

## **Pensions Administration & Performance**

**Item 5**

*Committee*

Pensions Committee

*Contact Officers*

Tunde Adekoya – Finance

*Papers with this report*

Hampshire Administration Report September 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 September 2024 show 46.46%, 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 378 as of 30 September 2024.

Other key updates include:

- Acceptable telephone call handling performance.
- 67.8% of pensioners have either signed up to the portal or made an election for paper correspondence.
- Cyber Security: Next vulnerability testing scheduled for week commencing 2<sup>nd</sup> of December 2024.

Classification: Public

Pensions Committee 10 December 2024

- 115 of 115 annual returns received, 97 by deadline (30<sup>th</sup> April), 15 received a month later and 3 employers submitted their returns significantly later.
- 99.28% of Active Benefit Statements Produced by end of August 2024 and 99.99% of Deferred Benefit Statements produced in the same period, in line with statutory deadlines.
- The table below details the key milestones for each step of the 2024 year-end process.

Completed/Due	Task
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.

## McCloud

- The LGA have alerted us to a calculation error with Club transfer out quotations issued by the Teachers' Pension Scheme (TPS), for members protected by the McCloud remedy – HPF transfers team have reviewed the quotes received from TPS, of which there are only a handful across all schemes they administer and found that they had already queried the figures provided.
- On 20th September, the LGA issued a McCloud public service pensions history form, and set out two approaches for administrators – send the form to all scheme members and ask that all members respond, regardless of whether they have prior public service pension scheme membership; or send the form to all scheme members and only request responses from those who have prior public service pension scheme membership – we intend to adopt the second approach, but are considering how best to issue the forms.

## 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.