

## Pensions Administration & Performance

Item 5

*Committee*

Pensions Committee

*Contact Officers*

Tunde Adekoya – Finance

*Papers with this report*

Hampshire Administration Report June 2024 – on shared drive

### REASON FOR ITEM

The provision of administration services for the Hillingdon Pension Fund is delivered in partnership with Hampshire County Council (HCC) through Hampshire Pension Service (HPS) under a section 101 agreement. The agreement includes Key Performance Indicators (KPIs) which are generally consistent with national standards.

The purpose of this report is to update the Pensions Committee on pensions administration activities and the performance of the administration provider against the agreed indicators.

### RECOMMENDATIONS

1. That the Pensions Committee note the administration update

### INFORMATION

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 June 2024. Historic monthly reports are included in the member shared drive.

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

Member portal registrations continue to improve month-on-month and as of 30 June 2024 show 44.52%, 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 524 as of 30 June 2024.

Other key updates include:

- Cyber Security: Penetration testing of UPM, the member portal and Employer Hub were completed by Intertek in June 2024 which identified one high vulnerability which was raised with Civica. A resolution is expected before the completion of penetration testing in early December, and as with previous High

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vulnerabilities, UPM is still protected by Hampshire County Council's security monitoring.

- Active Benefit statements production process for 2024 is under way and the table below details timeline and key milestones, culminating in the production of the benefit statements.

Completed/Due	Task
30/06/2024	Employer Services to complete upload of Annual Returns (AR); assuming all data received from, and queries answered by employers.
30/06/2024	CARE pension revaluation for Active members (to be run per employer, after AR upload)
15/07/2024	Valuation extracts produced and uploaded to Hymans' portal.
31/07/2024	Deferred Benefit Statements (DBS) to be produced.
31/08/2024	Supplementary Pensions Increase calculated and paid.
31/08/2024	Active Benefit Statements (ABS) to be produced.
05/10/2024	Latest date Pensions Savings Statements sent – will be produced for each employer as ABS have been completed.
31/10/2024	Latest date e-comms sent to members with benefit statement available on Member Portal.
30/11/2024	Life Certificates issued to Overseas Pensioners.
30/11/2024	TPR Scheme Return (expecting TPR to return to November deadline this year)
30/11/2024	Active and Deferred member newsletters.

- On 17 June 2024, DLUHC issued final McCloud implementation statutory guidance, which covered data collection and verification; identifying members in scope; qualifying scenarios; and case prioritisation. HPS are currently working through the guidance and are confident of completing all retrospective amendments by 31 August 2025 deadline.
- Automatic email acknowledgements are now in place for all forms being submitted and details changed via the Member Portal – this provides reassurance to the member that submitted forms or updates from them have been received and should reduce calls to Customer Service Team asking for confirmation.

## **FINANCIAL IMPLICATIONS**

Financial implications are included in the body of the report.

## **LEGAL IMPLICATIONS**

Legal implications have been included in the body of the report.