



Report to Pension Fund Board

Date: 19 October 2022

Title: **i-Connect/Pensions 'online' Update**

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Recommendation: The Board is asked to **NOTE** the content of this report.

Executive summary

1.1 This report is to provide the Board with an update on the roll-out of i-Connect to scheme employers and the 'my pension online' service for scheme members.

Content of report

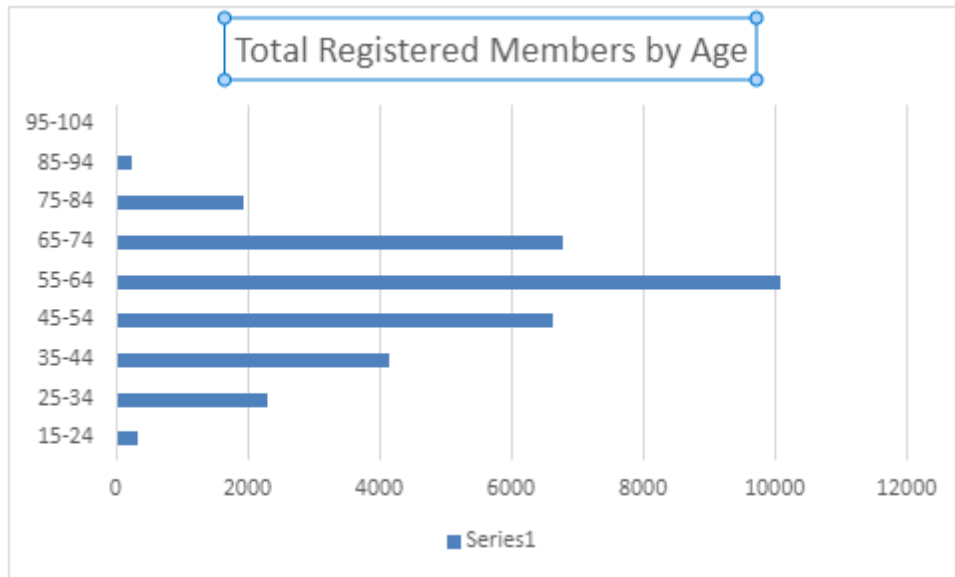
1.2 'My Pension Online'

The online service continues to be standard practice for scheme members to receive communications from the administration team as well as using to update personal details & obtain pension estimates.

Overall, 38% of membership of the Buckinghamshire Pension Fund are fully registered to use this service, an increase of 6% since March 2022. A breakdown between membership status can be seen below.

Status	Not Registered	Partially Registered	Fully Registered
Active	50.66%	7.06%	42.28%
Deferred	63.76%	6.73%	29.51%
Pensioner	35.51%	11.60%	52.89%

In terms of the age range for registered scheme members, the highest number of registered members continues those closer to retirement age/recently retired. This also corresponds with the log-ins where the highest number of log ins are from those registered scheme members who are between age 55-64. The chart below shows the age distribution of registered scheme members.



Of the total LGPS membership, the table below provides a breakdown of the opt outs by membership status.

Status	Number of opt-outs
Active	344
Deferred	557
Pensioner	3996

We continue to report usage of the 'my pension online' facility on a monthly basis. This provides us with useful information regarding who is using the service and what for. On average, there are 8679 logs ins on a monthly basis over 2022/23 so far.

Through the 'my pension online' service, scheme members can run benefit calculations, update contact details & death grant nominations and view communications from the Benefit Administration team including benefit statements and retirement packs. The table below provides a breakdown of the number of actions taken by scheme members between 1 April 2022 & the end of September 2022.

Updated contact details	39,660
Death grant nominations	17,947
Benefit Calculation – Death	5,512
Benefit Calculation - Retirement	35,586
Benefit Calculation - Deferred	21,512
Documents viewed	23,421

i-Connect

This online submission facility allows employers to upload data directly onto the pensions software system and removes the current requirement for employers to submit data on a monthly/annual basis via spreadsheet. At the end of September 2022, 258 employers had been onboarded and were successfully submitting data on a monthly basis.

Onboarding of the fund's largest scheme employer with over 8,000 employees was complete in November 2021 and data is now being submitted successfully on a monthly basis. Since the last Board meeting, our last 'large' employer has been onboarded and is now submitting on a monthly basis. We are also at the testing stage with a large school's payroll provider with an aim for them to be onboarded over October. This will account for approximately 26 schools.

The team have now implemented monthly reconciliation of the data provided by the scheme employers via i-Connect so that queries can be made on a monthly basis and resolved. This should drastically reduce both the year-end procedure and then number of queries arising.

The document upload facility is now live and all employers on i-Connect should now be uploading documents rather than sending via email. This facility allows the documents to be uploaded directly to the member record and relevant workflow created. Its also a safer and quicker way for the employers to send information.

Other options considered

1.3 N/A

Legal and financial implications

1.4 N/A

1.5 N/A

Consultation and communication

1.6 N/A



Next steps and review

Background papers

N/A

Your questions and views (for key decisions)

If you have any questions about the matters contained in this report please get in touch with the author of this report. If you have any views that you would like the cabinet member to consider please inform the democratic services team. This can be done by telephone [01296 382343] or email [democracy@buckinghamshire.gov.uk]

