

Minutes

PENSION BOARD Meeting

05 February 2025

Meeting held in Committee Room 4, Civic Centre, Uxbridge



HILLINGDON
LONDON

Employer Representatives:

Anna Beattie (AB)

Scheme Member Representatives:

Roger Hackett – Chair (RH)

Tony Noakes (TN)

Vicky Trott (VT)

Also Present:

Cllr Reeta Chamdal, Chair, Pensions Committee (RC)

Marian George, Governance Advisor (MG)

Andrew Lowe, Hampshire Pension Services (AL) – agenda item 6

LBH Officers Present:

Tunde Adekoya, Finance Manager – Pensions & Governance (TA)

Karl Pereira, Trainee Pension Fund Accountant (KP)

Seby Carvalho, Pensions Technical Officer (SC)

Ann-Marie Pereira, Executive Assistant – Minutes (AP)

Apologies for Absence:

Jack Francis-Kent (JF)

Shane Woodhatch (SW)

AGENDA ITEM	MINUTES/ACTIONS	LEAD
1.	APOLOGIES FOR ABSENCE As noted above.	
2.	DECLARATIONS OF INTEREST AND ANY CONFLICT OF INTEREST None.	
3.	APPOINTMENT OF PENSION BOARD CHAIR, JANUARY – DECEMBER 2025 With no other show of interest, Roger Hackett kindly agreed to carry on as the Chair until December 2025. The appointment was endorsed by the Board.	

4.	<p>TO APPROVE THE MINUTES OF THE MEETING HELD ON 05 NOVEMBER 2024</p> <p>Matters Arising:</p> <ul style="list-style-type: none"> - Update on James Lake (JL): TA confirmed JL's ill health retirement; JL's last day of work is 03 April 2025 but he is currently off sick at present. Noted that Richard Ennis, Corporate Director of Finance is looking to replace JL with a like-for-like appointment; TA will provide further updates when available. MG highlighted the government's Fit For Future good governance consultation which states that the role should predominantly oversee the pension scheme and that other elements should form a minor part of the role. The Board suggested a formal letter highlighting this. 	
5.	<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>Agreed.</p>	
PART 1		
6.	<p>PENSION ADMINISTRATION & PERFORMANCE</p> <p>MG has suggested changes to future reports in terms of the presentation and the data. With there not being marked changes from one month to the next, it was suggested that a 3-monthly review would be prudent, rather than a monthly report. This was agreed by the Board and fits in with the timing of the partnership meetings which have also changed to a quarterly cycle.</p> <p>For this report, performance remains steady, and officers believe that Hampshire Pension Services (HPS) are doing a really good job.</p> <p>Auto sign-up/access to online information: now up to 48.38%; MG felt that for pensioners, this is a good number.</p> <p>Cyber security – December penetration testing highlighted some concerns which HPS are addressing.</p> <p>Benefits statements: those outstanding relate to those HPS do not have the information for.</p> <p>Historical backlog cases: now down to around 300, from more than 4000 cases when HPS took over from Surrey (previous administration).</p> <p>McCloud assessment: being processed via Civica; a report will be brought to the Board.</p>	

	<p>Pensions Dashboard: implementation expected by September.</p> <p>TN asked whether the report was the same format for all clients, which AL confirmed is the case. AL added that the introduction of quarterly reports would provide the opportunity to carry out an analysis of trends.</p> <p>TN also asked whether the report provided an accurate picture of performance. TA confirmed that overall HPS performance is very good. MG added that the KPIs measure against SLAs which may differ from other schemes.</p> <p>AL highlighted the table on page 3 of the report which shows the good turnaround time to complete processes. HPS have around 130 staff so are able to offer a good standard of service. Casework is treated on a first-come-first-served basis, even Hampshire does not receive preferential service.</p> <p>Noted that HPS do not proactively tout for new business but would consider any new requests for services.</p> <p>Life certificates: 99 people who live abroad will have their pension suspended, to avoid making over payments.</p>	
<p>7.</p>	<p>TRAINING UPDATE & LOG</p> <p>Members of the Board are required to undertake 14 hours of training a year, to be able to dispense their duties. Report on all training undertaken so far noted. Colour coding has been introduced to highlight where inadequate number of hours of training has been undertaken. RH reiterated the need for the Board to lead by example, to achieve compliance and pointed out that TA provides a few options of training. Agreed that by the middle of the year, all members should have completed at least 7 hours of training.</p> <p>VT suggested offering different forms of training eg interactive, face-to-face as opposed to just listening to webinars; this considers different learning styles.</p> <p>TA will continue to remind members of upcoming training. In addition, investment managers often hold breakfast seminars, all of which are free. Face-to-face conferences eg CiPFA are very useful in terms of networking with other boards/members.</p>	
<p>8.</p>	<p>WORK PROGRAMME 2025</p> <p>Noted the schedule of 2025/26 meetings and work plan.</p> <ul style="list-style-type: none"> - Q1 election of chair for January – December 2025 completed. - Fit for future consultation: a business plan is required by mid-March 2025. Hillingdon will continue with BAU. A paper on part 	

	<p>2 of the consultation will be presented to the Board, as well as to the Committee.</p> <ul style="list-style-type: none"> - Meeting scheduled for 09 April 2025: noted this is in the first week of the school holidays; TA will send out an email to the Board to seek an alternative date. 	TA
9.	<p>PENSION BOARD ANNUAL REPORT 2024</p> <p>Report details the Board's accomplishments over the year.</p> <p>Membership of the Board changed during the year –JF and VT joined; Marie Stokes has left.</p> <p>Attendance has improved.</p> <p>RH thanked TA for the work required to complete the report.</p> <p>Recommendations noted.</p> <p>The report will go to the Pensions Committee.</p>	TA