

Report for: Pensions Committee and Board – 2 December 2024

Item number:

Title: Pensions Administration Update

Report

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

Lead Officers: Tim Mpofu, Head of Pensions & Treasury
Jamie Abbott, Pensions Manager
020 8489 3824
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 the 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. Pensions Dashboard Project (PDP) update

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 regarding the Pension Fund's administration activities for the quarter ending 30 September 2024.

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 Pension Fund") membership on 30 September 2024.

Table 1: Pension Fund Membership

Member status	31 Dec 23	31 Mar 24	30 Jun 24	30 Sep 24
Active members	6,223	6,300	6,360	6,382
Pensioner members	8,860	8,906	8,974	9,068
Deferred members	11,137	10,973	10,872	10,618
Total scheme members	26,236	26,179	26,206	26,068

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 30 September 2024.

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

Member Self Service	31 Dec 23	31 Mar 24	30 Jun 24	30 Sep 24
Total active scheme members	6,223	6,300	6,360	6,382
Total active member registrations on MSS	1,311	1,459	1,606	1,701
Proportion of registered active members	21.06%	23.16%	25.25%	26.65%

- 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

Period last accessed	No. of Members*
Last 7 days	40
Last 30 days	197
Last 2 months	493
Last 3 months	775

* 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 30 September 2024.

Table 4: Key Performance Indicators

Process	Cases completed	SLA Days to complete	% Completed within SLA	Change
Deaths notifying amount of dependents benefits	185	10	94%	▼ 1%
Estimates	185	15	86%	▲ 2%
Retirement quote	268	15	92%	▲ 3%
Retirement Actual	225	10	98%	▼ 1%
Deferment of records	346	30	94%	◀▶ 0%
Refund quote	154	30	88%	▲ 3%
Refund actual	64	10	95%	▲ 1%
Transfer in Quote	244	20	85%	▲ 4%
Transfer in Actual	101	20	82%	▲ 3%
Transfer Out Quote	284	20	80%	▲ 3%
Transfer Out Actual	164	20	67%	▲ 1%
Divorce Quote	16	30	100%	◀▶ 0%
Actual payment of retirement lump sum	254	10	95%	◀▶ 0%

Pensions Dashboard Project (PDP) update

- 6.9. Pensions dashboards will enable individuals to access their pensions information online, securely and all in one place. Dashboards will provide clear and simple information about an individual's multiple pension savings, including their State Pension.
- 6.10. LGPS schemes are expected to be working towards a 'connect by' date of the 31 October 2025, although the Dashboard Available Point (DAP) could be before this date. The point at which Dashboards become available to the public.
- 6.11. The Haringey Pensions Team are in the initial stages of preparing for connection to the dashboard ecosystem by undertaking a data cleanse exercise to ensure that the data held on the Pensions administration system is accurate, up-to-date and digitally available for members trying to locate their pensions.

6.12. On 22 October 2024, DWP published a written statement on dashboards. The statement confirms the Government's commitment to the existing timetable for connecting schemes to the ecosystem, this is expected to begin in April 2025 with an overall legislative deadline of 31 October 2026.

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 and there are no legal implications.

Equalities

9.3. 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.