

Barnet Pension Fund

1.0 Scheme Information

1.1 Membership numbers in the Barnet Pension Fund are:

| Numbers | Active | Deferred | Undecided | Pensioner | Frozen |
|--------------------------|--------|----------|-----------|-----------|--------|
| LGPS | 9,147 | 9,364 | 1,768 | 8,611 | 1,022 |
| Percentage of Membership | 30.58% | 31.32% | 5.9% | 28.80% | 3.4% |

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

1.2 Number of Employers in the Barnet Pension Fund

| Scheduled | | As at 31.12.21 |
|------------------------|-----------------------------|-------------------|
| Schedule 1 | Local Authorities | 1 |
| | Academies | 36 |
| | Others – active | 2 |
| Schedule 2 | Town and parish Councils | 0 |
| | Others – actives | 0 |
| Total Scheduled | | 39 |
| Admitted | | |
| Admission | | 19 |
| Others | Actives | 0 |
| Total Admitted | | 19 |
| Total | | 58 |

2.0 Member Contact

2.1 Over the quarter July to September we received **2** online customer responses.

Over the quarter July to September **91** Barnet member's sample survey letters were sent out and **16 (17.6%)** returned:

Overall Customer Satisfaction Score:

| January to March 2021 | April to June 2021 | July to September 2021 |
|-----------------------|--------------------|------------------------|
| 91.9% | 87.2% | 87.3% |

Appendix A – Customer surveys

3.0 Internal Disputes Resolution Procedures

3.1 Stage 1 appeals against the fund

One appeal currently outstanding.

| Date of appeal | Reason for appeal | Current position /Outcome | Date decision letter sent |
|----------------|---|---------------------------|---------------------------|
| 14/09/2021 | Incorrect ABS. | | Working on |
| 30/09/2021 | Appeal against transfer out being allowed to proceed. | | Working on |

3.2 Stage 2 appeals

Two appeals are currently outstanding.

| Date application received | Reason for appeal | Current position/outcome | Date decision letter sent |
|---------------------------|---|---|---------------------------|
| 14/09/2021 | Missing statements/calculations of benefits | Referred to LBB as appointed person for Stage 2 appeals – 21/09/2021. | |

3.2 Ombudsman

No appeals

4.0 Web Registrations

The number of members registered for online member web are:

| | | |
|-----------|------|--------|
| Active | 7757 | 33.48% |
| Deferred | 5774 | 22.76% |
| Pensioner | 5205 | 20.40% |

Appendices

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