



HILLINGDON
LONDON

Pensions Board

Date: TUESDAY 05 November 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)
Vicky Trott (November 2028)

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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 (Vicky Trott)
3. Declarations of Interest and any Conflicts of Interest
4. To approve the minutes of meeting held 17 July 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 – EDI Training, Draft EDI Policy, GCOP, Cyber Security, Annual Returns
10. Review of Pension Committee Papers

Members of the board are reminded to bring a copy of their Pensions Committee report pack from 25 September 2024 to the meeting

Minutes

PENSION BOARD Meeting

17 July 2024

Meeting held in Committee Room 4, Civic Centre, Uxbridge



HILLINGDON
LONDON

Employer Representatives:

Shane Woodhatch (SW)
Jack Francis-Kent (JF)
Anna Beattie (AB)

Scheme Member Representatives:

Roger Hackett (RH) – Chair
Tony Noakes (TN)

Also Present:

Marian George, Governance Advisor (MG)
Andrew Lowe, Hampshire County Council (HCC) Pensions Administration (AL) – agenda item 5
Jo Palmer, Schools Administration and Schools Business Managers Lead (JP) – Part 1 only

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)

Apologies for Absence:

Cllr Reeta Chamdal – Chair, Pensions Committee

Agenda Item	Minutes/Action	Action Lead
1.	Apologies for Absence The meeting started with a round of introductions for the benefit of the new attendees in the meeting, namely: <ul style="list-style-type: none">- Jack Francis-Kent, Principal Internal Auditor - new Employer Representative- Jo Palmer, Schools Administration and Schools Business Managers Lead – attending as an observer.-	
2.	Welcome New Employer Representative – Jack Francis-Kent	

	RH formally welcomed JF to the Board as the new Employer Representative. JF is appointed on a 4-year term.	
3.	<p>Declarations of Interest and any Conflict of Interest</p> <p>None.</p>	
4.	<p>To approve the Minutes of the Meeting held on 08 May 2024</p> <p>The Minutes were approved as a true record of discussions. Page 4 Schools Administration</p> <p>Matters Arising</p> <p>Page 4: RH sought MG's view on Equality, Diversity & Inclusion (ED&I) guidance and suggestions to address this matter.</p> <p>MG stated that not everyone's characteristics are observable to the eye (a survey would be useful, to be considered in the near future). and that what is important, is diversity of thought, skills and experience. She suggested some areas to focus on, such as communications, policies and systems. For general communications, focus on how the board works, highlight the value of the scheme and how to get involved; ensure there are no biases in the policies and processes eg for mental diversity, do not use red on green print on meeting papers. The Board can learn from other funds that have done a lot in this area eg Wiltshire, South Yorkshire, and we can also learn from the private sector. This is a multi-period task, and resources need to be considered; currently, the General Code of Practice is the biggest priority. There are some issues/limits with local government pension schemes when compared to private schemes. When appointing to the Pensions Committee, the Board could provide Councillors with some guidance.</p> <p>The Work programme for 2025 provides for a refresh of the Board Effectiveness exercise. This will focus on many of the areas covered by the ED&I guidance and would be a good opportunity to address both areas. Achieving compliance with the new single code of practice over the next 12 – 18 months will also involve addressing ED&I issues. In order to maintain good working relationships with the Pensions Committee, RH reported that he had met with the new Chair of the Committee, Cllr Reeta Chamdal, who is looking forward to working with the Board</p> <p>MG added that this will benefit the Board, and it is not just a tick-box exercise. There should also be a culture of</p>	

inclusiveness and that everyone's skills and experience is important.

JL pointed out that a diversity of skills had been evidenced through the knowledge and skills assessment, hence we are not starting from scratch.

Backlog of Surrey Cases

The Board had a lengthy discussion on the issue of data quality and communication with the schools, particularly those using Dataplan as their payroll provider. JP suggested that a process plan for data submission and validation would be useful. The Board agreed that there was a need for more collaboration and support between the fund, HPS, Dataplan, and the schools to ensure accurate and timely information for the pension scheme members and agreed to involve JP in future communications with the schools. JL advised there was already lots of collaboration and support taking place.

RH reiterated that, from the Board's view, the fund officers and HPS are providing a lot of support, and things are improving but there appears to be a small core of employers who do not comply. The Board's priority is to ensure the protection of the fund and introduce appropriate arrangements to safeguard its members as the fund is accountable to external Regulators who have powers to impose sanctions.

Another issue is that Dataplan require schools to pay for the extra work of providing the information for the two years in question (backlog) where they had not signed up to the pension service initially. AL asked whether there had been any progress following JL's meeting with Dataplan; SW also asked whether a data sharing agreement was in place, which JL affirmed. Data Plan are expected to upload the information to HPS' system. The point was made that schools must understand that the delayed reaction is impacting members' pay/pension, hence the need to report to governing bodies and Ofsted, if necessary. AL added that the data sharing issue lies with schools and Data Plan, who hold the data, and that HPS cannot populate records if data is missing. At this point, SW cited the possibility of a member deciding to take legal action; the fund would reference the employer in question but would ultimately be held responsible.

JL advised that results of the benchmarking for the annual returns will be sent to all employers, and this will be used to highlight where performance is lagging and act as a catalyst to improve data submission.

TA highlighted another issue that has just been discovered. An employer has recently changed payroll provider, but the current

	<p>provider does not have access to the previous incumbent's payroll data. The team are liaising with the employer on what actions to take.</p> <p>RH made reference to Macleod new guidance, in particular the category of unknown members and how big an exercise this was likely to be. AL advised that there would be a fair amount of work and that he is liaising with JL on this.</p>	
5.	<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	
6.	<p>Pension Administration & Performance</p> <p>May Update highlights:</p> <ul style="list-style-type: none"> - 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 returns received by deadline. - 75.5 % annual returns processed by end of May. - 143 further backlog cases resolved; 618 cases remain of the original 4,158. <p>MG asked if HPS carry out customer satisfaction surveys. AL advised that members are invited to give feedback with complaints and compliments reflected in the monthly report.</p> <p>There is nothing in the May report relating to software development being undertaken by UPM, however, AL noted that this is a continual programme of enhancement, with improvements being delivered throughout the year. JL highlighted the roadmap of enhancements and the priority of making sure McCloud is implemented in line with guidance.</p> <p>JF asked about cyber security penetration testing – covered in the June report where one high vulnerability was raised. AL advised that HPS run a 6-monthly penetration test cycle and work closely with Civica and HPS' IT department to apply relevant protection which uses a sliding scale of CRITICAL, URGENT, HIGH, LOW. The regular penetration testing has indicated that vulnerabilities are coming down.</p>	

Pensions Administration & Performance

Item 6

Committee

Local Pensions Board

Contact Officers

Tunde Adekoya – Finance

Papers with this report

Hampshire Administration Report September 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 September 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. 46.46% overall with 55.47% active members signed up.
- 67.8% of pensioners have either signed up to the portal or made an election for paper correspondence.
- Cyber Security: Next vulnerability testing scheduled for week commencing 2nd of December 2024.
- 115 of 115 annual returned received, 97 by deadline (30th April), 15 received a month later and 3 employers submitted their returns significantly later.
- 99.28% of Active Benefit Statements Produced by end of August 2024 and 99.99% of Deferred Benefit Statements produced in the same period, in line with statutory deadlines.
- 63 further backlog cases resolved. 378 cases remain of the original 4,158.

Classification: Public

Pensions Board 05 November 2024

Pensions Dashboard Update

After discussion with Civica (Software provider) and review of the PASA (Pensions Administration Standards Association) guidance for data matching, Hampshire are finalising a policy for full and partial matches, and will be sharing the documented policy with Partners, alongside an updated Pensions Dashboard report, in November.

Hampshire Pension Services previously contacted all AVC providers, requesting a list of the members who have an AVC fund, so they can reconcile this with UPM, and confirmation of which of the following options they intend to adopt.

- Direct connection to the eco system.
- Via a third party and return data via a separate connection to the one used by HPS.
- Provide data to HPS and use our connection.

All AVC providers have at least acknowledged HPS email, and they will be following up with those who haven't provided detailed responses, in October.

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 2024



Working in partnership with



West Sussex
Fire & Rescue Service

Contents

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

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
September 2024	9,117	12,551	8,545	1,687	31,900
Growth	1.07%	10.09%	21.44%	-	16.18%

*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 September – 30th September 2024. The service level agreement (SLA) for all casework is 15 working days, except for deferred benefits which are processed in 30 working days, and rejoiners which are processed in 20 working days.

Time to Complete

Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total	% completed on time	Average days to complete process	Total Cases (previous month)	% completed on time (previous month)
Active Retirement	12	13	1	0	0	0	26	100.00%	6	12	100.00%
Deferred Retirement	7	27	5	0	0	0	39	100.00%	8	32	100.00%
Estimates	2	14	1	0	0	0	17	100.00%	8	40	100.00%
Refunds	1	22	0	0	0	0	23	100.00%	8	24	100.00%
Deferred Benefits	6	2	0	5	103	0	116	100.00%	24	108	100.00%
Interfunds and Transfers In	6	2	5	0	0	0	13	100.00%	9	9	100.00%
Interfunds and Transfers Out	2	12	1	0	0	0	15	100.00%	8	12	100.00%
Divorce Quotes	2	2	3	0	0	0	7	100.00%	8	8	100.00%
Divorce Actuals	0	0	0	0	0	0	0	100.00%		0	100.00%
Rejoiners/Aggregation	5	3	2	6	0	0	16	100.00%	11	19	100.00%
Deaths	4	0	5	0	0	0	9	100.00%	8	7	
GRAND TOTAL	47	97	23	11	103	0	281	100.00%		271	100.00%

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

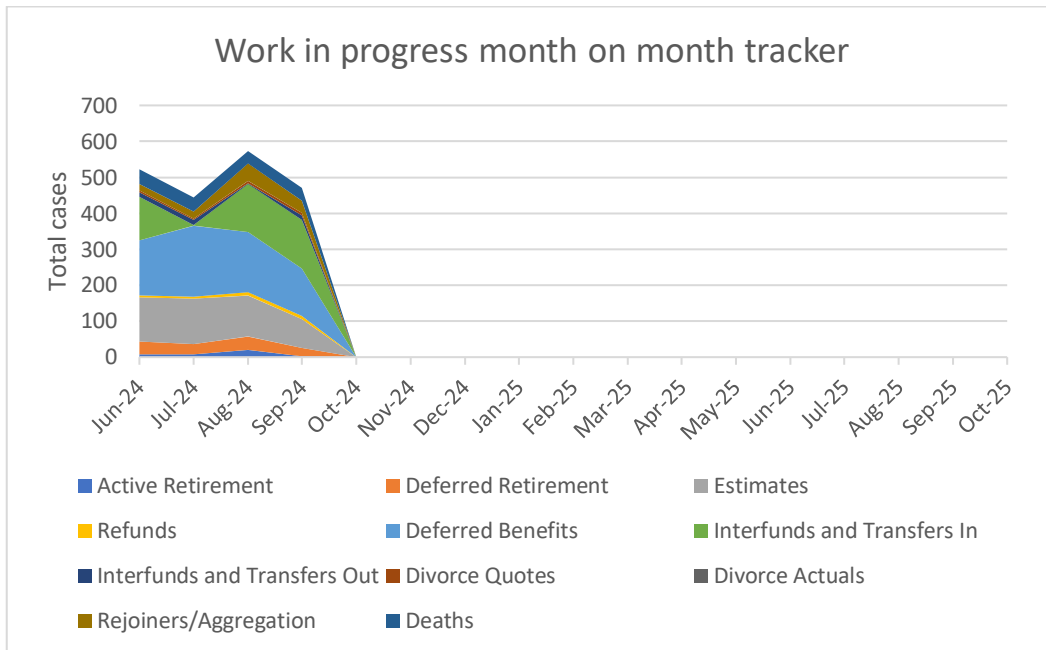
Type of Case	Total number of cases in the month
New Joiners	38
New beneficiary benefits in payment	5

- 4.4. The table below shows outstanding work as of 30th September 2024. The time outstanding reflects the time from date of receipt of the initiating request, and includes time whilst cases are on hold pending further information. Work which has been pended is monitored by the team and is also pushed for review by the system at pre-determined intervals. This means that all pended casework is regularly reviewed, and actions taken to ensure it can be moved and processed.
- 4.5. Those cases which currently exceed the agreed service level agreement are on hold waiting for information from the member, their employer or another party and the time taken to process will be adjusted once the work has been completed.

Type of Case	Time Outstanding						Total	Total Outstanding (previous month)
	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31+ days		
Active Retirement	0	1	0	0	0	2	3	20
Deferred Retirement	6	2	1	1	3	9	22	37
Estimates*	12	7	7	3	5	47	81	114
Refunds	3	4	0	0	1	0	8	10
Deferred Benefits	3	11	14	3	40	61	132	166
Interfunds and Transfers In	2	4	4	1	6	118	135	135
Interfunds and Transfers Out	3	1	6	0	1	3	14	1
Divorce Quotes	1	2	0	0	0	3	6	7
Divorce Actuals	0	0	0	0	0	0	0	0
Rejoinders/Aggregation	1	2	9	2	6	14	34	49
Deaths	1	1	3	0	4	27	36	34
GRAND TOTAL	32	34	44	10	66	282	468	573

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

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



5. Call and email volumes

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

Calls Received	122
Calls Answered	122
Calls Answered Percentage	100.00%
Calls Abandoned	0
Abandoned Percentage	0.00%
Average Wait Time	67 seconds
Calls Answered Within 5 Minutes	116
Calls answered waiting for longer than 5 mins	6
Percentage Of Calls Answered Within 5 Minutes	95.00%

- 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 3,533 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*
August 2024	6,097	5,370	765
September 2024	8,051	6,926	1,125

5.5. Of the emails responded to by PCST, 154 of these were for Hillingdon members.

5.6. In September 2024 we received 59 'My Messages' from Hillingdon members via the member portal, which are dealt with via our normal 5 working day response time.

6. Online services

Member Portal

6.1. Active, Deferred, Preserved Refund and Pensioner members of the Hillingdon Local Government pension scheme have the ability to register for our Member Portal and update their personal details, death grant nominations, and bank details; securely view annual benefit statements, payslips and P60's; run online voluntary retirement estimates; and complete their membership option, retirement declaration and refund claim forms online.

6.2. The table below shows the total number of current registrations for each status as of 30th September 2024.

Status	Registrations to date	% of total membership	Registrations to 31/08/2024	% of total membership
Active	5,057	55.47%	5,047	54.22%
Deferred	5,062	40.33%	4,968	39.81%
Pensioner	3,918	45.85%	3,860	45.44%
TOTAL	14,037	46.46%	13,875	45.82%

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
August 2024	2,555	2,409	530
September 2024	817	462	368

- 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	5,057	5,062	3,918	14,037
Opt out	36	125	1,882	2,043
No contact	4,024	7,364	2,745	14,133
Total	9,117	12,551	8,545	30,213

Cyber Security

- 6.5. Our next external penetration testing will be booked with Intertek and carried out the week commencing 2nd December 2024 – following this testing a report will be provided to our IT department who will review the vulnerabilities identified and liaise with Civica and the Systems team within Hampshire Pension Services, to address them.

7. Employer Services

Employer training

- 7.1. There were no employer training sessions provided in September; the next bitesize sessions are due to be held in November.

New and Exiting employers

- 7.2. 117 active scheme employers as of 30th September 2024.
- 7.3. There are currently 15 pending admitted bodies and 2 possible pending academy conversions.
- 7.4. There are currently 5 employers changing payroll provider effecting 603 members.

Annual returns and Employer Performance

- 7.5. Reports were issued to the fund in September which summarised the following outcomes:
- In 2024, there were 115 active scheme employers where an annual return was due by 30th April

- 97 returns were received by the deadline (up from 81 in 2023), with 15 received in the following month. 3 employers provided their return significantly late (down from 8 in 2023).
- 1,231 data queries were sent to employers which compares to 1,836 in 2023 and 2,257 in 2022. This number excludes any queries sent on pay.
- As at 4th September 2024, 73 queries remain outstanding across 13 employers.
- There are 66 employers (57%) who have been benchmarked with “major data quality issues” (red rating), this is down from 94 (80%) in 2023.

7.6. The report was followed up with a meeting with the fund in September to review these outcomes and actions to be taken to sustain and improve for next year. Employer performance letters have been agreed with the fun and will be sent out in early October.

8. 2024 End of Year timetable

8.1. The table below details the key milestones for each step of the 2024 year-end process.

Completed	Task
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. **Deferred Benefit Statements** – The production of deferred benefit statements has been completed.

Total Number of Statements Required	Total Number of Statements Produced	Total Number of Statements Missing	Percentage of Statements Produced	Total Number Of Statements Produced as at 31 st August	Total Number Of Statements Missing as at 31 st August	Percentage Of Statements Produced as at 31 st August
12,134	12,134	0	100.00%	12,133	1	99.99%

8.3. **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	Total Number Of Statements as of 31 st August	Total Number Of Statements as of 31 st August	Percentage Of Statements Produced as of 31 st August
9,770	9,709	61	99.38%	9,700	70	99.28%

8.4. The 61 cases outstanding need further investigation, or we are awaiting responses from employers.

8.5. We have completed our 2023/24 annual allowance calculations and have sent **Pensions Savings Statements (PSS)** to 3 members who have exceeded this years' £60,000 allowance – all PSS were sent by 6th October 2024.

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 September 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	3,780

Leavers processed in the last month*

63

Outstanding leavers to be processed

378

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

9.3. Of the 378 cases outstanding, 268 of these are with employers who Dataplan provide the payroll service for – we continue to encourage Dataplan to respond to our queries.

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

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

10. Preserved Refunds

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

Pre-1 April 2014 preserved refund members

72

Number of members sent letters

72

Claim forms received

5

Refunds processed

5

11. McCloud

11.1. The LGA have alerted us to a calculation error with Club transfer out quotations issued by the Teachers' Pension Scheme (TPS), for members protected by the McCloud remedy – our

transfers team have reviewed the quotes received from TPS, of which there are only a handful across all schemes we administer and found that they had already queried the figures provided.

- 11.2. On 20th September, the LGA issued a McCloud public service pensions history form, and set out two approaches for administrators – send the form to all scheme members and ask that all members respond, regardless of whether they have prior public service pension scheme membership; or send the form to all scheme members and only request responses from those who have prior public service pension scheme membership – we intend to adopt the second approach, but are considering how best to issue the forms.
- 11.3. From October, we will be revisiting the service records which we were unable to finalise ahead of this year’s benefit statement production – a combination of poor quality or no service/break data being provided by the members previous or current employer, will require us to adopt the LGA guidance that sets out how to calculate service using the member’s full time and actual pensionable pay.

12. Pensions Dashboard Programme (PDP)

- 12.1. After discussion with Civica and review of the PASA guidance for data matching, we are finalising our policy for full and partial matches, and will be sharing the documented policy with Partners, alongside an updated Pensions Dashboard report, in November.
- 12.2. We previously contacted all AVC providers, requesting a list of the members who have an AVC fund, so we can reconcile this with UPM, and confirmation of which of the following options they intend to adopt.
 - Direct connection to the eco system.
 - Via a third party and return data via a separate connection to the one used by HPS.
 - Provide data to HPS and use our connection.
- 12.3. All AVC providers have at least acknowledged our email, and we will be following up with those who haven’t provided detailed responses, in October.

13. 2024/2025 Software Development

- 13.1. We have adopted the same approach for Deferred Retirement and Deferment cases from September, whereby members receive a GOV.UK email confirmation to confirm that their retirement/deferment has been processed.
- 13.2. The Employer Services team have commenced testing of the Monthly Returns software – a number of limitations have been identified, which will generate unnecessary and additional work, so we are working with Civica to understand if the software can be configured to work

alongside our other established processes – testing will continue until early November, and a more detailed update will be provided to Partners once we have a clear understanding of how the monthly returns process will work for both employers and HPS.

14. Audit

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

Audit Area	Timing
<p>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.</p>	In progress
<p>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.</p>	Quarter 3
<p>Cyber Security To provide assurance over the cyber security arrangements within HPS.</p>	Quarter 3
<p>Pensions payroll and benefit calculations Annual review to provide assurance that Hampshire Pension Services' (HPS) systems and controls ensure that:-</p> <ul style="list-style-type: none"> • Lump sum and on-going pension payments are calculated correctly, are valid and paid to the correct recipients; • All changes to on-going pensions are accurate and timely; • Pension payroll runs are accurate, complete, timely and secure with all appropriate deductions made and paid over to the relevant bodies. 	Quarter 3/4

15. Scheme legislation updates

15.1. Legislation updates that have been received during September 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 September.
- 16.2. **Member communications** – There were no member communications issued in September.
- 16.3. **Data Protection Breaches** – There were no data protection breaches identified in September.

17. Compliments and Complaints

- 17.1. We received one complaint in September from a member of the LBH LGPS, further detail can be found in Appendix 2.
- 17.2. We received three compliments in September from members of the LBH LGPS. Further information can be found in Appendix 3.



HAMPSHIRE
PENSION
SERVICES



Committee name	Pensions Board
Officer reporting	Tunde Adekoya – 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	Vicky Trott
The Pensions Regulator Public Sector Toolkit	On-demand	*	*	*	Tbc	*	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	17/04/2024	1					
Pensions Dashboards - Introduction to Pensions Dashboards (Isio)	25/04/2024	1					
Cyber and TPR Requirements (AON)	14/05/2024	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)	11/06/2024	1					
Planning for the 2025 LGPS Valuation (Hymans Robetson)	26/06/2024	1					
Dashboard – Member Experience (Isio)	On-Demand	1					
Sackers Quarterly Legal Update	19/07/2024	1					
Coffee with the CIO: A deep dive on Japan - and beyond	14/08/2024	0.50					
London CIV Business Update - August 2024	22/08/2024	1.25					
Understanding TPR's new DB funding code – practical implications for your scheme	29/08/2024	1					
Dashboards: Running a Scheme in a Post dashboard world	23/09/2024	1					
Data Centres and Investing, conversation with Brookfield	25/09/2024	0.50					
Tri-Borough LGPS Training Morning	30/09/2024	3.75					
Meet the Manager: Wellington Investment Management"	01/10/2024	1					
Coffee with the CIV - China: Policy, Reality and the Bigger Picture	16/10/2024	0.5					
Total Hours		17	0	0	6	10	0

*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	Tunde Adekoya – 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. Also, dates for 2025/26 board meetings are proposed for consideration.

Recommendations

- 1) Board to make suggestions for future working practices and/or reviews and priorities.
- 2) Board to confirm proposed Pension Board meetings for 2025/26.

INFORMATION

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

The next Pension Board Meeting is on the 05 February 2025 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

05 February 2025
09 April 2025

Proposed Dates for 2025/26 meetings

09 July 2025

05 November 2025

04 February 2026

06 May 2026

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					
Compliance with Pensions Regulator Code of Practice	new Code assessed	Jul-23	Y	Y	Y	Y
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					