



REPORT TO:	Westminster County Council
DATE PREPARED:	Friday 7 th January 2021
TITLE:	Pensions Administration Update

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1. Summary

1.1. The purpose of this report is to update Westminster County Council 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 Westminster County Council Local Government Pension Fund.

2. Background

- 2.1. Hampshire Pension Services administer the local government pension scheme on behalf of Westminster County Council (WCC) with effect from 8th November 2021.
- 2.2. Hampshire Pension Services also administer the Local Government Pension Scheme for Hampshire County Council, West Sussex County Council and the London Borough of Hillingdon; the Fire Pension Schemes for both West Sussex and Hampshire, and the Police Pension Schemes for Hampshire.

3. Transfer of administration

- 3.1. We have successfully run and paid the December payroll for WCC pensioners.
- 3.2. In December, an issue was highlighted with the way in which some transfer in data had been migrated to UPM. This was affecting 184 transfer records which have come across from Altair – but the issue only affects members who are trying to view their transfer details via the Portal. 46 of the 184 members are registered for our Member Portal. We have prioritised the work required to correct these records to avoid any ongoing confusion for the member.

3.3. There are 3,470 images which have not yet been loaded to UPM as they exceed the maximum file size of 25mb. After discussions with our colleagues in the IT department we will be storing these files on our secure UPM server and loading a place holder document to each of the effected member records which will link back to the original file – this work is in progress, as our IT colleagues have found this to be more complicated than they were expecting, although they do not have any concerns about being able to complete this work.

4. Membership

4.1. 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.

Scheme	Active*	Deferred	Pensioner	Preserved Refunds**	Total
Local Government	4,729	6,702	6,511	1,236	19,178

*The active membership includes 446 historic leavers which are to be processed.

**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).

5. Administration Performance

5.1. 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.

5.2. The table below shows performance from 1st December to 31st December 2021; 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	Total Cases (previous month)	% completed on time (previous month)
Active Retirement	2	1	3	0	0	0	6	100.00%	6	100.00%
Deferred Retirement	10	7	8	0	0	0	25	100.00%	15	100.00%
Estimates	2	4	58	0	0	0	64	100.00%	11	100.00%
Deferred Benefits	5	0	0	0	8	0	13	100.00%	1	100.00%
Transfers In & Out	0	0	0	0	0	0	0	100.00%	0	100.00%
Divorce	0	0	1	0	0	0	1	100.00%	1	100.00%
Refunds	2	1	1	0	0	0	4	100.00%	10	100.00%
Rejoinders	0	0	0	3	0	0	3	100.00%	0	100.00%
Interfunds	1	2	18	0	0	0	21	100.00%	4	100.00%
Death Benefits	11	4	0	0	0	0	15	100.00%	7	100.00%
GRAND TOTAL	33	19	89	3	8	0	152	100.00%	55	100.00%

5.3. The table below shows outstanding work as of 31st December 2021. 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.

5.4. 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.

5.5. These cases do not include the inherited outstanding leavers which are discussed in section 6 below.

Time Outstanding

Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31+ days	Total	Total Outstanding (previous month)
Active Retirement	0	4	0	0	0	0	4	5
Deferred Retirement	3	2	0	0	0	0	5	11
Estimates*	16	14	8	2	0	0	40	52
Deferred Benefits	6	2	3	5	4	0	20	14
Transfers In & Out	0	3	1	0	0	0	4	0
Divorce	0	0	1	0	0	0	1	0
Refunds	3	1	0	0	0	0	4	2
Rejoinders	0	0	3	1	0	0	4	4
Interfunds	4	5	3	0	0	0	12	16
Death Benefits	1	3	2	0	1	0	7	5
GRAND TOTAL	33	34	21	8	5	0	101	109

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

6. Unprocessed historic casework

- 6.1. As mentioned in section 3 above, the WCC dataset contains 446 historic unprocessed leavers. All of the dates of leaving for these members are prior to September 2021.
- 6.2. A summary breakdown of this group will be shared ahead of January's partnership meeting, for discussion. The summary will include the number of unprocessed leavers per employer to demonstrate where assumptions may need to be made for the upcoming valuation.

7. Call and Email Volumes

- 7.1. Up to 31st December 2021, we received 185 calls from members of the WCC LGPS who had a general query about their pension – this does not include those who are calling for Member Portal support.
- 7.2. The total number of calls for all schemes we administer, received into the Pension Customer Support Team (PCST) were 2,383 and 18 of these were abandoned. 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.

7.3. Our call reporting software does not allow us to report which of our ‘abandoned’ calls were WCC members, but based on the number of abandoned calls above, we answered 99.24% of all calls received.

7.4. PCST also monitor and handle all of the emails received from members into our main pensions inbox – not including those which have been passed to other teams to process, PCST responded to 221 WCC member emails.

8. Online Services

Member Portal

8.1. Active, Deferred and Pensioner members of WCC LGPS have the ability to register for our Member Portal and update their personal details, death grant nominations, and bank details; securely view annual benefit statements, payslips and P60s; and run online estimates for voluntary retirements over age 55.

8.2. The table below shows the total number of current registrations for each status as of 31st December 2021.

Status	Registrations to date	% of total membership	Registrations to 30/11/2021	% of total membership
Active	1,202	25.42%	1,087	23.10%
Deferred	777	11.59%	676	10.02%
Pensioner	1,005	15.44%	552	8.50%
TOTAL	2,984	16.63%	2,315	12.90%

8.3. PCST handled 389 calls from members of all schemes we administer, who were specifically asking for Member Portal support.

Employer Hub

8.4. As of 31st December 2021, there are 36 WCC employers signed up to the Employer Hub, and 104 individual users with access.

9. 2022 End of Year Timetable

9.1. We are in the process of agreeing the timeline for the 2022 End of Year, beginning with the bulk pensions increase for Pensioner and Deferred members at the end of February, and ending with the issuing of Pension Savings Statements in October.

- 9.2. The timeline will follow the same plan as we have done in previous years, and we will confirm specific target dates for each piece of work in next months' partnership report.
- 9.3. The 2022 annual return templates were issued to WCC employers before Christmas, so they can prepare the information required by our deadline of 30 April 2022.

10. Scheme Legislation Updates

- 10.1. Legislation updates that have been received during December 2021 for the Local Government Pension Scheme, are detailed in Appendix 1, including any actions that Hampshire Pension Services have taken.

11. Employer and Member Communications

- 11.1. **Employer communications** – In December we issued a Stop Press, explaining that we would be moving to a one-time passcode on the member portal and employer hub.
- 11.2. **Member communications** – there were no bulk member communications issued in December.

12. Quality Assurance

- 12.1. **Data Protection Breaches** – We have identified one data protection breach in December 2021, caused by a member of staff selecting the wrong address as part of a data cleansing piece of work to ensure all overseas addresses were recorded accurately. A full explanation was provided to Sarah Hay and the breach was contained.

13. Compliments & Complaints

- 13.1. In December 2021 we did not receive any complaints in respect of the administration service we provide, from members of the WCC LGPS.
- 13.2. In December 2021 we received one compliment from a member of the WCC LGPS. Further information can be found in appendix 2.