Pensioner
September 2023	622	295	222
October 2023	512	331	272

- 7.4. The table below shows the number of opt outs of the Member Portal for each membership status. Comparing the number of registrations and opt outs to the total membership allows us to identify the number of members who have not engaged via either route.

Engagement	Active	Deferred	Pensioner	Total
Portal	4,681	3,694	3,303	11,678
Opt out	45	128	1,853	2,026
No contact	6,137	7,072	3,174	16,383
Total	10,863	10,894	8,330	30,087

Employer Hub

- 7.5. To date we have 118 of 119 LBH employers registered to use the Employer Hub. Of the 119 employers, 118 individual users have access to a Hub account.

Cyber Security

- 7.6. As explained in last month's report, 2-sec had found one 'High' vulnerability in the last penetration test – this has been addressed, and the resolution in place since 27th October.
- 7.7. 2-sec also identified several 'Low' vulnerabilities, two of which have already been addressed by our IT department; three solutions are currently being tested; and we await guidance from Civica for the five that remain. As these are classed as 'Low' vulnerabilities, the solutions are not immediately urgent, but it is still important we get ahead of vulnerabilities, where possible.
- 7.8. The next full penetration security test is booked for w/c 20th November and following a re-procurement by IT is being carried out by a new supplier called Intertek – the vulnerability report is expected in December.

8. 2023 End of Year timetable

- 8.1. We have agreed the timeline for the 2023-year end, including the production of benefit statements. The table below details the key remaining milestones for each step of the year end process, with an adjustment to the TPR Scheme Return submission date, following last week's notification, although we still intend to share data scores with Partners by 24th November.

Completed By	Task
31/12/2023	Life Certificates issued to Overseas Pensioners.
25/01/2024	TPR Scheme Return submission due (assumed, based on previous years) – membership numbers and data scores to be provided to Partners.

- 8.2. **Active Benefit Statements** – The production of active benefit statements has been ongoing, throughout October, and the current position is as follows.

Total Number of Statements Required	Total Number of Statements Produced	Total Number of Statements Missing	Percentage of Statements Produced
12,512	12,406	106	99.15%

- 8.3. We will continue to work on the outstanding active benefit statements by investigating these on a case-by-case basis with the aim of reducing the number of these, by the end of the year. A summary of the reason for outstanding active benefit statements, is below.

Reason	Number of Members
Missing 2023 earnings	79
Missing other/previous year earnings	23
TUPE Transfer in progress	4
Total	106

9. McCloud

- 9.1. The current position of McCloud service/break data sets is summarised below:
- To date we have received 100 out of 122 2014-21 returns due for active employers – 22 remain outstanding. We have received 97 out of 118 2021-22 returns due for active employers, 21 remain outstanding.
 - Hampshire Pension Services are no longer pro-actively chasing employers and have referred outstanding returns to the Fund to obtain (details of these are noted in Appendix 1). In the absence of data being received, we will look to estimate service based on pay held on the record.
 - The team are about to start uploading employer McCloud data to member records where we are able.
 - Details of the position of the largest employers in the Fund are noted in appendix 1.
- 9.2. DLUHC have circulated a McCloud initial prioritisation policy for retrospective remedy. The policy will be discussed with the McCloud guidance working group and consulted on, before a final version is issued early next year.
- 9.3. Where necessary, we continue to process deferred and retirement calculations, including the underpin check. As it stands, the calculations we have completed for active and deferred members, since 1 October 2023, have not resulted in the underpin having any effect on benefits.

10. Pensions Dashboard Programme (PDP)

- 10.1. We have recently attended two webinars, held by the PDP, which recapped the current position of the dashboard programme, and expected next steps.
- 10.2. Guidance is expected in the new year, which will set out the suggested connection dates for each scheme type. Although the latest we can connect is 31 October 2026, the PDP are strongly encouraging schemes to follow the guidance that will be issued, to prevent all schemes connecting at the same time.
- 10.3. The Dashboard Available Point (DAP) is still to be confirmed, but we will be given at least 6 months' notice of this date.

11. 2023/2024 Software Development

- 11.1. The Live implementation of auto-generated email acknowledgements for members, when they have submitted an online form has been completed this month and is working well.
- 11.2. We are working with our colleagues in IT to change our current Member Portal URL to mypensionportal@hants.gov.uk – as a result of feedback from members and colleagues. The new URL should be in place by the end of the year, and the current URL will redirect for 15 months, to allow plenty of time for letter and email templates to be updated.
- 11.3. Initial discussions around the implementation of an online CETV/Transfer Out quote process are being held in November. We intend to at least make available an online form which initiates a CETV or Transfer Out quote request; but will be investigating the possibility of these calculations being run online, by the member (like the retirement quote).
- 11.4. We are currently agreeing the development plan for April 2024 onwards and will share this with Partners in the new year.

12. Audit

- 12.1. The position of our 2023/24 pension audits are as follows:

Audit Area	Timing
Pension Refunds: To assess that there are appropriate arrangements to ensure all refunds are valid, accurate and are paid promptly to the correct recipients following a validated request to withdraw from the schemes administered by HPS.	In Progress
UPM – Application Review: <i>(This has been identified as a new audit review area)</i> Assurance over the management of the UPM application, including supporting infrastructure such as servers, databases, pre-production environments and system changes.	In Progress
Pensions Payroll and Benefit Calculations: Annual review to provide assurance that systems and controls ensure that:- <ul style="list-style-type: none">• Lump sum and on-going pension payments are calculated correctly, are valid and paid to the correct recipients;• All changes to on-going pensions are accurate and timely;• Pension payroll runs are accurate, complete, timely and secure with all appropriate deductions made and paid over to the relevant bodies.	Quarter 3 / 4

13. Scheme legislation updates

- 13.1. Legislation updates that have been received during October 2023 for the Local Government Pension Scheme, are detailed in Appendix 2, including any actions that Hampshire Pension Services have taken.

14. Employer and Member Communications

- 14.1. **Employer communications** – In October, a Stop Press was published.
- 14.2. **Member communications** – There were two member communications issued in October. The first one was advising that there would be some periods of downtime in October due to some maintenance work. The second communication related to some telephone issues that had occurred and confirmation that these had been fixed.
- 14.3. **Data Protection Breaches** – There were no data protection breaches in October.

15. Compliments and Complaints

- 15.1. There were two complaints in October 2023 from members of the LBH LGPS, neither complaint is yet due a response and the detail will therefore be included in next month's partnership report.
- 15.2. We did not receive any compliments in October from members of the LBH LGPS.

