

Agenda Item 5



London Borough of Enfield

Report Title	LBE of Enfield Pension Fund administration report
Report to	Local Pension Board
Date of Meeting	26 th June 2024
Cabinet Member	
Executive Director / Director	Fay Hammond
Report Author	<i>Tim O'Connor</i> <i>Tim.O'Connor@enfield.gov.uk</i>
Ward(s) affected	
Key Decision Number	Non-Key
Classification	Part 1 Public
Reason for exemption	

Purpose of Report

1. The purpose of this report is to provide the Local Pension Board with an update on current pension issues, developments, and performance in relation to the Local Government Pension Scheme (LGPS)

Recommendations

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| <ol style="list-style-type: none">I. To note the contents of this report |
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1. Background and Options

1.1 McCloud

McCloud protection

The LGA clarified a query regarding which pension accounts qualify for McCloud protection. These queries relate to the section of the McCloud administrator guide that covers disqualifying gaps.

A disqualifying gap is a period of more than five years when a member was not in pensionable service in a McCloud remedy scheme. A McCloud remedy scheme is a public service pension scheme in England, Wales, Scotland, or Northern Ireland that covers:

- civil servants
- teachers
- the judiciary
- local government workers
- NHS staff
- firefighters
- police officers
- armed forces personnel.

A gap that ended before 31 March 2012 is not disqualifying.

We need to assess whether there is a disqualifying gap if an individual:

- was a member of the LGPS or another McCloud remedy scheme on or before 31 March 2012, and
- joined the LGPS after 31 March 2012.

If the individual was a member of a McCloud remedy scheme on 31 March 2012, a disqualifying break could only start after that membership ended. If the individual was not a member of a McCloud remedy scheme on 31 March 2012, the earliest a disqualifying gap could start is the day after their last period of membership ended before 31 March 2012.

Non-club spreadsheet 2024/2025

The LGA have advised us of the publication of the 2024/25 version of the spreadsheet for calculating the McCloud element of a non-Club transfer value. It can be used for relevant dates between 8 April 2024 and 31 March 2025.

1.2 Pension Dashboards

Data standards version 1.2

On 30 April 2024, the Pensions Dashboards Programme (PDP) published version 1.2. On 13 May 2024, it published a blog on the new version of the data standards.

The data standards cover the data requirements for 'finding' and 'viewing' pensions information and are mandatory for providers and schemes connecting to the ecosystem. They are there to build a common set of message handling tools to receive and reply with data.

PDP understand most administering authorities will connect to the ecosystem by an already-connected third party - an integrated service provider (ISP).

The ISP will use their processes to meet the data standards. However, as the standards apply to administering authorities, they remain responsible for compliance, even if implementation is delegated to an ISP.

Further guidance on connection and the technical, reporting and design standards will be published once tested and validated by the volunteer participants.

PASA dashboards working group – Spring 2024 update.

On 14 May 2024, the Pensions Administration Standards Association (PASA) published an update from its dashboards working group.

The update outlines the ongoing development of guidance and resources related to:

- additional voluntary contributions
- test case matrix
- matching
- administration readiness.

Please refer to Appendix 1 for more information

1.3 SAB update

Gender Pay gap.

The Scheme Advisory Board (SAB) has sent a letter regarding the gender pensions gap to the Chief Secretary to the Treasury, Laura Trott MP. The letter suggests that the Government takes a consistent and active approach to the gender pensions gap across public sector pension schemes.

Cllr Roger Phillips, the Board Chair, argued that a gender pensions gap analysis, like that commissioned by the Board, would give a dynamic picture of how scheme members' salaries change over time and illustrates the different trajectories of men and women's careers. As such it would add context and richness to the statutory gender pay analysis that public sector employers already undertake.

Please refer to Appendix 2 for more information

1.4 SAB - Audit information guide

The Scheme Advisory Board (SAB) along with the Institute for Chartered Accountants in England and Wales has commissioned a guide to explain the timeline and information flow for triennial valuation and accounting/audit purposes.

The guide will be published imminently on the Board's website. The aims of the guide are:

- to aid mutual understanding, explaining some of the background and respective constraints
- to include signposting for the different parties to where they should be requesting the information, they need
- to provide visual maps showing the flow of information between employers, actuaries, funds, custodians, and auditors
- to provide a model questionnaire with key questions for actuaries to complete each year and provide to scheme employer auditors.

The intended audience are auditors, fund practitioners and employers. Once published, administering authorities will be encouraged to share the guide with employers.

1.5 SAB - opt out survey.

On 20 May 2024, the Scheme Advisory Board issued a short survey to local government employers with the aim of improving understanding of the LGPS membership and why some people choose to opt out.

The Board is interested in what data these employers hold, their experience of staff opting out and the value placed on offering a high-quality defined benefit scheme like the LGPS in recruitment and retention.

The survey was sent to the main HR / personnel contacts within the LGA's member councils. It closed on 7 June 2024.

1.6 Academy LGPS guidance updated.

On 7 May 2024, the Education and Skills Funding Agency published updated guidance on academies and LGPS liabilities. The updated guidance now includes a definition of 'pass-through arrangements.'

The guidance is aimed at academy trusts, administering authorities and actuaries. It covers the LGPS academy guarantee provided by the Department for Education.

Please refer to Appendix 3 for more information

1.7 The Pension Regulator Update

TPO Operating model review blog

Robert Loughlin, Chief Operating Officer at the Pensions Ombudsman (TPO), published a blog on TPO's operating model review on 21 May 2024.

In this blog, Robert primarily discusses the operating model review, which aims to improve TPO's efficiency and reduce waiting times.

Three areas of focus for improvement are mentioned:

- resolution team changes
- expedited determinations
- thresholds for accepting complaints.

TPO plans to deliver the full programme of changes over the next three years. In addition, they have set a target of achieving an improved position over the next 12 to 18 months.

TPR Corporate plan for 2024 to 2027

The Pensions Regulator (TPR) published its new Corporate Plan 2024 to 2027 on 3 May 2024.

The plan sets out TPR's direction for the next three years, explaining how it will protect savers' money, help to enhance the pensions system and support innovation in the interests of savers.

Please refer to Appendix 4 for more information

1.8 The Pensions Scams Industry Group (PSIG)

PSIG is a voluntary body created by the pensions industry to combat pension scams. PSIG is primarily focused on sharing good practice on how to stop these scams.

It is now consulting on its future strategy.

The consultation aims to understand the value provided by PSIG, possible future direction and how this could be achieved, including potential funding options.

The consultation runs for three months and closes on 31 July 2024.

Please refer to Appendix 5 for more information

1.9 HMRC – Newsletter 160

Newsletter highlights:

- **Managing Pension Schemes Service (MPSS):** information on submitting pension scheme returns, a reminder to migrate and a request for volunteers to assist HMRC with their plans to move the lifetime allowance protection look-up service onto the MPSS.
- **Contacting PPSS:** a reminder of the correct routes for pension administrators to raise queries.

Please refer to Appendix 6 for more information

1.10 Pensions Admin Team Update

With the restructure of the admin team almost complete, a new approach for more specific reporting from each area [Communications, Governance, Systems, admin plus overview]

Communications – Update and demo by Josiah Burton

Presentations

A new programme of face-to-face presentations to employers and members have started. They deliver informative pension information and updates. Webinar sessions are also being offered.

The presentations cover several topics including:

- Opting in and opting out
- Annual Benefit Statements
- 50/50 Pensions
- Additional Voluntary Contributions
- Retirement
- Ill Health Retirement
- Redundancy
- Spouse/Partner Benefits
- Member Self-Service
- Q&A session

Positive feedback has been received following the initial presentations. More are booked in for June and Pension Clinics are being arranged in the Autumn which will enable members to have 1 to 1 sessions with pension officers following the distribution of annual benefit statements.

Videos

Short informative videos have been created and will be made available to members. Videos available cover the following:

- 50/50 Pensions
- Expression of Wish for payment of a Death Grant

Further videos are planned which will address subjects which members frequently ask questions about.

Please refer to Appendix 7 for more information

Gov.uk/notify.

To improve our communication channels, we have set up an account with Gov.uk notify which will assist with communicating to members.

It will enable us to ensure members receive timely updates about Member Self-Service portal, McCloud, and Annual Benefit statements.

Website

The pensions website has been updated to include pension payment dates and the pension increase which is in line with the Consumer Price Index (CPI). The content from this year's AGM has also been uploaded.

Latest google analytics which show the number of visits members make to the website have been included in the appendix and will become a standing item of future communication updates.

Governance

Bulk Calculations

- Processing bulk calculations to update approx. 15,500 member records with annual pension increase.
- Processing bulk calculations to update approx. 7,500 member records with annual Revaluation applicable to Career Average pensions.

Year-End Return and i-Connect Data

- Updating pension records with year-end, annual data returns received from various employers not using the Council payroll service. These are mainly Admitted Bodies in the Fund.
- Updating pension records via i-Connect data transfer received from Enfield Council and other Schedule Bodies like academies who do not use the Councils payroll service. This tends to cover a much higher number of members in comparison to Admitted Bodies.

Annual Benefit Statements

- Preparation work to produce extract for approx. 7,500 deferred member statements has commenced, on target to issue these in early July.
- Preparation work to produce extract for approx. 5,000 Enfield Council active member statements has also started, on target to issue in mid-July.

- Year-end return and i-Connect data work in progress to enable the preparation the production of approx. 2,500 active member statements relating to non-Enfield Council employers.

i-Connect Rollout & Associated Issues

- Ongoing communications with Oasis Community Learning (Oasis Academies Enfield and Hadley) to implement i-Connect. This will replace the year-end return and will mean all Academies in the Fund are using i-Connect.
- Ongoing communications with Capel Manor College regarding the correctness of i-Connect files produced by their payroll provider.
- Ongoing communications with ARK John Keats Academy, Wren Academy Enfield, and their payroll providers regarding the correctness of i-Connect files and their lateness in submitting to us.

External Audit 2023/2024

- Currently completing various Grant Thornton spreadsheets/templates requesting information.
- Running various reports to provide supporting information and evidence where requested.
- Areas covered so far or in progress are workflow processes and Altair (pension administration database) controls.

Admission Agreements & Associated Issues.

- Liaising with approx. 12 employers to arrange Admission Agreements for members TUPE transferred to their employment to continue participation in the Fund. These agreements are a mixture of first generation (initial outsourcing) and subsequent outsourcing.
- Ongoing communications regarding member level queries with Fusion Lifestyle and Greenwich Leisure Limited, the latter having taken over service provision from the former. Delays and data correctness issues from both.
- Ongoing communications with various other contractors to agree the list of members transferring at subsequent transfer date, namely KGB Southwest Cleaning, Radish (Churchill Catering) and The Pantry.

Systems Team Update

Various large scale data cleansing project has begun.

- a) Frozen refunds – short service cases where a member hasn't previously responded, have been contacted again. Comparison with the NI database has been run which highlighted where former members are or have worked at another authority.
- b) The systems team have also chased members who have passed their normal retirement date but have not yet claimed their pension benefits. If no response, the outstanding members will be part of the following data tracing and cleansing project with a 3rd party to trace.
- c) Mortality screening project - working with a 3rd party to review member data against government records.

- d) Contact detail checks for members of the scheme, focusing on missing members who are deferred, having left the pension scheme.

Admin Team Update

- Team will be focusing on reducing the transfer backlog.
- New staff have had refund training, so will be able to start processing refunds.
- 2 member of team return from maternity leave
- Retirement deadline this week. 63 retirement actuals so far (lots came in because of the chaser letters being sent)

Team Overview

Re-structure – Interviews for the Senior Pension Officer full time and part time posts and the Data and Protects Team Leader took place between on Tuesday 11th – Thursday 13th June.

Training review of team is currently being compiled to assess any additional external training requirements for the team.

The Pension Manager is also covering the Data & Projects Team Leader role to ensure that work is progressing in this area.

Professional Pensions Conference - 22nd May.

Opening keynote speech from Nausicaa Delfas, Chief Executive at TPR.

Nausicaa covered the following topics:

- TPR's corporate plan
- driving value for money
- securing the future for defined benefit schemes
- raising standards across all scheme types
- data quality
- TPR's future approach to regulation.

The full transcript of the speech can be viewed on the TPR's website.

Other sessions included.

- Preparing your members for retirement – AON
- Innovating Pensions – The British Business Bank
- Dashboards in practicality – Chris Curry
- Stretched too thin – Capacity strains – ITM.
- Streamlined for success (data scheme transfer) – Lane, Clark & Peacock
- Security breaches – Margaret Snowden (Industry scam group)
- Accurate, Clean, Reliable Data, What, How, why – Target Ltd
- How to protect members in a digital world – Target Ltd
- Working together to support DB members – Pensions Protection fund.
- A Behavioural science view on personalised guidance – THINKS

1.11 Pension Team Key Performance Indicators

Turnover of admin work	Performance - Quarter 4 (January 2023 to March 2024)
2,003	Work completed within timescales
330	Work completed outside timescales
2,333	Total of work completed
85.86%	Overall completion % rate

Process	No. of cases commenced in Q3	No. of cases completed within timescale	Good Practise timescales	% completed in Q3
Deaths – initial letter acknowledging death of members	25	20	2 months	80.00%
Retirements – letter notifying estimate retirement benefits	63	53	2 months	84.13%
Retirements – letter notifying actual retirement benefits	105	64	2 months	60.95%
Deferment – calculate and notify deferred benefits	105	95	2 months	90.48%
Transfers in/out – letter detailing transfer quote	143	100	2 months	69.93%
Transfers in/out – letter detailing actual transfer	125	54	2 months	43.20%
Refund – Process & pay a refund	25	18	2 months	72.00%
Divorce quote – letter detailing cash equivalent value and other benefits	4	3	2 months	75.00%
Divorce settlement – letter detailing implementation of pension sharing orders	0	0	3 months	0%
Joiners – notification of date of enrolment	475	475	2 months	100.00%

Complaints

There were no IDRPs received during Q4 but there were some complaints relating to individual retirements where the team had not kept the member updated or emails were not of an expected standard.

The Communications Officer ran a customer services session in April with the whole team on how to manage expectations and how to keep members informed.

Pension Team Key Performance Indicators

Turnover of admin work	Performance – Annual figures (April 2023 to March 2024)
8,454	Work completed within timescales
1,354	Work completed outside timescales
9,808	Total of work completed
86.19%	Overall completion % rate

Process	No. of cases commenced in year	No. of cases completed within timescale	Good Practise timescales	% completed in year
Deaths – initial letter acknowledging death of members	147	119	2 months	80.95%
Retirements – letter notifying estimate retirement benefits	258	231	2 months	89.54%
Retirements – letter notifying actual retirement benefits	469	294	2 months	62.69%
Deferment – calculate and notify deferred benefits	579	533	2 months	92.06%
Transfers in/out – letter detailing transfer quote	528	385	2 months	72.92%
Transfers in/out – letter detailing actual transfer	398	221	2 months	55.53%
Refund – Process & pay a refund	119	101	2 months	84.87%
Divorce quote – letter detailing cash equivalent value and other benefits	24	21	2 months	87.50%
Divorce settlement – letter detailing implementation of pension sharing orders	1	0	3 months	100%

Joiners – notification of date of enrolment	1822	1822	2 months	100.00%
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A new set of KPIs are being reviewed which will cover a wider area of admin including communications. These are currently voluntary but it is expected that they will be adopted and the Pension Fund will be working towards them this year.

1.12 Pension Team Risk Register

Area	Risk Register	Risk Rating Impact	Likelihood	X	Level of Risk	Project work	Cause of Risk	Risk Owner	Impact	Controls in place	Further action required	Review date
Benefits	Processing of Benefits	2	2	4	Low	No	Pension benefits not paid out accurately or at the right time	Pensions Administration Team Tracey Rogers with support from Tim O'Connor	member not paid causing financial hardship. Plus financial and reputational damage to pension fund	Members identified with reporting controls in place and contacted in time. Benefits are checked by another officer and audit checks in place.	Controls and checks in place to be continued to be reviewed to ensure no errors.	31/07/2024
	Scape - Change of factors,	2	3	6	Medium	No	Backlog of work building up due to delay in receiving new factors required for calculation	Pensions Administration Team Tracey Rogers with support from Andreas Andreas & Tim O'Connor	member not paid causing financial hardship. Plus financial and reputational damage to pension fund	Team informing affected members of delay	To continue to monitor and keep up to date awareness of factor changes in relation to benefits	31/12/2024
	Overage deferred records not paid	1	4	4	Low	No	Benefits not paid out to eligible members as not claimed by member	Pensions Administration Team	member not paid causing financial hardship. Plus financial and reputational damage to pension fund	All identified have been written to but a Project plan in progress to find these members required	Project plan in progress to use external outsource to find missing members addresses. Systems Team to identify amount.	31/12/2024
	Over 75 benefits not paid - insert figures	1	4	4	Low	No	Benefits not paid out to eligible members	Pensions Administration Team	member not paid causing financial hardship. Plus financial and reputational damage to pension fund	Members identified and payroll notified - involves low numbers but vigilance required when reporting	Systems team to run future reports for 2021 to identify any future members reaching 75 this year. Missing member address tender required	31/12/2024
	AVCs at leaving	2	3	6	Medium	No	PF not notifying member of AVCs held so they are either not claimed or forgotten by the member	Pensions Administration Team	member not paid, could cause financial hardship. Also financial and reputational damage to pension fund	Checks are completed and further discussion is due with new client managers at Prudential	Constant communication with Prudential has been required to ensure work is on track.	30/09/2024
	AVCs -Prudential annual statements	3	1	9	Medium	No	Prudential not notifying member of AVCs held within the agreed timelines so they are either not claimed or forgotten by the member	Pension Fund	Reputational damage and complaints direct to the Fund regarding Prudentials poor service.	Prudential to inform us if any delay	To review when AVC annual statements are sent out to ensure they go out by the statutory deadline	30/09/2024
Projects	Aggregation of benefits - pre and post April 14	2	3	6	Medium	Yes	Failure to offer linking of member services.	Tracey Rogers with support from Pensions Administration Team and where required Tim O'Connor	member not notified of benefits. Plus financial and reputational damage to pension fund	Project in place - training, and new specialist in post to assist - starting 1/7/24	Historical Members identified - administration team working through both old and new cases as they appear each month	31/12/2024
	McCloud review	2	3	6	Medium	Yes	Government lost a test case which resulted in all public sector funds to review their data to ensure no one has lost out	Systems Team	member not paid the correct benefits. Plus financial and reputational damage to pension fund	Project plan in place to move to next stage of McCloud resolution now that legislation is in place	Ensure new legislation updates are reviewed. Systems Team to contact employers re data retention - esp hours previously held	31/10/2024
	Frozen Refund Project	2	3	6	Medium	Yes	Large scale project to reduce the amount of frozen refunds held in the fund.	Systems Team	2435 frozen refunds to contact and process.	Project report run and Systems team plus support from Apprentice and Scale 5 role.	To ensure that project is running as expected and numbers are reducing by way of refund or transfer	31/07/2024
	Mortality screening (monthly)	1	4	4	Low	Yes	Introduction of monthly mortality screening to help identify members as soon as possible	Admin Team lead by Carrie Ellis (Senior admin officer)	Overpayments if pension continues to be paid.	Yes, Tell us once and National Fraud Initiative already running, this is a supplementary tool to assist those.	To review overpayments in 12 months time to compare with previous 12 months.	31/07/2025
	Tracing missing members contacts	1	4	4	Low	Yes	To ensure new website working to full capability	Systems Team	With the introduction of the National Database, the need to trace all members is imperative	Yes, new reporting functions to be introduced as part of this project.	Project team - Systems and Governance to meet with Heywoods to move the projection	31/08/2024
Projects	Annual Allowance	1	3	3	Low	Yes	All cases identified and notified within timelines	Andreas Andrea	Tax implications for both member and member if incorrectly notified	project team in place - also testing new app.	Andreas to produce project plan for 2024 and App with Agewave tested and signed off for use	31/08/2024
	Lifetime Allowance [INCLUDE PROTECTIONS]	1	3	3	Low	Yes	All processed correctly?	Andreas Andrea	Tax implications for both member and member if incorrectly notified	All complex queries are referred to risk owner	Andreas to produce project plan for 2024 and review direction of new government post election as LTA phased out.	31/12/2024
	Triennial Valuation 2025	1	4	4	Low	Yes	Completion of the administration side of the triennial valuation in a timely manner.	Ravi Lakhani	Incorrect benefits paid out. Financial and reputational damage to fund.	Final stage - Investments to notify all new rates to employers.	Risk owner to outline project timelines along with appropriate stakeholders.	31/03/2025
	GMP - HMRC	1	4	4	Low	Yes	All GMP related work to have been completed in line with the close down of GMP related work at the DWP.	Tim O'Connor	Incorrect data on records leading to incorrect payment. Taking on the responsibility of cases because we have not data cleansed sufficiently.	Final Out of data received from HMRC- and referred to on a daily basis for each member coming into payment	project plan in place and cases reviewed against the data when retirements go into payment.	31/03/2025
	ABS	1	3	3	Low	Yes	Sent out correctly and in line with prescribed timescales	Systems Team/Governance and Communications	Incorrect statements can lead to members making incorrect financial decisions. Causing reputational damage.	Project plan in place - to complete for 2024	To continue to work to timescale	31/08/2024
	Workflow aligning with SLAs and all procedures captured	1	4	4	Low	Yes	Workflow completion timescales are currently more generous and consequently out of sync with SLA timescales and with disclosure of Regulations timescales this means our KPIs are reporting inaccurate data	Tim O'Connor with support from Systems Team	This could incur fines from the Pensions Regulator. Also impossible to plan resources when KPIs giving a different slant on work completion/outstanding.	Project plan in place - to review retirement actuals - further meeting with Heywoods planned	Project to align all the workflows to SLA and Disclosure of Regs timescales, this needs to be documented in test as steps within the workflows. Retirement actuals to look at plus adding additional mandatory checks to workflows	30/09/2024
	Correctly uploading factor tables	1	1	1	Low	No	are the correct factors in place in Altair?	Andreas Andrea	Incorrect factor tables could lead to incorrect payments of benefits if anomalies are not identified by the Benefits Team	Project plan in place - work is double checked by system team	None required at present	31/12/2024
	Event reporting	2	3	6	Medium	No	Capturing all areas of work	Andreas Andrea	HMRC fines for both fund and member. Reputational damage to fund in the event of any fine.	Project plan in place	System team to complete a written procedure for the procedure matrix	31/12/2024
	End of year updating (LGPS 2021 scheme and employer data issues)	3	3	9	Medium	Yes	Year updating of Altair IT System. Pensions Increase programme. Plus EOY factor tables. Employee data for salaries and contributions - if incorrect. Member could be wrongly paid.	Andreas Andrea	Impact on both members payments and incorrect ABS	Project plan in place - work is double checked by system team	None required at present - a written process to be produced for new systems team members to follow	31/03/2025
	Data cleansing meeting TRP record-keeping - New code of practice	2	3	6	Medium	No	Establish a clear and consistent data cleansing programme. Expansion of pensions dashboard.	Tim O'Connor with support from both administration and Systems teams	Without a clear, consistent and routine data cleansing programme, the fund cannot be confident that errors will not occur, Pension Regulator targets will not be met causing reputational damage	new project plan to put into place following the issue of the New Code of practice from March 24	To review all data cleansing processes in place against the new code of practice and introduce new areas if applicable to ensure full compliance with the new code.	30/09/2024
Governance	Staffing levels	2	3	6	Medium	No	Capacity issues: 2 Senior members of staff returning from maternity leave - over summer, 4 new members of staff. 2 started, 2 to start, 1 member starting flexible ret.	Tim O'Connor & Julie Barker	Resourcing work and all other projects will be hindered or slowed down by lack of experienced team members plus training for new staff.	Recruitment plan in place, almost complete, systems/project team - main area to complete	Completion of restructure and recruitment to new posts in Systems and 15 S01 roles in admin to complete	30/06/2024
	LGA Bulletins – bullet points being actioned	1	4	4	Low	No	all action points addressed by Managers?	Tim O'Connor, Andreas Andrea, Tracey Rogers, Josiah Burton	Action from Bulletin not completed could have financial implications for members. Risk of reputational damage	Bulletins are reviewed monthly, actions required	To review at Monthly team meeting	31/03/2025
	Data Protection / Cyber training	2	3	6	Medium	No	Everyone adhering to the new data protection rules?	All	Member or other body wrongly notified of personal data. Heavy Fine from ICO plus reputational damage to pension fund.	Training, procedures. Routine reminders - learn reminders	Annual refresher training before end of 31/12/2024 required. Auditing of cases on a routine basis.	31/08/2024
Employer	Local Pension Board - administration papers	1	3	3	Low	Yes	Providing administration data to the LPB	Tim O'Connor	Board members not being able to access information at the right time.	Yes. Dates of meetings and also dates of issue of papers to Committee members to be confirmed	To ensure all administration reports are sent by the deadline given - dates of issue to the Committee to be confirmed from Bola Tobun.	31/12/2024
Employer	Employer data provided on time	1	2	2	Low	No	Work received from all employers in a timely manner on a monthly basis which contains minimal errors	Karen Bennett	member could be paid incorrectly. Plus financial and reputational damage to pension fund.	unknown - risk owner to confirm	establishment of procedure and routine monitoring of performance against targets	31/08/2024
	Legal turnaround times for Admission Agreements	2	3	6	Medium	No	Internal legal not responding to request or moving work in a timely manner.	Julie Barker with support from Andreas Andreas and Josiah Burton plus if required - Tim O'Connor	Reputational risk with employers and lead to commercial issues occurring.	Project plan in place as part of employer specific work	To review all employers following presentation from Andreas and update	30/09/2024
	Communications Quality Assurance	1	4	4	Low	No	letters, newsletters, website, emails, telephone calls clinics.	Tim O'Connor with main support from Josiah Burton and all Pensions Team	Members not being updated at the right time.	Yes	Employer newsletter being worked on. Active & Pensioner newsletter to start work on.	31/08/2024
	Website	1	4	4	Low	No	To ensure new website working to full capability	Josiah Burton / Tim O'Connor with support from Andreas Andrea and all Pensions Team	Members reading incorrect information could lead to incorrect decisions been made	Yes - project plan and review in place at present	To review and develop new online forms for death notification, divorce requests, Rule of 95 and MISS documents	31/08/2024

	Data cleansing meeting TRP record-keeping - New code of practice	2	3	6	Medium	No	Establish a clear and consistent data cleansing programme. Expansion of pensions dashboard.	Tim O'Connor with support from both administration and Systems teams	Without a clear, consistent and routine data cleansing programme, the fund cannot be confident that errors will not occur, Pension Regulator targets will not be met causing reputational damage	new project plan to put into place following the issue of the New Code of practice from March 24	To review all data cleansing processes in place against the new code of practice and introduce new areas if applicable to ensure full compliance with the new code.	30/09/2024
Management	Procedure matrix	3	3	9	Medium	Yes	procedures all captured and up to date?	Tim O'Connor with main support from Andreas Andrea and both administration and Systems teams	Without an up to date procedure matrix it will be impossible to know who is following the correct procedure. This could lead to cases being incorrect benefits been paid, also risk of reputational damage	Procedure project in progress	Team Leaders to routinely capture any mistakes in process and monthly reviews on updates	30/09/2024
	Training matrix	3	3	9	Medium	No	Up to date with all training work - 4 new team members and 2 returning officers from maternity leave over summer 24	Tim O'Connor	Without an up to date training matrix it will be impossible to know who is skilled in what area, what training is required and this could lead to incorrect calculations due to a lack of knowledge	unknown - risk owner to confirm update	to complete upto date training matrix	01/10/2024
	KPI - statistic's	1	4	4	Low	No	Accurate and up to date?	Tim O'Connor	Without accurate and clear data it is impossible to plan the resources of the team. This has several risks	Yes - to review new KPI in discussion.	Review and annual update - new tasks to add - to review and introduce new workflows, update some current ones - including retirement actuals	30/09/2024
	Discretions Employers	1	2	2	Low	No	All admin auth discretions made?	Tim O'Connor and Andreas Andrea with support from new Communications Officer	Members may suffer if Employers have not been a clear discretions policy as required.	Project plan in place as part of employer specific work	To chase remaining Employers to obtain a written discretions policy - arrange and visit remaining employers, i.e. attendance at town council meetings. Briefing paper to outline this area.	31/08/2024
Communications	Presentations/online	1	4	4	Low	No	Various Managers trying to cover both this role and their own.	Tim O'Connor with direct support from Josiah Burton and the Pensions Team	Not having the resources to cover adequately. Information not getting to the right people at the right time.	Yes	look at recording online presentations to be held on the website and sent as a link to members. Offering presentations to employers.	31/08/2024
	Pension Webinars	1	4	4	Low	Yes	Offering members online webinars or links to, to add understanding of members pensions	Tim O'Connor with direct support from Josiah Burton and the Pensions Team	Members don't receive the service and are not as well informed as they should be.	Yes	1.1 online pension meetings - clinic to be held after AGM - to review how this went and look to book another clinic in Sept 24 after issue of ABS to be set up with booking system. LCA also looking at national webinars.	31/08/2024
	Member Self Service	1	3	3	Low	Yes	Members having issues accessing MSS and not seeing the correct screens - has been resolved but continue to watch	Systems Team	Members don't receive the service and are not as well informed as they should be.	Yes - a Systems team project plan is also in place - to look at when pensioners invited to see if any similar issue	Completion of pensioners review of SAP and Altair systems and then to invite pensioners to sign upto MSS - need to review how link with epay will work.	31/12/2024
Security	Cyber security	2	3	6	Medium	Yes	Increased risk of online attack due to pandemic	Julie Barker with support from Tim O'Connor and IT	Fraud, reputational damage	Yes	Team to complete Ilean cyber security modules and team to look at any industry information which will assist in this area	31/03/2025

2. Preferred Option and Reasons for Preferred Option – n/a

3. Relevance to Council Plans and Strategies

The Local Pension Board is responsible for ensuring that the Enfield Administering Authority complies with LGPS regulations and associated legislation as well as adhering to requirements as set out by The Pensions Regulator.

This report is to assist members of the Local Pension Board with their role and responsibilities. The Pension Team are required to provide regular updates.

4. Financial Implications – n/a

5. Legal Implications – n/a

6. Equalities Implications

The Enfield Pension Fund is committed to fairness for all to apply throughout all work and decisions made. The Administration Authority serves all members of the Enfield Pension Fund and employees who are eligible to join the scheme fairly, tackling inequality through the provision of excellent services for all.

7. HR and Workforce Implications – n/a

Appendices

1. Pension Dashboards

<https://www.pensionsdashboardsprogramme.org.uk/2024/05/13/data-standards-2/>

<https://www.pasa-uk.com/an-update-from-the-pasa-dashboards-working-group-spring-2024/>

2. SAB Update – Gender pay gap.

https://lqpsboard.org/images/PDF/letters/17052024_LettertoLauraTrottMPfromCllrPhillips_GPG.pdf

3. Academy LGPS guidance updated.

<https://www.gov.uk/government/publications/academies-and-local-government-pension-scheme-liabilities>

4. The Pension Regulator Update

<https://www.pensions-ombudsman.org.uk/news-item/operating-model-review-blog-robert-loughlin>

<https://www.thepensionsregulator.gov.uk/en/document-library/corporate-information/corporate-plans/corporate-plan-2024-27>

5. The Pensions Scams Industry Group (PSIG)

<https://pensionscamsindustrygroup.co.uk/future-strategy-consultation/>

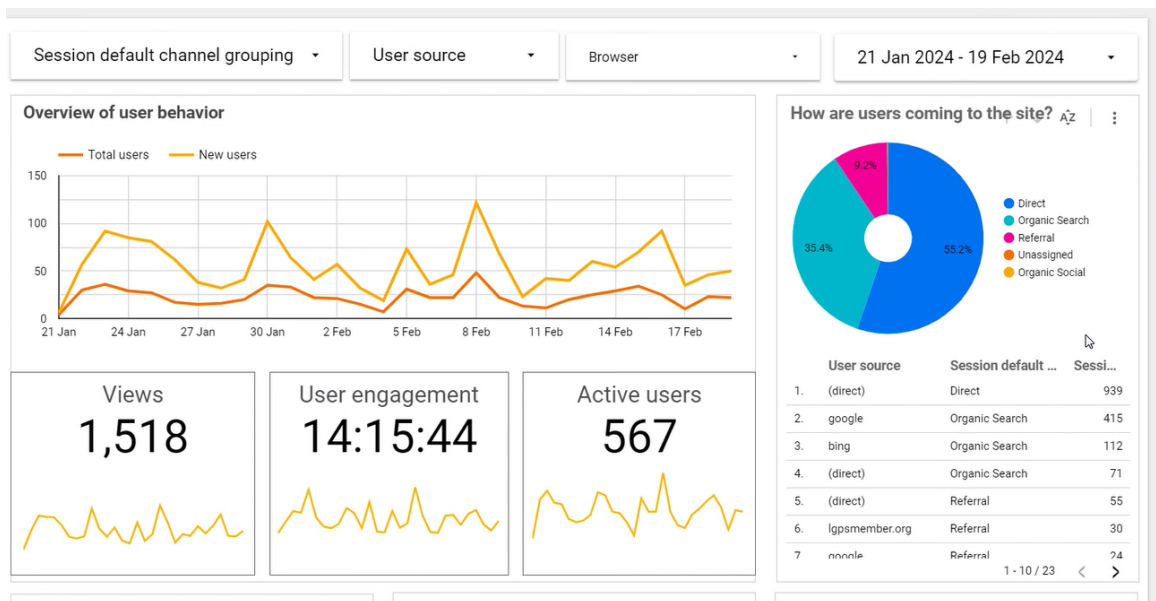
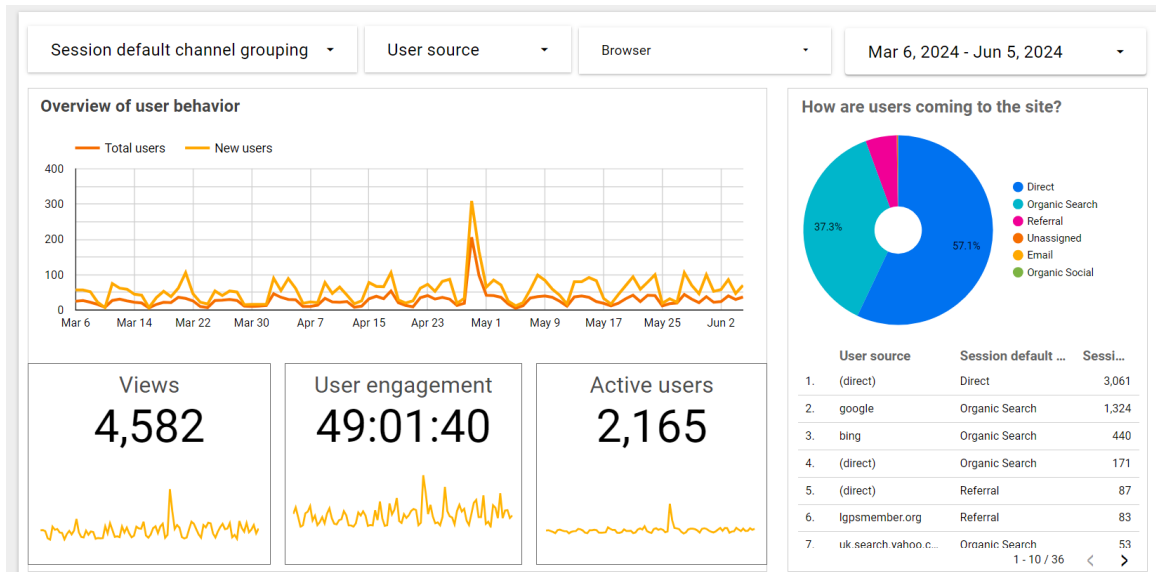
6. HMRC – Newsletter 160

<https://www.gov.uk/government/publications/pensions-schemes-newsletter-160-may-2024/newsletter-160-may-2024>

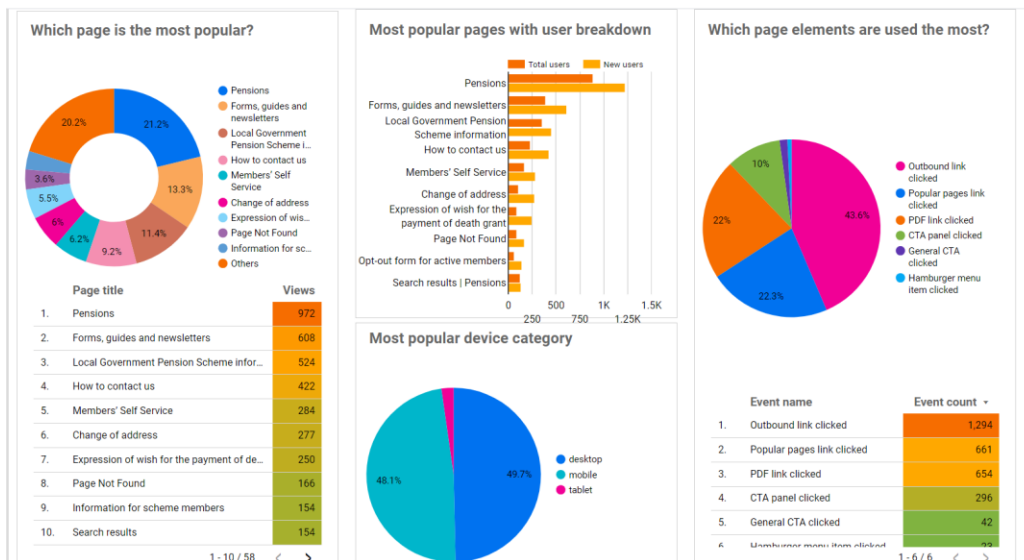
7. Short informative video – 50/50

[enfield365-my.sharepoint.com/personal/josiah_burton_enfield_gov_uk/Documents/Adobe/Premiere Pro/24.0/5050 Pensions Video.mp4?clickparams=eyJiWC1BcHBOYW1lIiA6ICJNaWNyb3NvZnQgT3V0bG9vayIsIjE2LjAuMTY3MzEuMjA1NTAiLCAiT1MiIlDogldpbmRvd3MlH0%3d](https://enfield365-my.sharepoint.com/personal/josiah_burton_enfield_gov_uk/Documents/Adobe/Premiere%20Pro/24.0/5050%20Pensions%20Video.mp4?clickparams=eyJiWC1BcHBOYW1lIiA6ICJNaWNyb3NvZnQgT3V0bG9vayIsIjE2LjAuMTY3MzEuMjA1NTAiLCAiT1MiIlDogldpbmRvd3MlH0%3d)

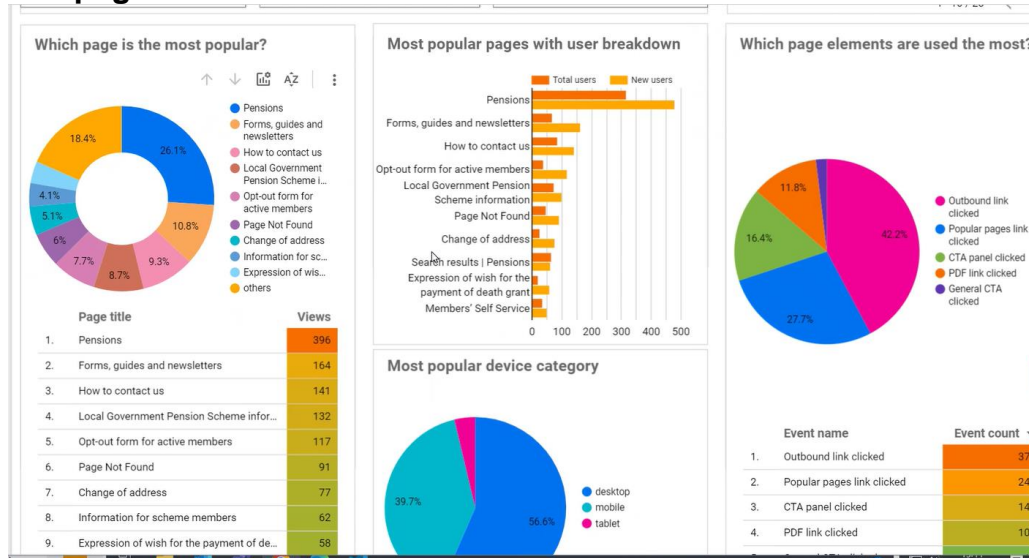
8. Pensions Website



March to June



Feb page views



Background Papers

None