

Pensions Administration & Performance		Item 6
<i>Committee</i>	Local Pensions Board	
<i>Contact Officers</i>	Tunde Adekoya – Finance Pete Carpenter - Finance	
<i>Papers with this report</i>	None	

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

This briefing summarizes the key highlights from the October 2025 Hillingdon Partnership Report.

Key Takeaways

Administration remains strong with full SLA compliance, high portal engagement, and significant progress on year-end tasks and regulatory projects. Outstanding historic casework and McCloud remedy remain key focus areas.

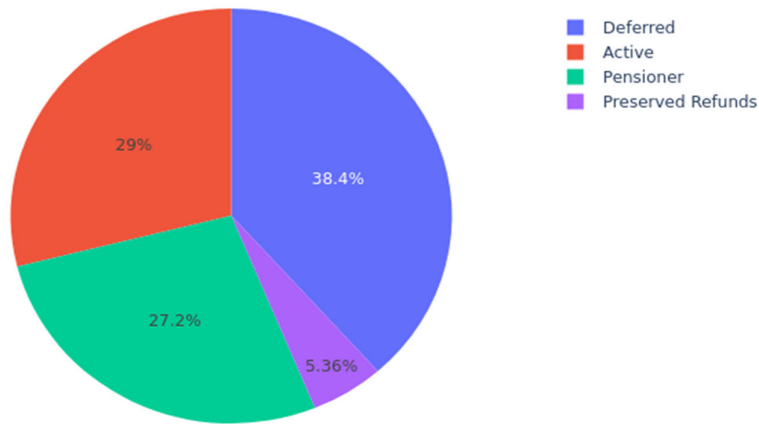
Key Highlights

Membership Growth:

Total members: 32,546 (+18.5% since onboarding on 27 September 2021).

Active: 9,423 | Deferred: 12,513 | Pensioner: 8,866 | Preserved Refunds: 1,744.

Membership Breakdown



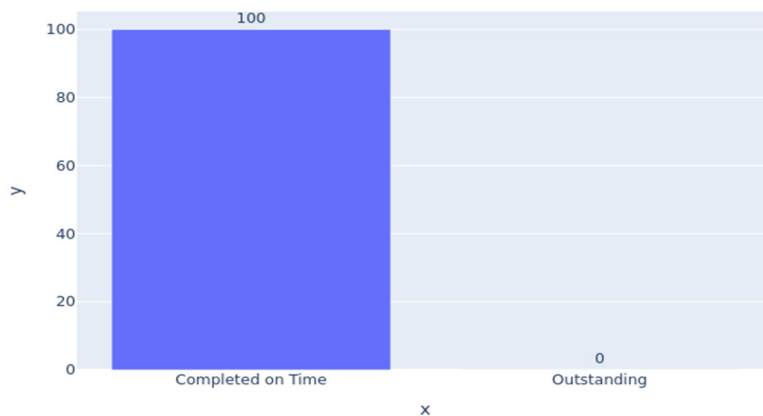
Administration Performance:

100% SLA compliance across all case types in October.

242 cases processed: average completion within SLA.

Outstanding cases: 502, mainly deferred benefits and transfers.

SLA Performance (%)



Customer Engagement:

Calls: 124 received, 99.2% answered, avg wait 61 secs.

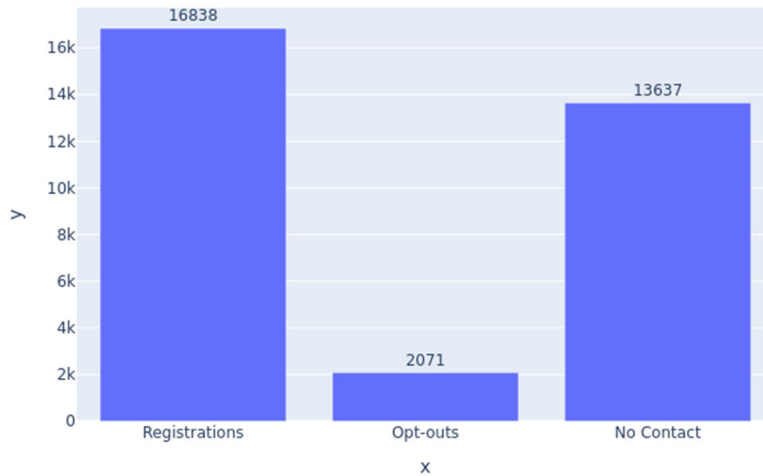
Emails: 5,083 received (163 LBH-specific).

Member Portal: 16,838 registrations (~55% of membership); 81 messages received.

Classification: Public

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Portal Engagement



Employer Services:

114 active employers; 1 exit in October.

Pending changes: 2 exits, 10 admitted bodies, 1 academy conversion.

Employer training and focus group scheduled for November.

Year-End Timetable:

Key milestones:

PDP connection (31 Oct)

Life Certificates & TPR return (30 Nov).

Active benefit statements: 99.65% produced (9,224 of 9,256).

Historic Casework:

Original backlog: 4,161; processed: 3,918; outstanding: 243.

McCloud Remedy:

Deadline extended to Aug 2026; work ongoing.

Pensions Dashboard:

Civica onboarding complete; connection expected end of Nov.

Dashboard public access (DAP) expected in ~1 year.

Classification: Public

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Audit & Compliance:

Member deaths audit: Substantial assurance.

Transfers audit in progress; payroll & cyber audits scheduled Q3/Q4.

No data breaches reported.

Communications:

Employers: None in October.

Members: Portal promotion & newsletter issued.

Compliments & Complaints:

Complaints: 1 | Compliments: 2.

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.