

Report for: Pensions Committee and Board – 24 July 2025

Item number:

Title: Pensions Administration Update

Report

authorised by: Taryn Eves, Director of Finance and Resources (Section 151 Officer)

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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. Pensions Dashboard Project (PDP) update
- e. Approval of new Admission Agreements
- f. Collection of Employer and Employee Contributions Update
- g. Internal Disputes Resolution Procedures (IDRPs)

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 31 March 2025.
- 3.2. To note and approve the admission of the entities listed in Section 6.16 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 2025.

Table 1: Pension Fund Membership

Member status	30 Jun 24	30 Sep 24	31 Dec 24	31 Mar 25
Active members	6,360	6,382	6,563	6,683
Pensioner members	8,974	9,068	9,161	9,254
Deferred members	10,872	10,618	10,642	10,588
Total scheme members	26,206	26,068	26,366	26,525

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 2025.

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

Member Self Service	30 Jun 24	30 Sep 24	31 Dec 24	31 Mar 25
Total active scheme members	6,360	6,382	6,563	6,683
Total active member registrations on MSS	1,606	1,701	1,757	1,950
Proportion of registered active members	25.25%	26.65%	26.77%	29.17%

- 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	Dec 2024*	Mar 2025
Last 7 days	54	73
Last 30 days	211	296
Last 2 months	365	569
Last 3 months	420	6

* 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 2025.

Table 4: Key Performance Indicators

Process	Cases completed	SLA Days to complete	% Completed within SLA	Change
Deaths notifying amount of dependents benefits	342	10	91%	▼2%
Estimates	374	15	87%	◀▶ 0%
Retirement quote	774	15	86%	▼2%
Retirement Actual	557	10	92%	▼3%
Deferment of records	673	30	96%	◀▶ 0%
Refund quote	267	30	90%	▲3%
Refund actual	119	10	87%	▼6%
Transfer in Quote	387	20	87%	▲1%
Transfer in Actual	217	20	81%	▼2%
Transfer Out Quote	457	20	83%	▲1%
Transfer Out Actual	321	20	70%	◀▶ 0%
Divorce Quote	26	30	100%	◀▶ 0%
Divorce Actual	2	30	100%	◀▶ 0%

Actual payment of retirement lump sum	719	10	99%	▲ 1%
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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 Pension Fund have appointed Heywood Pension Technologies to be the ISP (integrated Service Provider) for the Pensions Dashboard Project.
- 6.12. Implementation of the ISP solution commenced June 2025 and is expected to last up to 12 weeks.
- 6.13. AVC providers have been contacted to inform them that we plan on operating a single connection source approach and outlined the format that the Haringey Pension fund requires the data in.
- 6.14. The ISP console and file transfer facility has been set up on our pension system test servers.
- 6.15. We are currently in the testing phase for the ISP environment. Officers are working in collaboration with our Pension software provider to ensure the environment functions as expected and matching criteria is suitable ahead of go live which is on track for October 2025

Approval of new Admission Agreements

- 6.16. 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.
- 6.17. 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.
- 6.18. 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

Admission Body	Service Contract	No. of Staff
Taylor Shaw	Catering services for St John Vianney Catholic Primary School	1

Accent Catering	Catering services for Mulberry Academy Woodside	10
Pabulum	Catering services for Stroud Green Primary School	1
Impact Food	Catering services for St Thomas Moore Catholic School	8
Ridgecrest	Cleaning services for Dukes Aldridge Academy	5

Collection of Employer and Employee Contributions Update

- 6.19. Employer contributions are set every three years through an actuarial valuation, which assesses the fund's assets, liabilities, and future obligations. Contribution rates vary by employer, reflecting factors such as workforce profile, benefit levels, and funding position, ensuring contributions are fair and sufficient to maintain the scheme's long-term sustainability.
- 6.20. Employee Contributions are set nationally by legislation and follow a tiered structure based on pensionable pay, with higher earners paying a higher percentage. These rates are reviewed periodically to maintain fairness and affordability, and are deducted directly from employees' salaries as a key part of scheme funding
- 6.21. All participating employers are required to submit monthly contribution schedules and corresponding remittances for both employee and employer contributions within the specified timeframes outlined in the Fund's Administration Strategy. Timely and accurate submissions are essential to ensure effective fund management and regulatory compliance.
- 6.22. Officers can confirm all expected payments and corresponding contribution schedules are accounted for as at the publication date of this report.

Internal Disputes Resolution Procedures (IDRPs)

- 6.23. The Internal Disputes Resolution Procedure (IDRP) provides scheme members with a formal mechanism to appeal decisions or actions taken in relation to their pension benefits. This includes, but is not limited to, the exercise of discretionary powers by the Council or participating employers. The IDRP ensures that members have access to a clear and structured process for resolving concerns in a fair and transparent manner, in accordance with regulatory requirements.
- 6.24. The dispute process comprises two stages. At Stage 1, unresolved complaints are referred to the IDRP stage 1 Adjudicator for review. If the member remains dissatisfied, they may escalate the matter to Stage 2, where it will be reviewed by an independent Senior Designated Person.
- 6.25. If a complaint can still not be resolved after being reviewed via IDRP stage 1 and 2, the member then has the right to take the complaint to the Pensions Ombudsman.

6.26. There have been no IDRP cases as at the publication date of this report or any current on-going IDRP cases.

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.

Director for Legal and Governance [Fiona Alderman]

9.2. 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. N/A

11. Local Government (Access to Information) Act 1985

11.1. Not applicable.