

<b>ADMINISTRATION REPORT</b>	<b>ITEM 6</b>
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Committee	Pensions Committee
Officer Reporting	Tunde Adekoya, Finance
Papers with this report	1. January 2024 - Hampshire Pensions Services Partnership Report – on shared drive

## 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 of January 2024. Historic monthly reports are included in the member shared drive.

## RECOMMENDATIONS

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

## INFORMATION

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 of 31 January 2024 show 41.67%, which is ahead of the exiting SCC position of 30.95%

Inherited backlog cases continue to be cleared with total cases reducing from 4,158 at inception to 1,260 as of 01 February 2024.

Other key updates include:

- Cyber Security: HPS cyber compliance statement was approved in December 2023.
- Active Benefit statements production for 2023 was completed (12,435) in December with 99.38% success rate. There were 77 missing statements due to missing information from employers. These will be addressed as part of the 2024 exercise.
- McCloud: HPS have received 101 of 122 data sets for period 2014-21 and 97 of 118 data sets for period 2021-22, all for active employers. Estimate service based on pay data held on the record will be utilised for calculation of benefits for those employees whose data were not received. So far, 86 data sets for 2014-21 have been uploaded and 65 of 2021-22. The remaining 2014-21 data sets is expected to be uploaded in January 2024, after an expected software delivery, thus leaving HPS to concentrate on 2021-22 upload of McCloud data.
- Member portal has now been changed to [mypensionportal@hants.gov.uk](mailto:mypensionportal@hants.gov.uk). The original URL/website address will redirect to this for at least 15 months, and HPS are in the process of updating our emails, letters, and website.

**FINANCIAL IMPLICATIONS**

Financial implications have been previously disclosed.

**LEGAL IMPLICATIONS**

The legal implications are in the body of the report.