

**Report for:** Pensions Committee and Board – 25 July 2024

**Item number:**

**Title:** Pensions Administration Update

**Report**

**authorised by:** Josephine Lyseight, Assistant Director of Finance (Deputy Section 151 Officer)

**Lead Officers:** Tim Mpofo, Head of Pensions & Treasury  
Jamie Abbott, Pensions Manager  
020 8489 3824  
[Jamie.Abbott@haringey.gov.uk](mailto:Jamie.Abbott@haringey.gov.uk)

**Ward(s) affected:** N/A

**Report for Key/**

**Non Key Decision:** Not applicable

## **1. Describe the issue under consideration**

- 1.1. This report provides the Pensions Committee and Board (PCB) with the following updates regarding Pension Fund's administration activities:
- a. Pension Fund membership update
  - b. Online Member Self Service portal update
  - c. Update on Service Level Agreement (SLA) statistics
  - d. Approval of new admission agreements

## **2. Cabinet Member Introduction**

- 2.1. Not applicable

## **3. Recommendations**

The Pensions Committee and Board is recommended:

- 3.1. To note this report and the information provided in sections 6.1 to 6.8 regarding the Pension Fund's administration activities for the quarter ending 31 March 2024.
- 3.2. To note and approve the admission of the entities listed in section 6.11 of this report, as new employers participating in the Haringey Local Government Pension Scheme.

## **4. Reason for Decision**

- 4.1. Not applicable.

## **5. Other options considered**

- 5.1. Not applicable.

**6. Background information**

**Membership Update**

- 6.1. Employees working for an employer that participates in the Local Government Pension Scheme (LGPS) are eligible for membership in the scheme. Membership in the LGPS is voluntary, and members are free to choose whether to continue participating in the scheme or to make personal arrangements outside of it.
- 6.2. Table 1 provides a breakdown of Haringey Pension Fund’s (the Fund) membership on 31 March 2024.

**Table 1: Pension Fund Membership**

<b>Member status</b>	<b>30 Jun 23</b>	<b>30 Sep 23</b>	<b>31 Dec 23</b>	<b>31 Mar 24</b>
Active members	6,244	6,188	6,223	6,300
Pensioner members	8,684	8,742	8,860	8,906
Deferred members	11,157	11,306	11,137	10,973
<b>Total scheme members</b>	<b>26,177</b>	<b>26,085</b>	<b>26,236</b>	<b>26,179</b>

**Online Member Self Service Portal Update**

- 6.3. The Haringey Member Self Service (MSS) portal is a website where members can register an account to view/edit their personal information as well as run their own retirement estimates.
- 6.4. Table 2 provides a breakdown of the number of active members registered for the Haringey Pension Fund’s MSS as at 31 March 2024.

**Table 2: Proportion of Active Members Registered on Member Self Service Portal**

<b>Member Self Service</b>	<b>30 Jun 23</b>	<b>30 Sep 23</b>	<b>31 Dec 23</b>	<b>31 Mar 24</b>
Total active scheme members	6,244	6,188	6,223	6,300
Total active member registrations on MSS	1,087	1,232	1,311	1,459
<b>Proportion of registered active members</b>	<b>17.4%</b>	<b>19.91%</b>	<b>21.06%</b>	<b>23.16%</b>

- 6.5. Table 3 provides a breakdown of the number of members who have accessed the MSS portal over the past 7 days, 30 days, 2 months, and 3 months periods. This table is provided for information purposes only. The frequency at which members access the MSS depends on individual circumstances. Individuals will have different reasons for needing access to their pension information.

**Table 3: Member Self Service Access**

<b>Period last accessed</b>	<b>No. of Members*</b>
Last 7 days	38
Last 30 days	192
Last 2 months	311
Last 3 months	413



\* The above figures are shown on a cumulative basis

### Update on Service Level Agreement (SLA) statistics

- 6.6. The Pension Fund's Service Level Agreement (SLA) sets out the agreed timeframes for the pensions administration team to process the various case work related to the pension scheme. This includes activities related to processing member retirement benefits, and transfers in and out of Haringey LGPS.
- 6.7. The agreed turnaround time varies depending on the type of case and these targets can be found in the Fund's Administration Strategy document which was recently updated to align with the CIPFA standard Key Performance Indicators (KPIs).
- 6.8. Table 4 includes the current SLA statistics for the period ending 31 March 2024.

**Table 4: Key Performance Indicators**

Process	Cases completed	SLA Days to complete	% Completed within SLA
Deaths notifying amount of dependents benefits	255	10	93%
Estimates	151	15	88%
Retirement quote	574	15	92%
Retirement Actual	430	10	97%
Deferment of records	595	30	98%
Refund quote	382	30	87%
Refund actual	90	10	94%
Transfer in Quote	190	20	68%
Transfer in Actual	166	20	77%
Transfer Out Quote	203	20	72%
Transfer Out Actual	233	20	68%
Divorce Quote	10	30	90%
Actual payment of retirement lump sum	284	10	87%

### Approval of new admission agreements

- 6.9. An admission agreement is a way for an external service provider to join the Local Government Pension Scheme (LGPS). This usually happens when a service provider takes over a service that was previously provided by the Council or a school and is therefore required to offer the LGPS to existing employees.
- 6.10. The Admission agreements to be entered into are closed whereby only members employed at the time of transfer can remain within the Haringey Pension Fund.
- 6.11. Table 5 lists the entities that have been awarded contracts to provide catering and cleaning services to the relevant schools.

**Table 5: List of New Admission Agreements**

<b>Admission Body</b>	<b>Service Contract</b>	<b>No. of Staff</b>
KGB Cleaning Ltd	Cleaning services for St. Francis de Sales RC Junior School	4
Accent Catering	Catering services for Rokesly Junior School	2
Lunchtime Co	Catering services for The Mulberry Primary School	4
Lunchtime Co	Catering services for North Haringey School	1
Lunchtime Co	Catering services for Risley Avenue Primary School	1
Ashley Cleaning Services Ltd	Cleaning services for Tiverton Primary School	2
Caterlink	Catering services for Duke's Aldridge Academy	2
ISS Mediclean	Cleaning services for West Green Primary School	2
Pendergate Ltd T/A	Cleaning services for Noel Park Primary School	1

**7. Contribution to Strategic Outcomes**

7.1. Not applicable

**8. Carbon and Climate Change**

8.1. Not applicable

**9. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)  
Finance and Procurement**

9.1. Not applicable.

Assistant Director for Legal and Governance [Patrick Uzice, Principal Lawyer]

9.2. Assistant Director for Legal and Governance (Monitoring Officer) has been consulted on the content of this report.

9.3. The report seeks authority to admit an employer as admitted body to the Haringey Pension Fund. A person is eligible to be an active member of the Scheme in an employment if employed by an admission body and is designated or belongs to a class of employees that is designated by the body under the terms of an admission agreement, as being eligible for membership of the Scheme.

9.4. The entities listed in section 6.11 of this reports are bodies that are providing or will provide a service or assets in connection with the exercise of a function of a Scheme employer as a result of the transfer of service or assets by means of a contract or other arrangement. These entities have entered into service contracts to provide cleaning or catering services on behalf of the schools participating in Haringey LGPS, and the administering authority may enter into the Admission Agreements pursuant to Schedule 2 of The Local Government Pension Scheme Regulations 2013.

## Equalities

9.5. The Local Government Pension Scheme is a defined benefit open scheme enabling all employees of the Council to participate. The report's content has no direct impact on equality issues.

## **10. Use of Appendices**

10.1. None

## **11. Local Government (Access to Information) Act 1985**

11.1. Not applicable.