Pensions Fund Committee
1 November 2025
Pensions Administration

For Review and Consultation

Local Councillor(s): All

Executive Director: S Cremer, Corporate Director, Section 151 Officer

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Report Status: Public

Brief Summary:

This report is the quarterly update for the Pension Fund Committee on all operational and administration matters relating to the Fund. It contains updates on the following:

- Key Performance Indicators
- Valuation 2025
- Dashboard Update
- McCloud Update

Recommendation:

It is recommended that the Committee note and comment on the contents of the report.

Reason for Recommendation:

To update the Committee on aspects of Pensions Administration.

1 Background

1.1 This report is the quarterly update for the Pension Fund Committee on all operational and administration matters relating to the Fund.

2 Key Performance Indicators

2.1 The key performance indicators (KPIs) are attached at Appendix 1. These are for the period 01/08/2025 - 31/10/2025. The previous quarter is included for reference.

2.2 Performance against the KPIs for the Top 10 cases improved compared to the previous quarter. Cases completed on time or early rose slightly from 96.67% to 97.23%.

2.2.1 Total processes completed increased by 22.7% (from 5,736 to 7,037), with overall activity rising to 10,203 processes worked on.

2.2.2 Significant gains were observed in:

- Interfund Transfers: In Actual*:* performance improved from 92.5% to 99.13%, with average working time reduced by 35%. Out Actual: Performance rose from 87.38% to 98.41%, and average time dropped by 39%.
- Retirements: completion within KPI increased to 99.82%, with processing time reduced by 30%
- Correspondence: Jumped from 93.05% to 99.44%, with faster turnaround.
- Admissions: Maintained 100% timeliness despite higher volumes.
- McCloud-related processes more than doubled (from 138 to 271).

3 Valuation 2025

3.1 The 'March 2025 Valuation Employer Results Schedule' for all active employers within the fund was distributed during the period 7–18 November, corresponding with the dates on which the schedules were received.

3.2 The schedules set out the funding position and the proposed employer contribution rates.

3.3 Barnett Waddingham, the fund actuary, has provided a pre-recorded presentation for employers to watch which explains the funding position in more detail.

4 Pensions Dashboard Update

4.1 The Pensions Dashboard is being introduced to provide individuals with a secure, single online view of all their pensions, this includes workplace, personal, and the State Pension. It is designed to help members track down any lost or forgotten pensions, understand their overall retirement position, and make informed decisions about future planning. The Pensions Dashboard is due to go live by 31 October 2026.

4.2 Dorset County Pension Fund successfully completed Phase 2 of the implementation in early October. This phase included the configuration of the Live database in preparation for system connectivity.

4.3 Daily extracts from the Pensions Administration System have been automated to run at 06:30 and are uploaded to the Integrated Service Provider (ISP) ecosystem. The process comprises five separate reports, with email notifications confirming either successful uploads or any data errors encountered.

4.4 Additional Voluntary Contributions (AVC) data has been reviewed and cleansed where necessary. Prudential data, which is multi-source, was onboarded via its own ISP on 31 October. Utmost data, being single-source, is supplemented by basic data provided alongside our pension data extracts. AVC data will be reconciled bi-annually with both providers.

4.5 The onboarding process was successfully completed in mid-October, and the Fund connected on the regulatory date of 31 October 2025.

5 McCloud Update

5.1 We have contacted all 91 LGPS funds to verify members' eligibility under McCloud. To date, 47 responses have been received. Pension records will be updated where service with other fund(s) brings members into scope for McCloud.

5.2 The next scheduled software delivery was on 20 November and addresses additional issues identified following the September release.

5.3 Subject to successful resolution of these issues, a project plan will be developed to manage rectification cases.

5.4 Any outstanding McCloud deliverables are scheduled for completion in Quarter 2 of 2026.

5.5 Guidance on teachers' excess service remains outstanding.

5.6 'Business as usual' processing continues for retirements and deferred members identified as being in scope for McCloud.

6 Oversea Pensioner Mortality Screening

6.1 Dorset County Pension Fund engaged Target Professional Services to conduct the 2025 mortality screening for overseas pensioners. Target was chosen for its cost-effectiveness and its ability to offer multiple verification methods, ensuring accessibility for pensioners worldwide. The previous supplier was unable to deliver services in certain countries, which limited coverage.

6.2 At the end of September, all overseas pensioners received a letter outlining the verification process.

6.3 The table below summarises responses as of 19 November 2025:

Oversea Pensioner Mortality Screening	Number of people	Percentage
Successful - via App	167	35.3
Successful - via Email	94	19.9
Successful - via Letter	74	15.6
Successful - Updated Directly with DCPF	5	1.1
Deceased	2	0.4
No Response	131	27.7

Total pensioners: 473 (342 responded + 131 no response yet)

6.4 A follow-up letter was issued on 19 November to those who have not responded. The project will conclude on 12 January 2026, and pensions for individuals who fail to make contact will be suspended.

7 LGPS 'Access and protections' consultation

7.1 The Department for Ministry for Housing, Communities and Local Government

7.2 (MHCLG) have launched a consultation '[Scheme improvements (access and protections)]' to address fairness, access, and efficiency within LGPS. The consultation closes on 22 December 2025.

7.3 The key proposals from this consultation are:

- **Normal Minimum Pension Age**
  LGPS rules to be updated to reflect the legislative changes to the minimum pension age. The Government is proposing that some LGPS members will have a protected pension age and will be able to continue to access their LGPS benefits before age 57 after the change in minimum pension age.
- **Academies**
  A simplified process for academies to change administering authority is proposed. Removing the requirement for Secretary of State consent if criteria met (value for money, pre-existing relationship, agreement of parties, capacity to administer). Consent will still be required if the criteria is not met.
- **Fair Deal Protections**
  Extend LGPS membership protections for staff transferred to private contractors, ensuring continuity of pension rights. This could have potential cost implications for outsourcing arrangements.
- **Access for Mayors and Councillors**
  Reintroduce LGPS membership for elected mayors and councillors in England, aligning with other UK nations.

7.4 The consultation has been circulated to employers who may be affected by potential impact.

8 Financial Implications
N/A

9 Climate Implications
None

10 Well-being and Health Implications
None

11 Other Implications
N/A

12 Risk Assessment

12.1 HAVING CONSIDERED: the risks associated with this decision; the level of risk has been identified as:
Current Risk: N/A
Residual Risk: N/A

16. Equalities Impact Assessment
N/A

17. Appendices
Appendix 1 – KPIs (1 August 2025 to 31 October 2025)

18. Background Papers

LGPS Regulations 2013

MHCLG consultation on Scheme improvements (access and protections)

McCloud statutory guidance

Homepage | UK Pensions Dashboards Programme

The Pensions Dashboards Regulations 2022