

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 | 6,491 | 7,664 | 463 | 7,326 | 1,352 | 23,302 |
| Percentage of Membership | 27.56% | 32.69% | 3.06% | 30.97% | 5.72% | 100% |
| Change from Last Quarter | 68 | 47 | -251 | +110 | +20 | -6 |

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 30.6.20 | Number Admitted | Number Joining | Number Leaving | As at 31.12.20 |
|------------------------|--------------------------|---------------|-----------------|----------------|----------------|----------------|
| Schedule 1 | Local Authorities | 1 | 0 | 0 | 0 | 1 |
| | Academies | 25 | 0 | 0 | 0 | 25 |
| | Others – active | 8 | 1 | 0 | 0 | 8 |
| Schedule 2 | Town and parish Councils | 0 | 0 | 0 | 0 | 0 |
| | Others – actives | 0 | 0 | 0 | 0 | 0 |
| Total Scheduled | | 36 | 1 | 0 | 0 | 34 |
| Admitted | | | | | | |
| Admission | | 20 | 2 | 1 | 1 | 22 |
| Others | Actives | 0 | 0 | 0 | 0 | 0 |
| Total Admitted | | 20 | 2 | 1 | 1 | 22 |

2.0 Member Contact

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

Over the quarter July to September **66** Hounslow member's sample survey letters were sent out and **24 (36.4%)** returned:

Overall Customer Satisfaction Score;

| July to September 2019 | October to December 2019 | January to March 2020 | April to June 2020 | July to September 2020 |
|------------------------|--------------------------|-----------------------|--------------------|------------------------|
| 81.6% | 80.5% | 93% | 92.9% | 90.6% |

Appendix B – Customer survey results.

3.0 Internal Disputes Resolution Procedures

3.1 All occupational pension schemes are required to operate an IDR. 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 by the Business Development Manager at WYPF. Stage 2 decisions are considered by the Director of WYPF.

3.2 The following decisions were made:

| Date of Claim | Stage | Nature of Dispute | Decision |
|---------------|--------------|--|-----------------------|
| 30/07/2020 | Stage 1 | Ceasing of child's pension due to no longer been incapacitated | Turned down |
| 02/06/2020 | Stage 2 WYPF | Recovery of overpayment of pension | Awaiting consent form |
| 03/06/2020 | Stage 2 WYPF | Incorrect deferred benefit statement | Turned down |

Ombudsman

3.3 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 the data for common data and scheme specific data. The latest scores are:

Common 93.82%

Scheme Specific 76.84%

- 4.2 A data Improvement Plan is in place, which primarily aims to address the key issues identified from the Funds Data Quality review and data quality score, and details the plans in place to improve the data we hold.

Appendices

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

