



Havering
LONDON BOROUGH

LOCAL PENSIONS BOARD

Subject Heading:

Pensions Administration Strategy
Monitoring Q2 2025/26

SLT Lead:

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Policy context:

Local Government Pension Scheme
Regulations 2013

SUMMARY

This report provides a summary of the Quarter 2 monitoring of scheme employer and administering authority performance against the Pensions Administration Strategy (PAS).

RECOMMENDATIONS

It is recommended that members note the update.

REPORT DETAIL

1. Regulation 59 of the Local Government Pension Scheme Regulations 2013 allows an administering authority to prepare a Pensions Administration Strategy (PAS) for the purpose of improving administrative processes to enable provision of a cost-effective, high quality pension administration service.
2. The use of a PAS is not currently mandatory although this is expected to change with the introduction of the Good Governance Guide in the future.
3. The Havering Pension Fund reviewed and updated the PAS (Attached as Appendix A) in 2024 to provide clear guidelines on the responsibilities of being a part of the LGPS for scheme employers and the administering authority. It provides a clear set of performance standards that the administering authority and scheme employers should meet and an escalation process for any unsatisfactory performance.
4. As part of our commitment to improving our member experience and maintaining good quality data fund officers remind employers of their responsibilities and have produced an employer responsibility guide to provide support.
5. Performance against the PAS will be reported twice yearly at Local Pension Board meetings.
6. Appendix B provides the full monitoring report for employer performance against the PAS standards for Q2 and Appendix C highlights areas where closer monitoring and support may be required.
7. Members will note that generally employers are performing well in most areas and are no cause for concern, shown in green. However there are a number

of areas highlighted in amber where we are monitoring performance closely and it has been identified that an escalation to stage 1 of poor performance under the PAS may be required. Any escalations will take place during Q4 if following an initial email to highlight the concern, no improvement is seen. Should the PAS escalation be required this will consist of an email to the relevant employer, advising of the area of concern and offering support to resolve the issue. Fund officers give a deadline for resolution before a stage 2 escalation would be appropriate.

8. One employer is highlighted in red to indicate late submission of retirement leaver forms. LPPA are currently reporting forms in the month they are completed, not the date they are submitted. Due to this the ratings for previous months change with each new report received so while it may be a cause for concern, we are unable to confirm with certainty. LPPA are currently reviewing a list we collated of required report changes, one of the changes being forms to be reported in the month they are submitted rather than completed.
9. Appendix D provides the monitoring report for administering authority performance against the PAS standards for Q2 and Appendix E highlights where a timeframe has been missed.