

# Employer Focus Group

November 2025

Working in partnership with



**Hampshire  
& Isle of Wight**  
FIRE & RESCUE AUTHORITY



# Purpose



Employer feedback to help improve communications and online processes



Review of processes



Review of documents for members and employers



Opportunity for Pension Services to understand employer issues



Help improve the customer journey for members



# Agenda

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- Employer Training Review**
- Employer Hub Developments**
- Monthly Returns**
- Upcoming Events**

# Employer Training Review

## Employer Workshops:

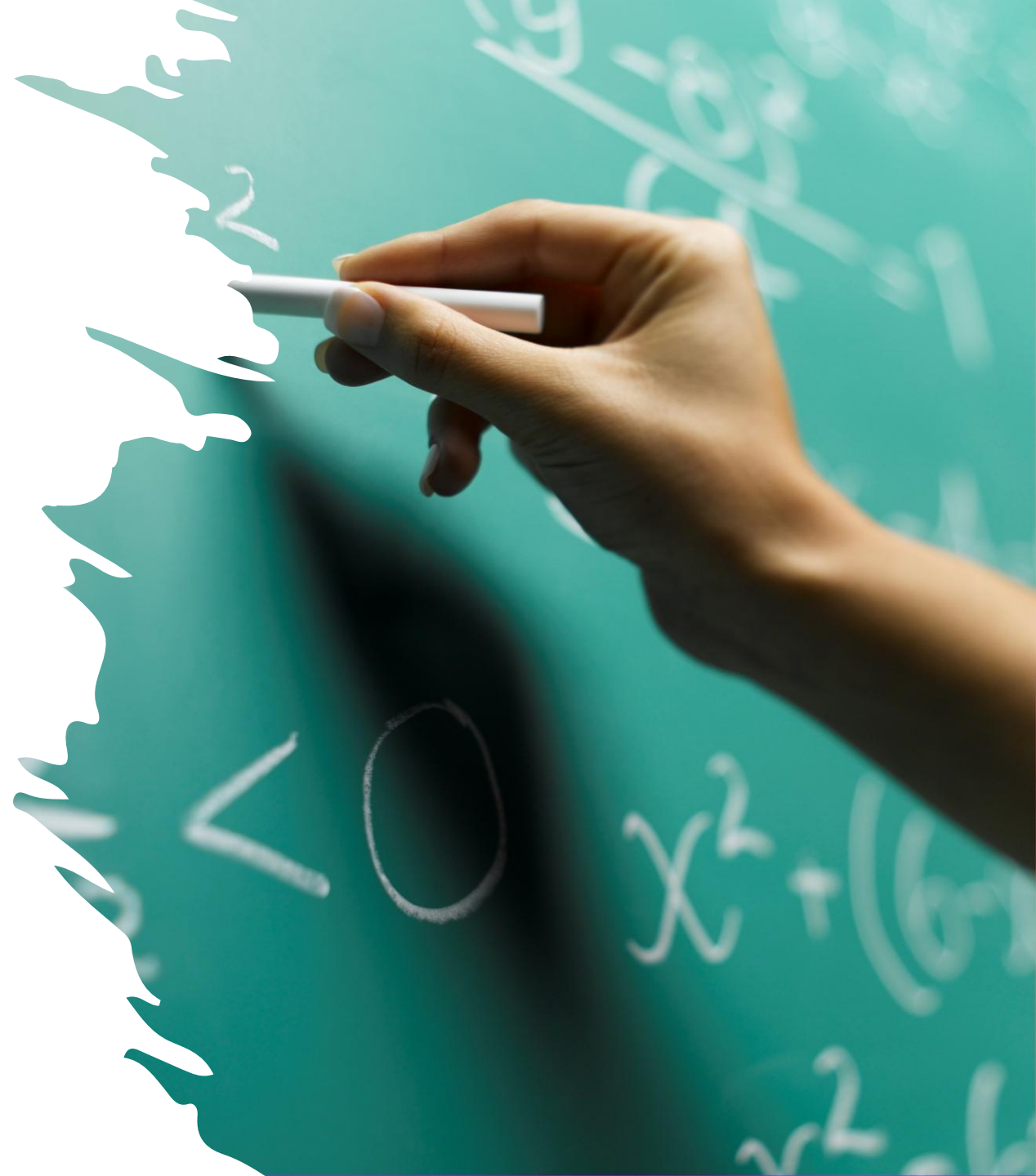
- Essentials of the LGPS
- Leavers and Absences in the LGPS

## Online Support Videos:

- Annual Returns
- Employer Hub
- Bulk Starters

## Employer Webinars and Demos:

- Annual Returns
- Employer Hub
- Discretions and Disputes



# Employer Training Feedback / Discussion



Have you attended any of the new sessions?



If you have, what did you think of these?  
Any feedback?



Are pre-recorded videos useful? Should we use these more?

## Employer Training: *To Come in 2026*

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- Estimate Training for Employers
- Payroll Provider Responsibilities
- Discretions eLearning Training
- Improvements to Event Booking & Webinar Delivery



**Do you all know  
where to find these on  
our website?**



# Estimate Training for Employers

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# Employer Estimates - Discussion

How many of you run estimates as an employer?

What are the main reasons you run member estimates?

What issues do you encounter when running estimates?

What developments would you like to see?

What is your preferred format for training?

# Member Estimate Survey

1. How satisfied were you with the Retirement Estimate Tool? (1-5)
2. How easy was it to use the tool? (1-5)
3. Did the tool provide the information you were expecting? (yes/no)
4. How confident are you that you understand the figures the estimate tool provided, and how they were calculated? (1-5)
5. Did you feel confident that you were using the tool correctly? (yes/no)
6. Did you seek help before or whilst using the tool? (yes/no)
7. What did you like most about the tool?
8. What could be improved?

# Employer Hub: Developments

Document Upload Within  
Leaver Process

Active Members Report

Document Upload for 50:50 and  
CETV

Monthly Returns Pilot

# Employer Hub: Discussion Points

What stops  
you from using  
the Hub more?

What do you  
think of the  
new  
developments?

**Development  
wish list?**



# Monthly Returns - Background

File uploaded through the Employer Hub every month.

Updates to earnings, contributions, and some position changes.

Separate leaver forms still required.

Not i-Connect.

# Monthly Returns - Update



Ongoing testing, reviews, improvements, and consultation with Civica throughout this time.

# Monthly Returns - Discussion



Would you prefer a requirement of monthly returns over an annual submission? Why?



Do you think this would have a resource impact for your employer or payroll provider?  
Would you be willing to invest more resource to undertake this?



If we required a unique pensions reference to be reported, would you be able to store and provide this as part of the monthly return?



How much notice would you or your payroll provider need to be able to report this information to us?



What advantages or disadvantages do you see if we were to implement this process?



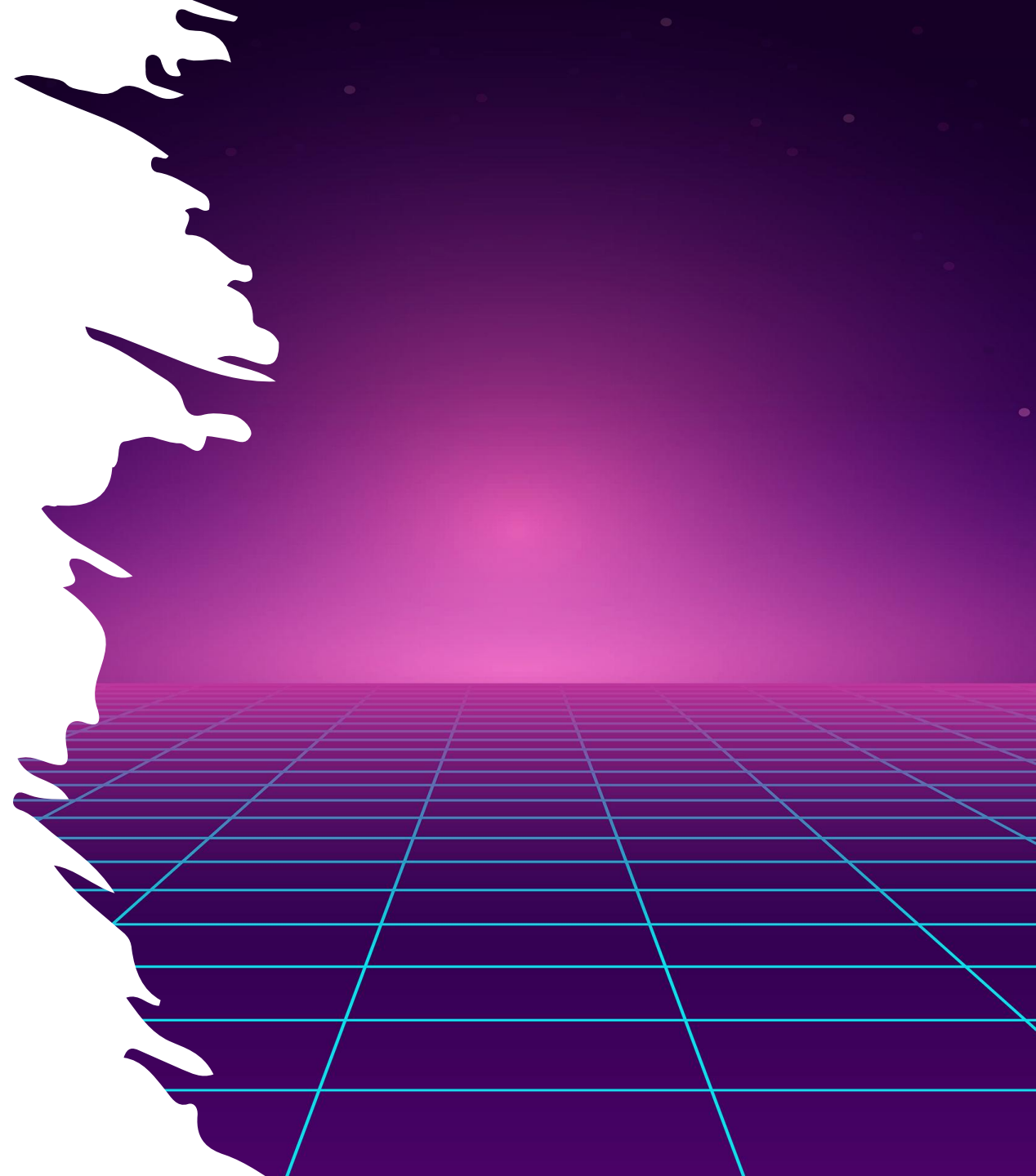
# Other Things on The Horizon...

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# Upcoming Events

- **Completion of 2025 Valuation**
- **Pensions Dashboard**
  - Expected go live: 2026
  - (6 months' notice to be given)
  - Greater importance of accurate data
  - Queries on data – timescales very tight
- **Local Government Reorganisation (LGR)**



# Access and Fairness Consultation



## Members

**Death Grant** - Age 75 limit for guarantee to be dropped.

**Child Leave** - Up to 52 weeks automatically pensionable.

**Authorised Leave (under 31 days)**  
- Automatically pensionable.

**Authorised Leave (over 31 days)** -  
Longer buy back and fairer costs.

## Employers

**Forfeiture** - Ease for employers to recover losses from pensions caused by criminal activity

**Gender Pensions Gap** – More reporting (probably at employer level)

**Opt-Out Reporting** – Mandatory with data to be provided by employer

**Consultation Ended:  
Outcomes Pending**

# Access and Protection Consultation



## New Minimum Pension Age

- Age 57 from 6 April 2028
- '4 November 2021' protections
- Members likely to retire later in the future

## Councillors and Mayors

- Eligible to join the LGPS
  - Must elect to join
- Restrictions on some benefits
- Costs to be met by councils

## Fair Deal II

- Members retain right to LGPS
- "Deemed" employer status for contractors
  - Removal of 'admitted body' status
- Options to extend protections on retender
- Simplifies pension aspects on outsourcings

## MAT Consolidation

- Minimum criteria for consolidation
- Must consider value for money
- Must have pre-existing relationship
- Must have agreement of Funds involved
  - Avenue for appeal

**Consultation Live – Closes 22 December 2025**



**Any final  
comments, or  
questions?**

