



Committee report

Committee	ISLE OF WIGHT LOCAL PENSION BOARD
Date	5 APRIL 2023
Title	ADMINISTRATION SERVICE UPDATE
Report of	PENSIONS MANAGER

INTRODUCTION

1. This report presents an update of activity, performance against service standards and information of complaints and breaches of the law, since the last pension board meeting on 17 January 2023.

RECOMMENDATION

2. That the content of this report be noted by the Pension Board.

MEMBERSHIP NUMBERS

3. Changes in membership numbers by status from 1 December 2022 to 28 February 2023 as follows:

Status	Nov-22	Feb-23	Change	% change
Active	4,463	4,478	15	0.3%
Deferred	6,391	6,392	1	0.0%
Pensioner	5,454	5,518	64	1.2%
Frozen & Undecided	1,098	961	-137	-12.5%
TOTAL	17,406	17,349	-57	-0.3%

Please refer to Appendices 1 and 2 for full breakdown of current membership.

PROJECT UPDATES

4. Updates for:
 - (a) **Target Tracing Service**
 - Full trace has been carried out on the 169 frozen members, deferred members over age 55 and suspended pensioner members that had

no linked addresses – 117 new addresses have been returned.
More results may come back based on member communication to Target.

Next Steps

- Carry out full trace on the 262 deferred members under age 55 that Target have identified as not living at the address we hold, and which have no linked address.
- Continue to suspend payments to members identified as deceased through the monthly screening.
- Utilise the next of kin trace for deceased members where we have exhausted all other avenues to contact next of kin.
- Carry out international morality screening/automated trace service for members who currently live abroad.
- Current gone away total against original = 553/843

(b) **i-Connect**

- Strictly Education is the only remaining employer/payroll provider to onboard. They currently run payroll for 6 of our employers (5 Academies and 20 Isle of Wight Council Schools).
- They have engaged in the onboarding process and we are having monthly meetings to feedback on the file specification and any errors that are generated as part of the testing.
- December 2022 file has been analysed and tested through Altair Test service.
- Go Live scheduled for March 2023. This will ensure all end of year data is automatically captured and uploaded to Altair.

Next Steps

- Continue to analyse test upload December 2022 and January 2023 files.
- Data discrepancy emails sent to all schools to resolve. Awaiting resolutions.

(c) **Altair Image**

- The new Document Management module has been successfully delivered to the administration system and went live at the end of March. Going forward all incoming documents are being indexed straight to member records:
 - Completed forms
 - Certificates
 - Correspondence threads
 - Paper records

Next steps

- Review quantity of documents stored in Westridge archive and plan how to get them scanned and indexed to member records.
- Review quantity of previously scanned documents currently held on network drive and plan how to get them indexed to member records.
- Assess which remaining non-member documents required to be scanned and stored.
- Determine staff resource required to achieve the above within target timeframe of 2 years, to be completed March 2025.

- (d) **McCloud**
- 99% of employer data has been received, analysed and is ready for Heywood to analyse and provisional upload.
 - There is 1 employer who have not yet submitted their information, which is Hunnyhill School.
 - Collated aggregation concurrent cases for manual review.
 - SAB guidance issued.
- Next Steps
- Continue general data analysis and collate outstanding queries.
 - Continue to analyse missing members on Altair against employer data.
 - Heywood to continue analysing and uploading data.
 - Review any in scope interfund transfers in and out.
- (e) **GMP**
- Agreement with CIU to allow Mercer to use overseas data processing (India & Portugal).
 - Requested revised plan, from Mercer, to complete the project. Still waiting.
- Next Steps
- Mercer require further payroll reports, pre and post pensions increase implementation, by 30 April 2023. This work has been scheduled into the teamwork load to meet the deadline requirements.

KEY PERFORMANCE INDICATORS

5. To note administration statistics for the year 2022-23 to date (please refer to Appendices 3 and 4 for a full breakdown).

EMPLOYER COMPLIANCE WITH PENSION ADMINISTRATION STRATGY

6. This report includes details of monthly contributions for November 2022 – February 2023 for data submissions and payments which were due by 22 March 2023. There were three late payments during the reporting period:
- (a) St Catherine's School - for November payment received after deadline on 6 January 2023.
- (b) Top Mops – for August 2022 payment received after deadline on 28 September 2022 (not previously reported) and February payment received on 20 March 2023.
- There were also four late data submissions:
- (c) Cowes Enterprise College (Dataplan):
- December data received within 4 days of submission deadline.
- (d) St Catherine's School:
- December data received within 1 day of submission deadline.
- (e) Tops Mops:
- December data received within 1 day of submission deadline.
 - February data received within 1 day of submission deadline.
- Please refer to Appendix 5 for a full breakdown of employer compliance.

St Catherine's School – please see Appendix 6 for a copy of email from Jo Thistlewood dated 5 January 2023 addressed to the school trustees. To date no response has been received to the points raised or proposed plan to improve poor performance. Please note however that both January and February 2023 data submissions and payments have been received within the statutory deadlines.

COMMUNICATIONS

7. Summary of documentation sent to scheme employers since the last report:
 - (a) Email to scheme employers with details of employer role 2023 training sessions from LGA.

COMPLAINTS

8. To note that there have not been any complaints received since the last meeting.

BREACHES OF THE LAW

9. To note that there have not been any breaches since the last meeting.

OTHER MATTERS

10. **Annual Revaluation**

- The Government have responded to the recent consultation to revalue pensions on 6 April. Currently the LGPS, in line with other public sector pension schemes, use the 1 April as their revaluation date.
- Changes to the LGPS Regulations are required to enact this change.

Next steps

- Awaiting bulletin from DLUHC setting out the impact of the change and the timeline regulations.
- Software update required to admin system to correctly calculate Annual Allowances.

11. **Isle of Wight Council (IWC) organisational review**

- The IWC announced in February that as part of the budget for 2023/24 they were looking at an organisation redesign. On 7 March 2023 the Chief Executive explained how this was to be achieved and at this stage asked for expressions of interest of voluntary redundancies, reduction in hours and flexible retirement.
- This has had an impact on the admin team, and we have seen a significant increase in quotation requests. As of 21 February 2023, we have prepared quotations figures for the following reasons:
 - 8 Flexible retirements
 - 21 Voluntary redundancies
 - 20 Voluntary retirements
- We have also prepared 133 other retirement quotes for 67 members.
- Our SLA for employer quotations is 5 working days, and we are currently meeting this target.
- The IWC have confirmed that the application window for expressions of interest closes on 6 April 2023.

- Our primary focus remains processing member benefits into payment, and we will continue to prioritise this work whilst attempting to provide support to the employer during this period.

12. **Correspondence from member**

- Email received following receipt of tracing letter and refund of pension contributions. Manager response to member's email. Not dealt with under the formal complaints procedure and case closed. See Appendices 8 & 9 for copies of emails.

APPENDICES ATTACHED

- Appendix 1 Membership statistics 28 February 2023
- Appendix 2 Aggregate membership by status 28 February 2023
- Appendix 3 KPI statistics 28 February 2023
- Appendix 4 Pensioner payroll statistics 28 February 2023
- Appendix 5 Employer compliance 28 February 2023
- Appendix 6 Email to trustees at St. Catherine's School
- Appendix 7 LGPC employer role 2023 training sessions
- Appendix 8 Email from member regarding refund letter
- Appendix 9 Email response to member to concerns raised

Contact Point: Matthew Collier, Pensions Manager, ☎ 01983 821000
e-mail matthew.collier@iow.gov.uk