



HILLINGDON
LONDON

Pensions Board

Date: WEDNESDAY 17 July 2024
Time: 2.00 PM
Venue: Committee Room 4, Civic Centre, Uxbridge

This agenda is available online at

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

Employer Representatives

Shane Woodhatch (January 2027)
Jack Francis-Kent (July 2028)
Anna Beattie (January 2028)

Scheme Member Representatives

Roger Hackett (December 2025)
Tony Noakes (January 2027)
Vacant

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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 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. Welcome new Employer Representative (Jack Francis-Kent)
3. Declarations of Interest and any Conflicts of Interest
4. To approve the minutes of meeting held 8 May 2024
5. 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

6. Pension Administration & Performance
7. Training Update and Log
8. Work Programme 2024

PART II

9. Governance
10. Review of Pension Committee Papers

Members of the board are reminded to bring a copy of their Pensions Committee report pack from 5 June 2024 to the meeting

Minutes

PENSIONS BOARD Meeting

08 May 2024



HILLINGDON
LONDON

Meeting held in Committee Room 3, Civic Centre, Uxbridge

	<p>Employer Representatives: Shane Woodhatch (SW) Anna Beattie (AB)</p> <p>Scheme Member Representatives: Roger Hackett – Chair (RH) Tony Noakes (TN)</p> <p>Also Present: Marian George, Governance Advisor (MG) Andrew Lowe, Hampshire County Council (HCC) Pensions Administration (AL) – agenda item 5</p> <p>LBH Officers Present: James Lake, Director – Pensions Treasury & Statutory Accounts (JL) Tunde Adekoya – Finance Manager – Pensions & Governance (TA) Seby Carvalho, Pensions Technical Officer (SC) Ann-Marie Pereira, Executive Assistant – Minutes (AP)</p> <p>Apologies for Absence: Cllr Stuart Mathers – Chair, Pensions Committee (SM) Marie Stokes (MS) Shane Woodhatch (SW)</p>	
AGENDA ITEM	MINUTES/ACTION	LEAD
Agenda item 1	<p>Apologies for Absence</p> <p>RH welcomed all to the meeting, including MG the new Governance Advisor, who replaces Clare Scott. Apologies noted, as above.</p>	
Agenda item 2	<p>Appoint Pension Board Chair for January – December 2024</p> <p>SW has indicated he would not be able to commit to the responsibilities of being the Chair, hence, JL proposed reappointing RH as Chair – TN and AB agreed.</p>	
Agenda item 3	<p>Declarations of Interest and any Conflict of Interest</p> <p>None.</p>	

<p>Agenda item 4</p>	<p>To approve the Minutes of the Meeting held on 24 January 2024</p> <p>The Minutes were approved as a true record of discussions.</p> <p>Matters Arising</p> <p>Third employee representative: advertised but no responses as yet, however, TA is liaising with Jo Palmer, the liaison between schools and the administration network, about co-opting her to the Board.</p> <p>With regard to having a vice-chair of the Board, it was previously agreed to continue as is, with no vice-chair.</p>	
<p>Agenda item 5</p>	<p>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</p> <p>Confirmed that agenda items in Part 2 will be considered in private.</p>	
PART 1		
<p>Agenda item 6</p>	<p>Pension Administration & Performance</p> <ul style="list-style-type: none"> - 100% delivery against performance targets. - Improved data quality overall – increased TPR (The Pensions Regulator) conditional data score and high rate of benefit statement production reflect the annual returns, historic leaver, and day-to-day work completed throughout the year. - 99.38% of active benefit statements and 100.00% of deferred benefit statements produced and published within the statutory deadline. - Continued increase in Member Portal registrations – 43.06% of all members registered. - Low number of complaints in comparison to the total membership and casework processed. - Significant development of our online services for both Members and Employers. - Significant work undertaken and processes implemented to monitor and improve Cyber Security. - Achieved re-accreditation of Customer Service Excellence award, with 6 ‘compliance pluses’ where expectations are exceeded. <p>The report has been reviewed with the S151 Officer, Andy Evans.</p> <p>In terms of the increase in member portal registrations (43.06%), discussed how this compares with other schemes. AL pointed out that there is a cohort of members who are not likely to ever log on to the portal – and both JL and MG concurred with this opinion – however, all new starters and join through the portal, as do retirees. The focus is on increasing the number of portal sign-up of active members, which is now over 50%; MG agreed with the realistic approach to targeting the active members.</p> <p>Pension tracing: TN asked whether we have any experience of any</p>	

members who do not remember that they have a pension and what if anything could be done to trace them. AL advised that as part of the regular data cleansing exercises, HPS also run address tracing. Emphasis is also placed on capturing an email address which is as important as a postal address. In addition, every pension provider (public and private) will be required to join the Pension Dashboard; to note, the public sector element needs to be signed up by October 2025.

From the Minutes of the previous meeting, and the comments on bringing the data cleansing exercise to the close by the end of this year – TN questioned whether this was feasible. AL confirmed that the comments referred to the existing backlog and that good progress is being made, however, this will remain an ongoing exercise as there will likely be new backlogs/outstanding cases to address.

With regard to any members we have lost contact with, HPS have run an address tracing exercise but are not likely to do a second round of specific address tracing. Also, biannual notifications from the NFI and notifications from TellUsOnce, the system used to register deaths, are used as a cross-check with our members records.

On the issue of employers who are tardy in sending in information:

- Annual Return 23/24: early indications reflect an improvement over last year; will carry out a benchmarking exercise at the end of the annual returns process for 23/24.
- Dataplan: 6 schools have not responded; have written advising we will charge for the extra work. In addition, AE has sent a letter to Dataplan indicating we will start to charge employers, who in turn will pass on the charges to Dataplan, and will consider reporting to the Pensions Regulator. RH indicated that the Board supports these actions.
- Employer and employee contributions continue but when the annual return comes in there could be a lack of names to match the contributions. There are plans to move to monthly reporting but this will still not guarantee an improvement in employers submitting information in a timely manner; monthly report will be trialed with HPS who will feedback to JL.

McCloud: there are still some gaps but this is now business-as-usual.

Dashboard: the government has set a deadline of 31 October 2025 for LGPS to connect to the dashboard. For it to work effectively, the dashboard needs a critical mass of data, which we are progressing but constant announcements/further government input sets back progress. Civica (the software provider) are ready to go live for when the dashboard goes live.

MG asked whether HPS monitor lapsed members; AL advised that there is regular monitoring, but no particular pattern.

Cyber security: HPS have a service recovery plan and carry out

	<p>accurate testing runs.</p> <p>HPS Security Audit planned for Q3. Hillingdon may need to refresh their mapping exercise in order to comply with new code.</p>	
Agenda Item 7	<p>Training Update and Log</p> <p>The target is 14 hours of training throughout the year, related to Pensions and Investments.</p> <p>AB is halfway through the AON module and will aim to finish by the end of the month. AB to provide any feedback to TA.</p> <p>The regular CIV training webinars on markets and CIV manager training all count towards the training targets. TA will circulate links to online training events. All Board members are also signed up to the CIV portal where there is a lot of training available. LCIV annual conference: TA to ask for more invites and will check that SW, MS and AB are on the distribution list.</p> <p>Individual scores on specific training needs: reminder to all to review feedback and undertake follow-up/relevant training. Next steps: a report/training plan will go to Pensions Committee. Review effectiveness of the Board – proactively.</p> <p>Changes to Pension Committee: the recent bi-election in Hillingdon East has resulted in a win for the Conservatives (previously Labour); this has meant that the balance of membership changes from 3 Labour to 2, and Conservatives will have 3 instead of 2. It is expected that Cllr Mathers will remain on the committee. The Members handbook has been completed, with JL for review – in time for the new Committee Chair.</p> <p>The Training Log will now be referred to as Continual Professional Development.</p>	<p>AB</p> <p>TA</p> <p>JL</p>
Agenda item 8	<p>Work Programme 2024</p> <p>Noted the key items to undertake throughout the year.</p> <p>RH would welcome MG's view in relation to TPRs diversity and inclusion and how the board operates. He would also welcome suggestions from MG in terms of areas the Board needs to address.</p>	

Pensions Administration & Performance

Item 6

Committee

Local Pensions Board

Contact Officers

J Lake – Finance

Papers with this report

Hampshire Administration Report May 2024

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

- 100% delivery against key performance targets.
- Acceptable telephone call handling performance.
- Continued increase in portal sign-up. 44.23% overall with 52.27% active members signed up.
- 66.4% of pensioners have either signed up to the portal or made an election for paper correspondence.
- High vulnerability resolution implemented.
- 113 of 116 annual returned received by deadline.
- 75.5 % annual return process by end of May.
- 143 further backlog cases resolved. 618 cases remain of the original 4,158.

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.

Classification: Public
Pensions Board 17 July 2024

Monthly administration report

May 2024



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
OBC	9,020	11,400	7,036	-	27,456
May 2024	9,571	12,261	8,428	1,645	31,905
Growth	6.10%	7.55%	19.78%	-	16.20%

*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 May 2024 – 31st May 2024; 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

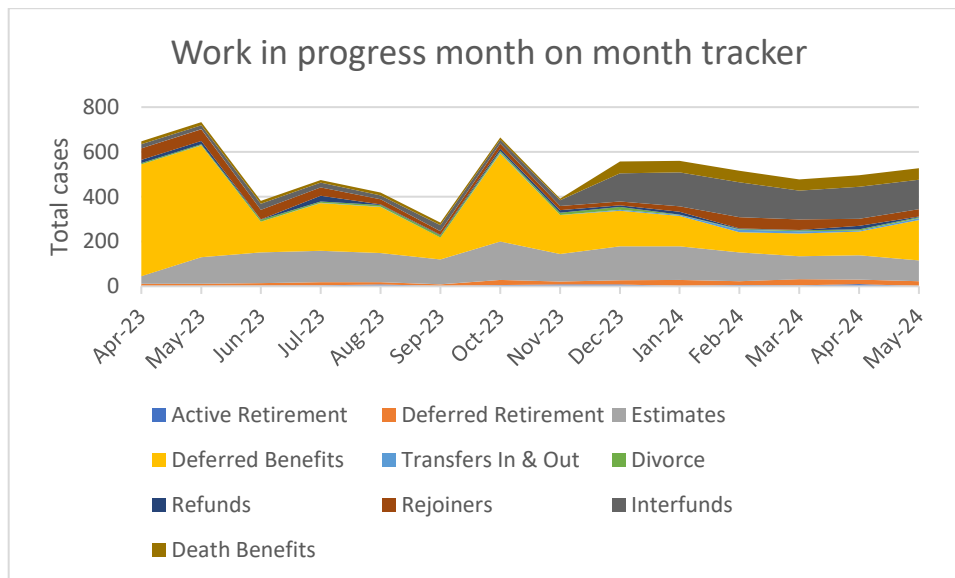
Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total	% completed on time	Average days to complete process	Total Cases (previous month)	% completed on time (previous month)
Active Retirement	11	8	1	0	0	0	20	100.00%	6	8	100.00%
Deferred Retirement	11	18	4	0	0	0	33	100.00%	7	25	100.00%
Estimates	11	30	12	0	0	0	53	100.00%	8	22	100.00%
Deferred Benefits	9	3	10	28	56	0	106	100.00%	19	79	100.00%
Transfers In & Out	0	0	0	0	0	0	0	100.00%		8	100.00%
Divorce	2	0	1	0	0	0	3	100.00%	6	2	100.00%
Refunds	0	0	0	0	0	0	0	100.00%		21	100.00%
Rejoiners	2	1	2	3	0	0	8	100.00%	12	15	100.00%
Interfunds	17	20	11	0	0	0	48	100.00%	7	40	100.00%
Death Benefits	14	2	2	0	0	0	18	100.00%	4	17	100.00%
GRAND TOTAL	77	82	43	31	56	0	289	100.00%		237	100.00%

- 4.3. The table below shows outstanding work as of 31st May 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.
- 4.4. 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	1	0	0	0	0	0	1	10
Deferred Retirement	5	2	0	5	2	8	22	20
Estimates*	8	3	12	17	3	50	93	109
Deferred Benefits	11	9	29	38	30	63	180	105
Transfers In & Out	0	0	1	2	0	6	9	5
Divorce	0	0	0	0	0	4	4	6
Refunds	2	0	0	1	0	0	3	15
Rejoiners	5	2	1	2	2	21	33	32
Interfunds	12	3	4	4	6	102	131	142
Death Benefits	2	2	4	4	3	36	51	52
GRAND TOTAL	46	21	51	73	46	290	527	496

*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. Call and email volumes

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

Calls Received	157
Calls Answered	149
Calls Answered Percentage	94.9%
Calls Abandoned	8
Abandoned Percentage	5.2%
Average Wait Time	64 seconds
Calls Answered Within 5 Minutes	149
Calls answered waiting for longer than 5 mins	0
Percentage Of Calls Answered Within 5 Minutes	100.00%

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 3,604 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*
April 2024	6,143	5,462	681
May 2024	5,965	5,172	650

5.5. Of the emails responded to by PCST, 178 of these were for Hillingdon members.

5.6. In May 2024 we received 94 '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 West Sussex 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 May 2024.

Status	Registrations to date	% of total membership	Registrations to 30/04/2024	% of total membership
Active	5,003	52.27%	5,034	51.53%
Deferred	4,656	39.97%	4,579	37.74%
Pensioner	3,725	44.20%	3,651	43.41%
TOTAL	13,384	44.23%	13,264	43.75%

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
April 2024	528	326	980
May 2024	451	307	755

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	5,003	4,656	3,725	13,384
Opt out	39	138	1,873	2,050
No contact	4,529	7,467	2,830	14,826
Total	9,571	12,261	8,428	30,260

Cyber Security

6.5. The resolution for the High vulnerability outstanding from the last round of security penetration testing has been applied to our Live environment.

6.6. The next round of security testing – for the UPM application, Member Portal, and Employer Hub – is booked for the week commencing 3rd June and is being carried out by Intertek. We are expecting a summary report from our IT department by early July, once they have worked through Intertek's technical report.

7. Employer Services

Employer training

7.1. During May, Hampshire Pension Services have delivered the following training:

- One Employer Hub Demonstration with 6 attendees in total across all Pension Funds of which there were 2 attendees, across 2 employers represented from LBHPF employers.

New and Exiting employers

7.2. There are currently 116 active scheme employers under LBHPF as at 31st May 2024.

7.3. There are currently 6 pending admitted bodies, 2 pending/potential academy conversion and no known future exits.

Annual returns

7.4. By the deadline of 31st May 2024 we had received 113 out of 116 annual returns (97.41%).

7.5. At 31st May 2024 we have processed 90 employers annual returns representing approximately 7,410 members (75.5%).

8. 2024 End of Year timetable

8.1. We have agreed the timeline for the 2024-year end, including the production of benefit statements. The table below details the key milestones for each step of the year end process.

Completed	Task
31/05/2024	2024 Pensions increase applied to all deferred benefit members.
30/06/2024	Employer Services to complete upload of Annual Returns (AR); assuming all data received from, and queries answered by employers.
30/06/2024	CARE pension revaluation for Active members (to be run per employer, after AR upload)
15/07/2024	Valuation extracts produced and uploaded to Hymans' portal.
31/07/2024	Deferred Benefit Statements (DBS) to be produced.
31/08/2024	Supplementary Pensions Increase calculated and paid.

Completed	Task
31/08/2024	Active Benefit Statements (ABS) to be produced.
05/10/2024	Latest date Pensions Savings Statements sent – will be produced for each employer as ABS have been completed.
31/10/2024	Latest date e-comms sent to members with benefit statement available on Member Portal.
30/11/2024	Life Certificates issued to Overseas Pensioners.
30/11/2024	TPR Scheme Return (<i>expecting TPR to return to November deadline this year</i>)
30/11/2024	Active and Deferred member newsletters.

8.2. **Pensions increase** – we are currently finalising the pensions increase for deferred members, in preparation for deferred benefit statements to be produced.

8.3. An **annual returns** update has been provided in section 7.

8.4. The rate at which we produce **deferred and active benefit statements** this year may not be in line with previous years, although our aim is still to produce at least the same number of benefit statements, as last year, by 31st August 2024. Our processes have had to be adjusted this year to account for the effects of McCloud, and to ensure that we aren't issuing benefit statements based on incomplete service history, which has been provided to us by employers as part of the McCloud service reconciliation work.

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 May 2024, 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	3,540
<i>Leavers processed in the last month*</i>	<i>143</i>
Outstanding leavers to be processed	618

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

9.3. Of the 618 cases outstanding, 400 of these are with employers who Dataplan provide the payroll service for – we are working closely with Dataplan to ensure progress is made and have monthly calls in place.

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

Employer	Number of leavers outstanding
Pftrust - Wood End Park Academy	20
Swakeleys Academy	20
Yeading Infant School	15
Harlington School	14
Hayes Park School	14

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	4
Refunds processed	4

11. McCloud

- 11.1. Our priority until 31st August is to ensure that this year's active and deferred benefit statements are not issued with incomplete service history. Unfortunately, the quality of data received from some employers has meant that, once uploaded, the member's service history is not continuous, or is overlapping, and therefore we are actively working to correct these records.
- 11.2. Once the vast majority of this year's benefit statements have been produced, we will then revisit the member records where service has either not been provided by employers, or was of bad quality, and calculate their post 2014 service based on the pay information provided for each year-end.
- 11.3. There have been no material updates for the LGPS in relation to McCloud, and we wait to hear about the outcome of the closed DHLUC consultation.

12. Pensions Dashboard Programme (PDP)

- 12.1. The latest update from the PDP explained that they continue to work through connection processes and guidance for integrated service providers (ISPs) and pension schemes who are choosing to connect directly – this work is expected to continue until the end of 2024 and until this has been completed, Civica cannot deliver the ISP software.
- 12.2. We recently attended a joint webinar with Civica and the LGA, where Jayne Wiberg spoke about the latest version of the LGPS guidance, and what administrators can do to prepare. AVC providers and how they should provide data, was discussed in detail, and it was suggested that a number of AVC providers are not engaging as they should, with the PDP. Therefore, in the next few weeks we will be contacting AVC providers – directly or through Partners – asking them to confirm what their plans are to provide AVC fund data.

13. 2024/2025 Software Development

- 13.1. We have not implemented any substantial developments to UPM, the Member Portal or Employer Hub in May, as our priority has been the delivery and testing of the latest version of UPM.
- 13.2. We are also working with our colleagues in IT and Civica to rebuild and repurpose all of our testing environments, so we can implement a new stream-lined approach to testing and development of the software.

14. Audit

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

Audit Area	Timing
Pension leavers 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.	Quarter 2/3
Pension starters Review of the control framework to support appropriate, complete and prompt admission of new starters to the various pension schemes administered by HPS.	Quarter 3
Cyber Security To provide assurance over the cyber security arrangements within HPS.	Quarter 3
Pensions payroll and benefit calculations Annual review to provide assurance that Hampshire Pension Services' (HPS) systems and controls ensure that:- <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.	Quarter 3/4

15. Scheme legislation updates

15.1. Legislation updates that have been received during May 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 May.

- 16.2. **Member communications** – There was one member communication issued in May, this was in relation to some downtime on the website, member portal and employer hub on 16th May.
- 16.3. **Data Protection Breaches** – There were no data protection breaches identified in May.

17. Compliments and Complaints

- 17.1. There was one complaint in May 2024 from a member of the LBH LGPS, however a response is not due until 19th June and will therefore be included in next months admin report.
- 17.2. We did not receive any compliments in May from members of the LBH LGPS.

LGPS Correspondence

May 2024

Date	Received from/subject	Summary	Actions agreed
01/05/2024	Jayne Wiberg - National LGPS Framework for ISP and Member Data Services is live	National LGPS Framework for ISP and Member Data Services is live	Noted - ISP already appointed.
08/05/2024	Previous pension benefits declaration form and notes	A new version of the declaration form has been uploaded with changes to question 3	Noted
08/05/2024	McCloud non-Club transfer calculator	A new version of the McCloud non club spreadsheet has been published	Noted
15/05/2024	PCELS update - new version of the Abolition of the LTA guide	The Abolition of the LTA administrator guide has been updated	Noted
23/05/2024	2024 versions of scheme guides published	Multiple changes made to member guides, employer guides and digital engagement guides	Noted
31/05/2024	LGPC Bulletin 251 – May 2024	<ol style="list-style-type: none"> 1. Annual report guidance - SAB intends to review the annual report guidance at the end of 2024, the review will include feedback from administering authorities 2. Gender pensions gap research - ACTION - share with employers the call for volunteers 3. Good governance consultation update - The consultation planned to be released in early summer will now be delayed due to the general election 4. Opt out survey is now live - The survey is due to close on 7th June 5. Valuation reports - The board have requested that any valuation reports that include updates or variations are shared with them 6. Update made to guides, fact sheets and leaflets - ACTION - Ensure to update any versions 7. PCELS update - ACTION - Review and apply the transitional arrangements set out in D LUHC's email 8. McCloud protection - An increase in queries about McCloud protection, guidance has been issued on what is and what isn't classed as a disqualifying gap 	<ol style="list-style-type: none"> 1. Noted 2. Noted 3. Noted 4. For relevant employers to complete 5. Noted 6. CPD have updated the guides with amendments 7. Noted 8. Noted 9. Noted 10. Noted 11. Noted 12. Noted 13. Noted 14. Noted 15. Noted 16. Noted 17. CPD looking at updating

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| | | <p>9. Non-club spreadsheet 2024/25 - The latest version has now been published</p> <p>10. Pensions Dashboards Data Standards - ACTION - Discuss the data standards with your I S P to ensure your administering authority is compliant.</p> <p>11. Deferred connection guidance updated - Updates have been made to section 3.4 and has been published</p> <p>12. Operating model review blog TPO - The blog published discusses the aim to improve waiting times and efficiency</p> <p>13. Corporate plan for 2024 to 2027 - TPR have published the new corporate plan</p> <p>14. Consultation on P SIG - ACTION - Consider responding to the consultation</p> <p>15. Digital engagement guide has been published including some updated info</p> <p>16. National LGPS Frameworks – I S P and Member Data Services go live</p> <p>17. Previous pension benefits declaration form version 1.1 - ACTION - Review and consider using the updated form and the accompanying notes</p> | |
|--|--|--|--|

Committee name	Pensions Board
Officer reporting	James Lake – Finance
Papers with report	None

RECOMMENDATION(S):

- 1. The Pensions Board is asked to note the continuous professional development update and discuss the options for further training.**

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 2024 all Board members had completed the TPR public sector toolkit.

Update on Training

All Pension Board members have completed CIPFA Knowledge and Skills Competency Framework previously provided by AON. The framework covers the following subject areas:

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

Further group training will be arranged in line with the training plan. Board members should also attend one-off training events and information sessions as they arise.

Continuous Professional Development Log

Below shows progress against the Pensions Regulator Public Sector Toolkit, CIPFA Knowledge & Skills framework and additional training items completed by the Board during 2024/25.

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

	Date	Roger Hackett	Tony Noakes	Shane Woodhatch	Jack Francis-Kent	Anna Beattie
The Pensions Regulator Public Sector Toolkit	On-demand	*	*	*	Tbc	*
AON CIPFA Knowledge & Skills Areas of Training (7 Modules)	On-demand	*	*	*	3 Modules	Completed final 5 modules
PDP webinar: Pension Dashboards - connection and progress update	17/04/24	1				
Pensions Dashboards - Introduction to Pensions Dashboards (Isio)	25/04/24	1				
Cyber and TPR Requirements (AON)	14/05/24	1				
LCIV interview with Ruffer on their performance and portfolio positioning.	On-Demand	0.25				
Interview with LCIV CIO	On-Demand	0.25				
Cyber Resilience (AON)	11/06/24	1				
Planning for the 2025 LGPS Valuation (Hymans Robertson)	26/06/24	1				
Dashboard – Member Experience (Isio)	On-Demand	1				
Total Hours		6.5	0	0	6	10

*Completed in prior period.

Training Policy states minimum requirements for Board members is to undertake 14 hours of training annually.

Knowledge & Skills Assessment

An updated Training Policy with a Training Plan framework was approved by Pensions Committee in December 2023. The updated policy aims to satisfy the requirements of The Pensions Regulator's new code of practice.

Included in the Policy was requirement for a regular assessment of knowledge of skills of Committee and Board members. Pension Committee agreed the Hymans Robertson tool to assess Committee and Board members and to assist in identifying key areas of training focus.

The tool was issued the second week of January 2024 with all responses received by 26th January 2024. Board members are reminded that they should revisit AON sessions when necessary.

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 8

Committee	Local Pension Board
Officer Reporting	James Lake – Finance
Papers with report	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 dates and items for 2024/25.

Recommendations

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

INFORMATION

Attached is the Pension Board Workplan which highlights scheduled areas of work.

The next Pension Board Meeting is on the 6 November 2024 in committee room 4 at 2pm. Based on the workplan, the agenda is currently:

Administration performance
Training update
Workplan
Governance including General Code
Review of Committee Papers

Dates for 2024/25 Meetings

6 Nov 24
5 Feb 25
9 Apr 25

FINANCIAL IMPLICATIONS

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

LEGAL IMPLICATIONS

Where applicable legal implications have been included in the body of the report.

London Borough of Hillingdon Pension Fund - Pensions Board agenda plan

	Frequency	Last review	Q2 24	Q3 24	Q4 24	Q1 25
Governance - Board matters						
Election of chair	Annual	May-24				Y
Election of Employer/Scheme Rep	Annual	Jan-24			Y	Y
Local Pensions Board Operating Procedures	Every 3 years	Jan-24				Y
Local Pensions Board - Annual Report	Annual	Jan-24				Y
Review of Effectiveness of the Board	Bi-Annual	Apr-23				
Training Update	Quarterly	Jan-24	Y	Y	Y	Y
Work Programme & future agenda	Quarterly	Jan-24	Y	Y	Y	Y
Governance - Other Fund matters						
Review of recent Pensions Committee meeting	Quarterly	Jan-24	Y	Y	Y	Y
	Quarterly whilst new Code assessed	Jul-23	Y	Y	Y	Y
Compliance with Pensions Regulator Code of Practice Regulatory Update	As required					
Pensions Administration & Performance	Quarterly	Jan-24	Y	Y	Y	Y
Governance	Quarterly	Jan-24	Y	Y	Y	Y
Draft Policies (ahead of approval by Pensions Committee)	As required					