



Hampshire Pension Fund

Pensions Administration update

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The Hampshire Pension Fund

- 167,176 Scheme Members
(including 57,977 active members)
- 333 Scheme Employers

Summary of our year

- CSE year 1 full review – full compliance and 5 compliance plus
- West Sussex contract for administration of pensions awarded to Hampshire (March 2019 go live)
- Implemented changes from administration strategy review
- Scheme regulation amendments

Service Standard

Service standards for 2017/18 were met

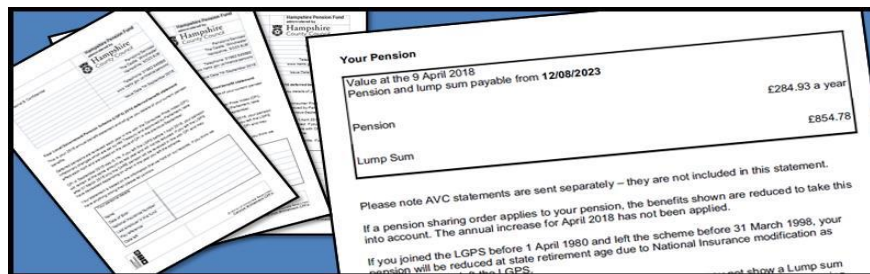
2017/18					
	Q1	Q2	Q3	Q4	Total
	%	%	%	%	no of cases
Retirement	100	100	100	100	966
Deferred Retirement	100	100	100	100	1,322
Estimate	100	100	100	100	2,344
Deferred	100	100	100	100	7,943
Transfer Out	100	100	100	100	584
Transfer In	100	100	100	100	439
Divorce	100	100	100	100	323
Refund	100	100	100	100	5,740
Death	100	100	100	100	804

Annual returns - Employer Performance

	Return received before deadline	Return received between 1 May and 31 May	Return received more than 1 month late
Timeliness	260 (215)	58 (90)	9 (15)
	No reconciliation issues	Minor reconciliation issues/quickly resolved	Major reconciliation issues and/or slow/failed to respond
Financial control	208 (185)	107 (123)	12 (12)
	Data quality good	Minor data quality issues (less than 5% of membership)/quickly resolved	Major data quality issues and/or slow/failed to respond
Data quality	173 (178)	93 (72)	62 (70)

2017/18 Annual Benefit Statements

- 31 August deadline met
- Active, Deferred and ex-spouse members
- Approximately 130,000 statements produced
- Available to view online
- Queries from members remain relatively low
- Will continue to use feedback to improve wording on statements



2017/18 Pension Savings Statements

- 6 October 2018 deadline met
- Members exceeding Annual Allowance limit of £40,000
- Reviewed communications and personalised calculations sent to affected members

Member Web to Member Portal

- Upgrade to member online offering from January 2019
- A quicker registration process
- Modern look and feel with better navigation and usability
- Ability for increase functionality in the future



View your pension at a glance...

The Member Portal is a great place to view and update the pension benefits you have with Hampshire Pension Services. You will need to register below the first time you want to enter the site, and thereafter sign in above to view your personal details that we hold.

Click [here](#) to register.

How we support you

- Employer meetings
(e.g. Employer Focus Group, HAPOG)
- Employer training
(Employer Days and workshops)
- On-line resources
(Pensions Matters, Employer Guide, website)