

Minutes

PENSIONS BOARD Meeting

08 May 2024



HILLINGDON
LONDON

Meeting held in Committee Room 3, Civic Centre, Uxbridge

	<p>Employer Representatives: Shane Woodhatch (SW) Anna Beattie (AB)</p> <p>Scheme Member Representatives: Roger Hackett – Chair (RH) Tony Noakes (TN)</p> <p>Also Present: Marian George, Governance Advisor (MG) Andrew Lowe, Hampshire County Council (HCC) Pensions Administration (AL) – agenda item 5</p> <p>LBH Officers Present: James Lake, Director – Pensions Treasury & Statutory Accounts (JL) Tunde Adekoya – Finance Manager – Pensions & Governance (TA) Seby Carvalho, Pensions Technical Officer (SC) Ann-Marie Pereira, Executive Assistant – Minutes (AP)</p> <p>Apologies for Absence: Cllr Stuart Mathers – Chair, Pensions Committee (SM) Marie Stokes (MS) Shane Woodhatch (SW)</p>	
AGENDA ITEM	MINUTES/ACTION	LEAD
Agenda item 1	<p>Apologies for Absence</p> <p>RH welcomed all to the meeting, including MG the new Governance Advisor, who replaces Clare Scott. Apologies noted, as above.</p>	
Agenda item 2	<p>Appoint Pension Board Chair for January – December 2024</p> <p>SW has indicated he would not be able to commit to the responsibilities of being the Chair, hence, JL proposed reappointing RH as Chair – TN and AB agreed.</p>	
Agenda item 3	<p>Declarations of Interest and any Conflict of Interest</p> <p>None.</p>	

<p>Agenda item 4</p>	<p>To approve the Minutes of the Meeting held on 24 January 2024</p> <p>The Minutes were approved as a true record of discussions.</p> <p>Matters Arising</p> <p>Third employee representative: advertised but no responses as yet, however, TA is liaising with Jo Palmer, the liaison between schools and the administration network, about co-opting her to the Board.</p> <p>With regard to having a vice-chair of the Board, it was previously agreed to continue as is, with no vice-chair.</p>	
<p>Agenda item 5</p>	<p>TO CONFIRM THE ITEMS OF BUSINESS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT ITEMS MARKED PART 2 WILL BE CONSIDERED IN PRIVATE</p> <p>Confirmed that agenda items in Part 2 will be considered in private.</p>	
PART 1		
<p>Agenda item 6</p>	<p>Pension Administration & Performance</p> <ul style="list-style-type: none"> - 100% delivery against performance targets. - Improved data quality overall – increased TPR (The Pensions Regulator) conditional data score and high rate of benefit statement production reflect the annual returns, historic leaver, and day-to-day work completed throughout the year. - 99.38% of active benefit statements and 100.00% of deferred benefit statements produced and published within the statutory deadline. - Continued increase in Member Portal registrations – 43.06% of all members registered. - Low number of complaints in comparison to the total membership and casework processed. - Significant development of our online services for both Members and Employers. - Significant work undertaken and processes implemented to monitor and improve Cyber Security. - Achieved re-accreditation of Customer Service Excellence award, with 6 ‘compliance pluses’ where expectations are exceeded. <p>The report has been reviewed with the S151 Officer, Andy Evans.</p> <p>In terms of the increase in member portal registrations (43.06%), discussed how this compares with other schemes. AL pointed out that there is a cohort of members who are not likely to ever log on to the portal – and both JL and MG concurred with this opinion – however, all new starters and join through the portal, as do retirees. The focus is on increasing the number of portal sign-up of active members, which is now over 50%; MG agreed with the realistic approach to targeting the active members.</p>	

Pension tracing: TN asked whether we have any experience of any members who do not remember that they have a pension and what if anything could be done to trace them. AL advised that as part of the regular data cleansing exercises, HPS also run address tracing. Emphasis is also placed on capturing an email address which is as important as a postal address. In addition, every pension provider (public and private) will be required to join the Pension Dashboard; to note, the public sector element needs to be signed up by October 2025.

From the Minutes of the previous meeting, and the comments on bringing the data cleansing exercise to the close by the end of this year – TN questioned whether this was feasible. AL confirmed that the comments referred to the existing backlog and that good progress is being made, however, this will remain an ongoing exercise as there will likely be new backlogs/outstanding cases to address.

With regard to any members we have lost contact with, HPS have run an address tracing exercise but are not likely to do a second round of specific address tracing. Also, biannual notifications from the NFI and notifications from TellUsOnce, the system used to register deaths, are used as a cross-check with our members records.

On the issue of employers who are tardy in sending in information:

- Annual Return 23/24: early indications reflect an improvement over last year; will carry out a benchmarking exercise at the end of the annual returns process for 23/24.
- Dataplan: 6 schools have not responded; have written advising we will charge for the extra work. In addition, AE has sent a letter to Dataplan indicating we will start to charge employers, who in turn will pass on the charges to Dataplan, and will consider reporting to the Pensions Regulator. RH indicated that the Board supports these actions.
- Employer and employee contributions continue but when the annual return comes in there could be a lack of names to match the contributions. There are plans to move to monthly reporting but this will still not guarantee an improvement in employers submitting information in a timely manner; monthly report will be trialed with HPS who will feedback to JL.

McCloud: there are still some gaps but this is now business-as-usual.

Dashboard: the government has set a deadline of 31 October 2025 for LGPS to connect to the dashboard. For it to work effectively, the dashboard needs a critical mass of data, which we are progressing but constant announcements/further government input sets back progress. Civica (the software provider) are ready to go live for when the dashboard goes live.

MG asked whether HPS monitor lapsed members; AL advised that there is regular monitoring, but no particular pattern.

	<p>Cyber security: HPS have a service recovery plan and carry out accurate testing runs.</p> <p>HPS Security Audit planned for Q3. Hillingdon may need to refresh their mapping exercise in order to comply with new code.</p>	
Agenda Item 7	<p>Training Update and Log</p> <p>The target is 14 hours of training throughout the year, related to Pensions and Investments.</p> <p>AB is halfway through the AON module and will aim to finish by the end of the month. AB to provide any feedback to TA.</p> <p>The regular CIV training webinars on markets and CIV manager training all count towards the training targets. TA will circulate links to online training events. All Board members are also signed up to the CIV portal where there is a lot of training available. LCIV annual conference: TA to ask for more invites and will check that SW, MS and AB are on the distribution list.</p> <p>Individual scores on specific training needs: reminder to all to review feedback and undertake follow-up/relevant training. Next steps: a report/training plan will go to Pensions Committee. Review effectiveness of the Board – proactively.</p> <p>Changes to Pension Committee: the recent bi-election in Hillingdon East has resulted in a win for the Conservatives (previously Labour); this has meant that the balance of membership changes from 3 Labour to 2, and Conservatives will have 3 instead of 2. It is expected that Cllr Mathers will remain on the committee. The Members handbook has been completed, with JL for review – in time for the new Committee Chair.</p> <p>The Training Log will now be referred to as Continual Professional Development.</p>	<p>AB</p> <p>TA</p> <p>JL</p>
Agenda item 8	<p>Work Programme 2024</p> <p>Noted the key items to undertake throughout the year.</p> <p>RH would welcome MG’s view in relation to TPRs diversity and inclusion and how the board operates. He would also welcome suggestions from MG in terms of areas the Board needs to address.</p>	