

Hounslow Pension Fund

1.0 Scheme Information

1.1 Membership numbers in the Hounslow Pension fund are as follows:

Numbers	Active	Deferred	Undecided*	Pensioner	Frozen	Total
LGPS	6,695	7,695	1,033	6,962	1,245	23,630
Percentage of Membership	28.33%	32.56%	4.37%	29.46%	5.27%	100%
Change from Last Quarter	+54	-283	+154	+248	+7	+180

Undecided is someone who has left their employment but is **undecided as to the action that they now want to take with regard to their pension benefits.*

1.2 Number of Employers in the Hounslow Pension Fund

Scheduled		As at 31.3.18	Number Admitted	Changes +/-	Number Leaving	As at 31.3.19
Schedule 1	Local Authorities	4	0	0	0	4
	Academies	25	0	0	0	25
	Others – active	3	1	0	0	4
	Others – defunct	3	0	0	0	3
Schedule 2	Town and parish Councils	0	0	0	0	0
	Others – actives	0	0	0	0	0
	Others – defunct	1	0	0	0	1
Total Scheduled		36	1	0	0	37
Admitted						
Admission		20	0	1	1	20
Others	Actives	0	0	0	0	0
	Defunct	20	0	1	0	21
Total Admitted		40	0	2	1	41

2.0 Member Contact

2.1 Over the quarter July to September we received **No** online customer response.

Over the same period **88** Hounslow member's sample survey letters were sent out and **5 (5.7%)** returned:

Overall Customer Satisfaction Score;

October to December 2018	January to March 2019	April to June 2019	July to September 2019
97.5%	96.4%	87.9%	81.6%

Appendix B – Customer survey results.

- 2.2 An update on the pensions administration provision was provided at the Hounslow Annual general Meeting held on 21st November. Officers were also available after the meeting to discuss individual pension issues with members.

3.0 Internal Disputes Resolution Procedures

- 3.1 All occupational pension schemes are required to operate an IDRPs. The LGPS has a 2-stage procedure. Stage 1 appeals, which relate to employer decisions or actions, are considered by a person specified by each employer to review decisions (the 'Adjudicator'). Stage 1 appeals relating to appeals against administering authority decisions or actions are considered the Pension Fund Manager. Stage 2 appeals are considered by WYPF.

Stage 1 appeals against the fund

Date of Claim	Stage	Nature of Dispute	Decision
18/09/2019	Stage 1	Time limit not extended to allow linking of previous membership	Decision upheld
11/10/2019	Stage 1	Tax deducted from death grant due to it being paid after 2 years of death.	Turned down Maladministration identified

Stage 1 appeals against Employer

Date of Claim	Stage	Nature of Dispute	Decision
22/02/2019	Stage 1	Refusal to release deferred benefits early on ill health grounds.	Referred back to Employer to reconsider

Stage 2 appeals

No appeals outstanding.

Ombudsman

3.2 No appeals outstanding.

4.0 Data Score

4.1 As part of the annual return to The Pensions Regulator (TPR) WYPF is required to report a data quality score by measuring the quality of our data for common data and scheme specific data. The latest scores are:

Common	95.69%
Scheme Specific	73.05%

This is reduction on the scores measured in September which were:

Common	96.12%
Scheme Specific	85.69%

- 4.2 The reduction in the common data scores is primarily due to an increase in missing addresses as a result of sending out deferred benefit statements.
- 4.3 The reduction in the scheme specific data scores is due to additional checks undertaken as a result of revised guidance received from the Pensions Regulator and the Scheme Advisory Board, and
- 4.4 WYPF programme not picking up the correct fields on some new data elements. This is due to the late receipt of the specification from MHCLG which meant that WYPF's programmes were not thoroughly tested. This will be rectified in time for the next quarter.

Appendices

These are listed below and attached at the back of the report	
Andix B	Customer survey results

