



Committee report

Committee	ISLE OF WIGHT LOCAL PENSION BOARD
Date	22 SEPTEMBER 2021
Title	ADMINISTRATION SERVICE UPDATE
Report of	PENSIONS MANAGER

EXECUTIVE SUMMARY

1. The following report sets out the statutory reporting to the Local Government Pensions Board from the Isle of Wight Council Pensions Administration Team.

MEMBERSHIP NUMBERS

2. Changes in membership status from 30 June 2021 to 31 August 2021 as follows:

	Jun-21	Aug-21	Change	% chge
Active	4,353	4,296	-57	-1.3%
Deferred	5,882	6,007	125	2.1%
Pensioner	5,135	5,146	11	0.2%
Frozen & Undecided	1,290	1,242	-48	-3.7%
TOTAL	16,660	16,691	31	0.2%

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

PROJECT UPDATES

3. Updates for:
 - (a) **i-Connect**
 - (i) No change from previous report. Awaiting confirmation of report configuration for MHR (Ryde Academy). We expect to go live 31 October 2021.
 - (b) **McCloud**
 - (i) From the data requests sent on 1 July 2021 we have received 17/86 returns. (20%)
 - (ii) Further chaser email to be sent 13 September 2021 for 30 September deadline.
 - (c) **GMP**
 - (i) Project plan for Board to note. See Appendix 3 for full breakdown.

KEY PERFORMANCE INDICATORS

4. To note administration statistics for the year 2021-22 to date (see Appendices 4 and 5)

EMPLOYER COMPLIANCE WITH ADMINISTRATION STRATEGY

5. The report includes details of all monthly contributions for July 2021 for submissions and payments which were due by 22 August 2021. All contribution submissions and payments were received within due deadlines for June and July 2021.

Please refer to Appendix 6 for a full breakdown of employer compliance.

COMPLAINTS

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

BREACHES OF THE LAW

7. There has been one breach of the law which is on the production of Annual Benefit statements. See point 8 below. The breach is not deemed as significantly material to report to the Pensions Regulator. See Appendix 7 for the record of the assessment decision.

ANYTHING ELSE

8. **Annual Benefit Statements**

We have published annual statements to the member self-service (MSS) portal within the 31 August statutory deadline. A number of records were identified during the end of year reconciliation as having incorrect membership. These were cases undertaken by ITM as part of the data cleansing project. We are currently undertaking a case by case review of those affected members and have written to them explaining we will not publish their statement until this work has been completed. As a consequence, it should be noted that the realised targets for issuing correct statements are as follows:

- Active members = 4068 statements issued / 99.07% of total active members @ 31 March 2021
- Deferred members = 5893 statements issued / 99.70% of total deferred members @ 31 March 2021

9. **Prudential AVC update**

Following on from the item in the July board report, we recently met with the Prudential to discuss process changes and also the current status of members records. They have confirmed that they are up to date with processing the cash deductions from employers. There are however continuing issues with the administration system, and they do not expect to be in a position to issue scheme accounts or annual benefit statements before the end of September, going into October. We will update once these documents have been issued.

Please refer to Appendix 8 for copy of the email.

STRATEGIC CONTEXT

10. The primary objective of the fund is to provide pension and lump sum benefits for members on their retirement and/or benefits on death, before or after retirement, for

their dependents, in accordance with the Local Government Pension Scheme (LGPS) regulations and statutory provisions. The Isle of Wight Pension Fund Committee aims to operate the fund in such a manner that, in normal market conditions, all accrued benefits are fully covered by the value of the fund's assets and that an appropriate level of contributions is agreed by the employer to meet the cost of future benefits accruing.

11. In addition, the fund has agreed the following administration objectives, which underpin the delivery of the service:
- Deliver a high quality, friendly and informative service to all beneficiaries, potential beneficiaries and scheme employers at the point of need.
 - Provide pension and lump sum benefits for all members, in accordance with LGPS Regulations.
 - Clearly establish levels of performance and measure the performance of both the Fund and scheme employers against them.
 - Develop successful partnership working between the Fund and its employers.
 - Data is protected to ensure security and authorised use only.

RECOMMENDATION

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

APPENDICES ATTACHED

13. Appendices as attached:
- a) Appendix 1 Membership statistics 31 August 2021
 - b) Appendix 2 Aggregate membership by status 31 August 2021
 - c) Appendix 3 GMP rectification project
 - d) Appendix 4 KPI statistics 31 August 2021
 - e) Appendix 5 Pensioner payroll statistics 31 August 2021
 - f) Appendix 6 Employer compliance July 2021
 - g) Appendix 7 Breaches Log 31 August 2021
 - h) Appendix 8 Prudential email 07 September 2021

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