



# Committee report

Committee **ISLE OF WIGHT LOCAL PENSION BOARD**  
Date **26 OCTOBER 2022**  
Title **ADMINISTRATION SERVICE UPDATE**  
Report of **PENSIONS MANAGER**

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## EXECUTIVE SUMMARY

1. This report presents an update of activity and performance against service standards and information of complaints and breaches of the law, since the last local pension board meeting on 15 June 2022.

## 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 May 2022 to 31 August 2022 as follows:

Status	Apr-22	Aug-22	Change	% change
Active	4,321	4,365	44	1.0%
Deferred	6,250	6,343	93	1.5%
Pensioner	5,311	5,370	59	1.1%
Frozen & Undecided	1,012	1,079	67	6.6%
TOTAL	16,894	17,157	263	1.6%

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

## PROJECT UPDATES

4. Updates for:
  - (a) **i-Connect**

We are moving to the final part of the implementation project and this involves approaching the academies and schools who use Strictly Education (SE) for their payroll services. The lack SE engagement has necessitated a more direct approach. We have therefore approached the five academies as the first phase, as they are already separate employers within the pensions admin system. Initial comms have been sent to school business managers to discuss member onboarding and system training. The second phase will

involve the remaining schools serviced by SE. This will involve some reconfiguration of the admin system before commencement. Once this reconfiguration work has been completed, we will adopt the same onboarding and training processes used with the academies and approach the relevant remaining school business managers. We anticipate this work will be on going over the coming months with the target of having all the academies and schools onboarded in time for the next end of year cycle.

- (b) **McCloud**
  - (i) 92 Percent of McCloud Data Received from Employers.
  - (ii) 89 Percent of McCloud Data Member Matched with Altair Data.
  - (iii) 81 Percent of McCloud Data Analysed and ready for Provisional upload.
  - (iv) Good progress is being made and the team are continuing to work additional hours to analyse the data and to manually update service lines on member records so data can be interfaced into the pensions admin system.
- (c) **GMP**

Assumptions and rectification need be agreed with Mercers once they have analysed the reports uploaded to their portal on 29 April 2022.
- (d) **Administration System Procurement**

Following the award of the contact to Heywood Pension Technologies (HPT), we are working with them to commence the implementation of the pension admin system enhancements (Image, Enhanced Admin to Pay and Immediate payments). See Appendix 3 for copy of HPT report.
- (e) **Triennial Valuation 2022**

All scheme data uploaded to the Hymans online portal on 20 July 2022.
- (f) **Tracing Procurement**
  - (i) Target have been awarded a two-year contract, commencing from 1 September 2022.
  - (ii) An initial meeting took place 12 September 2022 to commence the Project and discuss our priorities.

#### KEY PERFORMANCE INDICATORS

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

#### EMPLOYER COMPLIANCE WITH ADMINISTRATION STRATEGY

- 5. The report includes details of monthly contributions for May 2022 to August 2022 for data submissions and payments which were due by 22 September 2022. There were two late payments during the reporting period:
  - (a) Southern Housing Group– for April contributions, received outside deadline on 7 June 2022.
  - (b) St Catherine’s School - for May contributions. New employer’s initial month payment and data submission received after deadline on 12 July and 11 July respectively.

There were also four late contribution data submissions:

  - (c) IOW Schools (Capita) – June data received within 2 working days of data submission deadline.
  - (d) St Catherine’s School – June data received within 4 working days of data submission deadline.
  - (e) Strictly Education (St Blasius) – June data received within 3 working days of data submission deadline.
  - (f) Strictly Education (St Francis) – June data received within 3 working days of

data submission deadline.

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

## COMMUNICATIONS

6. Summary of documentation published to fund website or Member Self-Service (MSS) records, and correspondence sent to scheme employers since the last report:
- (a) Email to scheme employers with training dates as shown in LGPC bulletin 225, see Appendix 7 LGPC employer role training sessions.
  - (b) Email to scheme employers with copies of latest LGPS HR and payroll guides, see Appendix 8 LGPC updated HR/payroll guides.
  - (c) Copy of newsletter published to fund website and uploaded to all deferred member records, see Appendix 9 Deferred member newsletter 2022.
  - (d) Copy of newsletter published to fund website and uploaded to all active member records, see Appendix 10 Active member newsletter 2022.
  - (e) News article published to fund website, see Appendix 11 McCloud update website news article.
  - (f) Resolution from incident raised on HPT Sostenuto portal due to member issues accessing their online records, see Appendix 12 Altair/MSS connectivity issues.
  - (g) Email to scheme employers with details of further employer role training sessions. See LGPC request in Bulletin 227 July 2022 and appendix 13 LGPC employer role training sessions #2.
  - (h) Ryde Town Council email confirmation of proposed attendance on above training session, see Appendix 14 LGPC employer role training sessions #2\_RTC response.
  - (i) Email to scheme employers with details of Supreme Court decision concerning term time workers. See LGPC request in Bulletin 228 August 2022 and appendix 15 LGPC Supreme Court decision concerning term time workers.

## COMPLAINTS

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

## BREACHES OF THE LAW

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

## OTHER MATTERS

### 9. **Annual Benefit Statements**

We have published annual statements to the Member Self-Service (MSS) portal within the 31 August statutory deadline. Summary of published documents as below:

- Active statements = 4,025 issued, being for members actively contributing to the scheme @ 31 March 2022
- Deferred statements = 6,277 issued, being for members with deferred records @ 31 March 2022

## CORPORATE PRIORITIES AND STRATEGIC CONTEXT

10. The activity reported in this report do not directly impact upon any of the corporate priorities outlined in the [Corporate Plan 2021 – 2025](#).

## Pension Fund Strategic Aims

11. The primary objective of the fund is to pay benefits to scheme members or their dependants in accordance with the Local Government Pension Scheme (LGPS) Regulations and other statutory provisions. The 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.
12. 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.

## FINANCIAL / BUDGET IMPLICATIONS

13. The timely and accurate submission of monthly data returns and contribution payments by employers supports the fund in being able to pay benefits as they become due through the contributions received and income from investments, without having to withdraw funds from its investments.

## LEGAL IMPLICATIONS

14. The Isle of Wight Council is the administering authority for the Isle of Wight Council Pension Fund. An administering authority is defined in the Local Government Pension Scheme Regulations 2013 as “a [local authority] required to maintain a pension fund under the local government pension scheme regulations”.

## EQUALITY AND DIVERSITY

15. The council, as a public body, is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
16. There are no implications for any of the protected characteristics arising from items covered in the report.

## RISK MANAGEMENT

17. Regular reviews of the timeliness, accuracy and completeness of employers' data submissions ensures that the fund can maintain accurate membership data to support the accurate payment of benefits to the correct beneficiary when they become due.

18. Monitoring the timeliness of employers' payment of contributions into the fund ensures that the fund maintains adequate liquidity to meet its current obligations and can also allow early identification of potential issues with the financial health of the employer.

#### APPENDICES ATTACHED

19. Appendix 1 Membership statistics 31 August 2022
20. Appendix 2 Aggregate membership by status 31 August 2022
21. Appendix 3 Heywood admin system upgrades report June 2022
22. Appendix 4 KPI statistics 31 August 2022
23. Appendix 5 Pensioner payroll statistics 31 August 2022
24. Appendix 6 Employer compliance 31 August 2022
25. Appendix 7 LGPC employer role training sessions
26. Appendix 8 LGPC updated HR/payroll guides
27. Appendix 9 Deferred member newsletter 2022
28. Appendix 10 Active member newsletter 2022
29. Appendix 11 McCloud update website news article
30. Appendix 12 Altair/MSS connectivity issues
31. Appendix 13 LGPC employer role training sessions #2
32. Appendix 14 LGPC employer role training sessions #2\_RTC response
33. Appendix 15 LGPC Supreme Court decision concerning term time workers

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