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Employers’ Forum

Presentation by the Pensions Shared Service (PSS)
October 2025

Martin Doyle – Assistant Director - Pensions Shared Service
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Ben Short – Senior Team Leader – Employers

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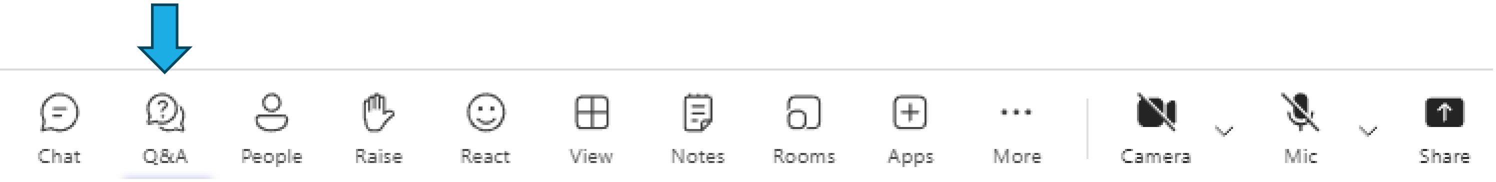
Housekeeping

- The webinar is being recorded on MS Teams – a link to the recording will be posted on our Employers webpage along with today's presentation slides: **https://pensionssharedservice.org.uk/employers/**
- Please turn off your microphone and camera
- Please submit your questions using the 'Q&A' facility



Agenda

- New Government Consultation
- Dashboards
- Valuation at 31 March 2025
- Data Requirements and i-Connect
- Employer Performance
- Cyber Risk Case Study
- Death in Service
- McCloud
- Promoting our updated member online portal "Engage"

LGPS Consultation Overview

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- The Ministry of Housing, Communities and Local Government (MHCLG) consultation covers four proposals relating to the LGPS:
  - normal minimum pension age,
  - pension access for mayors and councillors,
  - academies in the LGPS and
  - the new Fair Deal

- Runs until 22 December 2025

- PSS will issue communications when confirmed

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Normal Minimum Pension Age (NMPA)

- NMPA is the minimum age to access pensions unless retiring due to ill-health
- Legislation has increased NMPA from 55 to 57 effective 6 April 2028
- Members in LGPS before 4 Nov 2021 retain Protected Pension Age (PPA) of 55
- Transferred benefits from other schemes will retain PPA; NMPA rises to 57 for post 4 November 2021 joiners

Access for councillors and mayors

- Currently, councillors and mayors in England are not eligible for LGPS
- This differs from other UK countries.
- Government proposes reinstating LGPS access for councillors in England
- Also proposes offering LGPS access to mayors

Academies and Directions (Consolidation)

- Multi-Academy Trusts (MATs) often have academies in different funds.
- Employers can apply for a direction from the Secretary of State (SoS) to consolidate participation in a single fund
- Directions are discretionary and require consultation with affected parties
- Consultation proposes formalising criteria for consolidation directions
- SoS consent not needed if criteria are met
- Government aims to prevent fund selection based on lowest contribution rates
- Applications not meeting criteria will be considered case-by-case

New Fair Deal

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Currently:

The types of Employers in LGPS:

EMPLOYER TYPE	EXAMPLES	DESCRIPTION
Scheduled Bodies	County councils, district councils, police and crime commissioners, academies, universities, free schools, studio schools	These employers must participate in the LGPS and cannot offer alternative pension schemes. All staff are contractually enrolled from day one.
Designation Bodies	Precepting authorities (e.g. town and parish councils)	These employers can choose to offer the LGPS to some or all employees.
Admission Bodies	Community and transferee admission bodies	Community bodies have a community of interest with a Scheme employer or receive grants. Transferee bodies take over services under contract, often with staff transferring under TUPE.

New Fair Deal

Currently:

- Admission Bodies (Transfer of services or Community)
  - Receiving contractor could choose non-LGPS “broadly comparable” pension scheme (most did not)
  - Admission agreement with administering authority

Proposal:

- Contractors will not become admission bodies and no admission agreement; instead, the outsourcing authority be the 'deemed employer’. Will include further education colleges and sixth form colleges
- The protection will apply even if the service is sub-contracted or transferred out again, so long as the employees remain wholly or mainly employed on the delivery of the service or function transferred

Pensions dashboards are coming

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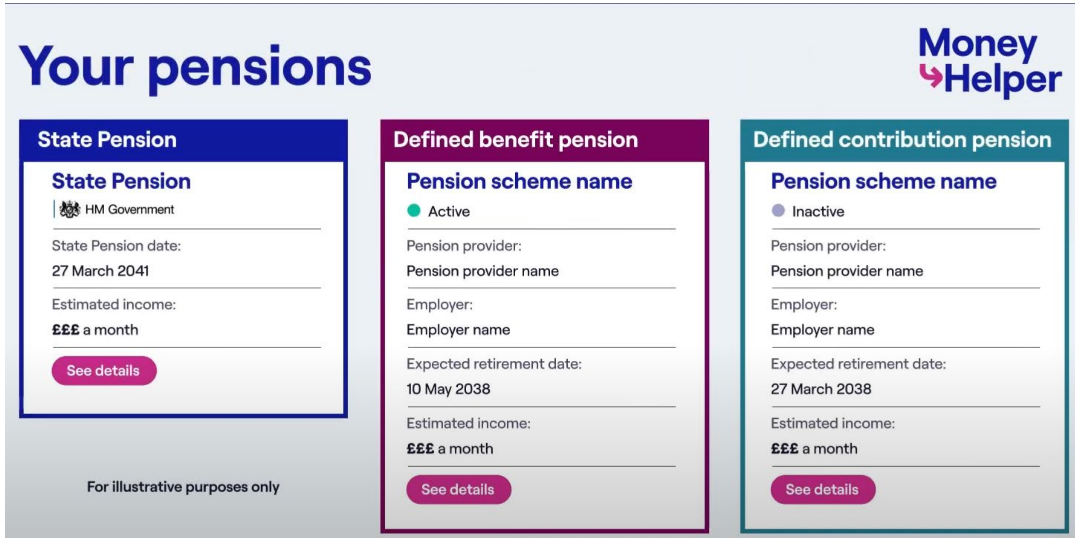
- Free, secure online service allowing UK savers to see all their pensions in one place
- Includes personal, private & public sector, LGPS, State Pensions
- Displays all pensions not yet in payment
- LGPS – Active & Deferred Members
- Values as at 31 March - ABS



Pensions dashboards are coming

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- Timeline for connection
- >50m private pension records connected
- State Pension records connected
- LGPS Funds must connect by 31 October 2025
- Final Connection deadline October 2026

Pensions Dashboards - Data Matters

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- Savers will need to verify their identity to use a Pensions Dashboard
- To 'match' with pension savings, personal data needs to be accurate
- Pension savings can be matched with
  - First names
  - Surname
  - Date of Birth
  - Address
- High standard of data quality from employers is vital

Pension Fund Valuation at 31 March 2025

Key outcomes – funding position

Funding position

Funding level = Assets / Liabilities

Surplus (Deficit) = Assets - Liabilities

Employers – Contribution Rates

Primary rate

- Cost of future benefits
- Employer share only
- Membership profile

Secondary rate

- Reflects employer's funding position and individual circumstances
- Surplus/deficit

Total contribution rate

- Primary plus secondary
- Stability objective
- Long-term cost efficiency

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Project timescales for Valuation

Now to Mar 2025	• Early data checks and cleansing
Apr to Jun 2025	• [Text] • Initial member and employer data sent to Actuary • Actuary sends over any queries
Jul to Sept 2025	• Final member data and Initial Fund results • Assumption setting and Individual employer results
Oct to Dec 2025	• More individual employer results • Draft FSS updated
Jan to Mar 2026	• Draft valuation report with R&A • Finalise FSS • Finalise valuation report and R&A

i-Connect – Key Issues

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- Please check data prior to submission
  - YTD figures
  - Leavers and Opt outs
  - Reference number changes
  - Assumed Pensionable Pay applied correctly
  - Reporting leavers/opt outs/job changes/changes in hours in the relevant i-connect submissions
  - Applying correct EE and ER rates
  - Ensuring i-connect submissions reflect payroll runs (for reconciliation purposes)
  - Submission deadline of the 19th
- Support is available

i-Connect - Assumed Pensionable Pay (APP)

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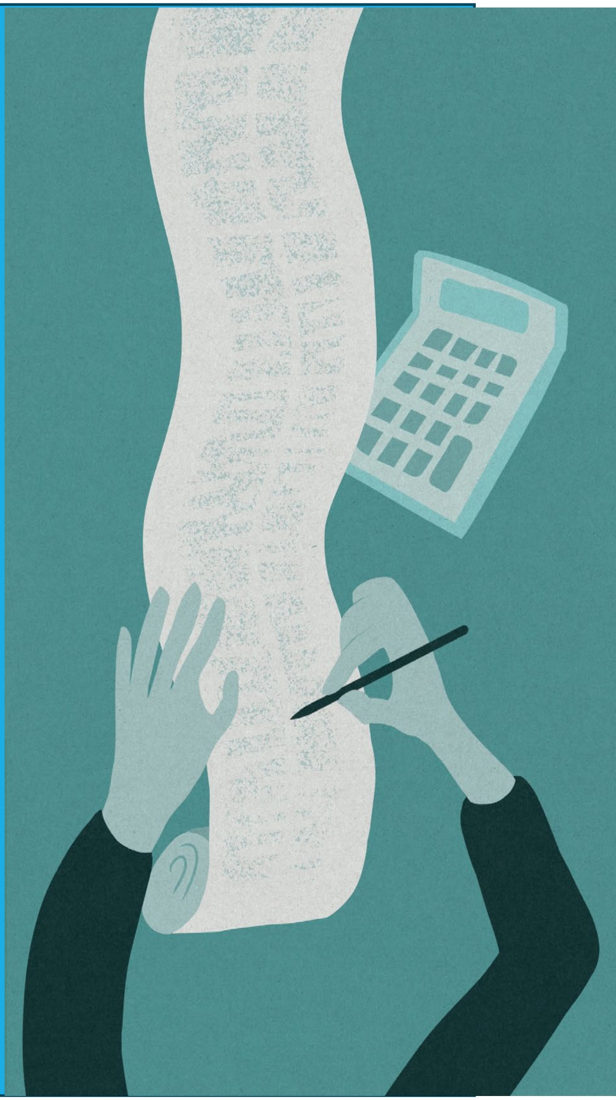
- A notional pay figure used in place of actual pensionable pay in certain circumstances when the member is absent from work and receives reduced or nil pay.
- Sickness, child related leave, reserve forces service leave, etc.
- For monthly paid employees, APP is equal to the average of the pensionable pay for the 3 complete months before the relevant event
  - Some exclusions – lump sums, reductions due to trade disputes or authorised absence, arrears of pay for earlier periods.
- Training available from the LGA, or if you are unsure, please just contact us.



i-Connect – Multi Factor Authentication

- Mandatory - likely from Q1 2026
- Requirement to improve security of i-Connect
- 'Goldmine' of Personal Data to cyber criminals
- Use existing username and password
- Plus, a 'one-time' passcode generated by an authenticator app
- Or MFA code via email
- Submitting monthly data and member documents will rely on new log in process
- Guide and help will be available

Employer Performance YTD

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PENSIONS SHARED SERVICE- I-CONNECT DATA REPORT 2025-26: OVERVIEW_ APR-SEP 2025

Assessment: Data quality of the i-Connect submissions is evaluated by checking monthly vs. YTD figures, FTE pay, leaver information, and other obvious errors. The timeliness of submissions is also monitored.

RAG STATUS ASSIGNMENT: DATA QUALITY

- GREEN: No obvious errors in data.
- AMBER: Average error rate is more than 0 but less than 5%.
- RED: Average error rate exceeds 5%.

No. of Employers

238

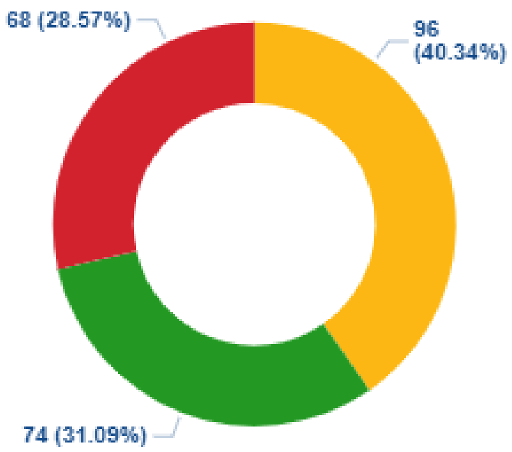
VIEW FUND PERFORMANCE DETAILS

RAG STATUS ASSIGNMENT: TIMELINESS

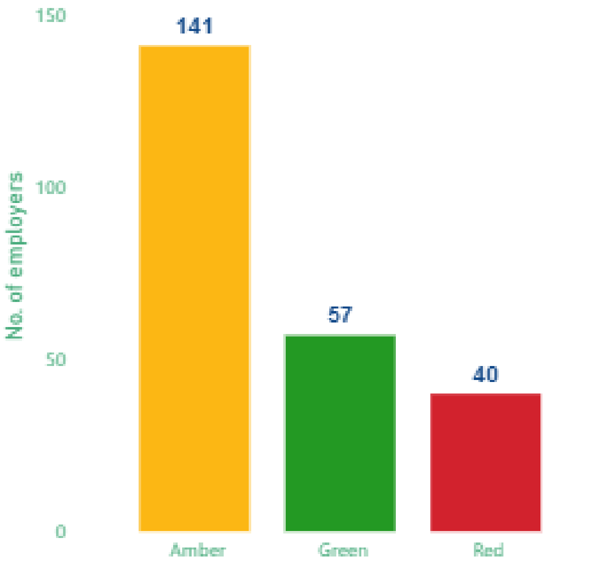
GREEN: No late submissions.

- AMBER: 1 late submission.
- RED: 2 or more late submissions.

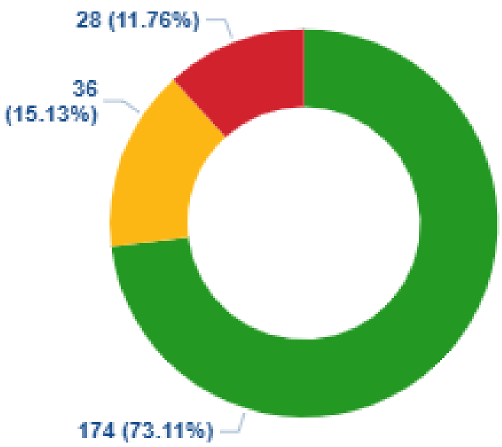
i-Connect submissions: Data quality



i-Connect Submissions: Overall Performance



i-Connect submissions: Timeliness



Best and Worst Performance by MPP's YTD

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Payroll	Avg Error rate	No. of late submissions	Combined Score
Veolia	0.00	0.00	0.00
Teesside	0.06	0.00	0.06
Cantium	0.58	0.00	0.58
CamdenCloud	0.66	0.00	0.66
Step Academy Trust	0.56	0.33	0.89
Kingston-SMKR	0.93	0.00	0.93
Xeinadin	1.26	0.00	1.26
United Learning	1.61	0.00	1.61
Dataplan	2.56	0.33	2.90
GLL	2.92	0.00	2.92
EPM	5.10	0.00	5.10
NeoPeople	6.32	0.00	6.32
Schools' Choice	6.32	0.00	6.32
MHR	6.24	0.33	6.57
WF Council-Oracle	7.73	0.00	7.73
Wandsworth Payroll - iTrent	8.24	0.00	8.24
Access	7.72	0.95	8.68
Enable	9.41	2.00	11.41
Payplus	14.64	0.00	14.64
HR & OD Business Solutions	10.51	4.89	15.40
EduPay	29.28	0.66	29.94
Atlas Cleaning	33.33	1.00	34.33

For the first 6 data submissions of the year – ZERO errors and late returns is the target and was achieved by Veolia.

RAG STATUS ASSIGNMENT: DATA QUALITY

GREEN: No obvious errors in data.

AMBER: Average error rate is more than 0 but less than 5%.

RED: Average error rate exceeds 5%.

RAG STATUS ASSIGNMENT: TIMELINESS

GREEN: No late submissions.

AMBER: 1 late submission.

RED: 2 or more late submissions.

Best and Worst Performance by Employer YTD

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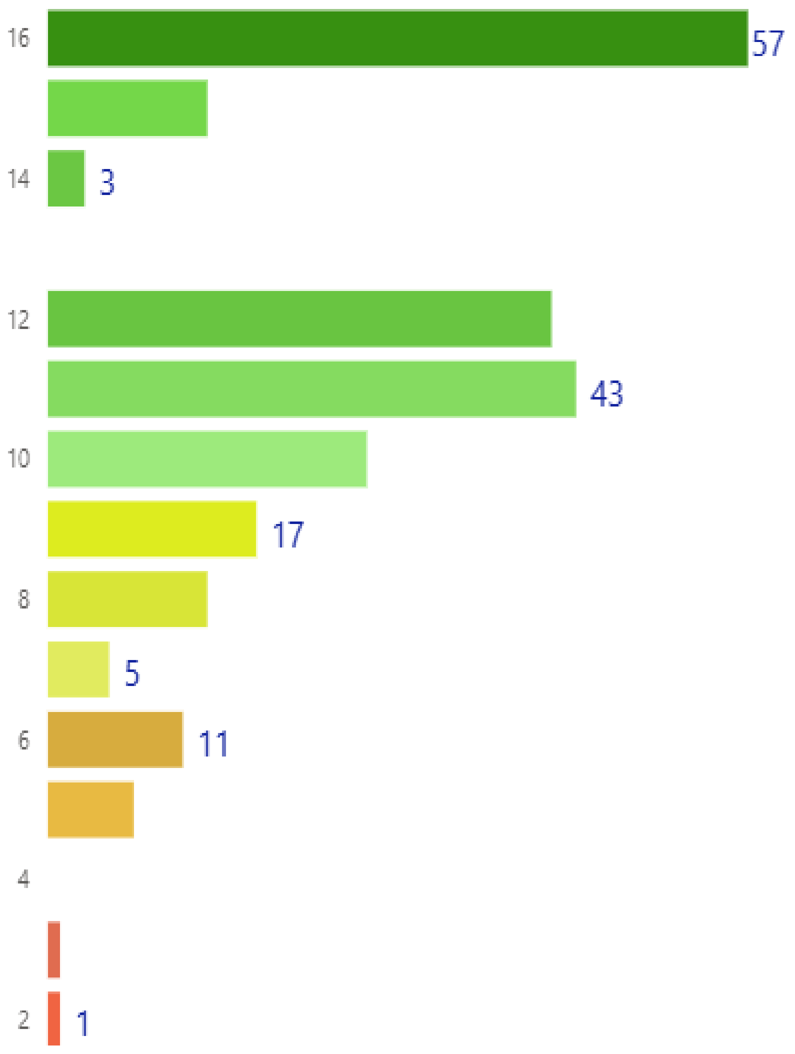


57 Employers have provided 100% timely and accurate i-Connect returns in the first 6 months of the 2024-25 year so far

But 1 has not provided timely or accurate returns

Recovery of Costs

- Late or incorrect iConnect submissions
- No nominated pensions representative
- No Discretions Policy
- **Lack of, or late, notification of starters, leavers and changes**
- Failure to notify of TUPE transfers
- Failure to notify of new Academies or Free Schools
- Late payment of contributions

Support/training with i-Connect

Contact us: PSSEmployers@richmondandwandsworth.gov.uk

LGPS HR Guide: https://lgpslibrary.org/assets/gas/ew/HRv4.4c.pdf

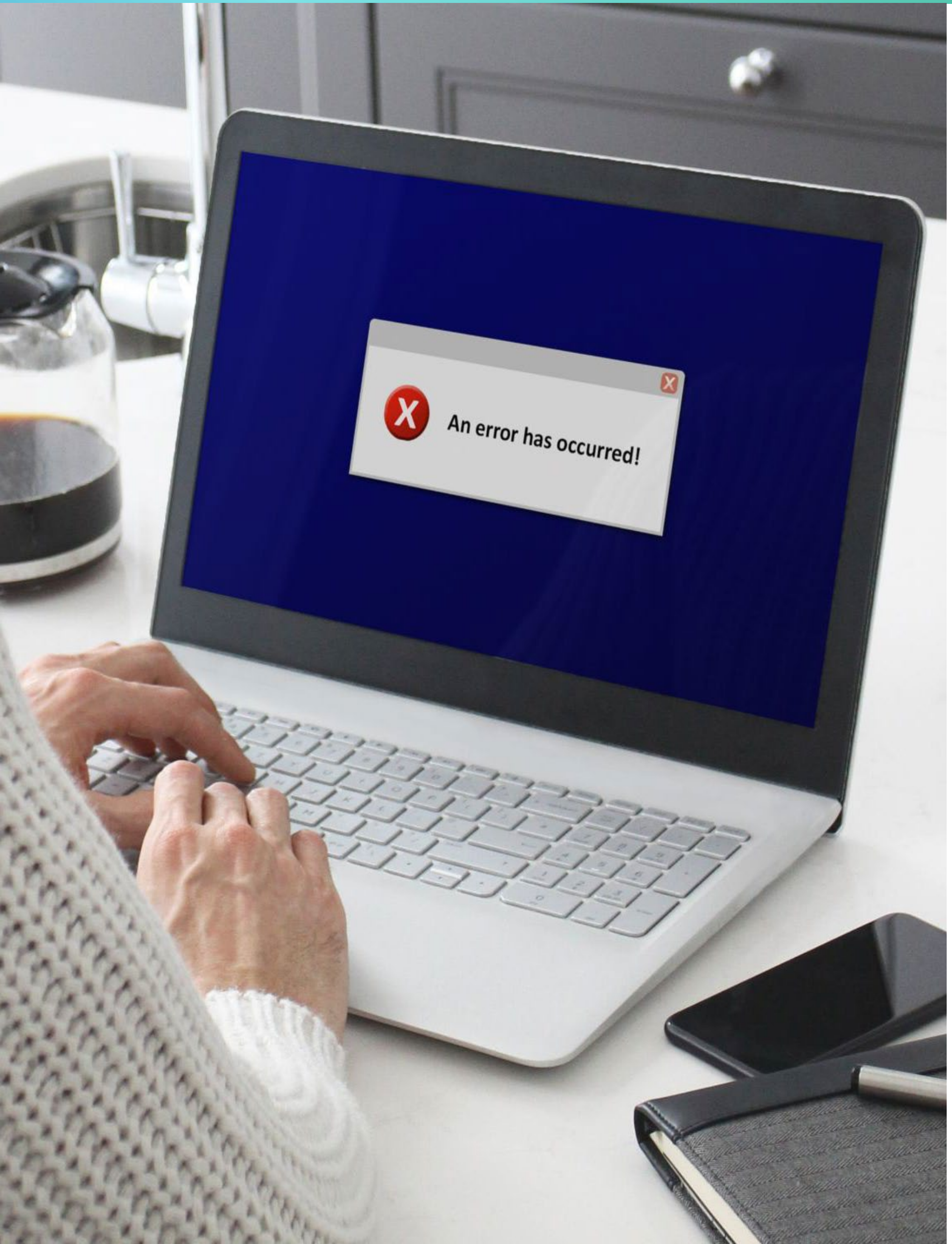
LGA bite-size training modules

The LGA has published bite-size training modules to help employers with key topics:

- Assumed Pensionable Pay;
- Final Pay; and
- Ill Health Retirement

https://lgpsregs.org/employer-resources/employer-bite-size-training.php

Cyber Risk Case Study Overview: Gloucester City Council



Attack Method

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Spear Phishing Technique

Attackers used targeted emails mimicking trusted contacts to trick employees into clicking malicious links.

Council officer in email exchange with supplier (in 10th out of 15 emails received a link, clicked on it and received an error message and then continued to exchange emails).

Hidden Backdoor Installation

Malware installed via the link created a hidden backdoor allowing undetected network access.

Ransomware Deployment

Ransomware encrypted critical council data and demanded ransom for decryption keys

Impact on Services – 12 months

Benefits Payments Delays
Ransomware delayed financial support for vulnerable residents and causing social hardship

House Purchase Disruptions
Land search service interruptions delayed house purchases

Planning Application Delays
Delays in planning application processes

Electoral Services Compromised
Cyberattack compromised electoral services

Staff Morale Decline
Employees experienced fatigue and low morale

COST TO COUNCIL = £1M+

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Lessons for Organisations

Cyber Incident Response Plan

A dedicated cyber incident response plan is essential to address unique digital threat challenges effectively

Staff Cybersecurity Training

Enhanced staff training focuses on cyber threats, data protection, and file management to improve threat response

Supplier Risk Management

Evaluating external suppliers through a risk dashboard helps reduce vulnerabilities from third-party partners

Death in Service

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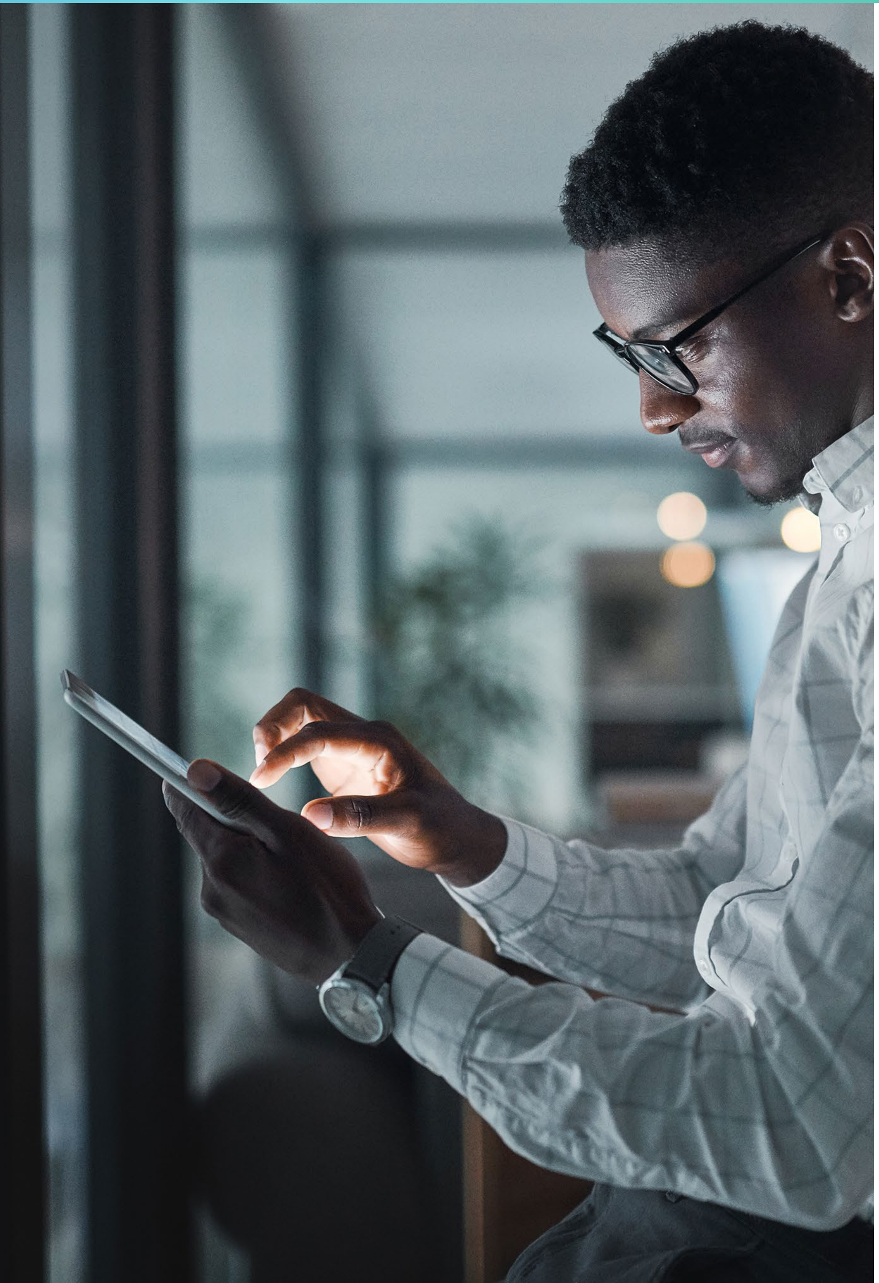
- No service qualification, covered from day one
- Death grant is 3 x annual APP
- Paid at AAs absolute discretion
- Employer role
  - ❑ Provide contact details
  - ❑ Information on circumstances
  - ❑ Accurate and timely information
- Survivor’s benefits –
  - Spouse’s pension; or
  - Co-habiting partner’s pension; or
  - Civil partner’s pension;
- Children’s pensions



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Engage will replace Member Self Service (MSS)

- Better User Experience
- More secure – Multi factor authentication
- Intuitive Self-Service Tools
- Employer assistance is key
  - Issue promotional material
  - Receive updates of non-registered members

Engage homepage member view

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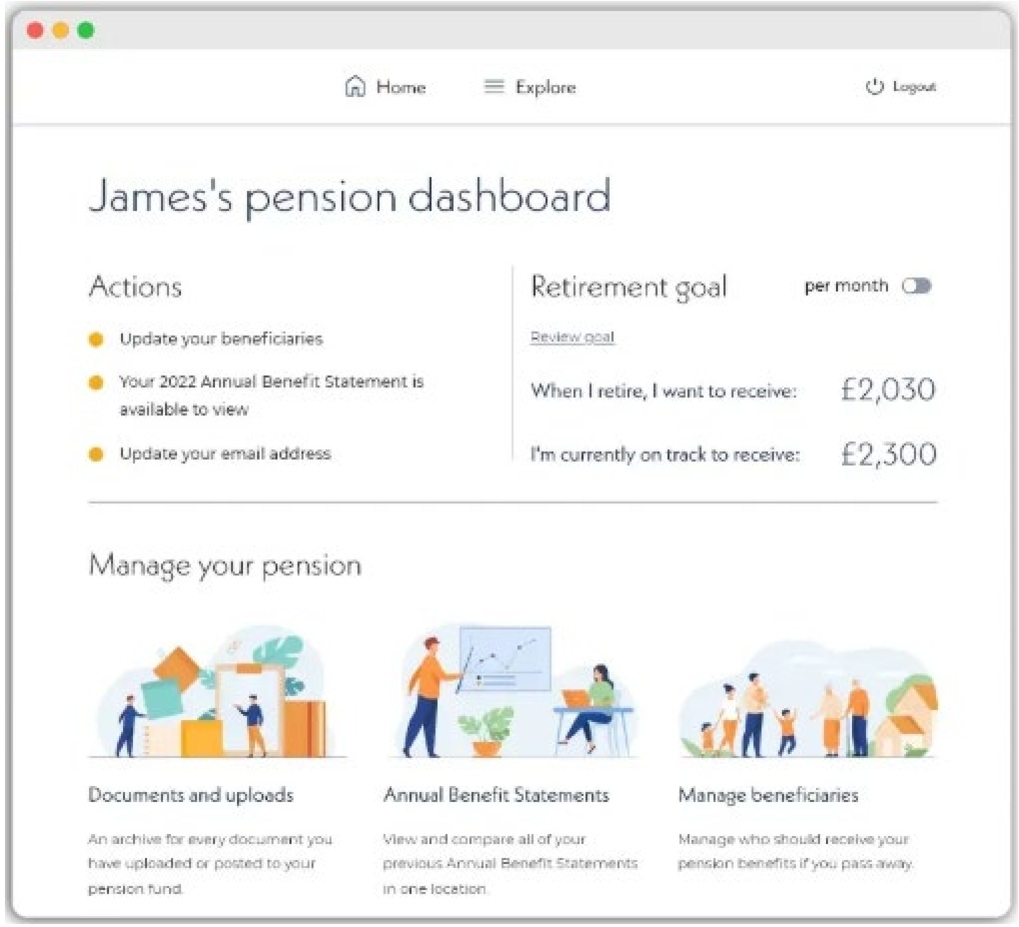

From the homepage the member:

- can see any outstanding actions they need to complete
- go directly to the retirement planner
- view their documents and annual benefit statements
- manage their beneficiaries

Engage Retirement Planner

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Calculate your retirement lifestyle

Everyone has different hobbies and activities they want to pursue when they retire. With our lifestyle calculator, we'll help you figure out how much you need to save to achieve the retirement you want.

Single

Essentials covered

£1050 - £1,950 per month

This target ensures all your basic needs are covered, with some left over for fun and social occasions.

- Basic utility bills are covered
- £200 a month for food shopping
- Using public transport instead of a car
- 1 week holiday abroad every year
- £50 a month spending money

Choose essentials covered

Living comfortably

£1,950 - £3,100 per month

This gives you more flexibility in retirement and gives you more to spend on leisure activities.

- Basic utility bills are covered
- £300 a month for food shopping
- Enough to run and maintain your own car
- 2 weeks abroad on holiday every year
- £100 a month spending money

Choose living comfortably

Luxurious retirement

£3,100+ per month

This target lifestyle that allows you to be more spontaneous with your money and go on more holidays.

- Basic utility bills are covered
- Roughly £550 a month for food shopping
- Enough to buy a new car every 5 years
- 3 weeks abroad on holiday every year
- £150 a month spending money

Choose luxurious retirement

Use the planner to set retirement goals

Take account of other savings and expenditure

Am I on track or do I need to pay more?

McCloud Remedy

- All member records now reviewed
- Underpin values provided in ABS
- BAU includes McCloud remedy
- Data from employers may still be needed

The McCloud Remedy
for the lgps

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Our PSS website: https://pensionssharedservice.org.uk/active-members/

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Active members

Currently employed and contributing to the Local Government Pension Scheme

New joiners

If you have just joined the Local Government Pension Scheme and you want to find out more about how the scheme works, please visit the national members' website.

If you have pension rights with another pension scheme (including other LGPS funds) or another pension arrangement, you may be able to transfer these into the LGPS. You only have 12 months from joining the LGPS to opt to transfer any other pension rights.

To investigate a transfer of other pension rights, please download and complete the Other Pension Rights form and return it to us. Transferring your pension rights is not always an easy decision to make, and you may wish to seek the help of an independent financial adviser.

The LGPS provides life cover for active members of the scheme of three times your pensionable pay. In order that your intention can be taken into account should a lump sum death grant become payable, you should complete an Expression of Wish form.

In this section:

- New joiners
- Absences from work
- Increasing your pension benefits
- Opting out
- Paying less into your pension
- Considering retirement
- Death in service benefits

See also:

- Divorce proceedings

More Information

National Member Website:
https://www.lgpsmember.org/

Employer Training:

https://www.lgpsregs.org/employer-resources/index.php

Pensions Shared Service Website:
https://pensionssharedservice.org.uk/

Contacting the Pensions Shared Service –
Employers Team

Email: PSSEmployers@richmondandwandsworth.gov.uk