



# Committee Report

Committee **ISLE OF WIGHT LOCAL PENSIONS BOARD**  
 Date **13 DECEMBER 2023**  
 Title **ADMINISTRATION SERVICE UPDATE**  
 Report of **PENSIONS MANAGER**

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## 1. Executive Summary

1.1 This report presents an update of activity, performance against service stands and information of complaints and breaches of the law, since the last pension board meeting on 13 September 2023.

## 2. Recommendation(s)

2.1	That the content of this report be noted by the Pension Board.
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## 3. Membership

3.1 Changes in membership by status from 1 September to 30 November 2023 as follows:

Status	Aug-23	Nov-23	Change	% change
Active	4,413	4,384	-29	-0.7%
Deferred	6,427	6,462	35	0.5%
Pensioner	6,275	6,344	69	1.1%
Frozen & Undecided	815	900	85	10.4%
<b>TOTAL</b>	<b>17,930</b>	<b>18,090</b>	<b>160</b>	<b>0.9%</b>

Please refer to the following Appendices for breakdown and analysis of membership as at 30 November 2023:

- 3.1.1 Appendix 1: by employer and status
- 3.1.2 Appendix 2: analysis of status and member age
- 3.1.3 Appendix 3: date range status comparison and summary of movements

## 4. Project Updates

### 4.1 Target Tracing Service

4.1.1 Due to Leo's departure, we will be arranging a meeting with Target to discuss and confirm our next steps. The project was part of Leo's role and responsibility.

### 4.2 I-Connect

4.2.1 Strictly Education have now been on boarded and are submitting their monthly returns through the i-Connect portal.

4.2.2 There are no further outstanding employers or payroll providers to onboard so the Onboarding Project is now closed.

### 4.3 Altair Image

4.3.1 The Team have now scanned 7 full filing cabinets of paper records to the Altair system.

4.3.2 We have also started to upload our i:drive records to Altair.

#### Next steps

4.3.3 Review of 50 boxes of documents previously stored in Somerton.

4.3.4 Assess which remaining non-member documents required to be scanned and stored.

4.3.5 We have also taken on temporary support staff to assist in the scanning and this is being undertaken in the evenings.

### 4.4 McCloud

4.4.1 The data has been analysed and amended ready for Heywood's to upload into the Test service. This was sent to them 4 December 2023.

#### Next Steps

4.4.2 Heywood to continue analysing and uploading data.

4.4.3 Review any in scope interfund transfers in and out.

### 4.5 Guaranteed Minimum Pension (GMP)

4.5.1 Revised project plan provided by Mercer (Aptia), with a view to getting the corrected data uploaded into Altair after we have run Pensions Increase in March 2024. See Appendix 4 IOW GMPR Project Plan for further details.

4.5.2 Initial analysis and calculation report has now been provided by Mercer (Aptia). Page 10 of the report shows our position of cases that will need reviewing. See Appendix 5 IOW GMPR Initial Analysis and Calculation Report for full details.

#### Next Steps

4.5.3 Review cases that are highlighted in the report.

## 5. Key Performance Indicators

- 5.1 To note administration statistics for the September – November reporting period. See Appendix 6 for full breakdown.
- 5.2 To note Member Self Service statistics for the same reporting period. See Appendix 7 for full breakdown showing interaction by status and age, authorisation status and days since last logged.

## 6. Employer Compliance with Administration Strategy

- 6.1 This report includes monthly data submissions and payments compliance for September 2023. A full and detailed analysis of the year-to-date compliance with be provided in the next report.
- 6.2 To note an apology due to Wootton Bridge Parish Council regarding July 2023 data submission and payment. The September Board Report erroneously stated there was a late payment however the payment was received by the statutory date.

## 7. Communications

- 7.1 No specific communications have been published during the reporting period.

## 8. Complaints

- 8.1 No complaints have been received since the last meeting.

## 9. Breaches of the Law

- 9.1 A potential breach has been identified in the failure of the Isle of Wight Council to appoint their nominated elected member employer representative to the Local Pension Board, following full council meetings held in July 2023, September 2023 and November 2023.
- 9.2 The Pension Fund Manager has been in contact with the Council's Monitoring Officer and Director of Finance to seek their advice on the next steps. A suggestion has been made that the board's terms of reference be amended, as it currently requires that one employer representative shall be an elected member of Isle of Wight Council. To date, no response has been received to that request.
- 9.3 The Pension Fund Manager has also contacted the fund's governance consultants, Hymans Robertson, for support in this matter. A response from them is expected shortly.
- 9.4 The matter has been recorded on the fund's breaches log, as shown in Appendix 9, pending a decision whether this should be escalated further.
- 9.5 A verbal update will be provided at the Local Pension Board meeting.

## 10. Other Matters

### 10.1 Pensions Administration Team staffing

10.1.1 A verbal update will be provided at the Local Pension Board meeting.

### 10.2 Heywood's Performance Issues

10.2.1 Insights (Tableau) website reported slow performance and delayed extracts. See Appendix 10 for full details.

10.2.2 Emails from Heywood Services being blocked to members with specific Microsoft email domain names. See Appendix 11 for full details.

### 10.3 Heywood's Security Issues

10.3.1 Apache ActiveMQ vulnerability identified. See Appendices 12 and 13 for full details.

## 11. Appendices

List of appendices attached to report:

- 11.1 Appendix 1\_Membership\_FRS17
- 11.2 Appendix 2\_Membership\_Basic Details
- 11.3 Appendix 3\_Membership\_Retrospective Scheme Membership
- 11.4 Appendix 4\_IOW GMPR Project Plan
- 11.5 Appendix 5\_IOW GMPR Report
- 11.6 Appendix 6\_Key Performance Indicators
- 11.7 Appendix 7\_MSS\_Member Summary
- 11.8 Appendix 8\_Employer Compliance
- 11.9 Appendix 9\_Breaches Log
- 11.10 Appendix 10\_HPS Incident PRB008219\_Insights poor performance
- 11.11 Appendix 11\_HPS Incident PRB008292\_Emails from HS being blocked
- 11.12 Appendix 12\_HPT\_Apache ActiveMQ Vulnerability
- 11.13 Appendix 13\_AAO\_ActiveMQ Vulnerability

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