

Monthly administration report

December 2024



Working in partnership with



West Sussex
Fire & Rescue Service

Contents

1.	Summary.....	2
2.	Background	2
3.	Membership.....	2
4.	Administration performance.....	3
5.	Call and email volumes	5
6.	Online services	6
7.	Employer Services	7
8.	2024 End of Year timetable.....	8
9.	Unprocessed historic casework.....	8
10.	Preserved Refunds.....	9
11.	McCloud.....	10
12.	Pensions Dashboard Programme (PDP).....	10
13.	2024/2025 Software Development	10
14.	Audit	11
15.	Scheme legislation updates	12
16.	Employer and Member Communications.....	12
17.	Compliments and Complaints	12

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
December 2024	9,061	12,533	8,601	1,703	31,898
Growth	0.45%	9.93%	22.24%	-	16.17%

*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 December – 31st December 2024. The service level agreement (SLA) for all casework is 15 working days, except for deferred benefits which are processed in 30 working days, and rejoiners which are processed in 20 working 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	7	0	0	0	0	0	7	100%	3	5	100%
Deferred Retirement	16	8	2	0	0	0	26	100%	5	19	100%
Estimates	13	20	5	0	0	0	38	100%	7	22	100%
Refunds	5	17	0	0	0	0	22	100%	8	19	100%
Deferred Benefits	3	3	0	1	53	0	60	100%	25	63	100%
Interfunds and Transfers In	5	2	3	0	0	0	10	100%	7	12	100%
Interfunds and Transfers Out	1	17	2	0	0	0	20	100%	9	19	100%
Divorce Quotes	0	1	2	0	0	0	3	100%	11	1	100%
Divorce Actuals	0	0	0	0	0	0	0	100%		0	100%
Rejoiners/Aggregation	1	4	6	5	0	0	16	100%	13	9	100%
Deaths	7	1	2	0	0	0	10	100%	4	12	100%
GRAND TOTAL	58	73	22	6	53	0	212	100%		181	100%

- 4.3. Due to current software restrictions, the following casework can only be reported as total numbers processed in the month.

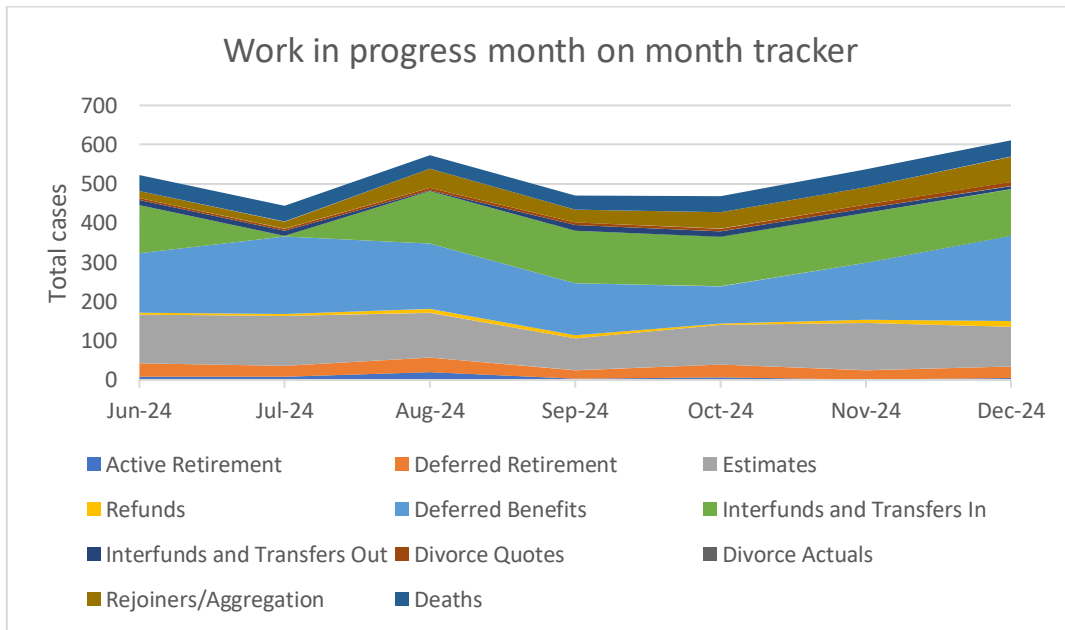
Type of Case	Total number of cases in the month
New Joiners	84
New beneficiary benefits in payment	8

- 4.4. The table below shows outstanding work as of 31st December 2024. 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.
- 4.5. 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	1	0	3	1	0	1	5	1
Deferred Retirement	2	5	7	7	3	6	30	24
Estimates*	3	11	2	7	13	65	101	121
Refunds	1	2	6	5	0	0	14	8
Deferred Benefits	1	7	5	13	124	68	218	144
Interfunds and Transfers In	1	1	0	2	8	106	118	128
Interfunds and Transfers Out	2	0	2	2	1	1	8	11
Divorce Quotes	0	1	0	0	0	10	11	10
Divorce Actuals	0	0	0	0	0	0	0	0
Rejoinders/Aggregation	5	3	7	14	15	20	64	45
Deaths	2	3	0	2	1	34	42	45
GRAND TOTAL	17	33	29	52	165	310	606	536

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

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



5. Call and email volumes

- 5.1. The table below sets out the call statistics for Hillingdon for the month of December 2024:

Calls Received	123
Calls Answered	119
Calls Answered Percentage	96.75%
Calls Abandoned	4
Abandoned Percentage	3.25%
Average Wait Time	53 seconds
Calls Answered Within 5 Minutes	115
Calls answered waiting for longer than 5 mins	4
Percentage Of Calls Answered Within 5 Minutes	96.63%

- 5.2. 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.
- 5.3. The total number of calls received were 2,372 and the statistics above are included in this number.
- 5.4. 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*
November 2024	5,698	4,730	968
December 2024	4,792	3,781	1,011

5.5. Of the emails responded to by PCST, 153 of these were for Hillingdon members.

5.6. In December 2024 we received 77 'My Messages' from Hillingdon members via the member portal, which are dealt with via our normal 5 working day response time.

6. Online services

Member Portal

6.1. Active, Deferred, Preserved Refund and Pensioner members of the Hillingdon Local Government pension scheme 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 P60's; run online voluntary retirement estimates; and complete their membership option, retirement declaration and refund claim forms online.

6.2. The table below shows the total number of current registrations for each status as of 31st December 2024.

Status	Registrations to date	% of total membership	Registrations to 30/11/2024	% of total membership
Active	5,174	57.10%	5,151	56.44%
Deferred	5,383	42.95%	5,233	41.65%
Pensioner	4,050	47.09%	4,005	46.07%
TOTAL	14,607	48.38%	14,389	47.54%

6.3. 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
November 2024	613	568	283
December 2024	311	350	267

6.4. 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	5,174	5,383	4,050	14,607
Opt out	38	126	1,883	2,047
No contact	3,849	7,024	2,668	13,541
Total	9,061	12,533	8,601	30,195

Cyber Security

6.5. External penetration testing was completed by Sapphire in December, and their report has not highlighted and serious or high vulnerabilities. 4 Medium and 9 Low vulnerabilities have been identified and we will be working with our colleagues in IT and at Civica to mitigate or address these over the next 6 months.

7. Employer Services

Employer training

7.1. There were no employer training sessions provided in December.

New and Exiting employers

- 7.2. 116 active scheme employers as of 31st December 2024.
- No new employers
 - 1 pending exit – ServiceMaster – Belomore
 - 5 pending admitted bodies and 2 possible pending academy conversions
 - 8 employers changing payroll provider (919 members)
 - 9 employers changing payroll provider (505 members)

Annual returns and Employer Performance

7.3. During October, data validation exercises were sent to 66 employers, who had a red data quality rating. The purpose of this exercise is to ensure that employers check they are up to date with starter/leaver notifications to support with a better outcome in 2025. The deadline for declarations to be received was 15 December 2024.

7.4. As of 31 December 2024 we had received 41 fully completed declarations – 25 are outstanding including 14 incomplete declarations that had been sent. HPS will continue to

chase outstanding declarations and will escalate any that remain outstanding to the Fund at the end of January 2025.

- 7.5. In December 2024, a draft 2025 annual return template was sent to employers to help them prepare for the next submission.

8. 2024 End of Year timetable

- 8.1. The timetable of 2024 year end processes has been completed.
- 8.2. **Active Benefit Statements** – The production of active benefit statements has been ongoing, throughout December, and the final position is as follows.

Total Number of Statements Required	Total Number of Statements Produced	Total Number of Statements Missing	Percentage of Statements Produced	Total Number Of Statements produced as at 31 st August	Total Number of statements missing as at 31 st August	Percentage Of Statements Produced as at 31 st August
9,770	9,735	35	99.64%	9,681	89	99.09%

- 8.3. **Life Certificates** – we have emailed and written to all overseas members in November, asking them to complete our life certificate process. They have been offered two options:

- To use the online identification and verification (ID&V) process – both the underlying technology used, and the online process has been enhanced over the last year.
- To complete the life certificate form – as has been available previously.

220 overseas members were contacted, of which 45 have successfully completed the online ID&V process, and 76 have chosen to complete the paper-based process, so far. The payroll team will continue to monitor responses, and pensions will be suspended from February 2025 if no contact has been made.

- 8.4. The 2025 end of year timetable will be shared in January’s report.

9. Unprocessed historic casework

- 9.1. At the point of onboarding, there were 3,840 unprocessed leavers – the date of leaving for these members was prior to 1st September 2021.
- 9.2. As of 1st January 2025, 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	3,783
<i>Leavers processed in the last month*</i>	3
Outstanding leavers to be processed	375

*Included in the 'Leavers processed, and records finalised by HPS'.

9.3. Of the 375 cases outstanding, 268 of these are with employers who Dataplan provide the payroll service for – we continue to encourage Dataplan to respond to our queries.

9.4. The top 5 employers with outstanding leavers are as follows:

Employer	Number of leavers outstanding
Swakeleys Academy	21
Harlington School	13
William Byrd Primary School	11
Eden Academy – Moorcroft	10
GN Acad Trust - Guru Nanak	10

10. Preserved Refunds

10.1. We have written to all members with a preserved refund, who left prior to 1 April 2014 – as their refund is not limited to being paid within 5 years. The current position of this project is as follows:

Pre-1 April 2014 preserved refund members	72
Number of members sent letters	72
Claim forms received	5
Refunds processed	5

11. McCloud

- 11.1. A full assessment of member eligibility against MHCLG’s statutory guidance, issued in June 2024, will be included in January’s report, following the delivery of Civica’s eligibility reporting tool on 9th January.
- 11.2. An online version of the public service pensions history form – available through the Member Portal – has been implemented and processes within UPM, to handle receipt of both paper and online forms have been put in place. We have also set up a process to handle requests from other public service pension schemes, for confirmation of service in the LGPS.

12. Pensions Dashboard Programme (PDP)

- 12.1. 'How to get a registration code' guidance has been issued by the PDP - before applying to connect to the pension dashboard, providers and schemes need to obtain a registration code from the regulator. We will be reviewing the guidance over the next month and will contact partners when we need them to obtain the registration code.
- 12.2. We are waiting for an update from Civica, in relation to the testing process they must complete as an integrated service provider (ISP) – as explained previously, until the PDP have completed the testing process with ISP’s they cannot deliver the software to scheme administrators. We are paying close attention to any further delays and will raise concerns with TPR and the PDP where necessary.

13. 2024/2025 Software Development

- 13.1. The improved online identification and verification (ID&V) process has proven successful – across all schemes administered, over 400 overseas pensioners have successfully completed the process and passed the checks.

- 13.2. Work to improve internal processes which support the member portal 'My Message' facility have been completed and are proving beneficial to staff.
- 13.3. We are in the process of finalising the software development for 2025/26 with consideration to other priorities next year – McCloud and Pensions Dashboards – and feedback received from members throughout the year, and from employer focus groups, to inform some of the Member Portal and Employer Hub development. The development plan will be shared in January's partnership report.

14. Audit

- 14.1. The position of our 2024/25 pension audits are as follows:

Audit Area	Timing
<p>Pension leavers</p> <p>Audit of the controls to ensure accurate, prompt and complete administration of pension leavers, including the production of on-going annual benefit statements within agreed timescales, by HPS.</p>	<p>Draft report received – substantial rating.</p>
<p>Pension starters</p> <p>Review of the control framework to support appropriate, complete and prompt admission of new starters to the various pension schemes administered by HPS.</p>	<p>Scoping session booked for January 2025.</p>
<p>Cyber Security</p> <p>To provide assurance over the cyber security arrangements within HPS.</p>	<p>Scoping session completed – audit process to begin in January 2025.</p>
<p>Pensions payroll and benefit calculations</p> <p>Annual review to provide assurance that Hampshire Pension Services' (HPS) systems and controls ensure that:-</p> <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. 	<p>In progress</p>

15. Scheme legislation updates

- 15.1. Legislation updates that have been received during December 2024 for the Local Government Pension Scheme, are detailed in Appendix 1, including any actions that Hampshire Pension Services have taken.

16. Employer and Member Communications

- 16.1. **Employer communications** - There were no employer communications issued in December.
- 16.2. **Member communications** – There were no member communications issued in December.
- 16.3. **Data Protection Breaches** – There were no data protection breaches identified in December.

17. Compliments and Complaints

- 17.1. We did not receive any complaints in December from members of the LBH LGPS.
- 17.2. We received one compliment in December from a member of the LBH LGPS. Further detail can be found in Appendix 2.

