



# Committee Report

Committee **ISLE OF WIGHT LOCAL PENSIONS BOARD**

Date **6 MARCH 2024**

Title **ADMINISTRATION SERVICE UPDATE**

Report of **PENSIONS MANAGER**

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## Executive Summary

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 December 2023.

## Recommendation

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

3. Changes in membership by status from 1 December 2023 to 31 January 2024 as follows:

Status	Nov-23	Jan-24	Change	% change
Active	4,384	4,433	49	1.1%
Deferred	6,462	6,483	21	0.3%
Pensioner	6,344	6,374	30	0.5%
Frozen & Undecided	900	981	81	9.0%
<b>TOTAL</b>	<b>18,090</b>	<b>18,271</b>	<b>181</b>	<b>1.0%</b>

Please refer to the following Appendices for breakdown and analysis of membership as at 31 January 2023:

- 1.3.1 Appendix 1: by employer and status
- 1.3.2 Appendix 2: analysis of status and member age
- 1.3.3 Appendix 3: date range status comparison and summary of movements

## Project Updates

4. No changes have occurred since the last meeting update.

## **Key Performance Indicators**

5. To note administration statistics for the December 2023 – January 2024 reporting period. See Appendix 4 for full breakdown.
6. To note Member Self Service statistics for the same reporting period. See Appendix 5 for full breakdown showing interaction by status and age, authorisation status and days since last logged.

## **Employer Compliance with Administration Strategy**

7. This report includes details of payment and data submission compliance for January 2024. See Appendix 6 for full breakdown.
8. Having review that relevant payment and submission dates for the year to date, a number of errors have been identified. These have been corrected and the updated analysis and totals are shown in Appendix 6.
9. All payments and data submissions since August 2023 have been received within deadline.

## **Communications**

10. No specific communications have been published during the reporting period.

## **Complaints**

11. No complaints have been received since the last meeting.

## **Breaches of the Law**

12. No breaches have been identified since the last meeting.

## **Other Matters**

13. Pensions Administration Team staffing
  - 13.1 A verbal update will be provided at the Local Pension Board meeting.
14. Heywood's Performance Issues
  - 14.1 Cloud Hosting platform was inaccessible for some users. See Appendix 7 for full details.

## Appendices Attached

15. Appendix 1\_Membership\_FRS17
16. Appendix 2\_Membership\_Basic Details
17. Appendix 3\_Membership\_Retrospective Scheme Membership
18. Appendix 4\_Key Performance Indicators
19. Appendix 5\_MSS\_Member Summary
20. Appendix 6\_Employer Compliance 31 January 2024
21. Appendix 7\_HPS Incident PRB008290\_Cloud Hosting platform inaccessible
  
22. Contact Point: Matthew Collier, Pensions Manager, ☎ 01983 821000  
e-mail *matthew.collier@iow.gov.uk*