



HILLINGDON  
LONDON

# Pensions Board

Date: TUESDAY 05 February 2025  
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. Declarations of Interest and any Conflicts of Interest
3. Appoint Pension Board Chair for Jan – Dec 2025
4. To approve the minutes of meeting held 05 November 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 2025
9. Pension Board Annual Report 2024

## PART II

10. Governance
  - Draft EDI Policy
  - Draft Cyber Security Policy
  - Update on Fit for the Future Consultation
  - Update on Inheritance Tax Consultation (HPS)
11. Review of Pension Committee Papers

**Members of the board are reminded to bring a copy of their Pensions Committee report pack from 10 December 2024 to the meeting**

## Minutes

### PENSION BOARD Meeting

05 November 2024



Meeting held in Committee Room 4, Civic Centre, Uxbridge

	<p><b>Employer Representatives:</b> Jack Francis-Kent (JF) Anna Beattie (AB)</p> <p><b>Scheme Member Representatives:</b> Roger Hackett – Chair (RH) Tony Noakes (TN) Vicky Trott (VT)</p> <p><b>Also Present:</b> Marian George, Governance Advisor (MG) Andrew Lowe, Hampshire County Council (HCC) Pensions Administration (AL) – agenda item 5</p> <p><b>LBH Officers Present:</b> Tunde Adekoya, Finance Manager – Pensions &amp; Governance (TA) Seby Carvalho, Pensions Technical Officer (SC) Ann-Marie Pereira, Executive Assistant – Minutes (AP)</p> <p><b>Apologies for Absence:</b> Shane Woodhatch Cllr Reeta Chamdal – Chair, Pensions Committee</p>	
AGENDA ITEM	MINUTES/ACTION	ACTION/ LEAD
Agenda item 1	<p><b>Apologies for Absence</b></p> <p>Noted, as indicated above.</p> <p>TA updated the Board regarding James Lake, who is on long-term sickness absence, and not expected to return to work. RH asked about the resource in JL's absence. TA advised he had spoken to Richard Ennis (RE), Corporate Director of Finance who has provided his unwavering support. A reorganization of resources is currently underway and whilst the team is managing at present, there are some major projects in the pipeline – General Code Of Practice (GCOP) and the Triennial valuation. Also looking to convert a fixed term resource to permanent – Ian Pyke, an experienced Pensions officer, particularly in relation to policy. Both Isio and the London CIV have offered support. TA will update the Board, as necessary. RH pointed out it had been agreed to implement when possible appropriate parts of the Good Governance Project including that the Head of Pensions should be a 2<sup>nd</sup> or 3<sup>rd</sup> tier officer role. The non-pensions part of James' role is</p>	

	<p>covered by Andrew Macleod, both he and TA report to RE.</p> <p>In view of these circumstances, both RH and MG urged TA to come forward if the work is too much; MG added that the Chancellor is expected to make an announcement about a Pension review, which could result in additional work.</p>	
<b>Agenda item 2</b>	<p><b>Welcome New Scheme Member Representative – Vicky Trott</b></p> <p>RH welcomed VT to the Board, followed by a round of introductions for VT's benefit.</p>	
<b>Agenda item 3</b>	<p><b>Declarations of Interest and any Conflict of Interest</b></p> <p>None</p>	
<b>Agenda item 4</b>	<p><b>To approve the Minutes of the Meeting held on 17 July 2024</b></p> <p>The Minutes were confirmed as a true and accurate record. There are no matters arising that are not on the agenda.</p>	
<b>Agenda item 5</b>	<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>All agreed that agenda items in Part 2 will be considered in private.</p>	
	<b>PART 1</b>	
<b>Agenda item 6</b>	<p><b>Pension Administration &amp; Performance</b></p> <p>TA highlighted the following:</p> <ul style="list-style-type: none"> <li>- The September partnership report indicates 100% performance.</li> <li>- Of note, the backlog cases (2 years ago were in excess of 4000) now whittled down to just over 300 cases, most of which relate to one payroll provider, Data Plan. AL advised that HPS are working with Data Plan to clear.</li> <li>- Annual Returns and Annual Benefit Statements have been completed 99.99% for deferred and 99.28% for active members.</li> <li>- Cyber security: next vulnerability testing scheduled for next month</li> <li>- Pensions dashboard: an ongoing project. RH asked whose responsibility it was to get information from previous payroll providers; AL advised that all providers will be required to contribute to the dashboard and that previous providers will need to update the dashboard; HPS will follow up in the event of any gaps. AL advised that there is still no date for the dashboard go-live.</li> </ul> <p>Cyber security: on the impact of AI and the ability to replicate voices, for example, AL stated the risk of attack by hackers is very real and that we need to be vigilant. HPS IT professionals are keeping on this, will be running the next penetration testing; all the</p>	

	<p>safeguards are replicated by Hampshire, as an organisation. Noted that Portsmouth was recently impacted, indicating that the threat is real. With regard to where the IT responsibility lies, TA advised that this is a shared responsibility, but Hillingdon needs to lead as for example it is responsible for setting up security measures with third party organisations such as custodial banks.</p>	
<p><b>Agenda Item 7</b></p>	<p><b>Training Update and Log</b></p> <p>There is a statutory duty on Board members to undertake relevant training. Noted the progress against the CIPFA knowledge and skills log. It was agreed that Board members would be sent the links to subscribe to webinars (Hyman Robertson, LCIV, Isio, and AON) and other training materials as these provide the means to meet CPD obligations. RH pointed out that the Pension Board can only carry out its governance role in this matter by leading by example.</p>	
<p><b>Agenda item 8</b></p>	<p><b>Work Programme 2024</b></p> <p>Work programme for the Board and Committee noted. Will add training for the following:</p> <ul style="list-style-type: none"> <li>- Triennial valuations</li> <li>- EDI policy</li> <li>- Cyber policy</li> </ul> <p>Dates for future Pension Board meetings were agreed.</p>	<p><b>TA</b></p>

## Pensions Administration & Performance

Item 5

*Committee*

Local Pensions Board

*Contact Officers*

Tunde Adekoya – Finance

*Papers with this report*

Hampshire Administration Report December 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 December 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. 48.38% overall with 57.10% active members signed up.
- 68.9% of pensioners have either signed up to the portal or made an election for paper correspondence.
- Cyber Security: External Penetration test completed in December. Four medium and Nine low vulnerabilities were identified, and these are planned to be addressed within the next six months.
- 99.64% of Active Benefit Statements Produced by end of December 2024 and in line with statutory deadlines.
- 3 further backlog cases resolved. 375 cases remain of the original 4,158.
- McCloud: Full assessment of member eligibility against MHCLG's guidelines is being processed via Civica's eligibility tool and will be reported at next meeting.

**Pensions Dashboard Update**

Guidance on how to obtain a registration code (required by providers and schemes) to connect to the PDP has been issued by the Pensions Dashboard Programme. HPS are reviewing the guidelines and partners will be contacted soon on when they need to obtain their registration code. The deadline for Pensions Dashboard connection is end of October 2025.

**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

December 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
<b>OBC</b>	9,020	11,400	7,036	-	27,456
<b>December 2024</b>	9,061	12,533	8,601	1,703	<b>31,898</b>
<b>Growth</b>	<b>0.45%</b>	<b>9.93%</b>	<b>22.24%</b>	-	<b>16.17%</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> December – 31<sup>st</sup> December 2024. The service level agreement (SLA) for all casework is 15 working days, except for deferred benefits which are processed in 30 working days, and rejoiners which are processed in 20 working days.

**Time to Complete**

Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total	% completed on time	Average days to complete process	Total Cases (previous month)	% completed on time (previous month)
Active Retirement	7	0	0	0	0	0	7	100%	3	5	100%
Deferred Retirement	16	8	2	0	0	0	26	100%	5	19	100%
Estimates	13	20	5	0	0	0	38	100%	7	22	100%
Refunds	5	17	0	0	0	0	22	100%	8	19	100%
Deferred Benefits	3	3	0	1	53	0	60	100%	25	63	100%
Interfunds and Transfers In	5	2	3	0	0	0	10	100%	7	12	100%
Interfunds and Transfers Out	1	17	2	0	0	0	20	100%	9	19	100%
Divorce Quotes	0	1	2	0	0	0	3	100%	11	1	100%
Divorce Actuals	0	0	0	0	0	0	0	100%		0	100%
Rejoiners/Aggregation	1	4	6	5	0	0	16	100%	13	9	100%
Deaths	7	1	2	0	0	0	10	100%	4	12	100%
<b>GRAND TOTAL</b>	<b>58</b>	<b>73</b>	<b>22</b>	<b>6</b>	<b>53</b>	<b>0</b>	<b>212</b>	<b>100%</b>		<b>181</b>	<b>100%</b>

- 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
<b>New Joiners</b>	84
<b>New beneficiary benefits in payment</b>	8

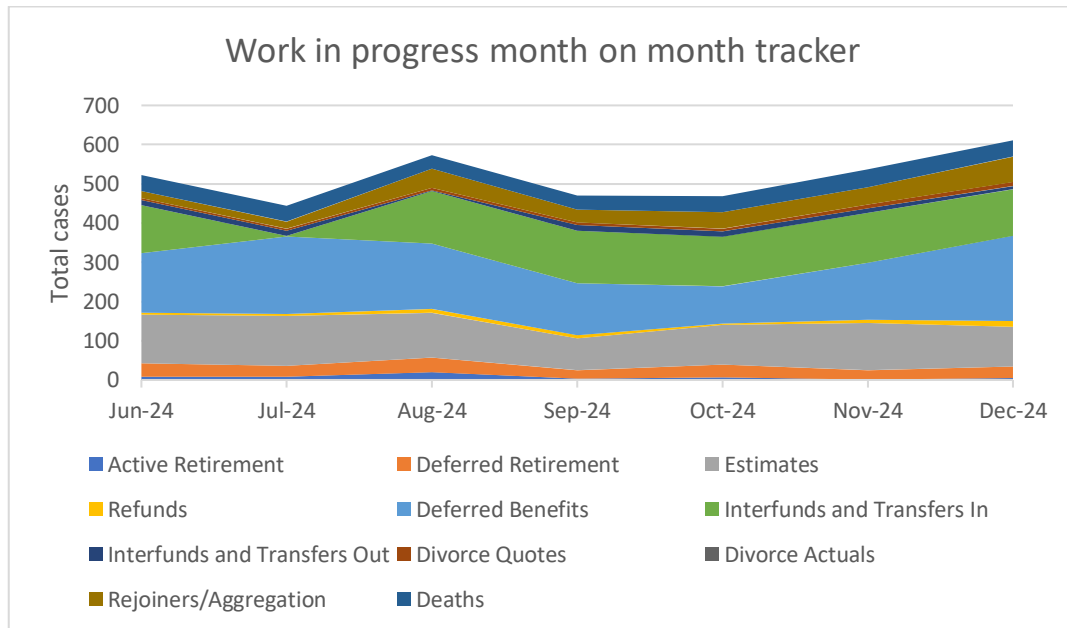
- 4.4. The table below shows outstanding work as of 31<sup>st</sup> December 2024. The time outstanding reflects the time from date of receipt of the initiating request, and includes time whilst cases are on hold pending further information. Work which has been pended is monitored by the team and is also pushed for review by the system at pre-determined intervals. This means that all pended casework is regularly reviewed, and actions taken to ensure it can be moved and processed.

- 4.5. Those cases which currently exceed the agreed service level agreement are on hold waiting for information from the member, their employer or another party and the time taken to process will be adjusted once the work has been completed.

Time Outstanding								
Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31+ days	Total	Total Outstanding (previous month)
<b>Active Retirement</b>	1	0	3	1	0	1	5	1
<b>Deferred Retirement</b>	2	5	7	7	3	6	30	24
<b>Estimates*</b>	3	11	2	7	13	65	101	121
<b>Refunds</b>	1	2	6	5	0	0	14	8
<b>Deferred Benefits</b>	1	7	5	13	124	68	218	144
<b>Interfunds and Transfers In</b>	1	1	0	2	8	106	118	128
<b>Interfunds and Transfers Out</b>	2	0	2	2	1	1	8	11
<b>Divorce Quotes</b>	0	1	0	0	0	10	11	10
<b>Divorce Actuals</b>	0	0	0	0	0	0	0	0
<b>Rejoinders/Aggregation</b>	5	3	7	14	15	20	64	45
<b>Deaths</b>	2	3	0	2	1	34	42	45
<b>GRAND TOTAL</b>	<b>17</b>	<b>33</b>	<b>29</b>	<b>52</b>	<b>165</b>	<b>310</b>	<b>606</b>	<b>536</b>

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

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



## 5. Call and email volumes

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

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

- 5.2. Abandoned calls are caused by the member ending the call before we can answer, and in some cases, this can be because they have heard one of our automatic messages asking them to visit our website or Portal.
- 5.3. The total number of calls received were 2,372 and the statistics above are included in this number.
- 5.4. Our Pension Customer Support Team (PCST) record the number of emails received into our main Pension Services inbox. The table below shows the combined (Hampshire, West Sussex, Westminster, and Hillingdon) volumes, for the current and previous month.

Month	Total Emails Received	Response from PCST	Forms and Emails Forwarded to another team*
November 2024	5,698	4,730	968
December 2024	4,792	3,781	1,011

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

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

## 6. Online services

### Member Portal

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

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

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

6.3. The table below sets out the number of Member Portal log ins, for the current month and previous month for comparison.

Month	Active	Deferred	Pensioner
November 2024	613	568	283
December 2024	311	350	267

6.4. The table below shows the number of opt outs of the Member Portal for each membership status. Comparing the number of registrations and opt outs to the total membership allows us to identify the number of members who have not engaged via either route.

Engagement	Active	Deferred	Pensioner	Total
Portal	5,174	5,383	4,050	14,607
Opt out	38	126	1,883	2,047
No contact	3,849	7,024	2,668	13,541
<b>Total</b>	<b>9,061</b>	<b>12,533</b>	<b>8,601</b>	<b>30,195</b>

### Cyber Security

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

## 7. Employer Services

### Employer training

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

### New and Exiting employers

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

### Annual returns and Employer Performance

- 7.3. During October, data validation exercises were sent to 66 employers, who had a red data quality rating. The purpose of this exercise is to ensure that employers check they are up to date with starter/leaver notifications to support with a better outcome in 2025. The deadline for declarations to be received was 15 December 2024.
- 7.4. As of 31 December 2024 we had received 41 fully completed declarations – 25 are outstanding including 14 incomplete declarations that had been sent. HPS will continue to



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

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

## 8. 2024 End of Year timetable

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

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

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

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

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

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

## 9. Unprocessed historic casework

- 9.1. At the point of onboarding, there were 3,840 unprocessed leavers – the date of leaving for these members was prior to 1<sup>st</sup> September 2021.
- 9.2. As of 1<sup>st</sup> January 2025, the unprocessed leavers position is as follows.

Unprocessed Leavers transferred from Surrey, at point of onboarding.	3,840
Additional unprocessed leavers identified since onboarding	318
<b>Total unprocessed leavers</b>	<b>4,158</b>
Leavers processed, and records finalised by HPS	3,783
<i>Leavers processed in the last month*</i>	3
<b>Outstanding leavers to be processed</b>	<b>375</b>

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

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

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

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

## 10. Preserved Refunds

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

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

## 11. McCloud

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

## 12. Pensions Dashboard Programme (PDP)

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

## 13. 2024/2025 Software Development

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

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

## 14. Audit

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

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

## 15. Scheme legislation updates

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

## 16. Employer and Member Communications

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

## 17. Compliments and Complaints

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



<b>Committee name</b>	Pensions Board
<b>Officer reporting</b>	Tunde Adekoya – Finance
<b>Papers with report</b>	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.

	Pensions Board Members							Advisers & Actuary	
	Date	Roger Hackett	Tony Noakes	Shane Woodhatch	Anna Beattie	Jack Francis-Kent	Vicky Trott	Marian George	Craig Alexander
The Pensions Regulator Public Sector Toolkit	On-demand	*	*	*	*	tbc	tbc		
AON CIPFA Knowledge & Skills Areas of Training (7 Modules)	On-demand	*	*	*	Y	3 Modules	tbc		
<b>LB Hillingdon Organised Training</b>									
2023 Knowledge Progress Assessment (Training Needs Analysis)	18/01/2024	1	1	1	0	0	0		
London CIV Business Update - August 2024	22/08/2024	1.25							
Tri-Borough LGPS Training Morning	30/09/2024	3.75							
Meet the Manager - Wellington Investment Services (LCIV)	01/10/2024	1							
Isio Mansion House webinar	15/11/2024		0.5		0.5				
LCIV Global Property Training - 27 November 2024	27/11/2024		2						
<b>Other Training Hours</b>		19.75	1.5	0	14	6	2		
<b>Total Training Hours January-December 2024</b>		<b>26.75</b>	<b>5</b>	<b>1</b>	<b>14.5</b>	<b>6</b>	<b>2</b>	<b>60.1</b>	<b>15</b>
<b>*Required Minimum PB Annual Training Hours (14 Hours)</b>		14	14	14	14	14	14		
	<b>Keys</b>								
		Meet Requirement							
		Partially Meet Requirement							
		Did Not Meet Requirement							

\*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 26<sup>th</sup> 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

<b>Committee</b>	Local Pension Board
<b>Officer Reporting</b>	Tunde Adekoya – 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 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 09 April 2025 in Committee Room 4 at 2pm. Based on the workplan, the agenda is currently:

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

### Proposed Dates for 2025/26 meetings

09 April 2025  
09 July 2025  
05 November 2025

Classification: Public  
Pensions Board 05 February 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	Q1 25	Q2 25	Q3 25	Q4 25	Q1 26
<b>Governance - Board matters</b>							
Election of chair	Annual	Jan-24	Y				
Election of Employer/Scheme Rep	Annual	Jan-24				Y <sup>(1)</sup>	
Local Pensions Board Operating Procedures	Every 3 years	Jan-24					
Local Pensions Board - Annual Report	Annual	Jan-24	Y				Y
Review of Effectiveness of the Board	Bi-Annual	Apr-23		Y			
Training Update	Quarterly	Jan-24	Y	Y	Y	Y	Y
Work Programme & future agenda	Quarterly	Jan-24	Y	Y	Y	Y	Y
<b>Governance - Other Fund matters</b>							
Review of recent Pensions Committee meeting	Quarterly	Jan-24	Y	Y	Y	Y	Y
Compliance with Pensions Regulator Code of Practice	Quarterly whilst new Code assessed	Jul-23	Y	Y	Y	Y	Y
Regulatory Update	As required						
Pensions Administration & Performance	Quarterly	Jan-24	Y	Y	Y	Y	Y
Governance	Quarterly	Jan-24	Y	Y	Y	Y	Y
Draft Policies (ahead of approval by Pensions Committee)	As required						

<sup>(1)</sup> Roger Hackett

# ANNUAL REPORT TO PENSIONS COMMITTEE

Item 9

<b>Committee</b>	Local Pension Board
<b>Reporting Officer</b>	Tunde Adekoya – Finance
<b>Papers with report</b>	Annual Report of the Board

## RECOMMENDATION

1. That the Pensions Board review the draft annual report attached and suggest changes for the final version ahead of submission to the Pensions Committee

## REASON FOR ITEM

The Scheme Advisory Board's LGPS Guidance on the Creation and Operation of Local Pension Boards in England and Wales recommends that the Board produces a report to the Pensions Committee, on the work undertaken during the year and future work plans.

A draft report has been prepared and covers the period from January 2024 to December 2024. The Board is asked to review make input into this report to complete it for presentation to the Pensions Committee.

The Chair of the Pension Board has worked with officers to produce the annual report.

## FINANCIAL IMPLICATIONS

The financial implications are included in the annual report. Any work commissioned by the Board or required through guidance or legislation will be charged directly to the Fund.

## LEGAL IMPLICATIONS

The legal implications are included in the annual report. The Board's annual report ensures the Fund complies with the recommendation of the Scheme Advisory Board.

# **Pension Board Annual Report 2024**

## Contents

1. Chair's Foreword
2. Introduction
3. Summary of the Work of the Board
4. Areas of investigated by the Board
5. Details of Conflict of Interest
6. Areas of Concern or Risk
7. Training
8. Work Plan
9. Expenses

## 1 Chair's Foreword

Welcome to the Annual Report of the Local Pension Board (LPB) of Hillingdon Pension Fund (HPF). This report covers the period from January to December 2024. At the Board meeting in January 2024, I was privileged to be elected to serve a third term as Chair of the Board during the calendar year 2024.

The Board met face-to-face for all four meetings during 2024. The Fund's administration partner, Hampshire Pension Services (HPS), also began to attend virtually in April 2023, and now present to the Board at each meeting. This is a welcome development which not only shows the commitment of HPS to work collaboratively with the Fund, but also an extra layer of governance as the Board can now directly scrutinise and monitor the partnership administration arrangement and satisfy themselves that all day-to-day and ongoing administration requirements are being delivered.

Some of the key achievements the Board oversaw in addition to the regular review of the Pensions Committee reports were:

- Maintaining full compliance with the Pension Regulators code of Practice 14
- Assisting with the development of the Governance Plan in line with updated Pensions Regulator General Code and SAB Good Governance framework
- Ongoing monitoring of cyber security issues
- Assessment of the effectiveness of the Pension Board which acted as a catalyst for the same exercise to be undertaken by the Pensions Committee
- Monitoring breaches and ensuring corrective actions were implemented
- Undertaking targeted training
- Keeping abreast of Pension Dashboard progress
- Monitoring progress against McCloud, GMP and data cleansing projects
- Closely monitoring service provision of Hampshire Pension Services.
- Monitoring progress and implementation of Investment Strategy Statement
- Scrutinising and challenging investment and adviser performance
- Supporting the development of the Administration Strategy
- Supporting with the Pensions Committee and Officers

The year ahead continues to be met with governance and compliance challenges and the resulting uncertainties in terms of changes in rules that the government may implement.

There are upcoming regulatory changes with which the Fund has to comply and that the Board will oversee, many of which continue to roll forward from the previous year; these include:

- The Pensions Regulator's General Code of Practice (GCoP)
- Good Governance Framework
- The Pensions Dashboard Programme
- The Data Improvement Programme
- Continued implementation of McCloud & GMP

In closing I would like to thank the Pensions Committee, Officers, Advisers and fellow Board Members for their cooperation and support during my time as Chair and I look forward to helping the Fund address the challenges we expect to face in 2025.

Roger Hackett - Chair of Hillingdon Local Pension Board (2024)

## 2 Introduction to the Local Pension Board

The Public Service Pensions Act 2013 introduced the requirement to have a Local Pensions Board to assist in the good governance of the Local Government Pension Scheme 'Scheme'.

The purpose of the Board is to assist the Administering Authority in its role as a Pension Fund Manager of the Scheme. Such assistance is to:

- Secure compliance with the regulations and any other legislation relating to the governance and administration of the Scheme, and requirements imposed by the Pensions Regulator in relation to the Scheme; and
- To ensure the effective and efficient administration of the Scheme.

London Borough of Hillingdon Council established the with effect from 1<sup>st</sup> April 2015 with subsequent amendments to Board structure and Board flexibilities being approved in the intervening years.

The Board meets four times a year and for 2024 consisted of three Employer representatives, and three scheme member representatives.

### Membership of the Board

<b>Employer Representatives</b>	<b>Scheme/Fund Member Representatives</b>
Anna Beattie	Roger Hackett
Shane Woodhatch	Tony Noakes
Jack Francis-Kent – From July 2024	Vicky Trott – From Nov 2024
Marie Stokes – Until January 2024	

### Record of Attendance

<b>Name</b>	<b>Jan -24</b>	<b>May-24</b>	<b>Jul-24</b>	<b>Nov-24</b>
<b>Roger Hackett</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
<b>Tony Noakes</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
<b>Marie Stokes</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>N/A</b>
<b>Shane Woodhatch</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>N</b>
<b>Jack Francis-Kent</b>	<b>N/A</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>
<b>Anna Beattie</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
<b>Vicky Trott</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>Y</b>

The Scheme Advisory Board's LGPS Guidance on the Creation and Operation of Local Pension Boards in England and Wales recommends that the Board produces a



report to the Pensions Committee, on the work undertaken during the year and future work plans. This report covers the work of the 2024 period.

Governance adviser Marian George assisted the Fund on Governance issues and supported the development and work of the Board and attended meetings.

### **3 Summary of the Work of the Board**

#### **Administration Partnership.**

2024 saw the Third full year with Hampshire Pension Services; our partner in delivering administration services for the Hillingdon Fund.

The Board were heavily involved in monitoring of their performance and governance. The Board continue to provide robust challenge to ensure all aspects relating to ongoing issues such as backlog of leavers and joiners processing, McCloud and Pension Dashboard projects are sufficiently resourced and remain on track.

The Board's direct involvement in terms of monitoring was enhanced during the year as HPS now attend Board meetings which allows direct engagement and the ability scrutinise all areas of the administration service and compliance with all governance items.

The Board are pleased to report that HPS continues to deliver a high level of service, remained at 100% against all key performance indicators and has been pro-active and at the forefront in all governance requirements. Attendance at Board meeting has strengthened the partnership and demonstrates a high level of good practice.

#### **TPR code compliance review**

During 2024, the Board has collaborated closely with officers and the Fund to ensure full compliance with the new General Code of Practise by the September 2025 deadline.

Furthermore, the Board has been fully supportive in terms of steps taken by the Fund to ascertain where there may be gaps based on the new General Code of Practise (GCoP) and Good Governance Framework. This has enabled the Fund to highlight key areas of focus and device an implementation timeline ahead of compliance deadline date.

#### **Effectiveness of the Board**

During the year the Board progressed on its effectiveness to improve succession planning and Board resilience; in this regard, two extra members were elected on to the board, one each for scheme member and employer representatives.

#### **Cyber Security & Pension Scams**

The Board has continued to focus on cyber security to ensure all possible measure are in place to protect the IT infrastructure from malicious behaviour.

## **Other key areas of work have been undertaken as outline below**

- Monitoring of the data quality and breaches
- Review of Policy documents to ensure they are kept up to date
- Monitoring the performance of the Pension Administration and observing Fund investment performance

## **Future Work of the Board**

As partly noted in the Chair's foreword, a number of key areas will to be monitored in 2025 including:

- The Pensions Regulator's General Code of Practice
- Good Governance Framework
- The Pensions Dashboard Programme
- The Data Improvement Programme
- Implementation of McCloud and GMP
- Funding Strategy and Investment Strategy implementation
- ESG issues including the UK Stewardship Code and TCFD reporting
- Review and update of the Board's function and responsibilities.
- Board resilience and succession planning
- Review of the risk register
- Knowledge Assessment

## **4 Areas Investigated by the Board**

No official investigations were required or undertaken by the Board.

## **5 Details of any Conflicts of Interest**

The SAB guidance recommends that the Board reports details of any conflicts of interest that have arisen in respect of individual Local Pension Board members and how these have been managed.

Declaration of interest remains on the agenda at the start of each meeting and in addition to the register of interest Pension Board members have been requested to renew their declaration of interest form in line with best practice.

A Conflicts of Interest Policy was also introduced following the TPR GCoP review which provides guidance to the Board on how to identify and manage conflicts of interest. No major conflicts of interests have arisen other than the declarations made at the start of each meeting.

Board members and officers continue to monitor conflicts of interest.

## **6 Areas of Concern or Risk**

**6.1 Regulatory changes** – The Board recognises that there are currently many regulatory changes to be implemented in the LGPS. These include McCloud

Judgement; Goodwin Judgement; GMP reconciliation and Pensions Dashboard and potentially a new iteration of the Exit Cap.

In addition, the framework under which the Fund will need to operate is also expected to change with the new General Code of Practice and Good Governance implementation in September 2025.

The Board will continue to monitor and seek assurance from Officers that the changes can be effectively delivered in compliance with the regulatory deadlines.

## 7 Training

7.1 Regular training has been made available to the Board and is a standing item on the quarterly work programme. As a result of the move to virtual meetings, training has been delivered separately from the meetings. The schedule below outlines the training undertaken by the Board.

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

	Date	Pensions Board Members							Advisers & Actuary	
		Roger Hackett	Tony Noakes	Shane Woodhatch	Marie Stokes	Anna Beattie	Jack Francis-Kent	Vicky Trott	Marian George	Craig Alexander
The Pensions Regulator Public Sector Toolkit	On-demand	*	*	*	*	*	tbc	tbc		
AON CIPFA Knowledge & Skills Areas of Training (7 Modules)	On-demand	*	*	*	Y	Y	3 Modules	tbc		
<b>LB Hillingdon Organised Training</b>										
2023 Knowledge Progress Assessment (Training Needs Analysis)	18/01/2024	1	1	1	1	0	0	0		
London CIV Business Update - August 2024	22/08/2024	1.25								
Tri-Borough LGPS Training Morning	30/09/2024	3.75								
Meet the Manager - Wellington Investment Services (LCIV)	01/10/2024	1								
Isio Mansion House webinar	15/11/2024		0.5			0.5				
LCIV Global Property Training - 27 November 2024	27/11/2024		2							
<b>Other Training Hours</b>		19.75	1.5	0	0	14	6	2		
<b>Total Training Hours January-December 2024</b>		26.75	5	1	1	14.5	6	2	60.1	15
<b>*Required Minimum PB Annual Training Hours (14 Hours)</b>		14	14	14	14	14	14			
	<b>Keys</b>									
		Meet Requirement								
		Partially Meet Requirement								
		Did Not Meet Requirement								

\*Following the training needs assessment suitable knowledge was either demonstrated in these areas or completed in previous years.

7.2 The Board will continue training as required during 2025 to address any emerging issues and to ensure it is up to date with any regulatory or guidance requirements or outcome from the governance review.

7.3 In line with the Training policy Board members are required to undertake 14 hours of training annually.

## 8 Work Plan

The workplan below sets out the tasks undertaken by the Pension Board during 2024

<b>Meetings</b>	<b>Specific topics</b>
24 January 2024	<ul style="list-style-type: none"> <li>• Board appointment matters</li> <li>• Review and update of Pension Board Operating Procedures</li> <li>• Pension Administration &amp; Performance</li> <li>• Training Update Report</li> <li>• Draft LPB Annual Report</li> <li>• Governance including Code of Practice</li> <li>• Cyber Update</li> <li>• Workplan</li> <li>• Review of Pension Committee Reports</li> </ul>
8 May 2024	<ul style="list-style-type: none"> <li>• Pension Administration &amp; Performance</li> <li>• Training Update Report</li> <li>• Governance</li> <li>• Workplan</li> <li>• Review of Pension Committee Reports</li> </ul>
17 July 2024	<ul style="list-style-type: none"> <li>• Pension Administration &amp; Performance</li> <li>• Training Update Report</li> <li>• General Code &amp; Good Governance Update</li> <li>• Governance including Code of Practice</li> <li>• Workplan</li> <li>• Review of Pension Committee Reports</li> </ul>
6 November 2024	<ul style="list-style-type: none"> <li>• Pension Administration &amp; Performance</li> <li>• Training Update Report</li> <li>• Governance</li> <li>• Workplan</li> <li>• Review of Pension Committee Reports</li> </ul>

The 2025 future workplan of the Board is set out below.

<b>Meetings</b>	<b>Specific topics</b>
05 February 2025	<ul style="list-style-type: none"> <li>• Election of Board Chair</li> <li>• Pension Administration &amp; Performance</li> <li>• Training Update Report</li> <li>• Draft LPB Annual Report</li> <li>• Governance Including General code of Practise</li> <li>• Cyber Update</li> <li>• Workplan</li> <li>• Review of Pension Committee Reports</li> </ul>
09 April 2025	<ul style="list-style-type: none"> <li>• Pension Administration &amp; Performance</li> <li>• Review of Effectiveness of the Board</li> <li>• Training Update Report</li> <li>• Governance Including General code of Practise</li> <li>• Workplan</li> <li>• Review of Pension Committee Reports</li> </ul>
09 July 2025	<ul style="list-style-type: none"> <li>• Pension Administration &amp; Performance</li> <li>• Training Update Report</li> <li>• Governance Including General code of Practise</li> <li>• Workplan</li> <li>• Review of Pension Committee Reports</li> </ul>
5 November 2025	<ul style="list-style-type: none"> <li>• Pension Administration &amp; Performance</li> <li>• Election of Employer/Scheme Rep</li> <li>• Training Update Report</li> <li>• Governance Including General code of Practise</li> <li>• Workplan</li> <li>• Review of Pension Committee Reports</li> </ul>

## **9 Expenses**

The Board incurred expenses of £135 in relation to its operations in 2024. (This does not include the standard governance support fees)