

Pensions Administration & Performance		Item 5
<i>Committee</i>	Pensions Committee	
<i>Contact Officers</i>	Tunde Adekoya – Finance	
<i>Papers with this report</i>	Hampshire Administration Report December 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

The December 2024 report attached provides an update on administration activities for the period. Highlights include:

- 100% delivery against key performance targets.
- Acceptable telephone call handling performance.
- Continued increase in portal sign-up. 48.38% overall with 57.10% active members signed up.
- 68.9% of pensioners have either signed up to the portal or made an election for paper correspondence.
- Cyber Security: External Penetration test completed in December. Four medium and nine low vulnerabilities were identified, and these are planned to be addressed within the next six months.
- 99.64% of Active Benefit Statements Produced by end of December 2024 and in line with statutory deadlines.
- 3 further backlog cases resolved. 375 cases remain of the original 4,158.
- McCloud: Full assessment of member eligibility against MHCLG's guidelines is being processed via Civica's eligibility tool and will be reported at next meeting.

Pensions Dashboard Update

Guidance on how to obtain a registration code (required by providers and schemes) to connect to the PDP has been issued by the Pensions Dashboard Programme. HPS are reviewing the guidelines and partners will be contacted soon on when they need to obtain their registration code. The deadline for Pensions Dashboard connection is end of October 2025.

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.