

Pensions Board

Date: WEDNESDAY 23 April 2025

Time: 2.00 PM

Venue: Committee Room 2, 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. To approve the minutes of meeting held 05 February 2025
4. 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

5. Pension Administration & Performance
6. Training Update and Log
7. Work Programme 2025
8. Effectiveness of Pension Board

PART II

9. Governance
 - Pensions Dashboard
 - General Code of Practise (GcoP) Update
 - EDI update
 - Cyber Security Strategy
10. Review of Pension Committee Papers

Members of the board are reminded to bring a copy of their Pensions Committee report pack from 26 March 2025 to the meeting

Minutes

PENSION BOARD Meeting

05 February 2025

Meeting held in Committee Room 4, Civic Centre, Uxbridge



Employer Representatives:

Anna Beattie (AB)

Scheme Member Representatives:

Roger Hackett – Chair (RH)

Tony Noakes (TN)

Vicky Trott (VT)

Also Present:

Cllr Reeta Chamdal, Chair, Pensions Committee (RC)

Marian George, Governance Advisor (MG)

Andrew Lowe, Hampshire Pension Services (AL) – agenda item 6

LBH Officers Present:

Tunde Adekoya, Finance Manager – Pensions & Governance (TA)

Karl Pereira, Trainee Pension Fund Accountant (KP)

Seby Carvalho, Pensions Technical Officer (SC)

Ann-Marie Pereira, Executive Assistant – Minutes (AP)

Apologies for Absence:

Jack Francis-Kent (JF)

Shane Woodhatch (SW)

AGENDA ITEM	MINUTES/ACTIONS	LEAD
1.	APOLOGIES FOR ABSENCE As noted above.	
2.	DECLARATIONS OF INTEREST AND ANY CONFLICT OF INTEREST None.	
3.	APPOINTMENT OF PENSION BOARD CHAIR, JANUARY – DECEMBER 2025 With no other show of interest, Roger Hackett kindly agreed to carry on as the Chair until December 2025. The appointment was endorsed by the Board.	
4.	TO APPROVE THE MINUTES OF THE MEETING HELD ON 05	

	<p>NOVEMBER 2024</p> <p>Matters Arising:</p> <ul style="list-style-type: none"> - Update on James Lake (JL): TA confirmed JL's ill health retirement; JL's last day of work is 03 April 2025 but he is currently off sick at present. Noted that Richard Ennis, Corporate Director of Finance is looking to replace JL with a like-for-like appointment; TA will provide further updates when available. MG highlighted the government's Fit For Future good governance consultation which states that the role should predominantly oversee the pension scheme and that other elements should form a minor part of the role. The Board suggested a formal letter highlighting this. 	
5.	<p>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</p> <p>Agreed.</p>	
PART 1		
6.	<p>PENSION ADMINISTRATION & PERFORMANCE</p> <p>MG has suggested changes to future reports in terms of the presentation and the data. With there not being marked changes from one month to the next, it was suggested that a 3-monthly review would be prudent, rather than a monthly report. This was agreed by the Board and fits in with the timing of the partnership meetings which have also changed to a quarterly cycle.</p> <p>For this report, performance remains steady, and officers believe that Hampshire Pension Services (HPS) are doing a really good job.</p> <p>Auto sign-up/access to online information: now up to 48.38%; MG felt that for pensioners, this is a good number.</p> <p>Cyber security – December penetration testing highlighted some concerns which HPS are addressing.</p> <p>Benefits statements: those outstanding relate to those HPS do not have the information for.</p> <p>Historical backlog cases: now down to around 300, from more than 4000 cases when HPS took over from Surrey (previous administration).</p> <p>McCloud assessment: being processed via Civica; a report will be brought to the Board.</p>	

	<p>Pensions Dashboard: implementation expected by September.</p> <p>TN asked whether the report was the same format for all clients, which AL confirmed is the case. AL added that the introduction of quarterly reports would provide the opportunity to carry out an analysis of trends.</p> <p>TN also asked whether the report provided an accurate picture of performance. TA confirmed that overall HPS performance is very good. MG added that the KPIs measure against SLAs which may differ from other schemes.</p> <p>AL highlighted the table on page 3 of the report which shows the good turnaround time to complete processes. HPS have around 130 staff so are able to offer a good standard of service. Casework is treated on a first-come-first-served basis, even Hampshire does not receive preferential service.</p> <p>Noted that HPS do not proactively tout for new business but would consider any new requests for services.</p> <p>Life certificates: 99 people who live abroad will have their pension suspended, to avoid making over payments.</p>	
7.	<p>TRAINING UPDATE & LOG</p> <p>Members of the Board are required to undertake 14 hours of training a year, to be able to dispense their duties. Report on all training undertaken so far noted. Colour coding has been introduced to highlight where inadequate number of hours of training has been undertaken. RH reiterated the need for the Board to lead by example, to achieve compliance and pointed out that TA provides a few options of training. Agreed that by the middle of the year, all members should have completed at least 7 hours of training.</p> <p>VT suggested offering different forms of training eg interactive, face-to-face as opposed to just listening to webinars; this considers different learning styles.</p> <p>TA will continue to remind members of upcoming training. In addition, investment managers often hold breakfast seminars, all of which are free. Face-to-face conferences eg CiPFA are very useful in terms of networking with other boards/members.</p>	
8.	<p>WORK PROGRAMME 2025</p> <p>Noted the schedule of 2025/26 meetings and work plan.</p> <ul style="list-style-type: none"> - Q1 election of chair for January – December 2025 completed. - Fit for future consultation: a business plan is required by mid-March 2025. Hillingdon will continue with BAU. A paper on part 2 of the consultation will be presented to the Board, as well as 	

	<p>to the Committee.</p> <ul style="list-style-type: none"> - Meeting scheduled for 09 April 2025: noted this is in the first week of the school holidays; TA will send out an email to the Board to seek an alternative date. 	TA
9.	<p>PENSION BOARD ANNUAL REPORT 2024</p> <p>Report details the Board's accomplishments over the year.</p> <p>Membership of the Board changed during the year –JF and VT joined; Marie Stokes has left.</p> <p>Attendance has improved.</p> <p>RH thanked TA for the work required to complete the report.</p> <p>Recommendations noted.</p> <p>The report will go to the Pensions Committee.</p>	TA

Pensions Administration & Performance		Item 5
<i>Committee</i>	Local Pensions Board	
<i>Contact Officers</i>	Tunde Adekoya – Finance	
<i>Papers with this report</i>	Hampshire Administration Annual Report March 2025	

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 General Code of Practice (GCoP).

RECOMMENDATIONS

1. That the Pensions Board note this update

INFORMATION

The March 2025 annual report attached provides an update on administration activities for the period 24/25. Highlights include:

- 100% delivery against performance targets. (page 4 - partnership report)
- Data quality – the TPR common and conditional data scores have both increased by 3% from 89% in 2023 to 92% in 2024. (page 7 - partnership report)
- 99.38% of active benefit statements and 100% of deferred benefit statements produced and published within the statutory deadline.
- Continued increase in Member Portal registrations – 50.09% of all members registered, with uptake across all membership groups. (page 11 – partnership report)
- Low number of complaints in comparison to the total membership and casework processed. (5 complaints, page 5 – partnership report)
- Historic leavers now reduced to 275 from original figure of 4,158 as of 1st September 2021. (page 9 – partnership report)

- Regular project meetings and weekly monitoring of progress against McCloud milestones. (pages 14 & 15 – partnership report)
- Ongoing development of our online services for both Members and Employers, in response to their feedback and to further encourage use of both the Portal and Hub.
- Significant work undertaken to monitor and improve Cyber Security. (Page 16 – partnership report)
- Hampshire Achieved re-accreditation of Customer Service Excellence award, with 8 'compliance pluses' where expectations are exceeded.

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.

Annual administration report

2024/2025



Working in partnership with



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1. Summary

- 1.1. The purpose of this report is to update the London Borough of Hillingdon with an annual summary of pension administration for 2024/25.

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 & Isle of Wight, and the Police Pension Schemes for Hampshire & Isle of Wight.

3. Summary Review of the past 12 months

- 3.1. The past 12 months has seen continued strong performance in the delivery of pension administration for LBH; our partnership working is excellent, and relationships remain strong.
- 3.2. Particular highlights include:
 - 100% delivery against performance targets.
 - Data quality – the TPR common and conditional data scores have both increased by 3%.
 - 99.38% of active benefit statements and 100% of deferred benefit statements produced and published within the statutory deadline.
 - Continued increase in Member Portal registrations – 50.09% of all members registered, with uptake across all membership groups.
 - Low number of complaints in comparison to the total membership and casework processed.
 - Preparation work for the Pensions Dashboard connection date – to demonstrate compliance and data preparedness – has been significant and is ongoing.
 - Regular project meetings and weekly monitoring of progress against McCloud milestones.
 - Ongoing development of our online services for both Members and Employers, in response to their feedback and to further encourage use of both the Portal and Hub.
 - Significant work undertaken to monitor and improve Cyber Security.
 - Achieved re-accreditation of Customer Service Excellence award, with 8 ‘compliance pluses’ where expectations are exceeded.

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
March 2025	9,256	12,573	8,657	1,694	32,180
<i>Membership in March 2024</i>	9,928	12,026	8,389	1,599	31,942
Growth	-6.76%	4.54%	3.19%	5.94%	0.74%

*Leavers which are waiting to be processed are included in the active membership.

**The preserved refund members are included for completeness but are not counted for the purposes of reporting membership to the Pensions Regulator and 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 March 2025 to 31st March 2025; the performance target for all cases is 15 days (except Deferred Benefits which is 30 days, and Rejoiners which is 20 days).
- 5.3. An average number of days to complete each process is also included to demonstrate that overall, cases are completed well within the agreed service level agreements.

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 taken to complete	Total Cases (previous month)	% completed on time (previous month)
Active Retirement	9	5	1	0	0	0	15	100.00%	5	17	100%
Deferred Retirement	11	15	0	0	0	0	26	100.00%	6	31	100%
Estimates	3	11	5	0	0	0	19	100.00%	8	47	100%
Refunds	0	13	0	0	0	0	13	100.00%	9	14	100%
Deferred Benefits	6	1	1	4	98	0	110	100.00%	26	70	100%
Interfunds & Transfers In	2	3	3	0	0	0	8	100.00%	8	13	100%
Interfunds & Transfers Out	1	5	16	0	0	0	22	100.00%	11	20	100%
Divorce Quotes	1	2	4	0	0	0	7	100.00%	10	5	100%
Divorce Actuals	0	0	0	0	0	0	0	100.00%		0	100%
Rejoinders/Aggregation	3	0	8	1	0	0	12	100.00%	11	39	100%
Deaths	7	0	6	0	0	0	13	100.00%	8	13	
GRAND TOTAL	43	55	44	5	98	0	245	100.00%		269	100%

5.4. The table below shows performance for the last 12 months; 1 April 2024 to 31 March 2025.

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
Active Retirement	99	47	8	0	0	0	154	100%
Deferred Retirement	100	211	36	0	0	0	347	100%
Estimates	61	205	113	0	0	0	379	100%
Refunds	13	196	4	0	0	0	213	100%
Deferred Benefits	85	32	39	137	868	0	1,161	100%
Interfunds & Transfers In	82	29	57	0	0	0	168	100%
Interfunds & Transfers Out	24	126	97	0	0	0	247	100%
Divorce Quotes	8	14	23	0	0	0	45	100%
Divorce Actuals	0	0	0	0	0	0	0	100%
Rejoinders /Aggregations	40	21	98	56	0	0	215	100%
Death Benefits	111	17	30	0	0	0	158	100%
GRAND TOTAL	623	898	505	193	868	0	3,087	100%

Complaints and Compliments

- 5.5. We received a total of 5 formal complaints during 2024/25 and Appendix 1 summarises the complaints and lessons learned for the year.
- 5.6. As part of the complaint resolution process, actions to prevent recurrence are considered and put in place if necessary. There were no recurring trends in the complaints received, but we have encouraged staff to escalate any concerns they have, with their line manager sooner, so action can be taken to avoid upset to the member.
- 5.7. The detail of each complaint is shared with our monthly partnership reports and discussed in the subsequent partnership meeting if necessary.
- 5.8. We received 23 compliments in 2024/25 – these commented on our customer service, communication, and positive experience of using our Portal and website.

6. Audit

- 6.1. The Southern Internal Audit Partnership (SIAP) provides the internal audit function for Hampshire. The following internal audits relating to pensions administration for 2024/25 have been completed:

Audit Area	Timing
Pension leavers 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.	Substantial rating confirmed.
Pension starters Review of the control framework to support appropriate, complete and prompt admission of new starters to the various pension schemes administered by HPS.	Close of audit meeting on 24 th April – no issues raised in testing.
Cyber Security To provide assurance over the cyber security arrangements within HPS.	Testing complete – awaiting close of audit meeting.

Audit Area	Timing
<p>Pensions payroll and benefit calculations</p> <p>Annual review to provide assurance that Hampshire Pension Services' (HPS) systems and controls ensure that:</p> <ul style="list-style-type: none"> • Lump sum and on-going pension payments are calculated correctly, are valid and paid to the correct recipients. • All changes to on-going pensions are accurate and timely. • Pension payroll runs are accurate, complete, timely and secure with all appropriate deductions made and paid over to the relevant bodies. 	Substantial rating confirmed.

6.2. The pensions administration audits being completed in the coming financial year are as follows.

Audit Area	Timing
<p>Member deaths</p> <p>Provide assurance that any payments related to deceased members are calculated correctly and paid promptly to the correct recipient with the risk of overpayments minimised.</p>	Quarter 1/2
<p>Pension transfers</p> <p>Provide assurance that the processes and controls in place support the accuracy and timeliness of transfers in and out of the schemes administered by HPS.</p>	Quarter 2
<p>Pensions payroll and benefit calculations</p> <p>Annual review to provide assurance that HPS' systems and controls ensure that:</p> <ul style="list-style-type: none"> • Lump sum and on-going pension payments are calculated correctly, are valid and paid to the correct recipients. • All changes to on-going pensions are accurate and timely. • Pension payroll runs are accurate, complete, timely and secure with all appropriate deductions made and paid over to the relevant bodies. 	Quarter 3/4
<p>Cyber Security</p> <p>Provide assurance over the cyber security arrangements within HPS and the UPM application. Precise scope to be determined by the outcomes of the 2024/25 audit, cyber security and UPM developments during the year.</p>	Quarter 4

7. Customer Service Excellence (CSE)

- 7.1. On Tuesday 21st January 2025 we completed a re-assessment of our CSE accreditation. The feedback report confirmed that we continue to meet the required CSE standards across the 57 areas assessed.
- 7.2. We were awarded 'compliance plus's against 8 areas, which shows that we are performing to a very high standard against these CSE requirements.
- We have developed customer insight about our customer groups to better understand their needs and preferences
 - We have made the consultation of customers integral to continually improving our service and we advise customers of the result and action taken
 - There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation and actively support this and advocate for customers.
 - We empower and encourage all employees to actively promote and participate in the customer focused culture of our organisation.
 - We can demonstrate our commitment to developing and delivering customer focused services through our recruitment, training and development policies for staff.
 - We can demonstrate how customer facing staffs insights and experiences are incorporated into internal processes, policy development and service planning.
 - We make our services easily accessible to all customers through provision of a range of alternative channels.
 - We can demonstrate that we benchmark our performance against that of a similar or complementary organisations and have used that information to improve our service.

8. Data Improvement

- 8.1. The Employer Services team have worked hard over the last year to finalise the annual returns (current and previous years) for as many members as possible, and this plays through to the 99.64% of active benefit statements which we were able to produce in 2024.

The Pensions Regulator (TPR) Data Scores

- 8.2. In November 2024 we confirmed the common and conditional data scores, for submission to the Pensions Regulator, as follows.

	Common Data Score		Conditional Data Score	
Scheme	2024	2023	2024	2023
Hillingdon	92%	89%	92%	89%

- 8.3. Our work over the last year through BAU casework, Annual Returns and targeted data cleansing has contributed to an improved score for both Common and Conditional data.
- 8.4. Due to the movement in membership over the last year, the scores above are not based on a like-for-like group. For example, the total membership has increased; a number of active members last year, are now deferred or pensioner members, and the data validations for each status are different. We have identified the following key themes as the biggest contributors negatively impacting the data scores achieved.

Data type	Data check	Issue	Resolution
Common	Date Pensionable Service Started	This date is not recorded consistently across the member's record and is responsible for 1,931 (down from 2,885 last year) of the fails.	<i>Data cleansing is ongoing, but this check is also applied to pensioner records and has no bearing on the benefits being paid so is deemed low risk.</i>
Common	Address status 'Lost Contact'	This affects 504 (increased from 418 last year) members and is a theme across other schemes we administer.	<i>An address tracing project has been completed for deferred and preserved refund members – who are the vast majority of the lost contacts. The increase in lost contacts has been caused by Target confirming that the address we held for a number of preserved refund members was no longer correct, and they were unable to confirm a current address.</i>
Conditional	'CARE Revaluation'	The CARE pension for a previous year is either missing, or the correct revaluation rate has not been applied. This currently impacts 394 (down from 835 last year, and 1,617 in 2022) members – a combination of active and deferred members.	<i>This will be picked up in ongoing data cleansing work and is also being resolved as part of historic leaver processing.</i>
Conditional	'Pre and post 88 GMP'	The GMP details held for approximately 910 (955 last year) members is not complete.	<i>We would expect these cases to be reduced/cleared by GMP rectification which is in hand, and a number of records will be updated in time for next year's data scoring.</i>

- 8.5. It is important to highlight that none of the issues above prevent us from calculating or paying a member's benefits, and as individual records are picked up by the teams for processing, they will naturally cleanse the record.

Historic Leavers

8.6. At the point of onboarding, there were 3,840 unprocessed leavers – the date of leaving for these members was prior to 1st September 2021.

8.7. As of 1st April 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
Total unprocessed leavers	4,158
Leavers processed, and records finalised by HPS	3,883
<i>Leavers processed in the last month*</i>	36
Outstanding leavers to be processed	275

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

8.8. Details of the cases outstanding with employers have been shared previously with Seby Carvalho and Tunde Adekoya, to support with escalation to the employer/payroll provider – this support is appreciated and has helped to progress cases which have been outstanding for some time.

8.9. From 1 April 2025 we will not be charging for any further time spent on this project – due to the low number of cases outstanding and the speed at which they can be processed – although we will continue to process and finalise the leavers that we are able to.

9. 2024/2025 Achievements

Performance

9.1. Throughout 2024/2025 we have maintained 100% performance for all measurable BAU work.

9.2. Each monthly pensioner payroll was run successfully and without delay.

9.3. Our Pensions Customer Support Team have received 1,788 calls for LBH members in 2024/25, of which 42 calls were abandoned by the member. This equates to an answer rate of 97.46% for 2024/25.

- 9.4. Throughout 2024/25 the average maximum call wait time was 65 seconds for LBH members - this includes abandoned calls – which demonstrates that members are not waiting for a substantial amount of time before abandoning their call.

2024 Annual Returns and valuation data

- 9.5. The employer services team have worked work hard with LBH employers to finalise all 2024 Annual Returns.
- 9.6. The number of data queries sent to employers as part of the 2024 annual return process, with comparison to 2023 is summarised below.

Queries Sent						
	Starters	Leavers	Missing Data	Additional Contributions	Other	Total
2024	259	302	304	8	358	1,231
2023	449	263	355	8	761	1,836

- 9.7. In total there were 1,231 queries in 2024, this represented 12.4% of active membership. This was a reduction from 2023 where 1,836 queries were raised, representing 14.67% of membership.

Annual Returns Employer Bench Marking

- 9.8. Following the upload of the 2024 annual returns, we completed the bench marking of employers' performance – a full report was shared in September – and subsequently wrote to employers who were rated red in one or more areas as part of the benchmarking process.
- 9.9. In total 66 employers were asked to complete a data validation exercise this year. We received declarations from 50 employers (76%) by the deadline of 15 December 2024 to confirm they had completed the exercise. 14 employers (21%) submitted a declaration after the deadline. 2 employers did not submit a declaration to confirm completion.

Employer Engagement

- 9.10. We continue to experience an overall positive engagement with the vast majority of Hillingdon employers.
- 9.11. In 2024/25 we ran 25 bitesize sessions – which are open to all employers, across all schemes we administer – and 892 bookings were received. There were 89 Hillingdon representatives attending.
- Employers in the LGPS, Starters and Opt Outs
 - Leavers and Retirements, including Starter, Leaver and Estimate Forms

- Pensionable Pay Workshop - Cumulative Pay (post 2014), Full Time Equivalent and Final Pay (2008 regulations)
- APC's, Absences, Paying in more, Paying in less - 50:50
- Organisation changes (Outsourcing, Mergers, Change of Payroll)
- Discretions and Disputes

10.12. We held 3 annual return workshops for Hillingdon employers in February and March 2025 – 182 individuals attended, representing 38 employers.

Member Portal

9.12. Active, Deferred and Pensioner members of the West Sussex Local Government pension scheme have the ability to register for our Member Portal and:

- Update their personal details, death grant expression of wish, and bank details.
- Securely view annual benefit statements, payslips, P60's and all other letters generated in UPM.
- Submit a membership option form, refund claim form or retirement declaration form.
- Upload scanned documents, for example, birth certificates.
- Run voluntary retirement estimates from age 55 onwards.
- Track the progress of their retirement.

9.13. The table below shows the total number of registrations for each status as of 31 March 2025, and for comparison, as of 31 March 2024.

Status	Registrations to date	% of total membership	Registrations at 31/03/2024	% of total membership
Active	5,397	58.31%	5,020	50.56%
Deferred	5,686	45.22%	4,492	37.35%
Pensioner	4,188	48.38%	3,554	43.37%
TOTAL	15,271	50.09%	13,066	43.06%

9.14. In all processes and communications, we actively encourage all members to register for and use the Member Portal and continue to develop the online service to support this.

9.15. The table below summarises overall engagement with members:

Engagement	Active	Deferred	Pensioner	Total
Portal	5,397	5,686	4,188	15,271
Opt out	37	131	1,888	2,056
No contact	3,822	6,756	2,581	13,159
Total	9,256	12,573	8,657	30,486

Employer Hub

9.16. The Employer Hub allows employers to:

- View their employee's pension records and relevant documents.
- Submit changes to the member's employment which may impact their pension.
- Run reports to identify groups of members, for example those who are not registered for the Member Portal.
- Submit leaver and joiner forms, which are allocated straight to our Member Services team to process.
- Run retirement estimates, including voluntary, redundancy and ill health.

9.17. To date we have 116 LBH employers registered to use the Employer Hub. Of the 116 employers, 195 individual users have access to a Hub account.

9.18. Those employers who are not yet registered are responsible for a low proportion of the overall scheme membership; although we continue to encourage them to register, the impact of them not using the Employer Hub is minimal.

Annual Benefit Statements and Pensions Savings Statements

9.19. A significant amount of work has been carried out to ensure that as many active and deferred LBH members received a benefit statement in 2024, and the final position was as follows.

Membership Status	Number of Members without a Benefit Statement	Percentage of Members in receipt of a Benefit Statement	Percentage of Members in receipt of a Benefit Statement by 31st August 2024
Active	35	99.64%	99.38%
Deferred	0	100.00%	100.00%

9.20. In summary, we were unable to produce a benefit statement due to missing earnings for either the current (2024) or a previous year.

9.21. Pensions Savings Statements (PSS) were issued to 3 members who had exceeded the £60,000 annual allowance in 2023/24, by the statutory deadline of 6 October 2024.

Overseas Pensioners – Liveness check

9.22. In December 2024 we wrote to all overseas pensioners, and for the first time offered them two methods of confirming that their pension should continue to be paid – an online identification and verification (ID&V) check, or completion of the paper-based life certificate.

- 9.23. Overall, 30% of overseas pensioners were successful in using the online ID&V process, with the majority choosing to complete and return the paper-based life certificate – as a first attempt at using biometric based technology, this was a real success, and we received positive feedback from a number of pensioners.
- 9.24. In 2025 we will be reviewing how we can further encourage overseas pensioners to utilise the ID&V method but must still consider that an alternative will be required to support those without access to a suitable device or the internet.
- 9.25. On 31st March 2025, there were 7 overseas pensioners who had not contacted us by any method and therefore their pensions have been suspended.

10. Software Development

- 10.1. In Appendix 2 we have captured all significant software developments in 2024/25.
- 10.2. With consideration to other priorities next year – McCloud and Pensions Dashboards – and feedback received throughout the last year, the proposed software development plan for 2025/26 will include the following.
- Implementation of automated GOV.UK notifications in additional processes – this has already been adopted in our retirement processes but will be expanded to include other processes where a notification is currently emailed or printed/posted to the member.
 - Member Portal Work Trays – allowing members to save their progress when completing an online form, for example the retirement declaration and membership option forms.
 - Google Analytics – this will allow us to monitor the use of both the Portal and Hub in greater detail and highlight where we should make improvements, to increase usage.
 - Enhanced SSRS reporting/dashboard for Employer Hub – giving employers better sight of data quality, and the ability to monitor if they have notified us of all new joiners and leavers, for example.
 - Ability to start a My Message thread from internal processes – members will be notified by email, that they have a My Message from Hampshire Pension Services, which requires a response.
 - Upload of supporting documents as part of the leaver form submission on the Employer Hub e.g. ill health certificates or employer initiated retirement authorisation forms (EIRA).
- 10.3. We will also be piloting the Monthly Returns process with select employers – who have experience of Civica/UPM monthly returns with other LGPS administrators – from April 2025

and based on the success of this pilot and feedback received from employers and staff, will consider rolling this out to a wider group.

11. McCloud

- 11.1. In October 2024 we shared a high level milestones roadmap and the current position for each milestone can be found in Appendix 3.
- 11.2. Over the last year, we have put considerable effort in to ensuring the eligibility of members – in scope, maybe in scope, not in scope – has been calculated and recorded in UPM accurately, to ensure underpin calculations are being applied where required. This is summarised in the tables below.

Hillingdon	Active	Deferred	Pensioner	Deceased	Transfer Out	Full Commutation
In Scope	2,108	2,415	1,698	161	566	42
Maybe In Scope	3,547	4,918	419	78	1,519	383
Not in Scope	3,042	5,499	5,295	5,739	327	6,276

	Total	% of Total Membership
In Scope	6,990	15.87%
Maybe In Scope	10,864	24.67%
Not in Scope	26,178	59.45%

- 11.3. Of those members who are in scope, we have identified that a number have unverified service – the table below has been updated since last month’s report, following further review and analysis of the records.

	Active	Deferred	Pensioner	Deceased	Transfer Out	Full Commutation	Total
Hillingdon LG (In Scope)	90	1,286	698	56	345	15	2,490

- 11.4. In Appendix 4 we have set out our suggested approach to the members who have unverified service.
- 11.5. To calculate the underpin on a bulk basis for all of the members who are in scope, and include the required figures in benefit statements, we require a software update, which is officially due for delivery at the beginning of June 2025.
- 11.6. We have received a ‘pre-release’ version of this software in the last week, with a view to highlighting any data issues which may prevent the bulk underpin calculation from running, so we can attempt to resolve these ahead of the full delivery being received in June. Once

the full delivery is received, further testing will be required, and we expect to be in a position to start running the bulk calculation and producing benefit statements, from early July.

- 11.7. It is important to note that as less than 20% of the membership require the underpin calculation, we have split all of our benefit statement processes and statement templates, so statements can be produced for the 80% who maybe or are not in scope, starting in May.
- 11.8. Our intention is to meet the benefit statement statutory deadline for all members, and we have prepared ourselves and the system to the best of our ability, to achieve this, but we will keep all Partners informed of progress, once the full software update has been received.
- 11.9. The underpin calculation has been calculated for all members in scope, as they leave the scheme, and to date 8 deferred members have a provisional underpin payable at retirement, and 10 pensioners have a final underpin amount which has been included in the payment of their pension benefits.

12. Pensions Dashboards Program (PDP)

Preparation for onboarding

- 12.1. Over the last year, we have attended all dashboard related webinars, hosted by the PDP and/or the Pensions Regulator to ensure we are fully informed of progress and what is expected of administrators.
- 12.2. An updated PDP report was shared with Partners in October 2024, accompanied by the Pension Regulator's preparedness checklist and our initial data matching policy.
- 12.3. We have chosen the 'single source' connection route for all AVC providers, for consistency in our record keeping and to ensure that it is clear to member's the AVC fund is attached to their LGPS benefits – we are working with Civica and AVC providers to agree a standard file format for sharing data with us, so this can be uploaded regularly to UPM.
- 12.4. We have also been working with AVC providers to reconcile the data that both we and they hold in respect of members with an AVC fund – this exercise has highlighted orphan AVC's for some schemes and we will be writing to members to explain what their options are. Most are pensioners or have transferred to another LGPS, so are not in scope of the PDP under the schemes we administer.
- 12.5. There are very few active and deferred members with temporary national insurance numbers, and we are currently reviewing each record, to determine whether any existing documents hold their permanent national insurance numbers; whether they need address tracing; or we can contact the individual or their employer to request this information.

Integrated Service Provider (ISP)

- 12.6. We appointed Civica as our ISP in 2022 and have since attended a number of online sessions, hosted by Civica, to discuss and understand how their ISP software will work, with regard to connection to the dashboard; data requirements; internal processes for partial matches and missing data; and reporting standards.
- 12.7. Civica have been working with the PDP to receive sign-off as an ISP for some time – there are a number of stages to the onboarding process, and until recently, the PDP have been focussing their attention on 3 early volunteer ISP's which did not include Civica. Understandably, considering this is a new national initiative and high risk, it has taken the PDP longer than was first planned to complete the onboarding of all ISP's.
- 12.8. We have previously, and again recently, raised our concerns with the PDP about our ability to meet the connection date set out in guidance, considering our ISP is still waiting to complete their onboarding and approval – Chris Curry, the PDP principal has acknowledged our email and agreed that the PDP need to acknowledge this more formally.
- 12.9. Despite this, Civica have completed half of the ISP onboarding steps, and have not experienced any issues or received feedback that suggests their software is not compliant or fit for purpose.
- 12.10. We are expecting Civica will be in a position to deliver the infrastructure of the ISP software to us in May 2025, and a second delivery will be required once they have received approval from the PDP, to configure the software to our requirements, around data matching, for example.

13. Cyber Security

- 13.1. In December 2024, we shared our latest Cyber Compliance statement with all Partners. The statement is reviewed annually in December.
- 13.2. External penetration testing was completed in both June 2024 – by Intertek – and in December 2024 by a new company, Sapphire who are an approved supplier available on the same framework as previous security companies we have used.
- 13.3. As it stands, there are no outstanding high vulnerabilities, and the outcome of the December 2024 testing was the most positive, with the lowest number of vulnerabilities reported since we began testing the security of UPM, the Member Portal and Employer Hub.

14. CEM Benchmarking

- 14.1. HPS participated for a second year in the CEM administration benchmarking survey which considered cost and service for 2023/24. The results showed an increase in our service score, and we retained our position in the high service, low cost quadrant.
- 14.2. We will use the CEM analysis to inform further service improvements such as:
- continuing to reduce the number of lost contacts over NPA
 - expanding our webinars to increase member contact
 - conducting more targeted surveys i.e. following a phone call or to a new joiner.

There are other areas where we could improve our service score, but we do not feel are current priorities. We are more risk adverse than peers in terms of providing information by telephone. Other Funds staff their phone teams with their more experienced staff and consequently are prepared to conduct more administration over the phone. We also do not have a social media presence partly because we are not sure how we would keep it relevant and engaging. We will keep these under consideration for the future.

- 14.3. Further details of the 2023/24 benchmarking exercise were shared in the administration report for February 2025.

15. GMP Rectification

- 15.1. The GMP Rectification project was a significant piece of work, which has now been completed for all pensioners.
- 15.2. Intellica completed the GMP rectification calculations towards the end of 2024, and following a request in December 2024 from the LBH pension board to implement the pension changes ahead of 2025 pensions increase being applied, we subsequently uploaded the amendments (and arrears payments where applicable) to the relevant pensioner records in UPM, to be effective from March 2025.
- 15.3. This was followed by the issuing of letters to two groups – those who were receiving an increase in pension and an arrears payment; and those who would see a decrease in their pension.
- 15.4. Once individuals began receiving their letters, we received a small number of queries, and following our investigation into those queries we were unable to replicate the rectification results. We realised that the GMP value provided was not the value of GMP at the effective date. Instead Mercer (who carried out the GMP reconciliation) had given a 2020 GMP value but provided the member's state pension age date. This mismatch meant that Intellica's calculations were based on an incorrect starting point.

- 15.5. Having identified the underlying issue, our payroll team worked incredibly hard in a short amount of time to ensure that the original rectification was recalculated and revised letters could be sent to each pensioner, in time for March 2025 as had been originally agreed with the LBH pension board.

16. Looking ahead to 2025/26

- 16.1. The timeline of key events for the 2025-year end is captured below.

Completed	Task
14/03/2025	2025 Pensions Increase to be applied to all advance pensions in payment.
31/03/2025	Annual Return requests and templates sent to Employers.
16/04/2025	2025 Pensions Increase to be applied to all arrears pensions in payment.
Feb to April 2025	Online employer annual return webinars and clinics
30/04/2025	Annual return deadline for Employers
March to May 2025	Pensioner Mailings (including April/May payslips, P60's and newsletter)
31/05/2025	2025 Pensions increase applied to all deferred benefit members.
30/06/2025	Employer Services to complete upload of Annual Returns (AR); assuming all data received from, and queries answered by employers.
30/06/2025	CARE pension revaluation for Active members (to be run per employer, after AR upload)
15/07/2025	Valuation extracts produced and uploaded to Hyman's portal.
31/08/2025	Deferred Benefit Statements (DBS) to be produced, including the underpin for those 'in scope' for McCloud.
31/08/2025	Supplementary Pensions Increase calculated and lump sums paid.
31/08/2025	Active Benefit Statements (ABS) to be produced, including the underpin for those 'in scope' for McCloud.
05/10/2025	Latest date Pensions Savings Statements sent – will be produced for each employer as ABS have been completed.

Completed	Task
31/10/2025	Latest date e-comms sent to members with benefit statement available on Member Portal.
31/10/2025	Pensions Dashboard connection date for all Public Sector pension schemes
30/11/2025	Life Certificates issued to Overseas Pensioners.
30/11/2025	TPR Scheme Return
30/11/2025	Active and Deferred member newsletters.

16.2. Partnership, Pensions Committee and Pension Fund Advisory Board meetings are scheduled for the following dates:

Date	Event
26 th March 2025	Pensions Committee
9 th April 2025	Pensions Board
13 th May 2025	Annual Partnership Meeting
3 rd June 2025	Pensions Committee
9 th July 2025	Pensions Board
15 th July 2025	Partnership Meeting
16 th September 2025	Partnership Meeting
24 th September 2025	Pensions Committee
5 th November 2025	Pensions Board

Date	Event
18 th November 2025	Partnership Meeting
9 th December 2025	Pensions Committee
4 th February 2026	Pensions Board
24 th March 2026	Pensions Committee

16.3. Partnership/administration update meetings will take place in 2026, but are not yet diarised.

17. Administration Budget

- 17.1. The 2024/25 local government pay award was agreed in November 2024. The cost of the award is approximately £2,500 per FTE, representing an additional £24,000 on anticipated BAU staffing costs and just over £1,000 on the McCloud project team. No change has been made to the monthly charge for the team carrying out the historic leaver work which remains at £10,750 per month. This charge will be increased from 1 April 2025 to £11,250 a month to take account of the pay award.
- 17.2. The historic leavers project was paused at the end of October 2024 to allow information to come in from Dataplan. The project resumed in January 2025 to keep pace with the rate at which queries are coming through. A charge equal to half the team cost will be made for January – March 2025. The budget in the table therefore shows the cost equal to 8.5 months work in 2024/25. No allowance has yet been made for the data cleansing project in 2025/26 to allow for an assessment of the position to be made with LBH in April 2025.
- 17.3. Due to the overall delay in the Pension Dashboard project, the contribution to the overall software and resource requirement will start from 2025/26. As with the McCloud project, the team charge will increase in line with staff pay awards and the software cost in line with inflation. The required resource will be reviewed once the dashboard is live to members and the impact on BAU resources can be assessed.
The charge for the ISP software (connecting UPM to the dashboard) was incurred in 2023/24 even though implementation took place in 2024/25.
- 17.4. The cost of the GMP rectification exercise was estimated to be £42,000, of which £23,639 was spent in 2023/24. The remainder has been spent in 2024/25 with the completion of the project by the end of March 2025.
- 17.5. The budget for BAU administration is rolled forward from the original amount agreed in the OBC. Paragraph 14.3.2 of the OBC states that staffing costs are uplifted in line with step progressions and any pay awards; other budgets are increased in line with the previous September's CPI. CPI in September 2024 was 1.7% and this has been applied to the non pay budgets.
- 17.6. The table below shows the revised costs for 2024/25 and sets out the administration budget for 2025/26 and 2026/27. The forward budget for 2026/27 assumes a rate of 2% on non pay budgets.

Budget headings	2024/25 (pre 24/25 pay award)	2024/25 revised for pay award and data cleansing project pause	2025/26 (pre pay award)	2026/27 (pre pay award)
Staff	527,000	551,000	551,000	551,000
Non pay (inc contribution to overheads)	70,000	70,000	71,500	73,000
UPM software licence and annual maintenance	67,000	67,000	68,000	68,000
Contribution to future software development	12,000	12,000	12,000	12,000
BAU total	676,000	700,000	702,500	704,000
McCloud - project team	16,315	17,398	17,398	0
McCloud - software costs	647	647	680	0
McCloud total	16,963	18,046	18,078	0
Historic leaver processing total	129,000	91,375	0	0
PDP - software costs	0	0	8,446	8,868
PDP - contribution to resource	0	0	7,000	7,000
PDP total	0	0	15,446	15,868
GMP rectification total	18,361	18,361	0	0
Grand total	840,324	827,782	736,024	719,868

TRAINING UPDATE

Item 6

Committee name	Pensions Board
Officer reporting	Tunde Adekoya – Finance
Papers with report	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.

	Date	Pensions Board Members						Advisers & Actuary	
		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		
LB Hillingdon Organised Training									
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							
Tri-Borough LGPS Training Morning	28/03/2025	3							
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						
Equities Investment Review Webinar	03/02/2025	1							
Net-zero in LGPS: Articulating ambition and navigating the journey	18/02/2025	1							
Local Government Devolution and Reorganisation and the LGPS.	28/02/2025	1							
Outlook for Investments in private Markets for 2025	19-Mar-25	1							
Other Training Hours		19.75	1.5	0	14	6	2		
Total Training Hours January-December 2024		33.75	5	1	14.5	6	2	60.1	15
*Required Minimum PB Annual Training Hours (14 Hours)		14	14	14	14	14			
	Keys								
		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 26th 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.

		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		
LB Hillingdon Organised Training									
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							
Tri-Borough LGPS Training Morning	28/03/2025	3							
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						
Equities Investment Review Webinar	03/02/2025	1							
Net-zero in LGPS: Articulating ambition and navigating the journey	18/02/2025	1							
Local Government Devolution and Reorganisation and the LGPS.	28/02/2025	1							
Outlook for Investments in private Markets for 2025	19-Mar-25	1							
Other Training Hours		19.75	1.5	0	14	6	2		
Total Training Hours January-December 2024		33.75	5	1	14.5	6	2	60.1	15

*Required Minimum PB Annual Training Hours (14 Hours)	14	14	14	14	14	14			
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Keys

	Meet Requirement
	Partially Meet Requirement
	Did Not Meet Requirement

Work Programme & Future Agenda

Item 7

Committee	Local Pension Board
Officer Reporting	Tunde Adekoya – Finance
Papers with report	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 2025/26.

Recommendations

- 1) Board to make suggestions for future working practices and/or reviews and priorities.

INFORMATION

Attached is the Pension Board Workplan which highlights scheduled areas of work.

The next Pension Board Meeting is on the 09 July 2025 in Committee Room 4 at 2pm. Based on the workplan, the agenda is currently:

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

Proposed Dates for 2025/26 meetings

09 July 2025
05 November 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
Governance - Board matters							
Election of chair	Annual	Jan-24	Y				
Election of Employer/Scheme Rep	Annual	Jan-24				Y ⁽¹⁾	
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
Governance - Other Fund matters							
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						

⁽¹⁾ Roger Hackett

Effectiveness of the Board		Item 8
<i>Committee</i>	Local Pensions Board	
<i>Contact Officers</i>	Tunde Adekoya – Finance	
<i>Papers with this report</i>	Effectiveness of Local Pension Board Review Questionnaire Board Work plan 2024	

BACKGROUND

The first core function of the Board is to assist the Administering Authority in securing compliance with the Regulations, any other legislation relating to the governance and administration of the Scheme, and requirements imposed by the Pensions Regulator in relation to the Scheme.

The second core function of the Board is to ensure the effective and efficient governance and administration of the Scheme

Within these categories the Scheme Advisory Board (SAB) set out several requirements which the Board should consider as part of their role. These roles are to be reviewed in determining the effectiveness of the board. As part of the government's 'Fit for The Future' consultation there is a proposal to implement the recommendations of the SAB's 'Good Governance Review' including for an independent body to conduct the review, this proposal may be ready in about 18 months.

RECOMMENDATIONS

1. The Pensions Board decide whether to go ahead with self-review and if so,
2. That the Pensions Board members review the attached paper individually, provide responses to the questions and return to the officers for analysis.

INFORMATION

The attached questionnaire is from a template of example measurement metrics suggested by the SAB to assist LPB members determine if the objectives of their roles is being met in the dispensation of their duties to the Fund.

This exercise is part of a commitment by the LPB in ensuring they are fit for purpose body and allows for an inward critical examination of its body of work with a view to improve areas it deems to be lacking.

A copy of the Board work plan for 2024 has been attached as a guide of tasks undertaken by the board and may assist with questionnaire assessment.

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.

Pension Board – Annual review of Effectiveness

April 2025

The first core function of the Board is to assist the Administering Authority in securing compliance with the Regulations, any other legislation relating to the governance and administration of the Scheme, and requirements imposed by the Pensions Regulator in relation to the Scheme. Within this extent of this core function the Board may determine the areas it wishes to consider including but not restricted to:

	Does Board Carry this out? Yes/No	Summarise Evidence for this conclusion
a. Review regular compliance monitoring reports which shall include reports to, and decisions made under the Regulations by the Committee.	YES	The Pensions Board reviews all Pensions Committee reports from the previous Pensions Committee meeting. The Board therefore regularly reviews decisions made under the Regulations by the Committee
b. Review management, administrative and governance processes and procedures to ensure they remain compliant with the Regulations, relevant legislation and in particular the General Code of Practice	YES	The Pensions Board has reviewed compliance with the current General Code of Practice (GcoP). As a result of these reviews compliance gaps with the General Code of Practice have been identified and addressed in lieu of the September 2025 deadline.

		In addition, management and administrative reports are reviewed by examining a Fund Administration Report and an HPS Administration Report at each Pensions Board meeting along with other relevant reports such as the report on Breaches. This included reviewing the strategic aspects of Governance process and procedures.
c. Review the compliance of scheme employers with their duties under the Regulations and relevant legislation.	Further consideration needed	References are made to the performance of employers with regard to specific functions in the HPS Administration Report. A specific review of the compliance of scheme employers with their duties under the Regulations and relevant legislation has not been carried out. There is a greater focus on the larger employers.
d. Assist with the development of and continually review such documentation as is required by the Regulations including Governance Compliance Statement, Funding Strategy Statement and Statement of Investment Principles.	YES	Responsibility for the development and review of the Governance Compliance Statement, Funding Strategy Statement and Statement of Investment Principles rests with

		<p>the Pensions Committee. The Committee regularly carries out this role and is currently in the middle of a review. Pensions Board members can attend and comment on these reviews at Pensions Committee meetings. In addition, at every Pensions Board meeting all reports to the previous Pensions Committee including these reviews can be reviewed by the Board if members consider it appropriate. Board members are regularly invited to attend Pension Committee meetings where these issues are discussed.</p>
<p>e. Assist with the development of and continually review scheme member and employer communications as required by the Regulations and relevant legislation.</p>	<p>YES. the Fund has undertaken to bring a report to a future Board meeting on the current position</p>	<p>In the past the Board has reviewed communications and the Communication Strategy. The Strategy was last reviewed at the February 25 Board meeting. This will be undertaken every three years</p>

		as agreed by the Board.
f. Monitor complaints and performance on the administration and governance of the scheme.	YES	This is done via the Fund Administration and HPS Administration Report to the Pensions Board.
g. Assist with the application of the Internal Dispute Resolution Process.	YES, with additional monitoring information to be provided to the Board	The Pensions Board does monitor IDRP cases that may have significant implications for the Fund. Additional monitoring information and updates are provided by the Fund officers to the Board.
h. Review the complete and proper exercise of Pensions Ombudsman cases.	YES	There has not been a Hillingdon Pensions Ombudsman case so far in the year under review but if there were to be then it was confirmed that the Pensions Board would be involved with responding to it.
i. Review the implementation of revised policies and procedures following changes to the Scheme.	YES	This is done via the Administration reports from the Fund and HPS that the board receives at each meeting. Pensions Board meeting.
j. Review the arrangements for the training of		The Pension Committee agreed to

<p>Board members and those elected members and officers with delegated responsibilities for the management and administration of the Scheme.</p>	<p>YES</p>	<p>a revised Training Policy at the March 2024 meeting which also applies to the Board. Revised Reporting has agreed for both the Board and the Committee. At each Board meeting the Board reviews the arrangements for the training of Board Members. It has been reviewed in the past and commented on the arrangements for the training of Pensions Committee Members.</p> <p>The board has not reviewed the arrangements for the training of officers with delegated responsibilities for the management and administration of the Scheme as the Board's view is that this is outside of the scope of its responsibilities.</p>
<p>k. Review the complete and proper exercise of employer and administering authority discretions.</p>	<p>YES</p>	<p>The Pensions Committee has reviewed the policies that apply to</p>

		the way in which discretionary powers are exercised, and the Pensions Board reviewed this report. The Board's view is that its role does not extend to operational aspects of how the policies are operated in practice or specific cases.
l. Review the outcome of internal and external audit reports.	YES	Relevant Internal and External Audit reports for both the Fund, the Council and HPS are monitored by the Pensions Board
m. Review draft accounts and scheme annual report.	YES	Pensions Board regularly reviews the reports on these matters that go to the Pensions Committee
n. Any other area within the core function (i.e. assisting the Administering Authority) the Board deems appropriate.	YES	The Board feels empowered to do this if the need arose

The second core function of the Board is to ensure the effective and efficient governance and administration of the Scheme. Within this extent of this core function the Board may determine the areas it wishes to consider including but not restricted to:

	Does Board Carry this out? Yes/No	Summarise Evidence for this conclusion
a. Assist with the development of improved customer Service	YES	In reviewing the HPS and Fund Administration Reports the Board assists with the development of improved customer service. The board reviews the monitoring statistics produced on the current levels of customer service.
b. Monitor performance of administration, governance and investments against key performance targets and indicators.	YES	The board reviews the Fund and HPS Administration reports, reviews all Pensions Committee Reports including Investment. These reports have key performance targets and indicators
c. Review the effectiveness of processes for the appointment of advisors and suppliers to the Administering Authority.	YES	Appointment of Advisors rests with either the Pensions Committee or the Fund. All Pensions Committee Reports including these appointments are reviewed by the Pensions Board. Appointments by the Fund are reported to the

		Pensions Committee so can also be reviewed by the Pensions Board.
d. Monitor investment costs including custodian and transaction costs	YES	Pensions Board reviews all Pensions Committee Reports including those on investment costs including custodian and transaction costs
e. Monitor internal and external audit reports.	YES	Relevant Internal and External Audit reports for the Fund, the services provided by the Council to the Fund and HPS are monitored by the Pensions Board
f. Review the risk register as it relates to the scheme manager function of the authority.	YES	The Risk Register for the Fund is regularly reviewed and updated by the Pensions Committee. The Pensions Board reviews all Pensions Committee Reports and has reviewed the Risk Register and made comments to both the Fund and the Committee.
g. Assist with the development of improved management, administration and governance structures and policies.	YES	During discussion of reports to Pension Board and of the Pensions Committee the Pensions Board has discussed ways to improve

		<p>management, administration and governance structures particularly in respect of the Good Governance Project.</p> <p>The Pensions Board was directly involved with the change of Administrator.</p> <p>In 2024/2025 the Board has been directly involved with the development of an EDI Policy and a Cyber Security policy.</p>
h. Review the outcome of actuarial reporting and valuations.	YES	<p>Actuarial Reports and Valuations are reported to Pensions Committee. Pensions Board members are invited to attend the Committee and can comment. The Pension Board reviews all Pensions Committee reports and has made comments upon these Reports to the Fund and the Committee.</p>
i. Assist in the development and monitoring of process improvements at the request of Committee	YES	<p>The Committee has not asked specifically asked Pensions Board to do this as the normal monitoring and review procedures that are in place mean that this happens. .</p>

j. Assist in the development of asset voting and engagement processes and compliance with the UK Stewardship Code.	YES	The Pensions Committee has decided not to renew the Scheme's signature of the UK Stewardship Code on the grounds of efficiency of the use of resources. However, the Scheme expects its investment managers to be signatories of the code and will monitor whether they are compliant with this obligation. Pension Board members attend the Pensions Committees and can comment on these reports. The Pensions Board reviews all Pensions Committee Reports and can assist with compliance if this is needed.
k. Any other area within the core function (i.e. ensuring effective and efficient governance of the Scheme) the Board deems appropriate	YES	The board feels empowered to do this if the need arises.

In support of its core functions the Local Pension Board may make a request for information on the Committee about any aspect of the Administering Authority function. Any such request should be reasonably complied with in both scope and timing.

In support of its core functions the Local Pension Board may make recommendations to the Committee which will be

considered and a response made to the Board on the outcome within a reasonable period.

April 2025.

London Borough of Hillingdon Pension Fund - Pensions Board agenda plan

	Frequency	Last review	Jan-24	Q2 24	Q3 24	Q4 24
Governance - Board matters						
Election of chair	Annual	Jan-23	Y			
Election of Employer/Scheme Rep	Annual	Sep-22	Y			Y
Local Pensions Board Operating Procedures	Every 3 years	Nov-21	Y			
Local Pensions Board - Annual Report	Annual	Jan-23	Y			
Review of Effectiveness of the Board	Bi-Annual	Apr-23				
Training Update	Quarterly	Nov-23	Y	Y	Y	Y
Work Programme & future agenda	Quarterly	Nov-23	Y	Y	Y	Y
Governance - Other Fund matters						
Review of recent Pensions Committee meeting	Quarterly	Nov-23	Y	Y	Y	Y
Compliance with Pensions Regulator Code of Practice	Semi-Annual	Jul-23	Y		Y	
Regulatory Update	As required	Jul-23				
Pensions Administration & Performance	Quarterly	Nov-23	Y	Y	Y	Y
Governance	Quarterly	Nov-23	Y	Y	Y	Y
Draft Policies (ahead of approval by Pensions Committee)	As required					