



# Report to Pension Fund Board

**Date:** 29 March 2023

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

**Author and/or contact officer:** Sam Price, Assistant Pensions Administration Manager

**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, 40% of membership of the Buckinghamshire Pension Fund are fully registered to use this service, an increase of 2% since October 2022. A breakdown between membership status can be seen below.

Status	Not Registered	Partially Registered	Fully Registered
Active	49%	6%	45%
Deferred	62%	6%	32%
Pensioner	36%	9%	55%

Communications are due to be issued shortly to partially registered members to encourage completing the registration process. This is an exercise we have been completing on an annual basis however, from April 2023 this will change to a monthly exercise to pick up those who have started the registration process that month. The team continue to use MPO as the main method of communication and encourage members to register in all communications.

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

Status	February 2023	February 2022
Active	306	380
Deferred	533	559
Pensioner	3915	3638

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 over 8,000 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 October 2022 & the end of February 2023.

	Oct 22 – Feb 23
Updated contact details	12,729
Death grant nominations	6,946
Benefit Calculation – Death	3,230
Benefit Calculation - Retirement	25,842
Benefit Calculation - Deferred	14,535
Documents viewed	7,891

## ***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 February 2023, there are only 2 employers yet to be onboarded, the rest are successfully submitting data on a monthly basis. We have now classed this onboarding project as complete. Ongoing onboarding of new employers in the fund will be actioned by the team as business as usual.

Monthly & quarterly reconciliation checks are in place and reporting on this will be included on an ongoing basis within the Administration Performance report. This report will also include reporting on monthly employer submission.

### 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]