



HILLINGDON  
LONDON

# Pensions Board

Date: WEDNESDAY 08 November 2023

Time: 2.00 PM

Venue: Committee Room 3a

This agenda is available online at

[London Borough of Hillingdon - Pension Board agenda and minutes](#)

## Employer Representatives

Shane Woodhatch (January 2024)

Marie Stokes (November 2026)

## Scheme Member Representatives

Roger Hackett (December 2025) (Chair December 2023)

Tony Noakes (January 2027)

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London Borough of Hillingdon,

4W/01, Civic Centre, High Street, Uxbridge, UB8 1UW

Terms of Reference of the Pensions Board is as follows:

1. The Pensions Board will meet at a frequency determined by the Board.
2. Reports to the Board will either reflect decisions taken by Pensions Committee or be reports for noting already seen by Pensions Committee.
3. The role of the Board will be to assist London Borough of Hillingdon Administering Authority as Scheme Manager: to secure compliance with the LGPS regulations and any other legislation relating to the governance and administration of the LGPS.
4. To secure compliance with requirements imposed in relation to the LGPS by the Pensions Regulator; and in such other matters as the LGPS regulations may specify.
5. To secure the effective and efficient governance and administration of the LGPS for the London Borough of Hillingdon Pension Fund.
6. To provide the Scheme Manager with such information as it requires to ensure that any member of the Pension Board or person to be appointed to the Pension Board does not have a conflict of interest. NB: Being a member of the LGPS is not seen as a conflict of interest.
7. The Board may agree a more detailed code of practice within the parameters of these Terms of Reference, as to how it operates to comply with other relevant guidelines.

# Agenda

## **OPENING ITEMS**

1. Apologies for absence
2. Declarations of Interest and any Conflicts of Interest
3. To approve the minutes of meeting held 19 July 2023
4. To confirm the items of business marked Part I will be considered in public and that items marked Part II will be considered in private.

## **PART I**

5. Pensions Administration & Performance
6. Training Update
7. Work Programme & Future Agenda

## **PART II**

8. Governance
9. Review of Pension Committee Papers

**Members of the board are reminded to bring their copy of the Pensions Committee report pack from 26 September 2023 to the meeting.**

## Minutes

### PENSIONS BOARD

19 July 2023



HILLINGDON  
LONDON

Meeting held in Committee Room 3A, Civic Centre, Uxbridge

	<p><b>Employer Representatives:</b> Shane Woodhatch (SW)</p> <p><b>Scheme Member Representatives:</b> Roger Hackett – Chair (RH) Tony Noakes (TN)</p> <p><b>Also Present:</b> Clare Scott, Governance Advisor (CS) Andy Lowe, Hampshire Pension Services (HPS), Pensions Administration (AL) – agenda item 5</p> <p><b>LBH Officers Present:</b> James Lake, Director – Pensions Treasury &amp; Statutory Accounts (JL) Tunde Adekoya, Pension Fund Accountant (TA) Ann-Marie Pereira, Executive Assistant – Minutes (AP)</p> <p><b>Apologies for Absence:</b> Cllr Stuart Mathers – Chair, Pensions Committee Cllr Kaushik Banerjee Marie Stokes</p>	
AGENDA ITEM	MINUTES/ACTION	ACTION/ LEAD
Agenda item 1	<p><b>Apologies for Absence</b></p> <p>RH welcomed all to the meeting; apologies noted from Cllrs Mathers and Banerjee, and Marie Stokes.</p>	Noted
Agenda item 2	<p><b>Declarations of Interest and any Conflict of Interest</b></p> <p>None.</p>	
Agenda item 3	<p><b>To approve the Minutes of the Meeting held on 26 April 2023</b></p> <p>Minutes approved, no matters arising that are not covered under today's agenda.</p>	
Agenda item 4	<p><b>TO CONFIRM THE ITEMS OF BUSINESS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT ITEMS MARKED PART 2 WILL BE CONSIDERED IN PRIVATE</b></p> <p>Confirmed that agenda items in Part 2 will be considered in private.</p>	Agreed

	<b>PART 1</b>	
<b>Agenda item 5</b>	<p><b>Administration Report and TPR Code Of Practice 14 Compliance</b></p> <p>Highlights:</p> <ul style="list-style-type: none"> <li>- Achieved 100% against all KPIs.</li> <li>- Member portal signup continues to increase.</li> <li>- Cyber security updates noted</li> <li>- McCloud data continues to come through, although legislation allows us to continue based on agreed assumptions if not received.</li> <li>- HPS continue to work towards the Pensions Dashboard deadline</li> <li>- Software development: one-time SMS codes now introduced, active and live.</li> </ul> <p>SW stated that he is keen to encourage members to sign-up through HR. SW will issue a newsletter to improve on the current 35.6% member uptake. HPS' portal has a good level of participation for Hillingdon but it is disappointing that more members do not sign-up to the self-service option. Members are encouraged to sign up through various initiatives.</p> <p>TN asked AL if there was anything more that he would expect from the Board/the employers, ie what could be done better? AL confirmed that whilst some employers are more difficult to deal with, in getting information to HPS, the relationship is no different to other schemes.</p> <p>SW raised the issue of cyber security/insurance. RH confirmed that, previously, after thorough deliberation, the Board had agreed to maintain a watching brief. AL added that this sector of the insurance market is still quite new, and that our focus remains on ensuring the current cyber controls are working.</p> <p>SW pointed out that HRUC college do have cyber insurance. SW will forward JL the contact details of the insurance company covering the college, for JL to discuss with HCC and possibly re-visit options.</p> <p>CS advised that it was important this is reflected on the Risk Register, in relation to ensuring that mitigating actions are sufficient. As part of due diligence, this should be regularly reviewed together with HPS.</p> <p>CS asked AL if he was aware of a set standard across the LGPS in relation to the scheme advisory board's good governance review. AL advised that he is not aware of any new developments. On the cost of membership of the LGPS, AL will provide benchmarking analysis.</p>	<p><b>SW</b> <b>JL</b></p> <p><b>AL</b></p>

	<p>Harrow and Uxbridge College merger with Richmond College: smooth transition, administration went live at the end of June 2023. Actuary to look at assets and liabilities in terms of these being agreed and transferred to the fund.</p> <p>RH – asked about the number of members in the fund. AL confirmed there has there been an increase in membership of the scheme.</p> <p>Number of deferred benefits: agreed that there is no cause for concern.</p> <p>Number of outstanding leavers: RH questioned progress with employers, particularly LB Hillingdon. AL advised that there are no concerns, that progress continues to be made in line with the project and that this is a two-way process.</p> <p>It is likely that we will not have all the McCloud data by the 01 October 2023 deadline; legislation allow assumptions to be applied where data has not been received.</p> <p>On the Pensions Dashboard, RH sought clarification from AL on whether suitable progress is being made to meet the deadline; AL confirmed HPS is on track, working closely with Civica.</p> <p>RH thanked AL for his contribution.</p>	
<p><b>Agenda item 6</b></p>	<p><b>General Code and Good Governance Update</b></p> <p>Good Governance: CS has considered what will be at the forefront of Good Governance discussions and has looked at the framework and the Code, and has prepared analysis aimed at gaining the best position for Hillingdon in terms of benefits, before it becomes legislation.</p> <p>The Good Governance report has been developed by the Scheme Advisory Board.</p> <p>Code of Practice (code 14): Training for Members and officers to be improved, SW requested RAG rating be applied to urgency of tasks. CS pointed that once principles are agreed, these could be applied but does not relate to the urgency of the item.</p> <p>Report will go to the Pensions Committee to approve. Discussion followed on the priorities:</p> <ul style="list-style-type: none"> <li>- whether these are pitched at the right level considering there are no government guidelines (we need to be ahead of the curve)</li> <li>- Scrutiny and challenge, statutory responsibility lies with the S151 Officer.</li> <li>- Responses to the Code of Practice consultation, need to ensure HPS pick up the principles bearing mind that the Code</li> </ul>	

	<p>of Practice Good Governance framework are yet to be formally issued.</p> <ul style="list-style-type: none"> <li>- A high priority for both is the training policy.</li> </ul> <p>Next steps: Pension Committee will decide on the priorities. A work plan will follow.</p> <p>The Board went on to discuss in relation to the effectiveness of the Committee following the Pensions Regulators recent publication. Objectives need to be set and training needs to cover 'what will make a difference' from an investment and administration point of view. The Board also needs to include succession planning as a priority. SW to ask his Finance Director to consider being an employer representative and JL to investigate employee representation. It was agreed that following this review the Administering Authority would consider increasing the number of employer and employee representatives from 2 to 3.</p>	<b>JL &amp; SW</b>
<b>Agenda Item 7</b>	<p><b>Training Update and Log</b></p> <p>Record of training undertaken noted. MS has completed 3 modules and is progressing with the remaining modules. Will continue to monitor.</p> <p>In terms of future training, need to plan sessions on relevant matters coming up eg Good Governance; sessions to be diarized so Board members are aware. Other training matters to be considered:</p> <ul style="list-style-type: none"> <li>- Look at individual requirements.</li> <li>- Carry out a needs assessment.</li> <li>- Have a 3-year cycle.</li> <li>- Re-visit induction material.</li> <li>- The benefits of face-to-face training.</li> </ul>	
<b>Agenda item 8</b>	<p><b>Work Programme 2023</b></p> <p>Noted. Looking at revamping the Committee workplan, create a breakdown by subjects and present a wider cycle.</p> <p>Plan for Board meeting in January 2024: include appointment of the Chair. Employer side to take over the chairmanship. Following up on earlier discussions on diversity, can there be more than one representative from a single employer (eg Finance Director from HRUC).</p> <p>JL will Include a communication in LB Hillingdon's All Staff Email – seeking interest from staff to be Employer representatives and email Schools. Will need to seek approval from the Committee in the Terms of Reference on the extension of membership – JL to add to the agenda.</p>	<b>JL</b>  <b>JL</b>  <b>JL</b>





## Pensions Administration & Performance

Item 05

*Committee*

Local Pensions Board

*Contact Officers*

James Lake – Finance

*Papers with this report*

1. Hampshire Administration Reports September 2023 - sent separately.
2. Annual Returns Performance Report

### REASON FOR ITEM

The provision of administration services for the Hillingdon Pension Fund is delivered in partnership with Hampshire County Council (HCC) 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 Pension Board on pensions administration activities and the performance of the administration providers against the agreed indicators.

This report also provides an update on regulatory and governance matters relating to the pension fund and compliance with the Pensions Regulatory Code of Practice 14.

### RECOMMENDATIONS

1. That the Pensions Board note this update

### INFORMATION

The attached report from Hampshire shows the activities for September 2023.

Key highlights are:

- 100% delivery against performance targets.
- 38.2% portal sign-up.
- Cyber security UPM upgrade completed 15<sup>th</sup> September 2023 and security testing carried on 20<sup>th</sup> September 2023. One high vulnerability was discovered and fixed. A low vulnerability was also discovered but is less concerning and a further live test will be conducted in November.
- McCloud returns received 83.74%. Laggards continue to be chased. Plan to be in place where data not received. DLUHC confirmed regulations underpinning McCloud will take effect from 1 October 2023.
- Pension Dashboard programme was originally scheduled to be in place by October 2024, but Pension providers and schemes will now have to connect to dashboards by deadline of 31 October 2026.
- Auto generated email acknowledgement implemented 15<sup>th</sup> September 2023, this is triggered in response to messages from members.

Classification: Public

Pensions Board 08 November 2023

- On-line form submissions was implemented on 6<sup>th</sup> October 2023.
- Deferred benefit statements now 100% completed, whilst 99.06% of Active benefit statements have been produced (Members notified via email in August 2023).
- Employers annual returns performance report was released in September 2023. 81 employers submitted requested information by deadline date of 30 April 2023. 29 returns were received in the month following the deadline and 8 returns were received significantly later than the deadline.
- Data quality assessment for the returns were considerably worse than the previous year, with 10% employer's recorded as Green and Amber respectively for data quality and the remaining 80% red. Green denotes good data quality, Amber represents minor data quality issues quickly resolved and red highlights major data quality issues/slow response or failure to respond.
- HPS and Hillingdon Pension Fund have agreed to engage both employers and payroll providers with red data categorisation to support them and address identified reporting issues.

### **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.

# Monthly administration report

September 2023



Working in partnership with



West Sussex  
Fire & Rescue Service

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## 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
<b>OBC</b>	9,020	11,400	7,036	-	27,456
<b>September 2023</b>	11,096	10,800	8,310	1,525	<b>31,731</b>
<b>Growth</b>	<b>23.01%</b>	<b>-5.26%</b>	<b>18.10%</b>	-	<b>15.57%</b>

\*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 1<sup>st</sup> September – 30<sup>th</sup> September 2023; the performance target for all cases is 15 days (except Deferred Benefits which is 30 days, and Rejoiners which is 20 days).

**Time to Complete**

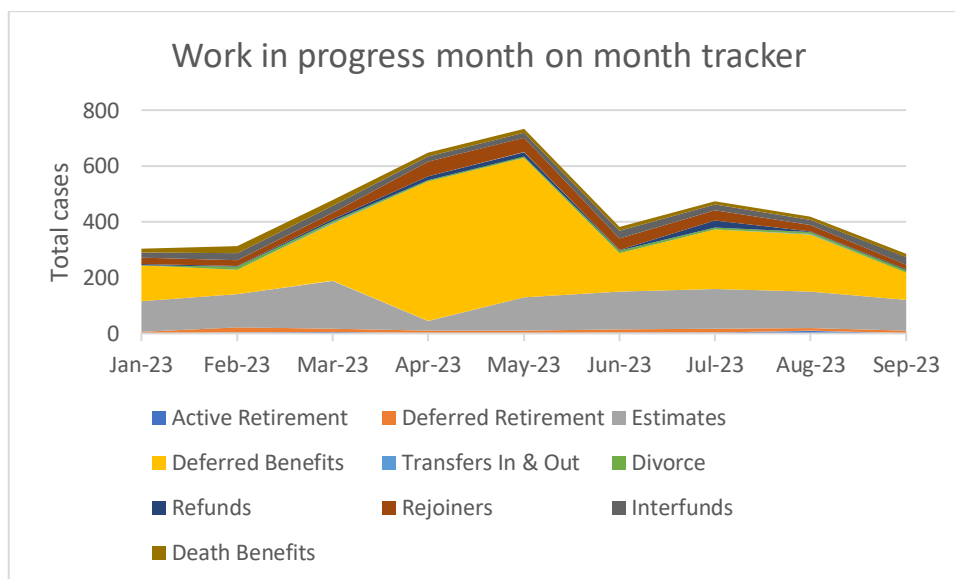
Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total	% completed on time	Average days to complete process	Total Cases (previous month)	% completed on time (previous month)
Active Retirement	11	3	3	0	0	0	17	100.00%	6	17	100.00%
Deferred Retirement	10	7	5	0	0	0	22	100.00%	7	34	100.00%
Estimates	5	16	33	0	0	0	54	100.00%	11	56	100.00%
Deferred Benefits	1	0	1	9	138	0	149	100.00%	25	132	100.00%
Transfers In & Out	0	0	1	0	0	0	1	100.00%	12	2	100.00%
Divorce	0	1	1	0	0	0	2	100.00%	12	1	100.00%
Refunds	1	5	3	0	0	0	9	100.00%	9	11	100.00%
Rejoiners	6	1	1	8	0	0	17	100.00%	11	11	100.00%
Interfunds	2	7	31	0	0	0	0	100.00%	12	0	100.00%
Death Benefits	9	3	2	0	0	0	14	100.00%	5	19	100.00%
<b>GRAND TOTAL</b>	<b>45</b>	<b>43</b>	<b>81</b>	<b>18</b>	<b>139</b>	<b>0</b>	<b>326</b>	<b>100.00%</b>		<b>311</b>	<b>100.00%</b>

- 4.3. The table below shows outstanding work as of 30<sup>th</sup> September 2023. 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.
- 4.4. 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	0	1	0	0	0	0	1	9
Deferred Retirement	4	3	1	0	0	0	8	10
Estimates*	56	37	12	5	1	0	111	130
Deferred Benefits	9	28	11	27	23	0	98	206
Transfers In & Out	1	0	0	0	0	0	0	1
Divorce	5	3	1	0	0	0	9	7
Refunds	3	0	0	0	0	0	3	3
Rejoiners	4	5	4	2	1	0	16	22
Interfunds	7	15	2	1	2	0	27	18
Death Benefits	2	2	2	1	5	0	12	12
<b>GRAND TOTAL</b>	<b>91</b>	<b>94</b>	<b>33</b>	<b>36</b>	<b>32</b>	<b>0</b>	<b>286</b>	<b>418</b>

\*Estimates include all 'quote' calculations for retirement, transfers, divorce, and refunds.

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



## 5. Unprocessed historic casework

5.1. At the point of onboarding, there were 3,840 unprocessed leavers – the date of leaving for these members was prior to 1<sup>st</sup> September 2021.

5.2. As of 1<sup>st</sup> September 2023, 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
<b>Total unprocessed leavers</b>	<b>4,158</b>
Leavers processed and records finalised by HPS	2,257
<b>Outstanding leavers to be processed</b>	<b>1,901</b>

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

Employer	Number of leavers outstanding
Qed - Queensmead Academy	51
Pftrust - Wood End Park Academy	40
(CLOSED) Hermitage Primary School	33
Elliot Foundation - Pinkwell Primary	32
Park Academy West London	32

## 6. Call and email volumes

6.1. The table below sets out the call statistics for Hillingdon for the month of September 2023:

<b>Calls Received</b>	161
<b>Calls Answered</b>	156
<b>Calls Answered Percentage</b>	96.89%
<b>Calls Abandoned</b>	5
<b>Abandoned Percentage</b>	3.11%
<b>Average Wait Time</b>	1 minute 48 seconds
<b>Calls Answered Within 5 Minutes</b>	153
<b>Calls answered waiting for longer than 5 mins</b>	3
<b>Percentage Of Calls Answered Within 5 Minutes</b>	98.10%

6.2. 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.

6.3. The total number of calls received were 3,179 and the statistics above are included in this number.



6.4. 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*
August	5,874	5,062	822
September	5,952	5,244	708

6.5. Of the emails responded to by PCST, 175 of these were for Hillingdon members.

6.6. In September 2023, we received 46 'My Messages' from Hillingdon members via the member portal, which are dealt with via our normal 5 working day response time.

## 7. Online services

### Member Portal

7.1. Active, Deferred and Pensioner members of the LBH LGPS 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 P60s; run online voluntary retirement estimates; and complete their membership option and retirement declaration forms online.

7.2. The table below shows the total number of current registrations for each status as of 30<sup>th</sup> September 2023.

Status	Registrations to date	% of total membership	Registrations to 31/08/2023	% of total membership
Active	4,668	42.07%	4,658	40.93%
Deferred	3,619	33.51%	3,461	32.82%
Pensioner	3,257	39.19%	3,205	38.66%
<b>TOTAL</b>	<b>11,544</b>	<b>38.22%</b>	<b>11,324</b>	<b>37.47%</b>

7.3. 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
August 2023	1,570	431	260
September2023	622	295	222

- 7.4. 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	4,668	3,619	3,257	11,544
Opt out	44	131	1,847	2,022
No contact	6,384	7,050	3,206	16,640
<b>Total</b>	<b>11,096</b>	<b>10,800</b>	<b>8,310</b>	<b>30,206</b>

#### Employer Hub

- 7.5. To date we have 118 of 119 LBH employers registered to use the Employer Hub. Of the 119 employers, 118 individual users have access to a Hub account.

#### Cyber Security

- 7.6. The upgrade to Umbraco 10 was completed successfully on 15<sup>th</sup> September, and security testing was carried out again on 20<sup>th</sup> September.
- 7.7. 2-sec found one 'High' vulnerability – not previously identified – which is being investigated, and Civica are hopeful a configuration change will resolve this, rather than a change to code which would require a software upgrade; we should see a quick resolution.
- 7.8. 2-sec also identified 10 'Low' vulnerabilities, two of which have already been addressed by our IT department, and Civica are providing support for the remaining 8.
- 7.9. As with all vulnerabilities, there are various other security measures in place to prevent and monitor exploitation.
- 7.10. Another full penetration test will be organised for November, in keeping with our commitment to test our application, and both external websites, every 6 months.

## 8. 2023 End of Year timetable

- 8.1. We have agreed the timeline for the 2023-year end, including the production of benefit statements. The table below details the key milestones for each step of the year end process.

Completed By	Task
05/10/2023	Latest date Pensions Savings Statements sent – will be produced by employer as ABS have been completed.
31/10/2023	Latest date e-comms sent to members with benefit statement available on Member Portal.
17/11/2023	TPR Scheme Return submission due (assumed, based on previous years) – membership numbers and data scores to be provided to Partners.
31/12/2023	Life Certificates issued to Overseas Pensioners.

- 8.2. **Deferred Benefit Statements** – The production of deferred benefit statements has been ongoing, throughout September, and have been completed.

Total Number of Statements Required	Total Number of Statements Produced	Total Number of Statements Missing	Percentage of Statements Produced
8,975	8,975	0	100.00%

- 8.3. The statements that have been produced have been published on our Member Portal and emails have been sent to all members, that we hold an email address for.

- 8.4. We are continuing to work on the outstanding deferred benefit statements by investigating these on a case-by-case basis.

- 8.5. **Active Benefit Statements** – The production of active benefit statements has been ongoing, throughout September, and the current position is as follows.

Total Number of Statements Required	Total Number of Statements Produced	Total Number of Statements Missing	Percentage of Statements Produced
12,512	12,394	118	99.06%

- 8.6. The active benefit statements have been published, and emails to members to confirm their statement is available, were sent in August.

- 8.7. We will continue to work on the outstanding active benefit statements by investigating these on a case-by-case basis with the aim of reducing the number of these, by the end of the year. A summary of the reason for outstanding active benefit statements, is below.

Reason	Number of Members
Missing 2023 earnings	88
Missing CARE	5
Missing other/previous year earnings	19
TUPE Transfer in progress	6
<b>Total</b>	<b>118</b>

- 8.8. We are in the process of finalising the annual allowance position for members who have previously exceeded their annual allowance; and members who have been identified as part of the active benefit statement process as requiring further investigation. The table below summarises the current position, and the calculations outstanding will be completed by the statutory deadline for issuing **pension savings statements**.

	Number of Members
Members identified as requiring further checks	40
Calculations completed	39
Pension Savings Statements issued	14
Outstanding calculations	1

## 9. McCloud

- 9.1. The current position of McCloud service/break data sets is as follows:

Number of employers submitted data	103
Number of returns expected	126
Proportion received	83.74
Number of returns missing	20
Lines of data submitted	23,163

Number of Employers initial checks complete on	99
Proportion of employers initial checks completed on	89.02
Number of Employers outstanding queries from initial checks	20

- 9.2. In Appendix 1 we have set out a breakdown of the data returns, by employer, and the current position of each return.
- 9.3. As per last months' report we have been working through the McCloud eligibility reports to identify the number of members in scope for Remedy. We have summarised this below but expect these numbers to fluctuate due to membership movement.

<b>Membership Group</b>	<b>Number of Members</b>
<b>Active</b>	2,873
<b>Deferred</b>	1,816
<b>Pensioner</b>	1,371
<b>Deceased</b>	110
<b>Transfers Out</b>	444
<b>Total</b>	<b>6,614</b>

- 9.4. On 8 September 2023, DLUHC laid The Local Government Pension Scheme (Amendment) (No. 3) Regulations 2023 and published its response to the most recent McCloud consultation. The regulations implement the McCloud remedy and change the existing underpin to ensure it works effectively and consistently for qualifying members. The regulations take effect from 1 October 2023.
- 9.5. The government has said that it will issue guidance on prioritisation for reviewing the cases identified above (Deferred, Pensioner, Deceased and Transfer Out) so that Funds are broadly working to the same timescales.
- 9.6. For active members, leaving with deferred or retirement benefits, we have updated the relevant letter templates with paragraphs which explain their benefits have been tested against the underpin calculation, and confirm whether an underpin amount applies. We have also signposted members to our website for more information about McCloud.

## 10. Pensions Dashboard Programme (PDP)

- 10.1. We have updated our detailed PDP report with the current position and attach version 2 in Appendix 2 which includes a completed dashboard readiness checklist.

## 11. 2023/2024 Software Development

- 11.1. On 15<sup>th</sup> September we implemented the auto-generated email acknowledgements from the Portal, which are triggered when we respond to a 'My Message', and ask the member to log in to the Portal to view our response.
- 11.2. The Live implementation of auto-generated email acknowledgements for members, when they have submitted an online form is scheduled for 6<sup>th</sup> October – this should alleviate some concern and reduce some of the calls we receive from members asking if their form has reached us.
- 11.3. We have been discussing with Member Services, whether we can convert other paper-based processes to online and will be considering Cash Equivalent Transfer Values (CETV) initially.

## 12. Audit

- 12.1. The position of our 2023/24 pension audits are as follows:

Audit Area	Timing
<b>Pension Refunds:</b> To assess that there are appropriate arrangements to ensure all refunds are valid, accurate and are paid promptly to the correct recipients following a validated request to withdraw from the schemes administered by HPS.	In Progress
<b>UPM – Application Review:</b> <i>(This has been identified as a new audit review area)</i> Assurance over the management of the UPM application, including supporting infrastructure such as servers, databases, pre-production environments and system changes.	In Progress
<b>Pensions Payroll and Benefit Calculations:</b> Annual review to provide assurance that systems and controls ensure that:- <ul style="list-style-type: none"><li>• Lump sum and on-going pension payments are calculated correctly, are valid and paid to the correct recipients;</li><li>• All changes to on-going pensions are accurate and timely;</li><li>• Pension payroll runs are accurate, complete, timely and secure with all appropriate deductions made and paid over to the relevant bodies.</li></ul>	Quarter 3 / 4

## 13. Scheme legislation updates

- 13.1. Legislation updates that have been received during September 2023 for the Local Government Pension Scheme, are detailed in Appendix 3, including any actions that Hampshire Pension Services have taken.

## 14. Employer and Member Communications

- 14.1. **Employer communications** – There were no employer communications issued in September.
- 14.2. **Member communications** – There were two member communications issued in September. The first one was confirming that the issue we were experiencing with our telephone lines had been resolved, and the second communication related to downtime on our website which will be on 8<sup>th</sup> October between 10am - 2pm.
- 14.3. **Data Protection Breaches** – There were two data protection breaches in September, these were both reported as low risk and further detail can be found in Appendix 4 .

## 15. Compliments and Complaints

- 15.1. The two complaints from August can be found in Appendix 5, we have also received a formal complaint in September which can also be found in Appendix 5.
- 15.2. We did not receive any compliments in September from members of the LBH LGPS.





# Annual returns and Employer Performance

September 2023



Working in partnership with



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## 1. Purpose

- 1.1. The purpose of this report is to update London Borough of Hillingdon Pension Fund with the performance of its Scheme Employers following the processing of their 2023 annual return.

## 2. Summary

- 2.1. In 2023, there were 118 active scheme employers where an annual return was due by 30 April.
- 2.2. 81 returns were received by the deadline, with 29 received in the following month. 8 employers provided their return significantly late.
- 2.3. 1836 data queries were sent to employers which compares to 2257 in 2022. This number excludes any queries sent on pay.
- 2.4. As at, 6 September 2023, 280 queries remain outstanding, across 39 employers.
- 2.5. There are 94 employers who have been benchmarked with 'major data quality issues' (red rating).

### 3. Employer Performance- Benchmarking

3.1. Hampshire Pension Services benchmark scheme employers against timeliness, financial control, and data quality as part of the processing of an employer’s annual return submission – these are assessed on a RAG rating.

3.2. Although during 2023 there has been a reduction in the number of queries raised, these remain proportionally high against active scheme membership. The number of employers rated red for data quality has also increased. This has an impact to resource required to resolve as well as an impact to the ability to produce annual benefit statements by the statutory deadline. However, there were 9 scheme employers were rated as green across all criteria (compared to 3 in 2022).

#### 3.3. Timeliness

The deadline for a correct and completed annual return to be submitted to Hampshire Pension Services is 30 April.

	2023			2022		
Return received	30 April or before	Between 1 and 31 May	1 June or after	30 April or before	Between 1 and 31 May	1 June or after
Rating	Green	Amber	Red	Green	Amber	Red
No. of employers	81	29	8	83	33	2
% represented	68.5%	24.5%	7%	70%	28%	2%

#### 3.4. Financial control

The contributions due as detailed on the annual return should match the pension contributions received by the Fund and reported as part of monthly reconciliation. If there are genuine reasons for a discrepancy, these should be detailed on the return so contributions can be reconciled.

	2023			2022		
	No reconciliation issues	Minor reconciliation issues/quickly resolved	Major reconciliation issues and/or slow/failed to respond	No reconciliation issues	Minor reconciliation issues/quickly resolved	Major reconciliation issues and/or slow/failed to respond
Rating	Green	Amber	Red	Green	Amber	Red
No. of employers	107	7	4	96	12	10
% represented	91%	6%	3%	81%	10%	9%

### 3.5. Data quality

The information contained on the annual return should match the member records that is held by Hampshire Pension Services for that organisation e.g., notification of starters, leavers, amendments.

Ratings are assessed as follows:

- Data quality good where there are less than 2% of queries of active membership.
- Minor data quality issues where the level of queries is between 2 and 5% of active membership, which is resolved quickly.
- Major data quality issues where the number of queries represent greater than 5% of active membership and/or the employer is slow to resolve queries.

	2023			2022		
	Data quality good	Minor data quality issues, quickly resolved	Major data quality issues and/or slow/failed to respond	Data quality good	Minor data quality issues, quickly resolved	Major data quality issues and/or slow/failed to respond
Rating	Green	Amber	Red	Green	Amber	Red
No. of employers	12	12	94	13	24	81
% represented	10%	10%	80%	11%	20%	69%

## 4. Data Queries

4.1. The table below shows the number of data queries sent to employers as part of the annual return process.

Queries Sent						
	Starters	Leavers	Missing Data	Additional Contributions	Other	Total
<b>2023</b>	449	263	355	8	<b>761</b>	<b>1836*</b>
<b>2022</b>	569	411	992	6	<b>279</b>	<b>2257</b>

\*In addition, 565 pay queries were sent where there was a significant increase or decrease to FTE pay compared to the previous years – we assume that the data from the Employer is correct (and in most cases this is confirmed), therefore we do not use these stats for benchmarking purposes.

4.2. The total queries for 2023 represent 14.67% of active membership as at 31 March 2023.

4.3. We identified a number of key areas which generated these queries including:

4.3.1. Casuals who did not earn in the scheme year not being reported on the annual return.

4.3.2. Members who opted out and were refunded through payroll, but no notification sent to Hampshire Pension Services.

4.3.3. Issues with some payroll providers reporting for annual returns, for members who have multiple employments – on some reported lines, incorrect start/leave dates were provided, indicating a starter or leaver notification may be outstanding, when this wasn't the case.

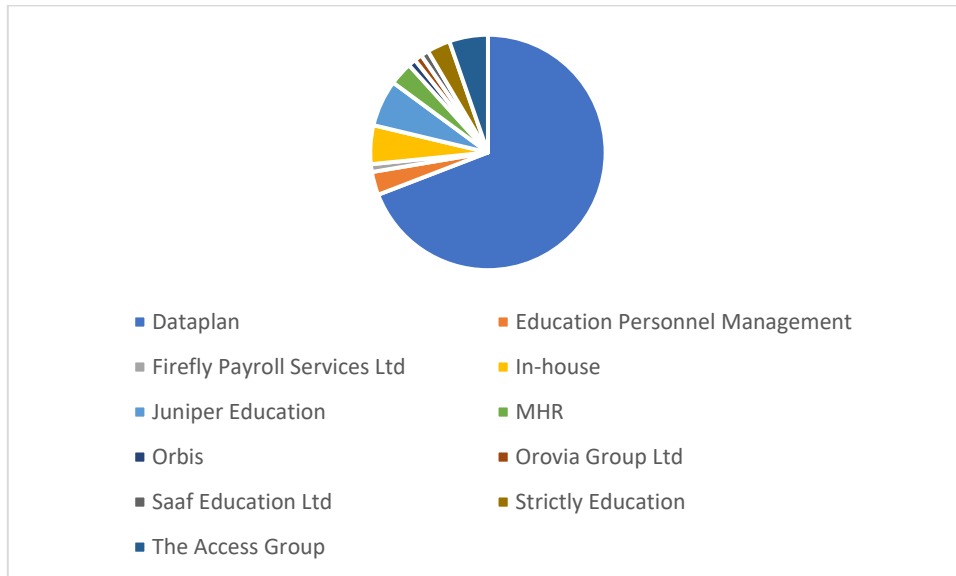
4.3.4. Employers/payroll providers not notifying when a member is brought back into the main section of the scheme following re-enrolment.

4.3.5. Incorrect reporting on annual returns when a member changed payroll number only.

4.4. Responses to queries for some employers were slow with a second chaser being required for 52 employers after the initial queries were sent. This is something HPS are keen to address due to the tight timescales to produce annual benefit statements.

## 5. Trends

- 5.1. 91 of 94 (97%) employers rated red for data quality were schools including academies.
- 5.2. 89 of 94 (95%) employers rated red for data quality used an external payroll provider. The breakdown is as below:



Payroll Provider	
Dataplan	65
Education Personnel Management	3
Firefly Payroll Services Ltd	1
In-house	5
Juniper Education	6
MHR	3
Orbis	1
Orovia Group Ltd	1
Saaf Education Ltd	1
Strictly Education	3
The Access Group	5
<b>Total</b>	<b>94</b>

## 6. Next steps/recommendations

- 6.1. A meeting is booked in September between Hampshire Pension Services and London Borough of Hillingdon Pension Fund to discuss this report further and finalise actions and next steps.
- 6.2. As part of Hampshire Pension Services process for addressing Employer Performance, a letter on behalf of the Fund would be sent to all scheme employers who were rated red in one or more areas as part of the annual return benchmarking. There would be a request to review their processes to ensure an improvement in future years. Agreement on the content of the letter to be agreed.
- 6.3. Again, as part of the Hampshire Pension Service offering, employers who were rated red for data quality, would normally be asked to undertake a data validation exercise to review the data held by Hampshire Pension Services as at 30 September 2023. This is to identify any outstanding starters and leavers since 1 April 2023 which may now be outstanding as well as confirm any actions being taken to ensure timely notifications are sent in future. Discussion is needed on whether this should be taken forward in 2023 given ongoing issues on engagement with schools and Dataplan.
- 6.4. Hampshire Pension Services will be looking to engage with a number of payroll providers including Dataplan and Strictly Education to support in their understanding of the requirements of the returns and reporting issues that have been identified. The aim is to reduce workloads for all parties and reduce the number of queries raised in the future.
- 6.5. In the next edition of Pensions Matters an awareness to Employers will be made on the importance of the notification of opt outs and changes in section of the scheme, which often occur at re-enrolment.
- 6.6. Hampshire Pension Services will look to review the Employer training provided for annual returns, to ensure key issues remain highlighted for checking before annual returns are submitted by employers.
- 6.7. Following developments of Employer Forms and the ability to upload documents in the Employer Hub, further awareness and encouragement of its use will be promoted.
- 6.8. Consideration should be given as to whether a Scheme Employer should incur a charge where notifications of starters, leavers, changes have not been provided and/or there is a lack of response to queries raised.



## 7. Appendix 1 – Employer ratings 2023

#	Employer Name	2022			2023		
		Date Return Received	Reconciliation Rating	Data Quality Rating	Date Return Received	Reconciliation Rating	Data Quality Rating
00N02	London Borough Of Hillingdon	27/04/2023	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.	06/05/2022	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.
00N05	HPS Services FM Ltd	28/04/2023	No reconciliation issues.	No data quality issues.	N/A	N/A	N/A
00N06	VLT - Hermitage Primary	10/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	27/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N07	VLT - Field End Junior School	05/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	27/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N08	Servicemaster Clean (Belmore Academy)	25/04/2023	Minor reconciliation issues, or quickly resolved.	No data quality issues.	N/A	N/A	N/A
00N09	MPT - Central Payroll	24/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	N/A	N/A	N/A
00N10	Hayward Services (Guru Nanak)	30/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	13/05/2022	Major reconciliation issues, or slow to respond.	No data quality issues.
00N12	Oak Wood School	25/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	13/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N13	Bishop Winnington Ingram Prim Sc	04/05/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	05/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N14	Botwell Primary School	17/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	25/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N15	Bourne Primary School	25/05/2023	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.

00N16	Breakspears School	06/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N17	Cherry Lane Primary School	24/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	24/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N18	Colham Manor Primary School	25/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	04/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N19	Coteford Infant School	24/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	20/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1A	Deanesfield Primary School	20/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1B	Field End Infant School	03/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1D	Frithwood Primary School	26/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	29/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1E	Glebe Primary School	08/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	29/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1F	Grange Park Infants School	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	25/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1G	Grange Park Juniors School	06/06/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	30/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1J	Harefield Infant School	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1K	Harefield Junior School	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1M	Harlington School	27/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	22/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.

00N1N	Harlyn Primary School	25/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	10/05/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00N1P	Harmondsworth Primary School	21/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1Q	Hayes Park School	25/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	04/05/2022	No reconciliation issues.	No data quality issues.
00N1R	Heathrow Primary School	03/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	18/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1S	Hedgewood School	12/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	25/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1U	Highfield Primary School	03/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	27/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1V	Hillside Infants School	04/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N1W	Hillside Juniors School	06/04/2023	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond (chasers).	29/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00N1X	Holy Trinity Primary School	13/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00N1Z	Lady Bankes Primary School	04/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	27/04/2022	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.
00N21	Mcmillan Nursery	30/04/2023	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond (chasers).	23/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N22	Meadow High School	18/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N23	Minet Infant School	19/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	06/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.

00N24	Minet Junior School	12/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N25	Newnham Infant School	18/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N26	Newnham Junior School	19/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	27/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00N27	Oak Farm Primary School	11/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N29	Rabbs Farm Primary School	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N2A	Ruislip Gardens Primary School	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	28/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00N2B	Sacred Heart Primary School	24/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	27/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N2C	St Andrews C E Primary School	12/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N2D	St Bernadettes School	27/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.
00N2E	St Catherines Primary School	28/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	30/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N2G	St Marys Primary School	21/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	29/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00N2H	VLT - Central	12/05/2023	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond (chasers).	N/A	N/A	N/A
00N2J	St Swithun Wells Prim School	04/05/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N2K	Warrender Primary School	17/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.

00N2N	Whitehall Infant School	09/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	07/05/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00N2P	Whitehall Junior School	20/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	27/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00N2Q	Whiteheath Infant School	07/06/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	23/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N2R	Whiteheath Junior School	27/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	26/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00N2T	Yeading Infant School	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N2U	Yeading Junior School	17/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N2V	Eden Academy - Sunshine House School	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N54	Hayward Services (Ryefield Academy)	30/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	13/05/2022	Minor reconciliation issues, or quickly resolved.	No data quality issues.
00N66	London Housing Consortium	27/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	27/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00N81	Uxbridge Harrow College (HCUC)	28/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	14/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NA1	MPT - Barnhill Academy	13/04/2023	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond.	17/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NA2	MPT - Belmore Academy	18/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	27/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NA3	Bishop Ramsey Academy	26/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NA4	Bishopshalt Academy	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	18/05/2022	No reconciliation issues.	Minor data quality issues quickly resolved.

00NA5	Charville Primary - Academy	27/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NA6	Douay Martyrs Academy	24/04/2023	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NA7	Dr Triplets Ce Primary	21/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	27/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00NA8	Eden Academy - Grangewood	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NA9	Eden Academy - Moorcroft	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAA	Eden Academy - Pentland	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAB	Eden Academy - Central Payroll	02/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAC	Elliot Foundation - Hillingdon Primary	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	13/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAD	Elliot Foundation - Pinkwell Primary	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	13/04/2022	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.
00NAE	Elliot Foundation - John Locke Academy	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	13/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAF	Frays - Cowley St Laurence	30/04/2023	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond.	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAG	Frays - Laurel Lane	25/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	29/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAH	Frays - St Martins	03/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	04/05/2022	No reconciliation issues.	Minor data quality issues quickly resolved.

00NAJ	Frays - St Matthews	30/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAK	GN Acad Trust - Guru Nanak	19/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	27/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAN	GN Acad Trust - Nanaksar Primary	19/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	27/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00NAP	Harefield Academy	19/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	06/04/2022	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond.
00NAQ	Haydon Academy	21/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	21/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAR	UTC Heathrow	20/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	06/06/2022	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.
00NAU	RHAT - Rosedale College	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	28/04/2022	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.
00NAV	VLT - Ryefield Academy	05/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	13/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAW	VLT - Vyners Academy	05/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	13/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NAX	Pftrust - Cranford Academy	19/06/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	29/04/2022	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond.
00NAY	Pftrust - Lake Farm Academy	16/06/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	29/04/2022	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond.
00NAZ	Pftrust - Wood End Park Academy	16/06/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	29/04/2022	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond.
00NB1	Qed - Coteford Junior Academy	24/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	25/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00NB2	Qed - Northwood Academy	25/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.



00NB3	Qed - Queensmead Academy	25/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	26/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NB4	VLT - Ruislip Academy	10/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	13/05/2022	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.
00NB5	OHCAT - The Skills Hub	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	29/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NB6	Park Academy West London	21/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	06/05/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NB7	Swakeleys Academy	03/05/2023	Minor reconciliation issues, or quickly resolved.	Major data quality issues, or slow to respond.	27/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NB8	Uxbridge Academy	21/04/2023	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond (chasers).	29/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NB9	Willows Academy	07/06/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	24/05/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00NBA	OHCAT - Pride Academy	28/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	29/04/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NBB	Pftrust - Park Federation Central	15/06/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	29/04/2022	Major reconciliation issues, or slow to respond.	Minor data quality issues quickly resolved.
00NBC	QED - Central	28/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	20/05/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00NBD	The Global Academy UTC Trust	26/04/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	13/06/2022	No reconciliation issues.	Major data quality issues, or slow to respond.
00NBE	Pftrust - West Drayton Academy	15/06/2023	No reconciliation issues.	Major data quality issues, or slow to respond.	29/04/2022	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond.
00NBF	MPT - William Byrd Prm Academy	18/05/2023	No reconciliation issues.	Major data quality issues, or slow to respond (chasers).	27/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00NQ2	Hillingdon & Ealing Citizens Advice	24/04/2023	No reconciliation issues.	No data quality issues.	25/04/2022	No reconciliation issues.	Minor data quality issues quickly resolved.



00NQ3	Heathrow Travel-Care	28/04/2023	No reconciliation issues.	No data quality issues.	29/04/2022	Major reconciliation issues, or slow to respond.	Minor data quality issues quickly resolved.
00NT5	Greenwich Leisure Services	05/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	03/05/2022	Major reconciliation issues, or slow to respond.	No data quality issues.
00NT6	Hillingdon Care Contract	25/04/2023	No reconciliation issues.	No data quality issues.	28/04/2022	No reconciliation issues.	No data quality issues.
00NTK	CCS Homecare Services	28/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	16/05/2022	Major reconciliation issues, or slow to respond.	Major data quality issues, or slow to respond.
00NTP	East and North Herts NHS Trust	27/04/2023	No reconciliation issues.	No data quality issues.	21/04/2022	No reconciliation issues.	No data quality issues.
00NTW	Caterlink (St Mttws-Laurel Ln)	14/04/2023	No reconciliation issues.	No data quality issues.	09/05/2022	Minor reconciliation issues, or quickly resolved.	No data quality issues.
00NTX	Cucina (Bishopshalt Academy)	15/04/2023	No reconciliation issues.	Minor data quality issues quickly resolved.	13/05/2022	Minor reconciliation issues, or quickly resolved.	No data quality issues.
00NTY	Pabulum (West Drayton Acc Ctr)	03/04/2023	No reconciliation issues.	No data quality issues.	06/04/2022	No reconciliation issues.	No data quality issues.
00NU5	Energy Kidz Ltd	30/04/2023	No reconciliation issues.	No data quality issues.	30/05/2022	No reconciliation issues.	Minor data quality issues quickly resolved.
00NU6	Cleantec Services (Harlington)	04/05/2023	No reconciliation issues.	No data quality issues.	16/05/2022	Minor reconciliation issues, or quickly resolved.	No data quality issues.
00NU9	Hertfordshire Catering Limited	03/05/2023	No reconciliation issues.	No data quality issues.	03/05/2022	No reconciliation issues.	No data quality issues.
00NV1	PSD Childcare Ltd	03/04/2023	No reconciliation issues.	No data quality issues.	26/04/2022	No reconciliation issues.	No data quality issues.

<b>Committee name</b>	Pensions Board
<b>Officer reporting</b>	James Lake, Finance
<b>Papers with report</b>	None

**RECOMMENDATION(S):**

- 1. The Pensions Board is asked to note this training update and discuss the options for further training.**
- 2. The Board support officer recommendation to the Pension Committee for the use of an external provider to deliver the training needs assessment, subsequent training and record retention facility.**
- 3. The Board agree to undertake a knowledge and skills assessment following approval of the process by Pension Committee in December 2023.**

**BACKGROUND**

There is a statutory duty on Pension Board members to undertake requisite training that will enable them to competently dispense their duties, as defined, by sections 5(1) and (2) of the Public Services Pension Act 2013 and regulation 106 of the Local Government Pension Scheme (LGPS) Governance Regulations 2013.

A training register is maintained to log training received by Local Pension Board members and track their knowledge and skills acquired. The register is used to monitor and identify areas of training and knowledge gaps of each individual member and address these needs. Training is carried out in line with the adoption of the training policy.

**The Pensions Regulator Public Sector Toolkit**

It was agreed that in keeping with the requirements of the Pensions Regulator, completion of the TPR public sector toolkit was mandatory. As at March 2023 all Board members had completed the TPR public sector toolkit.

**Update on Training plan**

The Pension Board had access to AON’s comprehensive training programme that focusses on the new areas of the CIPFA Knowledge and Skills Competency Framework. It was agreed that all Board members would complete the requisite 7 modules to ensure their knowledge is current and covers the CIPFA framework.

1. Induction - Introduction to the LGPS
2. Pensions legislation and guidance, and national governance
3. Local governance and pensions procurement, contract management and relationship matters
4. Funding strategy and actuarial methods, and financial, accounting and audit matters
5. Investments – Strategy, asset allocation, pooling, performance, and risk management
6. Investments - Financial markets and products

## 7. Pensions Administration and Communications

### Training Log

The Pensions Regulator Public Sector Toolkit has been completed by RH, TN and SW. MS as a new appointment is currently progressing through the toolkit.

Below shows progress against the AON programme delivering the competencies required under the CIPFA Knowledge & Skills Framework and additional training items completed by the Board during 2023.

Training events will be carried out in conjunction with Pension Committee where viable.

	Date	Roger Hackett	Tony Noakes	Shane Woodhatch	Marie Stokes
The Pensions Regulator Public Sector Toolkit	On-demand	*	*	*	*
AON CIPFA Knowledge & Skills Areas of Training (7 Modules)	On-demand	*	*	*	0
LCIV TCFD	19 Jan 23	Y			
LGIM Equity & Long Lease Property	19 Jan 23	Y			
Investment Strategy Construction	8 Mar 23			Y	
Hymans Robertson Managing Risk in LGPS (Part 1)	23 May 23	Y			
Hymans Robertson Managing Risk in LGPS (Part 2)	22 June 23	Y			
Sackers Quarterly Legal Update	13 July 23	Y			
Hymans Robertson LGPS Next Steps o Investment	14 Sep 23	Y			
Pensions Dashboard Programme Introduction to Pensions Dashboards	4 Oct 23	Y			
Hymans Robertson Managing Risk In the LGPS- Longevity	5 Oct 23	Y			

\*Completed in prior period.

**Marie Stokes to provide an update.**

### Knowledge & Skills Assessment

An updated Training Policy with a Training Plan framework is scheduled for consideration by Pensions Committee in December 2023. The updates to the policy aim to satisfy the expected requirements of The Pensions Regulator's new code of practice, albeit the code has not been finalised.

Included in the Policy will be a requirement for a regular assessment of knowledge of skills of Committee and Board members and a proposal will be taken to Pension Committee to agree a preferred option to undertake this assessment. The toolkit will assess Committee and Board members, and officers, to assist in identifying key areas of training focus.

**Financial Implications**

The cost of training for the Pensions Board is fully covered by the pensions fund.

**Legal Implications**

There is a statutory duty on Pension Board members to undertake necessary training.

## Work Programme & Future Agenda

Item 07

<b>Committee</b>	Local Pension Board
<b>Officer Reporting</b>	James Lake, Finance
<b>Papers with report</b>	Work Programme

### REASON FOR ITEM

This report is to enable the Pension Board to review meeting dates and the future work programme for the Board. This report also includes the work programme for the Pensions Committee to enable, effective coordination between both bodies to support the Board in its role of ensuring compliance.

The work programme has been updated with suggested dates and items for 2023/24.

### Recommendations

- 1) Board to make suggestions for future working practices and/or reviews and priorities.

### INFORMATION

Attached is the revised format of the Pension Board Workplan. The new layout is designed to assist Board members and officers in highlighting and scheduling areas of work.

The next Pension Board Meeting is on the 24 January 2024 in committee room 3 at 2pm. Based on the workplan, the agenda is currently:

- Election of Chair
- Election of Employer Representative
- Administration performance
- Training update
- Workplan
- Pension Board Annual Report
- Compliance with Code of Practice
- Breaches & IDPR
- Review of Committee Papers

## **FINANCIAL IMPLICATIONS**

Costs relating to the work of the Board are paid for by the Pension Fund

## **LEGAL IMPLICATIONS**

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

## London Borough of Hillingdon Pension Fund - Pensions Board agenda plan

	Frequency	Last review	Jan-24	Q2 24	Q3 24	Q4 24
<b>Governance - Board matters</b>						
Election of chair	Annual	Jan-23	Y			
Election of Employer/Scheme Rep	Annual	Sep-22	Y			Y
Local Pensions Board Operating Procedures	Every 3 years	Nov-21				Y
Local Pensions Board - Annual Report	Annual	Jan-23	Y			
Review of Effectiveness of the Board	Bi-Annual	Apr-23				
Training Update	Quarterly	Nov-23	Y	Y	Y	Y
Work Programme & future agenda	Quarterly	Nov-23	Y	Y	Y	Y
<b>Governance - Other Fund matters</b>						
Review of recent Pensions Committee meeting	Quarterly	Nov-23	Y	Y	Y	Y
Compliance with Pensions Regulator Code of Practice	Semi-Annual	Jul-23	Y		Y	
Regulatory Update	As required	Jul-23				
Pensions Administration & Performance	Quarterly	Nov-23	Y	Y	Y	Y
Governance	Quarterly	Nov-23	Y	Y	Y	Y
Draft Policies (ahead of approval by Pensions Committee)	As required					